



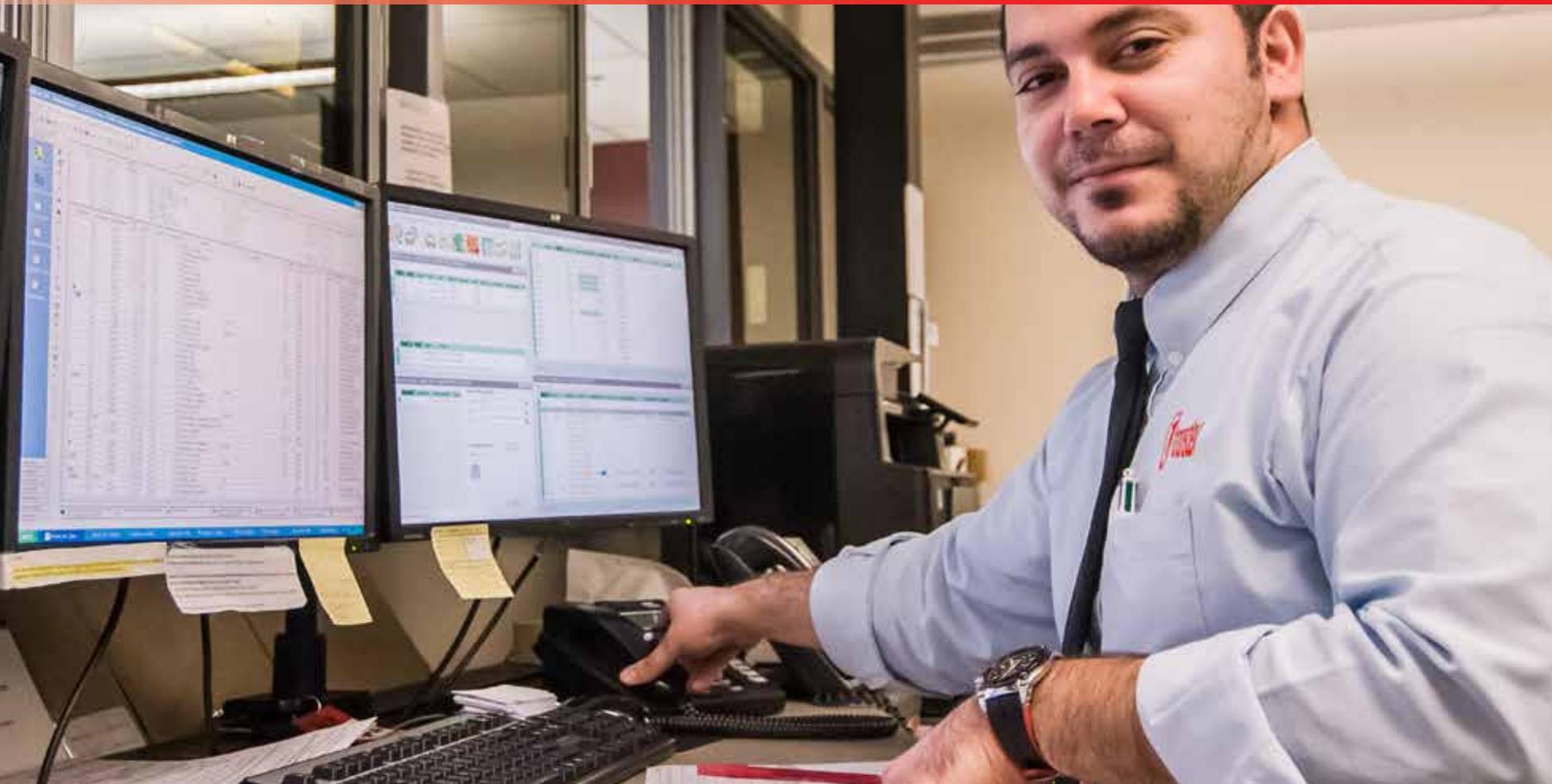
**TECHNICAL  
PROPOSAL**

RFP: 7591562

PROPOSAL TO PROVIDE

# Transportation Brokerage Services for Rhode Island

2018



State of Rhode Island and Providence Plantations  
Department of Administration  
Division of Purchases

**RIVIP BIDDER CERTIFICATION COVER FORM**  
**SECTION 1 - BIDDER INFORMATION**

*Bidder must be registered as a vendor on the RIVIP system at [www.purchasing.ri.gov](http://www.purchasing.ri.gov) to submit a bid proposal.*

**Solicitation Number:** 7591562A2  
**Solicitation Title:** RFP- Rhode Island Transportation Brokerage Services (349 pages)

**Bid Proposal Submission  
Deadline Date & Time:** 5/18/2018 10:30 am

**RIVIP Vendor ID #:** 81781  
**Bidder Name:** Transdev Services, Inc / Transdev North America / IntelliRide LLC  
**Address:** 720 E. Butterfield Rd.  
Suite 300  
Lombard , IL 60148  
USA

**Telephone:** 630-776-5288  
**Fax:**  
**Contact Name:** Rob Mowat  
**Contact Title:** SVPbusinessDevelopment  
**Contact Email:** bd@transdev.com

**SECTION 2 - DISCLOSURES**

**Bidders must respond to every statement. Bid proposals submitted without a complete response may be deemed nonresponsive.**

*Indicate "Y" (Yes) or "N" (No) for Disclosures 1-4, and if "Yes," provide details below*

- N   1. State whether the Bidder, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder or any parent, subsidiary, or affiliate has been subject to suspension or debarment by any federal, state, or municipal governmental authority, or the subject of criminal prosecution, or convicted of a criminal offense within the previous 5 years. If "Yes," provide details below.
- N   2. State whether the Bidder, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder or any parent, subsidiary, or affiliate has had any contracts with a federal, state, or municipal governmental authority terminated for any reason within the previous 5 years. If "Yes," provide details below.
- N   3. State whether the Bidder, or any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder or any parent, subsidiary, or affiliate has been fined more than \$5000 for violation(s) of any Rhode Island environmental law(s) by the Rhode Island Department of Environmental Management within the previous 5 years. If "Yes," provide details below.
- N   4. State whether any officer, director, manager, stockholder, member, partner, or other owner or principal of the Bidder is serving or has served within the past two calendar years as either an appointed or elected official of any state governmental authority or quasi-public corporation, including without limitation, any entity created as a legislative body or public or state agency by the general assembly or constitution of this state.

Disclosure details (continue on additional sheet if necessary):

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### SECTION 3 - OWNERSHIP DISCLOSURE

**Bidders must provide all relevant information. Bid proposals submitted without a complete response may be deemed nonresponsive.**

If the Bidder is publicly held, the Bidder may provide owner information about only those stockholders, members, partners, or other owners that hold at least 10% of the record or beneficial equity interests of the Bidder; otherwise, complete ownership disclosure is required.

List each officer, director, manager, stockholder, member, partner, or other owner or principle of the Bidder, and each intermediate parent company and the ultimate parent company of the Bidder. For each individual, provide his or her name, business address, principal occupation, position with the Bidder, and the percentage of ownership, if any, he or she holds in the Bidder, and each intermediate parent company and the ultimate parent company of the bidder.

IntelliRide is a wholly owned subsidiary of Transdev North America. Transdev North America is a wholly owned subsidiary of Transdev Global. Transdev Global has two shareholders, the Caisse des Dépôts (CDC) and Veolia Environnement.

IntelliRide Managing Board: COO Duane Eskierka, EVP & General Counsel Jennifer Coyne, EVP Dick Alexander

IntelliRide Officers: President (Vacant), COO Duane Eskierka, Secretary Jennifer Coyne, Treasurer Jacques Laherre

Transdev North America Directors: Chairman Yann Leriche, Thierry Mallet, Marcos Garcia, Jacques Laherre, Jennifer Coyne

Transdev North America Officers: Chairman, CEO & President Yann Leriche; EVP & Treasurer Jacques Laherre; EVP, General Counsel & Secretary Jennifer Coyne

Transdev Group Board of Directors: Anne-Marie Couderc, Thierry Mallet, Franck Silvent, Françoise Tausinat, Delphine Pons, Virginie Fremandes, Wael Rizk, Peirre Aubouin, Antoine Frerot, Philippe Capron, Jean-Michel Fenault, Antoine Colas

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### SECTION 4 - CERTIFICATIONS

**Bidders must respond to every statement. Bid proposals submitted without a complete response may be deemed nonresponsive.**

Indicate "Y" (Yes) or "N" (No), and if "No," provide details below.

**THE BIDDER CERTIFIES THAT:**

- Y 1. The Bidder will immediately disclose, in writing, to the State Purchasing Agent any potential conflict of interest which may occur during the term of any contract awarded pursuant to this solicitation.
- Y 2. The Bidder possesses all licenses and anyone who will perform any work will possess all licenses required by applicable federal, state, and local law necessary to perform the requirements of any contract awarded pursuant to this solicitation and will maintain all required licenses during the term of any contract awarded pursuant to this solicitation. In the event that any required license shall lapse or be restricted or suspended, the Bidder shall immediately notify the State Purchasing Agent in writing.
- Y 3. The Bidder will maintain all required insurance during the term of any contract pursuant to this solicitation. In the event that any required insurance shall lapse or be canceled, the Bidder will immediately notify the State Purchasing Agent in writing.
- Y 4. The Bidder understands that falsification of any information in this bid proposal or failure to notify the State Purchasing Agent of any changes in any disclosures or certifications in this Bidder Certification may be grounds for suspension, debarment, and/or prosecution for fraud.
- Y 5. The Bidder has not paid and will not pay any bonus, commission, fee, gratuity, or other remuneration to any employee or official of the State of Rhode Island or any subdivision of the State of Rhode Island or other governmental authority for the purpose of obtaining an award of a contract pursuant to this solicitation. The Bidder further certifies that no bonus, commission, fee, gratuity, or other remuneration has been or will be received from any third party or paid to any third party contingent on the award of a contract pursuant to this solicitation.

- Y 6. This bid proposal is not a collusive bid proposal. Neither the Bidder, nor any of its owners, stockholders, members, partners, principals, directors, managers, officers, employees, or agents has in any way colluded, conspired, or agreed, directly or indirectly, with any other bidder or person to submit a collusive bid proposal in response to the solicitation or to refrain from submitting a bid proposal in response to the solicitation, or has in any manner, directly or indirectly, sought by agreement or collusion or other communication with any other bidder or person to fix the price or prices in the bid proposal or the bid proposal of any other bidder, or to fix any overhead, profit, or cost component of the bid price in the bid proposal or the bid proposal of any other bidder, or to secure through any collusion, conspiracy, or unlawful agreement any advantage against the State of Rhode Island or any person with an interest in the contract awarded pursuant to this solicitation. The bid price in the bid proposal is fair and proper and is not tainted by any collusion, conspiracy, or unlawful agreement on the part of the Bidder, its owners, stockholders, members, partners, principals, directors, managers, officers, employees, or agents.
- Y 7. The Bidder: (i) is not identified on the General Treasurer's list created pursuant to R.I. Gen. Laws § 37-2.5-3 as a person or entity engaging in investment activities in Iran described in § 37-2.5-2(b); and (ii) is not engaging in any such investment activities in Iran.
- Y 8. The Bidder will comply with all of the laws that are incorporated into and/or applicable to any contract with the State of Rhode Island.
- Y 9. Bidder certifies that it is not currently engaged in and shall not during the duration of the contract (if awarded) engage in the boycott of any person, firm, or entity based in or doing business with any jurisdiction with whom the State of Rhode Island can enjoy open trade. Nor shall bidder participate in the boycott of any public agencies, entities, or instrumentalities of any jurisdiction with whom the State of Rhode Island can enjoy open trade. For the purposes of this certification "jurisdiction with whom the State of Rhode Island can enjoy open trade" means national governments who are members of the World Trade Organization.
- Y 10. Bidder has complied with and, if awarded a contract with the State of Rhode Island shall promptly comply with, the reporting requirements of the "Reporting of Political Contributions by State Vendors Act", R. I. Gen. Laws § 17-27-1, *et seq.*

Certification details (continue on additional sheet if necessary):

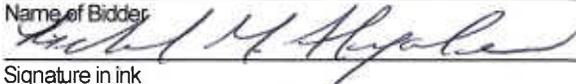
**Submission by the Bidder of a bid proposal pursuant to this solicitation constitutes an offer to contract with the State of Rhode Island through the Division of Purchases on the terms and conditions contained in this solicitation and the bid proposal. The Bidder certifies that: (1) the Bidder has reviewed this solicitation and agrees to comply with its terms and conditions; (2) the bid proposal is based on this solicitation; and (3) the information submitted in the bid proposal (including this Bidder Certification Cover Form) is accurate and complete. The Bidder acknowledges that the terms and conditions of this solicitation and the bid proposal will be incorporated into any contract awarded to the Bidder pursuant to this solicitation and the bid proposal. The person signing below represents, under penalty of perjury, that he or she is fully informed regarding the preparation and contents of this bid proposal and has been duly authorized to execute and submit this bid proposal on behalf of the Bidder.**

**BIDDER**

**Date:** 5.15.18

IntelliRide LLC

Name of Bidder



Signature in ink

Richard M. Alexander Executive Vice President Business Development

Printed name and title of person signing on behalf of Bidder

# Cover Letter

May 14, 2018

Mr. David J. Francis  
Interdepartmental Project Manager  
RI Dept. of Administration  
Division of Purchases, 2<sup>nd</sup> Floor  
One Capitol Hill  
Providence, RI 02908-5855

RE: RFP# 7591562 – Rhode Island Transportation Brokerage Services

Dear Mr. Francis,

IntelliRide, a subsidiary of Transdev North America, is pleased to present our proposal to provide Transportation Brokerage Services and management of the Rhode Island Non-Emergency Medicaid Transportation Program (NEMT), the Elderly Transportation Program (ETP), and the Temporary Assistance for Needy Families (TANF) program in the State of Rhode Island. We are excited by the opportunity to partner with the Executive Office of Health and Human Services (EOHHS) in the provision of this system.

Using a broker model, the State has the opportunity to choose a transportation provider who is committed to the highest levels of efficiency, transparency, and accountability. Across the nation, we provide a variety of services in urban and rural settings which eliminate a barrier to life-sustaining care often presented by a lack of public transit. We know programs that provide trips to non-emergency medical appointments and various day services are crucial to those without other transportation options. IntelliRide's brokerage approach will combine quality project leadership, best practices, and the latest technology to deliver a program that meets the trip demands of NEMT, ETP, and TANF passengers.

Our operation and management of this system will support EOHHS' mission to *"Ensure access to high quality and cost-effective services that foster the health, safety, and independence of all Rhode Islanders."* Throughout our proposal, we have detailed our startup and operations plan for this service, including:

- **Transparent Implementation** – We understand the size and complexity of these services and will provide a customized implementation plan and schedule to EOHHS within 30 days of contract award. Our mobilization timeline will reflect our desire to partner with the State by providing a living document where our progress toward an on-time and effective startup can be monitored.

- > **Experienced Leadership** – EOHHS will benefit from the expertise of Joel Cook, General Manager, who will oversee this project. Joel will work closely with EOHHS staff to incorporate changes and enhancements to the service that will help the State reach its goals and objectives for the system. Joel brings nearly 10 years of experience as a Transdev manager and will be supported by corporate and regional subject matters experts providing guidance in NEMT operations, scheduling, safety, human resources and recruiting, and information technology.
- > **Development of a Provider Network** – IntelliRide works closely with network providers to ensure established performance targets are met. This begins by creating a clear understanding of the operational benchmark for success. Proactive and efficient management of trips assigned to providers will improve the trip experience for passengers and creates the seamless delivery of service.
- > **Web-Based Software Solution** - IntelliRide’s proposal includes the Ecolane software system for trip reservations. We have selected this 100% web-based, Health Insurance Portability and Accountability Act (HIPAA) compliant technology that is accessible from multiple platforms such as smartphones, tablets, laptops, and workstations.

For transportation coordinators and brokers, this solution provides the tools needed to schedule effectively while managing trips with the State’s existing resources. For EOHHS staff, the Ecolane supervisor interface offers a dashboard with a summary view of the day’s operations. For passengers, the client mobile app provides the option of trip ordering and monitoring vehicle arrival in real-time.

- > **Team Communication** – Our proposed management team appreciates the importance of regular and open communication with employees. Monthly meetings allow time for ideas and concerns to be shared while boosting employee morale and encouraging a team environment.
- > **Passenger Care** –Our customer service program equips the local team to provide excellent and caring service to passengers. We prepare employees to interact professionally with a diverse group of passengers, monitor their performance, and reward a job well done.
- > **Commitment to Safety** - Our credo, “Uncompromising Safety,” is an expression of our company’s fundamental belief that safety supersedes all other issues. Safety forms the solid foundation upon which we build trust, respect, and partnership with our employees, clients, and customers.

Please note: Our proposal does not include proposed changes to the EOHHS contract. Please see the Appendix of this document for our evidence of insurance.

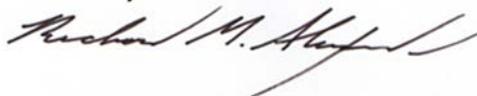
I am IntelliRide's and Transdev's designated contact and authorized to negotiate with the Rhode Island EOHHS in connection with this RFP, the project, and the contract (including price), and to bind IntelliRide and Transdev on all matters relating to the RFP and contract.

Contact Information:

Richard Alexander  
Executive Vice President Business Development  
720 E. Butterfield Road, Suite 300  
Lombard, IL 60148  
513.325.0225  
dick.alexander@transdev.com

Please contact me at (513) 325.0225 or dick.alexander@transdev.com should you have questions about our proposal and/or to schedule a follow-up discussion regarding this project. You can also contact our Vice President of Business Development Steve Buckner by calling (630) 366.9883 or via email at stephen.buckner@transdev.com.

Sincerely,



Richard M. Alexander  
Executive Vice President - Business Development

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1.  
**Staff Qualifications**



# 1. Staff Qualifications

## Maintaining Sufficient Supervisory Support

The Transportation Coordination Center industry is known for high turnover and low employee morale; however, IntelliRide's turnover rate for Transportation Coordination Center staff is less than half the industry norm. IntelliRide's turnover (in all of our projects – including Transportation Coordination Centers) is low when compared with industry averages. We believe the reason for our success is the commitment we make to our people. IntelliRide is committed to competitive compensation and benefits, continuous training for all employees and one of the best career development program in the industry. Our commitment to our staff creates vested, engaged and long-term employees that care about their work and our clients. Our dedicated workforce deploys their expertise, experience and education to create innovation and continuous improvement throughout every area of our operations.

If selected as the Rhode Island brokerage partner, IntelliRide is committed to maintaining sufficient levels of supervisory staff with sufficient training and work experience to perform all contract requirements on an ongoing basis, including a General Manager and key staff.

## Facility

Our proposed facility is conveniently located at 40 Sharpe Drive in Howard Business Park, approximately 0.9 miles from the EOHHS headquarters. It is also less than one mile to Routes 37, 95, and 295. Other tenants include Humana and Siemens, both Fortune 500 companies. The building is a smart building, wired for Verizon Fios & Cox.

