



HS-26-067

**Intracity Transit Operations and Management Services - TC
(FTA)**

Issue Date: 10/16/2026

Questions Deadline: 11/6/2026 05:00 PM (CT)

Response Deadline: 11/23/2026 02:00 PM (CT)

City of Hot Springs

Contact Information

Contact: Olivia Thomason, Purchasing Supervisor

Address: Finance

2nd Floor

PO Box 6300

324 Malvern Ave

Hot Springs, AR 71902

Phone: (501) 321-6830

Email: purchasing@hotspringsar.gov

Event Information

Number: HS-26-067
Title: Intracity Transit Operations and Management Services - TC (FTA)
Type: HS - Request for Proposal
Issue Date: 10/16/2026
Question Deadline: 11/6/2026 05:00 PM (CT)
Response Deadline: 11/23/2026 02:00 PM (CT)
Notes: TO: Prospective Responders

FROM: City of Hot Springs Purchasing Division

DATE: October 16, 2026

The City of Hot Springs is issuing its "Request for Proposals" or "Invitation to Bid" for:

RFP Number: HS-26-067

RFP Item: INTRACITY TRANIST OPERATIONS AND MANAGEMENT SERVICES - TC (FTA)

RFP Opening Time, Date & Location: 2:00 PM CT, MONDAY, NOVEMBER 23, 2026, 324 Malvern Ave, 71901, 2nd Floor, Room 206; PO Box 6300, 71902, City of Hot Springs, Arkansas

The complete request for proposal is available online at <https://arkansas.ionwave.net/Lgoin.aspx>. Interested Entities must register at this site to submit a proposal electronically, This is the preferred method of submittal.

Sealed paper responses to this invitation can also be submitted to the Purchasing Division by mail or in person. Facsimile submissions are not acceptable. The sealed envelope, including express envelopes, must be identified as a sealed proposal and show the item or bid number.

All responses must be submitted no later than the date and time shown above for consideration.

Thank you,

Purchasing Division
(501) 321-6830 or (501) 321-6822
purchasing@hotspringsar.gov

Billing Information

Contact: Mary Rice, Account Supervisor
Address: Finance

2nd Floor
PO Box 6300
324 Malvern Ave
Hot Springs, AR 71902
Phone: (501) 321-6882
Email: acctpayable@hotspringsar.gov

Bid Attachments

Acknowledgment - Fillable.pdf

[Download](#)

Acknowledgment of this Invitation to Bid (ITB)/Request for Proposals (RFP) shall be received by the City in order for you to receive an Addenda (e.g., updates or changes to the bid packet).

Terms and Conditions - RFP.pdf

[Download](#)

Respondents shall read the Terms and Conditions for HS-26-067 Intracity Transit Operations and Management Services - TC (FTA).

HSIT Org Chart 2026.pdf

[Download](#)

City of Hot Springs Intracity Transit Organizational Chart

2026 Budget Book Transit.pdf

[Download](#)

The City of Hot Springs Budget Book 2026 reference Intracity Transit

Federal Transit Administration (FTA) Contract Clauses.pdf

[Download](#)

The FTA Contract Clauses Acknowledgment Form shall be signed and returned as of complying with the Federal Transit Administration (FTA) contract clauses, understand, and agree to abide by the specification requirements.

Debarment and Suspension Certification.pdf

[Download](#)

Respondents shall complete the Debarment and Suspension Certification.

Lobbying Certification.pdf

[Download](#)

Respondents shall complete the Lobbying Certification.

HS-26-067 Intracity Transit Operations and Management Services - TC (FTA).pdf

[Download](#)

Signature page for HS-26-067 Intracity Transit Operations and Management Services - TC (FTA)

Requested Attachments

Proposal

(Attachment required)

The uploaded proposal shall include all information for the categories as described in the Proposal Requirements/Evaluation in the Attribute Tab.

Certificate of Liability Insurance

(Attachment required)

Respondent shall upload a copy of their certificate.

Federal Transit Administration (FTA) Contract Clauses for Third Party

(Attachment required)

Respondent shall acknowledge the Contract Clauses for Third Party. Respondent shall upload the completed FTA Contract Clauses Acknowledgment Form.

Debarment and Suspension Certification

(Attachment required)

Upload the signed Debarment and Suspension Certification.

Lobbying Certification

(Attachment required)

Upload the signed Lobby Certification.

System for Award Management

(Attachment required)

Upload a copy of your registration. Contractors must have an active registration in SAM.gov, which covers various standard federal representations and certifications.

Additional Attachments

Please upload any additional documents.

Bid Attributes

1 INTRODUCTION

The City of Hot Springs, Arkansas, is seeking proposals for a contractor to manage and operate the Hot Springs Intracity Transit (HSIT) as a term contract (TC). HSIT is the public transit system for the City of Hot Springs. HSIT provides fixed-route and Americans with Disability Act (ADA) complementary paratransit services within the Hot Springs service area.

HSIT is currently managed and operated by TransDev North America, Inc dba First Transit, Inc. as an independent contractor. HSIT operates under the direction of the City of Hot Springs, City Manager or their designee. The City currently employs all transit personnel except the Resident Advisor, who is employed by TransDev North America, Inc. The current contract with TransDev North America Inc., and the City will expire on December 31, 2026.

If the City selects a Contractor other than its current Contractor, it may require the new Contractor to have its Resident Advisor on site prior to the termination of the existing contract (December 31, 2026) to provide continuity to the system operation and management. Transition and start-up cost shall be listed on the Cost Proposal Sheet. A detailed mobilization plan shall be provided detailing relevant contractor employees, duties, and milestones. If applicable, this plan shall be approved by the City prior to start-up.

The City wishes to engage a Contractor to provide for the day-to-day management of the transit system using a Resident Advisor or management team (if applicable) under the direction of the City. The operations and management services to be provided include, but are not limited to, those relating to transit planning, daily operations, equipment and facilities, utilization maintenance, security, routes, scheduling, service standards, budgeting, purchasing, safety, insurance, claims, employee selection/training, coordination with planning and paratransit agencies, technical support in working with Federal Transit Administration (FTA) and Arkansas Department of Transportation (ARDOT) and such other management functions as needed in the operation of an urban transit system.

The Resident Advisor is to be supported by the corporate staff of the Contractor and any other individuals who possess technical expertise relevant to the effective operation of the transit system. In addition to the personnel to be assigned, the City also seeks other services such as technical assistance, access to training services, etc. which will also be beneficial to the transit system.

HSIT is financed by federal, state, and local funding sources. The primary source is the FTA §5307 federal grant program and other FTA capital grants. Other sources include state funds, City funds, City in-kind services, farebox receipts and discount prepaid fare programs. City and federal funding are subject to an annual budgeting process. The City's general revenue fund provides the required cash flow for the HSIT operation and capital budgets. The contractor's management fee is paid from both federal and local funds.

HSIT is a direct recipient of FTA funds and by receipt of these funds obligates the City and, in turn, the Contractor, to several federal requirements. The Contractor will be subject to federal requirements and other standard FTA requirements applicable to third-party contracts. All federal clauses and regulations are included and made part of this procurement and specified in the contract agreement between the Contractor and the City.

This Request for Proposals (RFP) contains all the information necessary to prepare and submit a proposal. Prospective Respondents are advised to study this RFP completely and follow the instructions exactly.

2 Terms and Conditions for HS-26-067 Intracity Transit Operations and Management Services - TC (FTA)

Respondent acknowledges the Terms and Conditions found in the Attachments tab.

☐ Proposer Acknowledges

(Optional: Check if applicable)

3 SCOPE OF SERVICE

The goal of this Scope of Services is to ensure that all participants are fully informed of all project requirements, deliverables and obligations. This document will be used as a portion of a contract for project planning and execution, and once approved, will indicate full acceptance of the Scope of Services.

City of Hot Springs is requesting sealed proposals from qualified companies for the provision of professional transit management and technical support services. The agreement will have an initial term of five (5) years beginning on January 1, 2027, and ending on December 31, 2031. The City of Hot Springs wishes to engage a Firm to provide for the day-to-day management of the transit system using a Resident Advisor under the direction of the City Manager's Office.

The Resident Advisor of the successful Proposer shall have experience as the manager or senior level manager of a similarly sized transit district providing mass transit services, some of which must have involved reporting directly to a political body, or equivalent experience or education. The Resident Advisor must demonstrate overall experience in managing a bus transit system in an urbanized area. The Resident Advisor must have experience and be knowledgeable of federal and state funding and of the rules and regulations that accompany such funding.

The initial selection and appointment, or any change, or any replacement of the Resident Advisor shall be the responsibility of the Firm but shall not be made without first obtaining the advice and consent of the City of Hot Springs. If the City finds the Resident Advisor is no longer acceptable to it, the Firm shall replace such Resident Advisor at its cost. Anytime the Resident Advisor is no longer available, the Contract must provide a qualified replacement, subject to approval of the City.

The City will expect the contractor to perform comprehensive transit management functions in three major areas: Administration, Operations and Maintenance. The following sections outline the basic contractor services and responsibilities to include the Firm's management fee for delivery of these services. These three areas and the Firm's management fee will form the basic components for any contract awarded pursuant to this RFP. The following items represent the minimum level of service expected and are not intended to be a comprehensive listing of all services.

1. Administration

The transit system contractor will be expected to perform the following administrative functions:

- Personnel Administration - The Contractor is responsible for the supervision of all HSIT employees as a contract manager working under the City's City Manager. The City, Human Resources (HR) Director provides technical assistance to the contractor upon request. The contractor is responsible for the provision of all employee policies, etc., for employee(s) of the contractor. HSIT employees operate under the City's HR policies as well as the specific HSIT employee policies.
- Accounting/Bookkeeping - The City maintains a comprehensive accounting/bookkeeping system as an operating department of the city including all federal grant accounting and reporting requirements. However, the City will not perform any accounting or bookkeeping functions related to contractors (e.g., payroll, tax reports, etc.). The contractor shall assist the City by providing financial and statistical data regarding the system operations required for HSIT accounting purposes. Budget preparation such as monitoring/accountability/cash collections will be a contractor responsibility.
- Purchasing - The City conducts all purchases of goods and services for HSIT in the same manner as presently done for other City departments. The contractor shall assist in drafting technical specifications, evaluating vendor bids, and ensuring compliance with federal procurement standards.
- Customer Service - The contractor shall be required to administer a customer service procedure to handle complaints, violations of City, State, and FTA policies and provide system information.
- Farebox Control - It is the contractor's responsibility to oversee the farebox counting, control and reporting process.

- Management Reporting - Management reporting is the responsibility of the contractor and entails the presentation of pertinent operating information to the City. Management reports should include such items as ridership by type, miles, hours, etc., by day, routes and bus and such other reports as required by FTA or the City. City management and the contractor will work together in developing reporting formats and procedures.
- Dispatch - The contractor must oversee dispatching for the system, overall, and the ADA service, in particular.
- Additional Activities and Reporting - Preparation of the Transit Asset Management (TAM) plan, Public Transportation Agency Safety Plan (PTASP), National Transit Database (NTD). Provide technical services for matters including but not limited to reporting for the National Transit Database and assistance preparing for FTA Triennial Reviews and ARDOT Compliance Reviews. Participate with local committees and organizations to include, but not limited to, City of Hot Springs Transportation Advisory Committee, Metropolitan Planning Organization Technical Advisory Committee, and meetings with ARDOT Public Transportation.

2. Operation

Overall management of the day-to-day operation of the transit system shall be the sole responsibility of the Contractor. To ensure a proper operating structure, the following operational procedures will be required of the contractor:

- Personnel Hiring - The Contractor will be responsible for assisting the city in the hiring, discipline and termination of HSIT operations personnel (supervisors, bus operators, service persons). Personnel matters shall be accomplished in accordance with the city's personnel program and include recruiting, application, testing, interview, reference checks and examinations. The HSIT personnel are employees of the city.
- Bus Operator Training - The contractor will be responsible for maintaining a roster of qualified bus operators through classroom and in-field instruction. The bus operator training program includes orientation, driving training, route driving experience, driving ability test, continuing training and specialized training (i.e., ADA sensitivity training).
- Scheduling (Vehicles and Bus Operators) - Schedule management of vehicles and bus operators will be the responsibility of the Contractor. The Contractor will be expected to use an organized procedure for bus operator assignment and workloads, as well as a system of rotating the vehicles among the routes, etc.
- Routing and Schedule Planning - The Contractor shall be responsible for conducting ongoing route planning to ensure the best possible transit service within the resources available. In this regard, the contractor shall develop and monitor route schedules which best meet the needs of transit users and potential users. (Service alterations must be approved by the City Manager, Board of Directors and/or the FTA depending on the extent of the service change.)

3. Maintenance

The City will be responsible for most maintenance functions; nevertheless, the Contractor will be expected to comply with the following maintenance procedures:

- Vehicle Inspection - The Contractor will be required to develop and/or administer a daily vehicle inspection procedure to ensure proper vehicle operation and to provide a means for early identification of mechanical problems.
- Servicing/Cleaning - The Contractor will supervise the daily interior/exterior cleaning of each vehicle, as well as daily fueling. It is expected that all vehicles will be maintained in a manner which ensures high appearance levels and rider acceptance. Facilities and equipment for cleaning activities are provided at the City's public works complex where the buses are stored each night.
- Preventive Maintenance - City maintenance personnel will perform vehicle preventive maintenance. The Contractor will be responsible for ensuring that vehicles are available and should assist the City in keeping an organized record-keeping process.
- Fuel Supply - The City provides all fuel, oil and parts; however, the contractor will be responsible for ensuring that bus operators and transit system service personnel complete necessary documentation. The City utilizes an on-site automated fuel dispensing system via a third-party contractor.

4. Management Fee

It is the City's desire that the public transit system provides the best possible service, produces the most revenue possible and results in the lowest possible operating costs. This goal may be best accomplished by designing a partnership between the City and private enterprise, which establishes well-defined contractor controls and responsibilities, and which also provides the opportunity for the contractor to make a fair and reasonable profit. The potential contractor should, therefore, propose a specific fixed management fee to accomplish the scope of services which includes, but is not limited to, all contractor personnel costs, "home-office" support and overhead and profit. Two options should be priced:

- Management fee for the above includes a guarantee of one hundred twenty (120) hours of additional advisory and technical assistance annually by non-resident management personnel (for each contract year from 2027 through 2031). The 120 hours shall not include travel times.
- Management fee as above but without a guaranteed one hundred twenty (120) hours of annual additional assistance.

The contract will be for one (1) year with four(4) twelve (12) month terms, subject to annual budget approval by the Hot Springs Board of Directors. Contract will automatically renew annually unless either party supplies thirty (30) day written Notice of Cancellation. Any escalation in price shall be subject to paragraph 15 under III Interpretation of RFP of the Terms and Conditions. City reserves the right to accept or decline any and all price increases.

4 FEDERAL AWARD IDENTIFICATION - SYSTEM FOR AWARD MANAGEMENT (SAM)

Prior to any informal contract commitment and published notice of intent to award by the City of Hot Springs, eligible contractors must provide the City of Hot Springs with a valid IRS Taxpayer Identification Number (TIN), Unique Entity ID number (UEI) for the physical business location responsible for managing the contract, and have an up-to-date registration in the System for Award Management (SAM.gov) database demonstrating no suspensions, debarments or other restrictions that would prevent a contract award.

Proposal responses will be accepted from contractors without a TIN, UEI, and/or SAM record, but no award will be made by the City of Hot Springs without timely receipt of this documentation upon request.

Please provide the following information that you currently have available.

5 ELIGIBLE BIDDER CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The Respondent represents and warrants for itself, its employees, and its subcontractors and certifies them:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency on System for Award Management (SAM);
2. Have not within a three-year period preceding this Bid been convicted of or had a civil judgment rendered against them for the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with the commission of any of the offenses enumerated in paragraph two (2) of this Certification;
4. Have not within a one-year period preceding this application/Bid had one or more public transactions (Federal, State, or Local) terminated for cause or default; and
5. The Respondent represents, warrants and acknowledges the understanding that restrictions placed on the employment of labor or on the scale of pay for the work on a contract will be the requirements of the Fair Labor Standards Act (Federal Wage-Hour Law) of 1938, 28 USC §201 et seq., and other applicable labor laws.

The person executing this Certification further represents, warrants, and affirms the truthfulness and accuracy of the contents of the statements submitted on or with this Certification and understands that the provisions of 31 U.S.C. § 3801 et seq. are applicable thereto.

6 STATEMENT OF REQUIREMENTS

The following requirements from the Respondent will be shown below on "Certificates Required" and "Additional Requirements."

7 Certificate Required

Certificates for coverages and items below shall be submitted by the Respondent with the proposal. If nothing listed below, no insurance requirements apply.

8 General Liability (Minimum Amount) \$500,000

Respondent is required to submit the certificate in the response attachments.

9 Business License

Respondent shall provide a copy of your company's/firm's business license certificate. The successful Respondent may be required to obtain a City of Hot Springs business license. For business services within the City of Hot Springs, the City will honor business licenses from cities within the State of Arkansas.

10 Certificate of Good Standing with the State's Secretary of State

Provide a copy the Certificate of Good Standing with the Secretary of State's.

11 Registration to do Business in the State of Arkansas §4-38-902

Foreign limited liability company are required to be registered to do business in the State of Arkansas in accordance with Arkansas Code Annotated §4-38-902 et seq.

☐ Bidder Acknowledges
(Optional: Check if applicable)

1 2	Additional Requirements The Respondent are hereby notified that the following additional items apply to this procurement as noted.
1 3	This procurement is subject to an escalation clause Any price increase shall be presented to the City in writing and follow guidelines established under "Escalation Clause" in the Terms and Conditions of Purchase.
1 4	This procurement is not subject to federally required certifications/contract clauses.
1 5	PROPOSAL REQUIREMENTS/EVALUATION Respondents shall submit proposals that include the categories enumerated hereinafter. Proposals will be evaluated in accordance with the City's evaluation criteria based solely upon the proposal contents; therefore, Respondents should carefully address each of the following proposal content categories.
1 6	A. QUALIFICATIONS/EXPERIENCE/REFERENCES Respondents shall describe and provide detail of the firm's qualifications and experience to perform this work (including expertise, training, certifications, licenses, etc.). Include a list of references with the company name, contact information, and address. Respondents shall provide an organizational structure of the company. Include resumes and list the background and experience of the contractor and any key personnel that will be working directly with the City. This should include sufficient information indicating personnel education and experience, as well as any other information related to performance of this contract. The extent, depth, and quality of the individual's relevant work experience will be evaluated, as well as the quality and applicability of the individual's education, technical expertise, and professional development as they relate to this proposed position. Respondents must detail the availability of corporate support. Respondents must provide proof of the financial viability of the firm exhibiting adequate financial resources.
1 7	B. PRIOR PERFORMANCE ON SIMILAR PROJECTS The Respondent shall submit at least three (3) examples of similar projects that the proposer has undertaken (indicating status of the project) within the last three (3) years. For each reference cited as related experience, furnish the name, title, address, and telephone number of the person(s) at the organization who is most knowledgeable about the work performed. The information shall describe the contract, including U.S. dollar value, number of vehicles, annual passenger trips, number of years the company has held the contract, and the current contract start date. A contact person's name and phone number from each procuring agency must be provided. City is seeking the ability of the Respondent to demonstrate a history of providing high-quality customer service, as quality is a vital review component.
1 8	C. TECHNICAL CAPACITY/PROJECT APPROACH Describe the organization, main areas of business, equipment availability, and resources for performing service to the City. This criterion considers the Respondent's compliance with and methodology for providing the minimum required scope of work services being proposed, to include how these services will be provided, and the Respondent's ability to meet the needs of City for the desired services. In addition, this category will also consider the Respondent's ability to meet or exceed the Scope of Work requirements, objectives provided and relevant schedules and milestones. This factor evaluates the proposer's approach to ensuring high-quality management of service delivery by providing technical assistance to the Contractor and the City. This criterion will also consider the technical services proposed to the City along with the ability of the proposer to demonstrate the understanding of the requirements of the contract to provide technical services for matters including but not limited to reporting for the National Transit Database, assistance preparing for FTA Triennial Reviews and ARDOT Compliance Reviews, etc.

19

D. COST

The cost shown must be all-inclusive of any applicable charges - i.e. including equipment, materials, delivery, labor, etc. Cost is an important determinant for award, but not the sole consideration. The cost structure of the proposed contract will be payment of a monthly fixed fee for transit management services. Proposers shall provide the proposed cost for the management fee for each year of the contract (five years).

20

EVALUATION CRITERIA

The City's purpose in soliciting proposals is to determine and select the best-qualified firm with which to award an agreement at the best possible price. In order to accomplish this objective, the following evaluation criteria and procedures will be used:

Criteria	<u>Max Percentage</u>
A. Qualifications/Experience/References	25%
B. Prior Performance on Similar Project	25%
C. Technical Capacity/Project Approach	20%
D. Cost	30%
Total Points Possible	100%

Proposals will be reviewed by a selection committee using the above criteria. Each reviewer will evaluate the five sections of each proposal based on the proposal's content. Reviewers will then score each section according to the evaluation criteria using a weighted percentage system. Each proposal will then be totaled and ranked from the highest to the lowest total weighted score. The City reserves the right to invite two or more of the highest-rated firms to make oral presentations (shortlist). Firms invited to make oral presentations will be re-evaluated using the above criteria based on their oral presentation. The firm selected for a bid award will be expected to incorporate, in the agreement their assurances, offers, or guarantees made in their oral presentation. Negotiations will be conducted initially with the firm adjudged to be the best-qualified firm following the ranking and rating process. If a mutually satisfactory contract cannot be negotiated with the selected firm, the firm will be requested to submit a best and final offer in writing, and, if not approved, negotiations with that firm will be terminated. Negotiations will then be initiated with the subsequently qualified firm, and this procedure will be continued until a mutually satisfactory contract has been negotiated. The objective of negotiations will be to reach an agreement on the plans for the services to be provided and an acceptable cost proposal that outlines the cost for each task and final product.

Supplier Information

Company Name:

Contact Name:

Address:

Phone:

Fax:

Email:

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Print Name

Signature