



Request for Quotes:

**Evaluator Services to Assess Effectiveness of
CCAM-TAC**

Issue Date: March 30, 2026

Deadline for Submissions: April 22, 2026

**Evaluation Services
Request for Quotes
RFQ Number: 377944-015**

What This Is

The Community Transportation Association of America, through its Coordinating Council on Access and Mobility Technical Assistance Center (CCAM-TAC), is soliciting quotes from consultants to support CCAM-TAC by providing evaluation services to measure the Center's effectiveness and identify opportunities for improvement. The evaluator will help CCAM-TAC and its stakeholders understand the Center's impact and how well it is completing its mission and goals. This effort will result in a report that outlines actionable findings, as well as collaborative work with CCAM-TAC staff to support their development and collection of KPI's that will help with program evaluation.

Interested parties must follow the instructions and format set forth in this Request for Quotes, for which responses are due no later than 5:00pm Eastern Time on April 22, 2026.

About CCAM-TAC

The Coordinated Council on Access and Mobility Technical Assistance Center (CCAM-TAC)'s goal is to promote and facilitate human services transportation, public transit and nonemergency medical transportation (NEMT) coordination that advances people's access to everyday destinations. The strategic goal of CCAM-TAC is to support CCAM members, Federal agencies, their grantees, partners, and stakeholders in improving transportation access for all people.

CCAM-TAC recognizes the key to successful coordination begins with the development of a comprehensive, well designed human services coordinated transportation plan. CCAM-TAC supports communities and agencies from development through implementation of the human services coordinated transportation plan.

Among its activities, CCAM-TAC provides training and support on Federal Fund Braiding, mapping service area needs and demographics, and Trip Cost Allocation. The Center's website hosts resources such as promising practices, resource guides, webinars, funding opportunities and e-Learning courses all available to interested agencies to engage with as it relates to them.

Overview of Services Required

The contract for the consultant services will be held between the consultant and the Community Transportation Association of America, which operates CCAM-TAC.

General Framework

CTAA will select one consultant based on vendors' qualifications.

Target Audience: CCAM-TAC staff and Federal stakeholders.

Desired Outcomes

1. Improved understanding of CCAM-TAC's impact on its target audience
2. CCAM-TAC staff better understand how to track performance measures to communicate the Center's impact and effectiveness, and how to communicate the Center's impact and effectiveness to stakeholders
3. Actions that CCAM-TAC staff can take to improve its effectiveness
4. Metrics that track and monitor the value CCAM-TAC provides to its target audience
5. A regularly updated dashboard that communicates CCAM-TAC's value

The report and dashboard will be posted to CCAM-TAC's website for public use.

This is a work for hire. All materials developed by the consultant will become the property of the CCAM-TAC and be made available through the CCAM-TAC website to its target audience

Scope of Work

CTAA anticipates the selected consultant will perform the following steps for this work:

1. Task 1: Establish key performance indicators (KPIs) and tracking methodology
 - a. Work with CCAM-TAC staff to compile existing feedback for review
 - b. Assess the current state of evaluation information and identify actions to be taken for the Center to better track its impact
 - c. Work with CCAM-TAC staff to establish KPIs to be tracked
 - d. Develop a tracking plan through which CCAM-TAC staff and the consultant regularly collect inputs for KPIs. Include assignments of what staff and the consultant track
 - e. **Deliverables:** Current state assessment; KPI tracking plan
2. Task 2: Develop a CCAM-TAC performance dashboard
 - a. Using the findings and plans from Task 1, identify key metrics that can quickly communicate CCAM-TAC's effectiveness through a dashboard on its website
 - b. Work with CCAM-TAC staff to design the dashboard to maximize how it communicates effectiveness
 - c. **Deliverable:** CCAM-TAC dashboard plan and design
3. Task 3: Year-End Evaluation Report
 - a. Use the data collected through the project year to report on CCAM-TAC's impact and effectiveness
 - b. Outline steps for CCAM-TAC staff and other relevant actors to take to improve impact and effectiveness over the following three project years
 - c. Develop and execute a plan for surveying the target audience who has engaged with various CCAM-TAC resources
 - d. Develop and execute a plan for interviewing select recipients of grants and technical assistance, as well as others who have engaged with CCAM-TAC resources, to collect subjective feedback on the program's impact and effectiveness
 - e. **Deliverable:** Year-end evaluation report

4. Task 4: Regular Check-Ins and Course Corrections
 - a. Hold monthly check-ins with CCAM-TAC staff to check on data and identify any potential course corrections needed to maintain or improve effectiveness and impact
 - b. Advise on data collection and interpretation as information comes in
 - c. **Deliverable:** Regular check-ins to keep effectiveness and impact on track

The timeline for each deliverable will be worked out with CTAA and the selected consultant. However, all work will be finished by January 31, 2027.

Price

CTAA intends to execute a fixed-price contract with the selected consultant. Unless negotiated differently to both parties' satisfaction, the term of this contract will be for milestone payments based on the above scope of work, to be made to the consultant upon completion and acceptance of all work and work products under each task.

Term of the Agreement

The consultant's contract with CTAA will end upon accepted completion of Task 3.

Quote Requirements

CTAA will accept and review submissions that contain the following information:

- 1) A 1-page cover sheet with:
 - a. Submitter's name / Firm Name
 - b. telephone number,
 - c. email address,
 - d. physical and mailing address, and
 - e. A one-paragraph summary abstract of the quote that states (i) qualifications to perform the indicated work (one sentence), (ii) how the submitter intends to approach the indicated work (maximum of three sentences), (iii) the names, titles, corporate affiliations and pertinent experience of all individuals the submitter intends to have conduct the indicated work (one sentence per individual), and (iv) the fixed price for which the submitter is prepared to perform this work.
- 2) A narrative of no more than three pages in length that demonstrates in sufficient detail the following:
 - a. Subject Matter Expertise: Knowledge of program evaluation, and performance measurement
 - b. Experience: A proven track record of providing evaluation services to non-profit and/or government entities
 - c. Analytical Capability: Ability to synthesize complex data to develop and interpret KPIs that tell a story of program effectiveness
 - d. Stakeholder Engagement: Experience interviewing relevant stakeholders for narrative/subjective evaluation of a program's or specific resource's impact/effectiveness

- e. CTAA will look for demonstrations that the submitter is able to provide staff and stakeholders with actionable resources to continuously improve their work.
- 3) A staffing plan that includes:
- a. A narrative of no more than two pages in length that names the individuals who will carry out this work, briefly explaining each person's role(s) in the project and identifying which individual will be CTAA's principal point of contact concerning the work to be performed,
 - b. For each individual being proposed by this consultant, a one-page resume or CV that describes that individual's qualifications and experience and summarizes previous work performed by the individual that is relevant to this solicitation, and
 - c. the price for which the submitter is prepared to perform this work.
- 4) Statement that the consultant has legal authority to work in the United States. This statement shall include a Unique Entity ID (UEI) number; all consultants and subcontractors must have a UEI and no exclusions in SAM.
- 5) Statement that the consultant is not debarred or suspended from contracting with the federal government.
- 6) CTAA does not anticipate quotes from teams of more than one consulting firm or entity. However, if any of the individuals being proposed are not employees of the firm submitting this quote, an acceptable quote must include a letter or other signed statement from the submitter's proposed partner(s) agreeing to be included in this submission, and the submission must include items (3) through (5) from the above list for every proposed subcontractor or other external partner that is included in this quote. If the submitter has roles for which some portion of the staffing is "to be determined," the above staffing plan must include a convincing explanation for how the submitter will address that staffing need without jeopardizing timely and satisfactory completion of the work being proposed. All subcontractors must also have no exclusions in SAM.
- 7) Three work samples that highlight consultant's ability to perform the work outlined above. Samples should be similar in type or topic to what is described in this RFQ. The samples should reflect the work of the individuals in the staffing plan so that CTAA can directly gauge consultants' work quality.

Selection Criteria and Process

CTAA staff will review the submitted quotes that are received at or prior to 5:00pm (Eastern Time) on April 22, 2026. Staff will not engage in any communication with the respondents or their employees or proposed partners prior to making its decision.

In reviewing consultants' submissions to this RFQ, CTAA will apply the following selection criteria:

Understanding of work to be done	5 points 1 = Does not meet expectations 3 = Meets expectations 5 = Far outperforms expectations
How the consultant proposes to carry out the described work to CTAA's satisfaction within the indicated time frame and within the consultant's proposed budget.	5 points
Proposed staffing plan, in terms of its reasonableness and in terms of the skills and qualifications of proposed staff.	5 points
Work samples, in terms of topic coverage, types of documents, and quality of the writing to explain whatever topics are discussed.	5 points
Cost	2 points Scored relative to other quotes

Submitters should be aware that this is part of a research project funded through a cooperative agreement between CTAA and the Federal Transit Administration (FTA), and they must be experienced and able to carry out work that must comply with applicable FTA regulations, policies, and guidelines. Submitters without prior experience working with FTA or its grantees will need to be sure their submissions demonstrate a capacity to carry out FTA-funded work.

The selected consultant and subcontractors may not have exclusions when searched in SAM.gov and must remain in good standing.

CTAA reserves the right to request additional information before making an award. CTAA also reserves the right to seek clarification from any submitter or offeror about any statement in its quote that CTAA finds ambiguous.

Selection will be made based on best value.

CCAM TAC Evaluation Services

Request for Quotes

March 30, 2026

Page 7 of 7

Submission Instructions

Please submit your quote as a single document, in PDF format, to carpenter@ctaa.org no later than 5:00pm Eastern Time on April 22, 2026. No hard copy submissions will be accepted.

CTAA reserves the right to reject any and all quotes in response to this RFQ, and may terminate this solicitation without notice at any time prior to entering into a contract for the indicated work to be performed.