

Appendix B - Scope of Services

<p>The Vendor shall provide NHRTAP Services with the objectives to:</p> <ul style="list-style-type: none"> • Promote safe and effective delivery of public transportation in rural areas and to make more efficient use of public and private resources. • Foster the development of state and local capacity for addressing the training and technical assistance needs for the rural transportation community. • Improve the quality of information and technical assistance available through the development of training technology, and technical assistance resource materials. • Facilitate peer-to-peer self-help through the development of local networks of transit professionals. • Support the coordination of public, private, specialized, and human service transportation services. 		
<p>The Vendor shall provide NHRTAP Services as outlined in the scope of work below:</p>		
TASK	DESCRIPTION OF SCOPE OF SERVICES: ACTIVITIES AND DELIVERABLES	Frequency
Task 1: Project Management for NHRTAP Services	The Vendor shall provide project management for NHRTAP Services as follows:	
	Attend kick-off meeting with the Department	Within 5 business days from the contract effective date of the G&C approved contract
	Work with the prior consultant to transition the NHRTAP website for administration during the contract period.	Within 10 business days from the contract effective date of the G&C approved contract
	<p>Develop an annual workplan based on the scope of work. Propose a budget to correspond to the scope of work and workplan, as applicable for adjustments. Submit both the workplan and budget for NHDOT approval. Include in the work plan at a minimum the following:</p> <ul style="list-style-type: none"> - All tasks, activities, deliverables of the scope of work. - Due dates and completion dates. - Names of consultants and/or job titles of who will be responsible for tasks, activities 	<p>Initial Finalized Workplan. Submit to NHDOT within thirty (30) calendar days from the contract effective date of the G&C approved contract. Annual Workplan: Submit to NHDOT within sixty (60) days prior to the end of the State Fiscal Year. Initial Budget: As part of the initial response to the RFP and further negotiated, finalized and approved. Budget Adjustments: Shall be discussed between NHDOT and Vendor/Contractor and approved by NHDOT and as applicable by G&C</p>
	<p>Report progress on activities in the workplan. Maintain an up to date tracking log to track progress and activities to carry out the work plan, which shall align with the budget tracking and invoicing. Adjust activities and projects in the work plan, as applicable. Share the tracking log with NHDOT, such as but not limited to, shared drive. Provide explanation when activities and tasks are not being performed, or not being performed on time and provide a proposed action to get those activities and task back on track</p>	Monthly
	<p>Manage an Advisory Committee for NHRTAP as follows: Recruit members who represent rural transit providers who benefit from the NHRTAP program Schedule and facilitate virtual NHRTAP Advisory Committee meetings. Develop meeting agendas Take meeting minutes, provide and post meeting minutes NHRTAP Information and Resource Center Website (See Task 7).</p>	Meet at a minimum quarterly and provide meeting minutes within five (5) business days of the meeting for NHDOT approval and post on the website within five (5) business days of approval.

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	<p>Meet with NHDOT to review progress of work, discuss challenges and success, and upcoming work as follows: Schedule and facilitate virtual meetings Develop meeting agenda Provide meeting minutes Review the progress on the workplan and explain delays and propose corrective actions</p>	<p>Meet at a minimum monthly and provide minutes within five (5) business days of the meeting for NHDOT approval</p>
	<p>Provide a project manager as the main point of contact for project management for the scope of work in this contract</p>	<p>Ongoing</p>
	<p>At the request of the Department, virtually attend/participate in New Hampshire Transit Association (NHTA) meetings and provide transit subject expertise on a topic identified by the Department and/or updates to the NHRTAP program.</p>	<p>Minimum of 2-3 meetings per year. Note NHTA generally meets first Thursday of each month for 1.5 hours.</p>
	<p>At the request of the Department, virtually attend/participate in State Coordinating Council (SCC) meetings and provide transit subject expertise on a topic identified by the Department and/or updates to the NHRTAP program.</p>	<p>Minimum of 2-3 meetings per year. Note SCC generally meets first Thursday of each month for 2 hours.</p>
	<p>Develop and/or update NHRTAP Services related policies and procedures to implement the NHRTAP/NHRTAP Services program, for Department approval.</p>	<p>As needed</p>
	<p>Provide Financial Management as follows: Submit monthly invoices with supporting documentation for all expenses that corresponds with the scope of work and workplan and aligns with the contract budget, within 30 calendar days from the close of the month. Pay subcontractors and vendors within 21 days from receipt of their invoice Maintain financial records for expenditures in electronic format and in accordance with 2 CFR 200, acceptable accounting procedures and federal and state regulations</p>	<p>Monthly</p>
	<p>Provide NHRTAP Services that meet the requirements of all federal regulations and state laws and rules, including but not limited to the Federal Transit Administration (FTA) requirements.</p>	<p>Ongoing</p>

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Task 2: NHRTAP Driver Training Program	The Vendor shall develop and implement a training program to meet the needs of NH nonurbanized transit systems as follows:	
Training Courses	Provide, at a minimum, training for the following courses: 8-hour Passenger Assistance Training, including disability awareness and accessible lift use 4-hour Passenger Assistance Refresher, including disability awareness and accessible lift use 4-hour Emergency Evacuation Procedures Training, Defensive Driving for Bus/Van Drivers	at least one training course to be held per quarter, for each course
	Prepare and conduct surveys of NHRTAP eligible transit systems to assess their training needs	Annually
	Recommend and develop additional training modules, add-ons, or stand-alone courses for review by the NHRTAP Advisory Committee and approval by the Department.	As requested by NHDOT or Recommended by the Vendor
	At least annually, or when federal/state regulations are changed (added, revised, removed), review the training materials and update the current training materials for compliance with state and federal guidelines and improved effectiveness, or develop new training materials that meet requirements for the courses named above and for any new courses.	as federal/state regulations change or as requested by NHDOT
	Submit course evaluations to trainees to measure the effectiveness of the course and instructors. Make improvements to trainings as needed based on the survey results.	Ongoing
Training Logistics	Submit a proposed annual training program and calendar based on the course list above, surveys and other related data to the NHRTAP Advisory Committee for review and NHDOT approval. At a minimum the training plan should include the: Course name and description Number of times the course will be offered Identify whether the training is virtual or in person Locations of the in person trainings Names of the trainers/instructors Estimated dates when the courses will be offered	Four months prior to the end of the State Fiscal Year
	Locate training sites, schedule qualified instructors, and provide training materials and equipment for courses listed above. Locate training sites in various locations throughout NH that are in close proximity to where subrecipients are located to reduce travel time and encourage attendance, when possible. Check with NHDOT whether a course shall be canceled or rescheduled due to inclement weather, three or less trainees registered for the course, or for another reason, at least three business days prior to scheduled training date.	Ongoing
	Provide, at a minimum, training materials such as but not limited to: student handbooks, evaluation forms, and presentation material (Power Point)	Ongoing
	Register participants for training and technical assistance sessions (telephone and web-based)	Ongoing
	Track training attendance and report on participation by person, agency, region, FTA program (5311 or 5310), and course (location, description and instructor)	Ongoing/Monthly
	Prepare ad hoc reports for DOT staff as needed	As requested by NHDOT
	Issue training certificates for attendees who successfully completed the training courses completed in person or virtually.	Within 5 business days from the date of a complete training

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Instructors	Develop/implement a certified instructor training program, including policy and procedures to certify trainers. Train and certify instructors annually to ensure they are proficient in the topic area they are providing training in.	Annually
	Provide certified instructors, which at a minimum shall complete annual instructor training and teach at least two classes per year for the course(s) they are certified to teach.	Ongoing
Promotion	Promote all the above training on the NHRTAP Information Center, website, emails, newsletters, and other.	At least monthly
	Post quarterly training schedule on NHRTAP Information Center (see Task #7), at least one (1) month in advance of start of quarter or more frequently for planning purposes	At least Quarterly
Task 3: NHRTAP Information and Resource Center Website	The Vendor shall manage and maintain NHRTAP information and resource center website (https://www.newhampshirertap.com/) that at a minimum provides:	Ongoing to keep the information current and up to date.
	Resources for compliance and best practices to implement FTA policies and regulations on the topics found in the FTA Contractors Manual.	
	Links to FTA resources such as but not limited to regulations, circulars, webinars, and links to the National RTAP resources and other transit related and credible resources Links to NHTA and SCC websites.	
	Frequently Asked Question and Answer Page based on: 1) links to FTA Q&A pages; and 2) specialized training and technical assistance provided to Department and Subrecipients in reference to Task 5 and 6.	Post at least monthly
	Calendar of training and technical assistance	
	Registration for training and workshops	
	Calendar of NHRTAP Advisory Committee members, meetings dates and times, and meeting minutes.	
	NHRTAP Newsletter	Quarterly publication
	Scholarship Program (see Task 4)	
	FTA news and updates (Stay current)	
	Training Materials, presentations	
	Point of contact for transit systems and general public seeking information to rural public transportation in NH	
	Rural Transit-related legislation and regulations that apply to the delivery of RTAP-related products and trainings and prepare timely summarizes for dissemination to NHDOT and rural transit operators	
	Promotional materials which may be distributed by transit systems	
	Create an archive page to store older information and resources, as applicable. Seek NHDOT approval for removal of information and resources on the website.	
	Comply with the new federal Department of Justice regulations for websites and applications used by the public	
Task 4: Scholarship Program	The Vendor shall manage a scholarship program for NHRTAP eligible transit providers as follows:	
	Develop and implement a scholarship program based on the Department's scholarship policy. Review NHDOT's scholarship policy, recommend changes to the policy and submit proposed changes to the NHRTAP Advisory Committee for review, and submit to the NHDOT for approval. Post the scholarship program on the NHRTAP Information and Resource Center Website	Initially develop and implement Annually review
	Review, obtain Department approvals, process and track all NHRTAP Scholarship request forms (approximately 25/year)	Ongoing
	Maintain records of expenses and balances	Ongoing
	Reimburse transit agencies for eligible expenses	Within 21 business days from the date of a complete and approved request
	Report to NHDOT the activities and balances of the scholarship program	Monthly

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<p>Task 5: Upon Request, Specialized Training</p>	<p>The Vendor shall provide, upon request, specialized training to the Department and the Department's subrecipients and contractors specialized training as follows:</p>	<p>NHDOT estimates three specialized trainings per State Fiscal Year, for an estimate of 140 hours per SFY for all trainings. Topics to be determined and a Task Order Executed</p>
	<p>Provide, as requested by the Department or propose for NHDOT approval, specialized training such as but not limited to topic areas identified in the FTA's Contractors Manual such as but not limited to: DBE, Title VI Plan, Drug and Alcohol Policy, Cost Allocation Plan, Indirect Cost Rates, Financial Management, and Subrecipient Oversight/Monitoring</p>	
	<p>Plan and execute all aspects of the virtual or in-person training including, but not limited to: developing course content to meet the needs of the attendees, presentation slides, handouts, issue pre and post assessment for measuring trainees knowledge, and post survey for trainees to evaluate the training providing trainers who are qualified to train and are subject matter experts on the topic area providing training on a virtual platform providing registration and attendance report publicizing and inviting attendees</p>	
	<p>Provide at a minimum the logistics for in person training as requested by the Department as follows: Provide all the planning and executing activities above Secure a host location and catering for food, as allowed and if needed. Make travel arrangements as required Track separately finances for receivables and payables, as applicable</p>	
	<p>As needed, provide post training following up with NHDOT, NHDOT's subrecipients and contractors, to provide additional training support such as but not limited to answering questions, and reviewing documents.</p>	

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<p>Task 6: Upon Request, Specialized Technical Assistance</p>	<p>The Vendor shall provide, upon request, specialized technical assistance to the Department, and the Department's subrecipients, and contractors as related to but not limited to topics in the FTA Contractors manual, FTA regulations, operations, and compliance as follows:</p>	<p>Do Not include in Cost Proposal See Tab "Task 6 & 7 Details" for more information</p>
	<p>Provide updates to new or changes in federal regulations to keep current with requirements and expectations such as but not limited to the topic areas in the FTA Contractors manual.</p>	
	<p>Receive questions -- mostly likely by email -- and provide responses and guidance to questions via email and or phone call (followed up by email) within two business days or sooner dependent on the need for the guidance or assistance.</p>	
	<p>Meet with Department and/or subrecipients as needed to address questions. Provide guidance, tools, templates, and training as needed to address lack of technical capacity individually or collectively.</p>	
	<p>Assist the Department with completing compliance reviews such as but not limited to all the FTA topics in the FTA Contractors manual for the Departments subrecipients which include but not limited to the transit systems that delivery 5311 public transportation or 5310 transportation for seniors, individuals who have disabilities or low income, 5310 Regional Coordinating Council programs, 5310/5339 Capital Vehicles Programs and Other Capital projects, and 5311f intercity. Focus areas needing additional assistance with oversight include but not limited to: Financial Management Review Disadvantaged Business Enterprise (Subrecipient oversight and Departments (FTA) Plan and Goal Methodology) Title VI Plan (Department (FTA) and subrecipients; plans, data and analysis) Equal Employment Opportunity (subrecipients; plans, data, and analysis) Drug and Alcohol Program (estimate: associate travels to NH for one week on even SFYs, as needed)</p> <p>Assist and coordinate with the Department by providing all or some of the compliance review activities such as but not limited to updating/reviewing questionnaires, drafting notifications, collecting documents, desk reviews, virtual reviews, in person reviews, reports, corrective actions and closeouts.</p>	
	<p>Provide guidance on regulations and assistance with activities, including reviewing solicitations, associated with vehicle procurements such as but not limited to reviewing vehicle specifications, requirements for an RFP/RFB, conducting pre-award and post-delivery audits.</p>	
	<p>Provide guidance and assistance on the development for different types of solicitation such as but not limited to Requests for Proposals for intercity bus services, or applications for public transportation programs.</p>	
	<p>An amount of \$30,000 should be budgeted for subconsultants pertaining to two existing/ongoing consultant-led projects: 1) implementation for scheduling and dispatching software; and 2) implementation of a transit facility renovation. NHDOT may ultimately program those funds separately from this contract; details will be provided with the selected bidder.</p>	<p>See RFP Section 6 - Proposal Questions and Evaluations, Subsection H. Step 5: Cost Proposal Review 3.b.ii. and Tab "Task 6 & 7 Details" in this document for more information</p>
	<p>Assist with development and implementation of GTFS requirements.</p>	
	<p>Assist with addressing FTA corrective actions by providing guidance, templates, recommendations</p>	
	<p>Research transit related topics or situations such as but not limited to driver wages.</p>	
	<p>Consult on other topic areas such as transit workforce: recruitment, hiring, retention</p>	

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Task 7: Event Coordination	The Vendor shall serve as event coordinator for the Tri State Conference (ME/NH/VT) when NHDOT is the lead host for the conference to be held in September 2027 and 2033; including preparation activities, conference coordination/attendance, and closeout/transfer.	Do Not include in Cost Proposal See Tab "Task 6 & 7 Details" for more information
	<p>Serve as event coordinator for the Tri-State Transit Conference (ME/NH/VT), located in NH, for about 130-150 attendees and 20-30 vendors.</p> <p>Work with NHDOT, Maine DOT and Vermont Agency of Transportation personnel in developing a conference agenda at a minimum that focuses on the technical assistance and training needs of the transit providers in these three states. Provide event coordination activities at a minimum to include:</p> <p>Work with a conference committee comprised of personnel from NH/VT/ME DOT's/Public Transportation Programs; Schedule and facilitate conference committee meetings and take meeting minutes; Prepare and publish solicitations for venues, calls for presentations, and others as needed. Subcontract with external trainers based on requests/recommendations from conference committee members in the three states;</p> <p>Secure a venue/site to host the conference</p> <p>Work with the selected venue to ensure it accommodates all training & attendee requirements such room and meals</p> <p>Manage accounts payable and receivable related to conference, including establishing an account</p> <p>Register and collect payment from attendees, likely via event management software</p> <p>Update the conference website on behalf of NHDOT</p> <p>Provide event coordination activities for the days of the actual conference</p> <p>Complete post event activities such as but not limited to following up with attendees as needed, collecting any registrations/sponsor fees, paying all invoices, and any other activities as needed to closeout the conference. Providing final report and budget of the conference to the conference committee.</p> <p>Passing and transferring any conference information and resources to the next State who will be responsible for event coordination of the next conference.</p>	
	When NHDOT is not hosting, to contribute funding (NHRTAP monies) to the hosting state, as needed.	
Task 8: Upon Request: Special Projects	<p>The Vendor shall provide project assistance, upon request, for specialized projects and initiatives related to the design, implementation, administration, and compliance of FTA programs.</p> <p>Note: These projects may develop over the course of the contract period and are not defined in the scope of work, e.g., construction or technology projects. The numbers of tasks ordered and work necessary to complete the supplemental services will be determined and identified by the NHDOT. The total amount to be paid to the Contractor will be based on the number of tasks requested and the complexity of each task. Refer to RFP Section 2 Requirements for Scope of Services Task 8 for more information.</p>	DO NOT INCLUDE IN COST PROPOSAL

Tentative Schedule for Task 6, Upon Request Specialized Technical Assistance and Task 7 Event Coordination
 Schedule is an estimation based on current needs and may be subject to change

Year	SFY	Begin month	begin year	end month	end year	Original/Option	5311 Compliance Reviews (Task 6)	Vehicle Procurement (Task 6)	Subconsultant Technical Assistance (Task 6)	NHDOT's FTA DBE Plan/Goal (Task 6)	NHDOT's FTA Title VI Plan (Task 6)	State Management Review (Task 6)	Tri State Conference (Task 7)
1	2026	July	2025	June	2026	original contract period	July 2025 - December 2025		July 2025 - June 2026	Due July 2025	Sept 2025 - due March 2026		Maine - Sept 2025
2	2027	July	2026	June	2027	original contract period							
3	2028	July	2027	June	2028	original contract period	September 2026 - August 2027					Dec 2026 - November 2027	NH - Sept 2027 (event coordination) (estimate planning activities to begin Spring 2026)
4	2029	July	2028	June	2029	original contract period		Oct 2027- October 2028		Jan 2028 - due July 2028	Sept 2028 - due March 2029		
5	2030	July	2029	June	2030	original contract period	September 2028 - August 2029						VT - Sept 2029
6	2031	July	2030	June	2031	option year						Dec 2029 - November 2030	
7	2032	July	2031	June	2032	option year	September 2030 - August 2031			Jan 2031 - due July 2031	Sept 3031 - due March 2032		Maine - Sept 2031
8	2033	July	2032	June	2033	option year							
9	2034	July	2033	June	2034	option year	September 2032 - August 2033	Oct 2032- October 2033				Dec 2032 - November 2033	NH - Sept 2033 (event coordination)(estimate planning activities to begin Spring 2032)
10	2035	July	2034	June	2035	option year				Jan 2034 - due July 2034	Sept 2034 - due March 2035		