



King County

Office of Performance Strategy and Budget



Request for Applications (RFA) Title: TNC Driver Support Services

Due Date and Time: No later than February 15th, 2022 @5:00pm PST

Submit Questions to: alarson@kingcounty.gov

Submit Application at: https://gn.ecivis.com/GO/gn_redir/T/5lzw191ydpmq

This Request for Applications will be provided in alternative formats for individuals upon request.

**DEFINITION OF WORDS AND TERMS
APPLICABLE ONLY TO INSTRUCTION OF THE RFA**

Words and terms shall be given their ordinary and usual meanings. Where used in the Agreement documents, the following words and terms shall have the meanings indicated. The meanings shall be applicable to the singular, plural, masculine, feminine and neuter of the words and terms.

Addendum/Addenda:	Written additions, deletions, clarification, interpretations, modifications or corrections to the solicitation documents issued by PSB during the Application period and prior to award.
Applicant:	Individual, association, partnership, firm, company, corporation or a combination thereof, including joint ventures, submitting an Application to perform the Work.
Application Evaluators:	Team of people appointed by the County to evaluate the Applications, conduct discussions, score the Applications and make recommendations.
Competitive Range:	The Competitive Range consists of the Applicants that have a reasonable chance of selection for award. The Application Evaluators (AE) shall conduct the initial evaluation of the Applications considering price and Evaluation Factors established in the RFA. The Buyer and Project Manager/AE together shall compare the evaluations and determine the Competitive Range. The Competitive Range may be reduced after the evaluation of additional information, and negotiations.
Criteria, Evaluation Criteria or Evaluation Factors:	The elements cited in the RFA that the County shall examine to determine the Applicants understanding of the requirements; technical, business and management approach; key personnel; qualification and experience of the Applicant; potential for successfully accomplishing the Agreement; risk allocation and the probable cost to the County.
Days:	Calendar days.
RFA:	Request for Applications, also known as the solicitation document.

SECTION 1: GRANT PROGRAM SCOPE OF WORK

1.1 INTRODUCTION

The COVID-19 pandemic caused significant disruptions to the Transportation Network Company (TNC) rideshare industry. At the onset of the pandemic in 2020 Uber and Lyft reported 75%¹ year over year decreases in ridership. Public policy responses including travel restrictions and stay-at-home orders directly impacted demand for rideshare services and greatly reduced the household incomes of TNC drivers. Only 35%² of rideshare drivers nationwide report having alternative sources of income. TNC drivers have had to navigate a market with ever-changing recovery and reopening regulations including sanitation, capacity restrictions, masking, physical barriers, as well as the risk of exposure to COVID-19 as frontline public facing workers.

TNC drivers in King County are much more likely to be male, black, or foreign-born than the average worker. American Community Survey (ACS) data collected by the U.S. Census Bureau demonstrates that 50%³ of drivers in King County are black, compared to only five percent of all workers. Drivers are nearly three times more likely to be immigrants than all King County workers. Language access barriers caused significant delays for drivers applying for various pandemic related assistance programs. Seventy percent of drivers have less than a four-year college degree compared to 49% of all King County wage and salary workers. One fourth of all drivers have household incomes below the federal poverty line, and nearly another quarter are between 100% and 200% of federal poverty. Thirty percent of drivers receive federal supplemental nutritional assistance (also known as food stamps), while only 7% of all King County wage and salary workers are on food stamps. TNC drivers are particularly unlikely to have health insurance, with nearly two of every three drivers either qualifying for Medicaid or have no health insurance.

In June 2020, King County Executive, Dow Constantine, and then Public Health – Seattle & King County Director, Patty Hayes, declared that Racism is a Public Health Crisis. King County is committed to developing stronger and better resourced partnerships with community organizations and leaders to disrupt and dismantle racism and protect the health and well-being of our all our residents, regardless of race or location. King County's crisis response is guided by the following principles:

- Do no harm;
- Co-create with those most vulnerable both in the short- and long-term;
- Provide safe, respectful, and culturally responsive care, services, and information, delivered in a manner centered in BIPOC communities; and
- Provide access to crisis-related services and resources for all community members and provide redress to community members within established mechanisms when barriers or gaps are identified.

1.2 OBJECTIVES

This program aims to expand access to timely, accurate, culturally, and linguistically appropriate information about local, state, and federal COVID-19 recovery resources available to TNC drivers permitted and operating in King County and assistance with accessing those resources. Objectives include:

- Help to stabilize household incomes for TNC drivers
- Facilitate compliance with ongoing public health measures

1.3 PROGRAM DESCRIPTION

King County is requesting applications for two bodies of work under this grant program. Applicants may choose to respond to one or both components. Applicants must clearly indicate which program components they are

¹ <https://www.washingtonpost.com/technology/2020/08/10/uber-coronavirus-lockdowns/>

² <https://therideshareguy.com/uber-drivers-can-survive-the-coronavirus/>

³ https://irle.berkeley.edu/files/2020/07/Parrott-Reich-Seattle-Report_July-2020.pdf

applying for in their application responses. Applicants will be required to identify actions in their application responses that align with the principles guiding King County's response to the Racism as a Public Health Crisis and seek to build trust with community.

"Transportation network company" is defined in King County regulations as a company that provides application dispatch services via an application dispatch system to connect drivers with passengers for the transportation of passengers for fares. Individuals eligible to receive services under this program are those with a TNC for-hire permit in good standing with the King County Department of Records and Licensing, or with a permit that expired during the COVID-19 pandemic (2020-present).

Component #1: A survey of rideshare drivers in King County on disruptions to the transportation industry caused by COVID-19.

The total amount of funds available under Component #1 is \$75,000.

There are over 30,000 registered TNC drivers in King County. King County will award a grant to an organization to conduct a statistically significant survey of drivers that will inform delivery of, and better focus planned outreach and driver support services. Applicants will be required to describe their language access plan including identification of the languages in which the survey will be made available in addition to English.

Survey distribution, collection, data analysis, and report compilation shall take place in the first half of 2022, with results due to King County PSB by May 31st. Results of the survey will be shared with all grantees to be receiving funds for Component #2 under this program.

Recognizing that some outreach and support services may have to be offered ahead of the survey, the survey results may provide important insights that may be incorporated in the support services work for the remainder of the year.

Organizations are requested to outline the key survey questions, propose delivery methods to ensure wide accessibility of the survey, propose measurable indicators and targets, and discuss plans to track those goals. Examples of indicators include:

- Number of survey responses, disaggregated by language in which the survey was completed
- Count of COVID-19 Driver Impacts disaggregated by category (e.g., loss of income, financial insecurity, health concerns, seeking alternative income sources)

The survey report should summarize the findings and include recurring and noteworthy qualitative responses.

Component #1 Tentative Schedule:

Application window opens	January 27, 2022
Deadline for applications	February 15, 2022
Survey design, planning, translation	March-April, 2022
Data analysis, report compilation	May, 2022
Survey results and report due to King County	May 31, 2022

Component #2: Culturally and linguistically appropriate support services to TNC drivers.

The total amount of funds available under Component #2 is \$200,000.

Grant funds are to be used for direct provision of services such as:

- Navigation and application support for public assistance programs
- Pandemic Unemployment Assistance application support
- Connect TNC drivers with resources such as:
 - Rideshare customer service training
 - Driver family assistance and support services
 - Other services aimed to support TNC drivers through the pandemic
- Case management
- Translation & interpretation

Because many rideshare drivers are immigrants and refugees, and English is not the first language spoken in their households, the program will fund culturally and linguistically appropriate public health and social service outreach, case management, interpretation, and Pandemic Unemployment Assistance application support to rideshare drivers and their families in King County.

Organizations are requested to propose measurable goals/indicators and discuss plans to track those goals. Examples of indicators include:

- Number of rideshare drivers contacted and requesting assistance
- Number of rideshare drivers receiving assistance by service type
- Geographic distribution (zip code, city, etc.) by residence of drivers receiving assistance
- Demographic breakdown of drivers receiving services and assistance
- Stories or narratives from individuals served

The period of performance for Component #2 is from the date of executing the agreement through December 31, 2022.

Component #2 Tentative Schedule:

Application window opens	January 31 st , 2022
Deadline for applications	February 15 th , 2022
Interim progress report due	August 1 st , 2022
Final program report due	January 31 st , 2023

1.4 PROGRAM BUDGET

The total amount of funds available under this grant program inclusive of both program components is \$275,000.

Eligible costs include:

- Program administration
- Staff costs for service coordination
- Outreach and marketing costs for in-language driver outreach and resource referrals
- Provision of culturally and linguistically appropriate services to rideshare drivers and their families:
- Public health and social service outreach
- Case management
- Interpretation services
- Social assistance program navigation and application assistance
- Survey design
- Translation services
- Data collection and analysis
- Report development

SECTION 2: APPLICATION INSTRUCTIONS

2.1 Application Submission

Applicants must use the application form available on the county's website at https://gn.ecivis.com/GO/gn_redir/T/5lzw191ydpmq. Applications must be filled out fully and completely including all required document uploads.

Applications will only be accepted from Applicants able to complete the delivery of goods or services described in the specifications. Joint ventures shall submit one Application for the team, with accompanying proof of the joint venture agreement.

2.2 Late Applications

Applications and modifications of Applications received after the exact hour and date specified for receipt will not be considered.

2.3 Cancellation of RFA or Postponement of Application Opening

The County reserves the right to cancel this RFA at any time. The County may change the date and time for submitting Applications prior to the date and time established for submittal.

2.4 Addenda

If at any time, the County changes, revises, deletes, clarifies, increases, or otherwise modifies the RFA, the County will issue a written Addendum to the RFA.

2.5 Questions and Interpretation of the RFA

No oral interpretations of the RFA will be made to any Applicant. All questions and any explanations must be requested in writing and directed to the Contract Specialist identified on page 1 no later than the date specified in Section 1.8 below. Oral explanations or instructions are not binding. Any information modifying a solicitation will be furnished to all Applicants by addendum. Communications concerning this Application, with other than the listed Contract Specialist may cause the Applicant to be disqualified.

2.6 Examination of Application and Agreement Documents

The submission of an Application shall constitute an acknowledgement upon which the County may rely that the Applicant has thoroughly examined and is familiar with all requirements and documents pursuant with the RFA, including any addenda and has reviewed and inspected all applicable statutes, regulations, ordinances and resolutions addressing or relating to the goods or services to be provided hereunder.

The failure of an Applicant to comply with the above requirement shall in no way relieve the Applicant from any obligations with respect to its Application or to any Agreement awarded pursuant to this RFA. No claim for additional compensation shall be allowed which is based upon a lack of knowledge or misunderstanding of this RFA.

2.7 Cost of Applications

The County is not liable for any costs incurred by Applicant in the preparation and evaluation of Applications submitted. Samples of items required must be submitted to location and at time specified.

2.8 Modifications of Application or Withdrawal of Application Prior to Application Due Date

At any time before the time and date set for submittal of Applications, an Applicant may submit a modification of an Application previously submitted to the County. All Application modifications shall be made in writing, executed and submitted in the same form and manner as the original Application.

Applications may be withdrawn by written notice received prior to the exact hour and date specified for receipt of Applications. An Application also may be withdrawn in person by an Applicant or authorized

representative provided their identity is made known and they sign a receipt for the Application, but only if the withdrawal is made prior to the exact hour and date set for receipt of Applications. All requests for modification or withdrawal of Applications, whether in person or written, shall not reveal the amount of the original Application.

2.9 Application Withdrawal after Public Opening

Except for claims of error granted by the County, no Applicant may withdraw an Application after the date and time established for submitting Applications, or before the award and execution of an Agreement pursuant to this RFA, unless the award is delayed for a period exceeding the period for Application effectiveness.

Requests to withdraw an Application due to error must be submitted in writing along with supporting evidence for such claim for review by the County. Evidence must be delivered to the County within two (2) Days after request to withdraw. The County reserves the right to require additional records or information to evaluate the request. Any review by the County of an Application and/or any review of such a claim of error, including supporting evidence, creates no duty or liability on the County to discover any other Application error or mistake, and the sole liability for any Application error or mistake rests with the Applicant.

2.10 Error and Administrative Corrections

The County shall not be responsible for any errors in Applications. Applicants shall only be allowed to alter Applications after the submittal deadline in response to requests for clarifications or Best and Final Offers by the County. The County reserves the right to allow corrections or amendments to be made that are due to minor administrative errors or irregularities, such as errors in typing, transposition or similar administrative errors.

2.11 Application Content Requirements

- A. Responses to application questions
- B. Completed Budget Template

2.12 Budget Proposal/Request Instructions

The *Budget* must be submitted with visible formulas and references, including itemization of the requested PSB grant award and other funding sources for the program amounts. Files must not contain any hidden or otherwise inaccessible cells. The Budget must include the following, at a minimum:

- Summary Budget, inclusive of all program costs (PSB and non-PSB), broken out by specified major budget category for activities implemented by the Applicant and any potential sub-applicants for the entire period of the program.
- Detailed Budget, including a breakdown by provided grant period, sufficient to allow King County to determine that the costs represent a realistic and efficient use of funding to implement the applicant's program.

Instructions for filling out the Budget Template are included on the "Instruction" tab within the Budget file.

2.13 Compliance with RFA Terms, Attachments and Addenda

The County intends to award an Agreement based on the terms, conditions, attachments and addenda contained in this RFA. Applicants shall submit Applications, which respond to the requirements of the RFA.

Applicants are strongly advised not to take exceptions to the terms and conditions, attachments and

addenda; exceptions may result in rejection of the Application. An exception is not a response to an Application requirement. If an exception is taken, a "Notice of Exception" must be submitted with the Application. The "Notice of Exception" must identify the specific point or points of exception and provide an alternative.

The County reserves the right to reject any Application for any reason including, but not limited to, the following:

- An Application is incomplete, obscure, irregular or lacking necessary detail and specificity;
- An Application has qualifications, limitations, exceptions, or provisions attached to it;
- An Applicant (in the sole judgment of the County) lacks the qualifications or responsibility necessary to perform the Work;
- An Applicant is not registered or licensed as may be required by the laws of the state of Washington or local government agencies;
- An Applicant is not approved as being compliant with the requirements for equal employment opportunity;
- An Application for which an Applicant fails or neglects to complete and submit any qualifications information within the time specified by the County.

The County may, at its sole discretion, determine that an Application with a "Notice of Exception" merits evaluation. An Application with a "Notice of Exception" not immediately rejected may be evaluated, but its competitive scoring shall be reduced to reflect the importance of the exception. Evaluation and negotiation shall only continue with the Applicant if the County determines that the Application continues to be advantageous to the County.

In consideration for the County's review and evaluation of its Application, the Applicant waives and releases any claims against the County arising from any rejection of any or all Applications, including any claim for costs incurred by Applicants in the preparation and presentation of Applications submitted in response to this RFA.

Applications shall address all requirements identified in this RFA. In addition, the County may consider Application alternatives submitted by Applicants that provide cost savings or enhancements beyond the RFA requirements. Application alternatives may be considered if deemed to be in the County's best interests. Application alternatives shall be clearly identified.

2.14 Insurance Requirements for Selected Applicant

If an Applicant is selected for an agreement with King County, the subsequent agreement will include insurance requirements. Selected agencies shall furnish, at a minimum, Commercial General Liability, to include Products and Completed Operations, in the amount of \$1,000,000 combined single limit; \$2,000,000 aggregate. In addition, evidence of Workers' Compensation and Stop-Gap Employer's Liability for a limit of \$1,000,000.

Such liability policy/policies (except workers' compensation) shall be endorsed to include King County, and its appointed and elected officials, officers, agents and employees as additional insureds, for full policy limits.

King County reserves the right to approve deductible/self-insured retention levels and the acceptability of insurers. All deductibles/self-insured retentions are the sole responsibility of the Applicant.

2.15 Collusion

If the County determines that collusion has occurred among Applicants, none of the Applications from the participants in such collusion shall be considered. The County's determination shall be final.

2.16 Procedure When Only One Application Is Received

If the County receives a single responsive, responsible Application, the County may request an extension of the Application acceptance period and/or conduct a price or cost analysis on such Application. The Applicant shall promptly provide all cost or pricing data, documentation and explanation requested by the County to assist in such analysis. By conducting such analysis, the County shall not be obligated to accept the single Application; the County reserves the right to reject such Application or any portion thereof.

2.17 Appeal Procedures

PSB will notify all respondents in writing of the acceptance or rejection of the response or Application and, if appropriate, the level of funding to be allocated. Written notification will be via email to the email address submitted on the Application response form. Any applicant wishing to appeal the decision must do so in writing within four (4) working days of the email notification of PSB's decision. An appeal must clearly state a rationale based on one or more of the following criteria:

- Violation of policies or guidelines established in this RFA.
- Failure to adhere to published criteria and/or procedures in carrying out the RFA process.

Appeals must be sent by email to the Contract Specialist indicated on the cover page. PSB will review the written appeal and may request additional oral or written information from the appellant organization. PSB will send a written decision to the email address submitted on the Application response form. This decision is final.

SECTION 3: APPLICATION EVALUATION AND AGREEMENT AWARD

3.1 Application Evaluation

- A. The County will evaluate Applications using the criteria set forth in this RFA. If deemed necessary, written and/or oral discussions, site visits or any other type of clarification of Application information may be conducted with those Applicants whose Applications are found to be potentially acceptable. Identified deficiencies, technical requirements, terms and conditions of the RFA, costs or prices, and clarifications may be included among the items for discussion. The discussions are intended to give Applicants a reasonable opportunity to resolve deficiencies, uncertainties and clarifications as requested by the County and to make the cost, pricing or technical revisions required by the resulting changes. In addition, the County may request additional business and administrative information.
- B. The County may find that an Applicant appears fully qualified to perform the Agreement or it may require additional information or actions from an Applicant. In the event the County determines that the Application is not within the Competitive Range the County shall eliminate the Application from further consideration.
- C. The evaluation of Applicants' Applications and additional information may result in successive reductions of the number of Applications that remain in the Competitive Range. If applicable to the solicitation, the firms remaining in the Competitive Range may be invited to continue in the Application evaluation process, and negotiations.
- D. The County may enter negotiations with one or more Applicants to finalize Agreement terms and conditions. Negotiation of an Agreement shall be in conformance with applicable federal, state and local laws, regulations and procedures. The objective of the negotiations shall be to reach agreement on all provisions of the proposed Agreement. In the event negotiations are not successful, the County may reject Applications.
- E. Agreement award, if any, shall be made by the County to the responsible Applicant whose Application best meets the requirements of the RFA, and is most advantageous to the County, taking into consideration all established evaluation factors. The County shall have no obligations until an Agreement is signed between the Applicant and the County. The County reserves the right to award one or more agreements as it determines to be in its best interest.

3.2 Responsive and Responsible

Responsive: The County will consider all the material submitted by the Applicant, and other evidence it may obtain otherwise, to determine whether the Applicant is in compliance with the terms and conditions set forth in this RFA.

Responsible: In determining the responsibility of the Applicant, the County may consider:

- the ability, capacity and skill to perform the Agreement and provide the service required;
- the character, integrity, reputation, judgment and efficiency;
- financial resources to perform the Agreement properly and within the times proposed;
- the quality and timeliness of performance on previous agreements with the County and other agencies, including, but not limited to, the effort necessarily expended by the County and other agencies in securing satisfactory performance and resolving claims;
- compliance with federal, state and local laws and ordinances relating to public contracts;
- other information having a bearing on the decision to award the Agreement.

Failure of an Applicant to be deemed responsible or responsive may result in the rejection of an Application.

3.3 Financial Resources and Auditing

If requested by the County, prior to the award of an Agreement, the Applicant shall submit proof of adequate financial resources available to carry out the execution and completion of work required by this Agreement.

King County reserves the right to audit the Recipient throughout the term of this Agreement to assure the Recipient's financial fitness to perform and comply with all terms and conditions contained within this Agreement. King County will be the sole judge in determining the Recipient's financial fitness in carrying out the terms of this Agreement.

3.4 Evaluation Criteria and Application Scoring

Applications will be reviewed and evaluated by a committee of Application Evaluators. The process for choosing projects will include evaluation of the narrative and accompanying documents. Below are the criteria that will be used by the review committee during the evaluation/review process.

Components #1 and #2 will be scored separately using the evaluation criteria below.

Criterion	Evaluation Criterion Description	Maximum Points
Equity	Applicant's approach to ensuring equitable outcomes and access to program services/benefits (i.e., proposed services and approach, accessibility of services, geographic service area).	30
Scope of Work	Alignment with the goals and objectives in the program SOW; may disaggregate/assign points by objective	25
Feasibility	Ability/feasibility of the organization to carry out the proposed activities and produce intended outcomes (i.e., experience serving target beneficiary groups, experience delivering similar programs, implementation plan, experience with qualitative and quantitative data collection and reporting, experience with grant/fiscal administration).	20
Budget	Budget is complete, aligns with proposed activities, and has clearly outlined assumptions. Indirect rate/costs are substantiated.	15
Evaluation Plan	Proposal is clear about how its activities will help achieve the program outputs and outcomes. There is a clear plan to collect data to measure performance (outputs and outcomes).	10
Total		100

King County will evaluate the budget/grant amount requested by the applicant to determine:

- whether the costs included in the application represent a realistic and efficient use of funding to implement the applicant's program;
- whether the applicant's plans will achieve the program objectives with reasonable economy and efficiency; and
- the applicant's ability to perform the activities within the requested amount.

3.5 Public Disclosure of Applications

This procurement is subject to the Washington Public Records Act, RCW (Revised Code of Washington) 42.56 et seq. Applications submitted under this RFA shall be considered public documents unless the documents are exempt under the public disclosure laws. After a decision to award the agreement has been made, the Applications shall be available for inspection and copying by the public.

If an Applicant considers any portion of its Application to be protected under the law, the Applicant shall clearly identify each such portion with words such as "CONFIDENTIAL," "PROPRIETARY" or "BUSINESS SECRET." If the County determines that the material is not exempt from public disclosure law, the County will notify the Applicant of the request and allow the Applicant ten (10) Days to take whatever action it deems necessary to protect its interests. If the Applicant does not take such action within said period, the County will release the portions of the Application deemed subject to disclosure. By submitting an Application, the Applicant assents to the procedure outlined in this subsection and shall have no claim against the County on account taken under such procedure.

APPENDIX A – APPLICATION QUESTIONS

There are two bodies of work available under this grant program. Applicants must indicate which component(s) they are responding to. To be eligible for award, applicants must fully respond to all questions listed under the component for which they are applying.

General:

1. Which program components are you applying for? (#1, #2, both)
2. What experience does your organization have working with Transportation Network Company drivers, or other transportation industry workers?
3. What activities do you propose to undertake with county funds, and how will these activities achieve the objectives outlined in this funding opportunity?
4. Please describe your language access plan. What translation and interpretation services will you provide, and in what languages?
5. How does your proposal align with the guiding principles under the Racism as a Public Health Crisis Declaration?
6. Please submit a budget clearly outlining the costs for each component your organization is applying for.

Component #1: - Driver Survey

1. What is the dollar amount you are requesting?
2. What key questions do you intend to ask in the survey?
3. How do you plan to promote the survey? In what languages will the survey be made available?
4. How do you plan to administer the survey? Describe your proposed survey methodology.
5. What performance indicators will you track measure the success of the program's Component #1?

Component #2 – Support Services

1. What is the dollar amount you are requesting?
2. How will your organization ensure equitable distribution of resources to those most in need?
3. How will you track service outcomes? What performance indicators will you track measure the success of the program's Component #2?

APPENDIX B – SAMPLE GRANT AGREEMENT/CONTRACT PACKAGE

The following draft documents are attached to this RFA for reference/information purposes. King County will use this set of documents to enter into a grant agreement/contract with each successful applicant upon completing evaluation of applications in response to this RFA. Award recipients will be subject to the terms and conditions of the Subrecipient Grant Agreement and its associated certifications and assurances.

1. Sample Grant Agreement/Contract and Award Terms
2. Sample Grant Pre-Award Forms and Certifications
 - Automated Clearing House (ACH) Authorization
 - Insurance Certificate
 - King County W-9
3. Sample Grant Reporting Forms
 - Interim Progress Report
 - Program Final Report