



National Center for Mobility Management

Request for Proposals

Promoting the Adoption of One-Call/One-Click Services

The National Center for Mobility Management (NCMM), a national technical assistance center funded by the U.S. Department of Transportation, Federal Transit Administration (FTA), is seeking the services of a consultant to assist NCMM and its target audience with understanding, applying, and developing the next generation of one-call/one-click (OC/OC) technology with an eye towards developing Mobility as a Service capabilities over the long-term.

1. About the NCMM. The NCMM (nc4mm.org) is a virtual technical assistance center supporting mobility management professionals across the country, led by the Community Transportation Association of America (CTAA) and operated with partners Easterseals Inc. and the American Public Transportation Association. Its activities focus on helping communities improve transportation for community residents, particularly those with disabilities, older adults, and people with limited income. With FTA guidance, NCMM creates and disseminates written and web-based resources; responds to requests for technical assistance; oversees and coaches communities through human-centered design planning and implementation grants; conducts in-person and on-line, self-directed trainings; organizes and presents at conferences; and supports the FTA in its work with the federal Coordinating Council for Access and Mobility.
2. Services required. The contract for consultant services will be held between the consultant and CTAA, on behalf of the NCMM. The consultant would assist NCMM staff in the following tasks; it is expected that the consultant will work closely with NCMM's current technologist, Full Path.

A. Develop OC/OC Resources

- 1) Develop and maintain on NCMM's website a current inventory of promising OC/OC practices, including a sampling of the most promising OC/OC services developed by former Veterans Transportation and Community Living Initiative grantees
- 2) Update NCMM's OC/OC guide for communities to develop and/or modernize their OC/OC capabilities/capacity.
- 3) With NCMM's technologist, review new technology and developments that inform OC/OC operations
- 4) Produce a report on the needs in the community mobility field for technology, support, and education that can lead to wider adoption of OC/OC practices, reflecting an understanding of how older adults and people with disabilities can interface with

OC/OC services.

3. Term of the agreement. The consultant's contract with CTAA will begin once a contract with the consultant has been executed, and will end on **February 29, 2020**.
4. Budget. NCMM's budget range for consultant's services is \$40,000-50,000. Additional funding for consultant travel in relation to A.1., above, may be considered during the contract negotiation phase.
5. Consultant response. In its proposal the consultant will address the following:
 - a. Qualifications: In its response, the consultant will discuss the following: 1) consultant's knowledge of OC/OC services and MaaS and supporting technology, 2) consultant's understanding of potential obstacles to overcome within communities in developing OC/OC services, and 3) prior experience doing similar activities to those outlined in this proposal.
 - b. Approach: A narrative of how the consultant would approach the tasks outlined in paragraph 2, above, including a detailed description of tasks that will be performed.
 - c. Proposed pricing: A detailed budget with an estimated number of hours per task, billed either on an hourly or per-task basis. Consultant should propose a separate expenses budget to cover potential travel, with the understanding that any unspent funds will revert to CTAA.
 - d. References: A list of at least three references for which consultant has provided services, with a particular emphasis on services to other nonprofit organizations.
6. Submittal Instructions.
 - a. Due date. Responses to this RFP will be submitted in pdf form by email to Amy Conrick, at conrick@ctaa.org, by 11:59 p.m., Eastern time, on November 12, 2019.
 - b. Contact. The contact for this RFP is Amy Conrick, NCMM Director, Community Transportation Association, 1341 G Street, NW, Suite 250, Washington, DC 20005, conrick@ctaa.org, 202-415-9692.
 - c. Questions. Questions may be submitted to Amy Conrick at the email address given above.