



**New Jersey Department of Transportation
Bureau of Research
RESEARCH PROJECT
Request for Proposal
2022 – 2023 SPR Program**

Project Title: Access Link Appointment Times Adoption Study
Posting No.: 2022-02
Date of RFP Announcement: 04/21/2022
Closing Date: 05/31/2022

Proposals must be prepared in accordance with NJDOT's *Supplemental and Proposals guidelines*. Please visit <https://www.state.nj.us/transportation/business/research/guidelines.shtm> for the most current version.

All proposals must also have a corresponding online PreAward Risk Assessment form completed and submitted by the PIs prior to the RFP closing date and time. This online form can be found at: https://www.state.nj.us/transportation/business/research/risk_assessment_forms.shtm

1 - RESEARCH PROBLEM STATEMENT AND OBJECTIVES

1.1 Problem Statement

A study is needed to identify estimated operational impacts and associated costs of adding a requested appointment (or "drop-off") time feature to the reservation process of Access Link, NJ TRANSIT's statewide, ADA complementary paratransit service for eligible customers with disabilities. Access Link's current reservation process is based on the pick-up time requested by (and negotiated with) the individual customer, which the Access Link scheduling software then utilizes to plan service delivery (also using ride duration parameters) and to measure on-time performance. It is envisioned that adding an additional reservations component to ensure drop-offs are made by a specified time included in some or most reservations will limit existing ride-sharing opportunities and translate to additional resources needed to operate the service. Other paratransit services may already incorporate this feature. However, since such would mean a transition for Access Link, a study is needed to identify the impacts of this change and the associated costs (quantified where possible) which would ensue.

Access Link Appointment Times Adoption Study, will consist of seven major tasks. The project will start with initial data gathering and a review of regulatory requirements. The next task will include a review of Access Link current operations and research on industry standards and best practices at other transit agencies. Goals will be developed, and a report will be prepared summarizing the findings from the initial research. Based on the initial research findings, a pilot will be conducted using sample trip data and the results will be evaluated. Key performance indicators will be identified and the impacts to service and risks will be evaluated. A business needs analysis will be conducted, and implementation and integration plans will be developed. The project findings will be detailed in a final report and an initial business case will be prepared. The above is a general description of suggested elements of this project. A proposer is permitted to deviate from these elements, with supporting justification. A brief description of future phases of this project is included at the end of the next section.



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Minimum tasks include Data Collection and Regulatory Review, Best Practices Review and Goal Benchmarking, Goal Development and Benchmarking, Emerging Opportunities and Challenges, Performance and Planning for Service Impacts, Business Needs Analysis for Implementation, and Final Report and Initial Business Case.

1.2 Research Objectives

Improve the services provided by the NJ Access link so it can be accessed easily. Additionally, identify potential areas where the service has a higher need currently, but the service is not being provided due to no prior need in the past.

1.3 Type of Contract

It is proposed that if the Issuing Office enters into a contract because of this Request for Proposal (RFP), it will be a **Cost Reimbursement, Deliverable-Based** contract containing the Standard Contract Terms and Conditions.

2 - BUDGET and CONTRACT TIME

The **TOTAL** project budget shall not exceed **\$100,000 US Dollars**. Budgets will be evaluated separately, and only after a selection has been made as to which proposal is the most qualified based on technical merit. Please place three (3) copies of the budget for this project in a separate sealed envelope.

The PI must provide the anticipated research study duration based on the proposed tasks. Consideration should be given to potential impediments so that adjustments are incorporated into the schedule minimizing the need for time extensions. Contract time shall include sufficient time for the procurement of subcontractors, as well as no less than three months for Final Report review and acceptance. Please be advised that going forward, new task orders having permissible justification will be allowed no more than a one-time extension with the advent of 2 CFR 200.

A 9-month total project duration is preferred.

Please provide a Gantt Chart schedule, by month number (e.g., 1-24), showing tasks start/end, and deliverables. List corresponding deliverables below the chart.

3 - Oral Presentations

Oral online presentations may be requested as part of this RFP. If required, you will be notified by the Bureau of Research to schedule your oral presentation. They will be held at NJDOT headquarters in Trenton, NJ, attended by the Technical Advisory Panel (TAP), and be limited to no more than an hour, including time for questions and answers.

4 – Deadline



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Proposals (10 single-bound copies) are due at the NJDOT Bureau of Research no later than **4:00 p.m. on May 31, 2022**

Approximate Start Date: 08/14/2022. The official start date is the date that the Bureau of Research obtains a signature from the Assistant Commissioner.

5 – CONTACTS

Interested parties shall send all questions related to this RFP to the Research Bureau Manager by sending an e-mail to Amanda.Gendek@dot.nj.gov or by phone (609-963-2242). Questions on this topic **shall not** be directed to any Research Project Manager, Research Customer, or any other NJDOT person. All questions must be received **on or before 05/05/2022 in order to be answered.**

PROPOSAL DELIVERY INSTRUCTIONS:

During the COVID-19 pandemic, hand-carried deliveries will not be accepted.

For private, paid messenger services such as Federal Express, DHL, UPS, etc. deliveries:

RFP No. **2022-02 PROPOSAL-NJDOT**
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