

Request for Proposal

Release Date: July 16, 2018

Number: 18-07-03

Service Needed: Taxi Service Vendor

About Neighborhood House:

Neighborhood House is one of the oldest social service agencies in the Puget Sound region and has a long history of working with King County's immigrant, refugee and low-income communities. Our mission is to partner with diverse individuals and families to build community and achieve their goals for health, education and self-sufficiency. Last year, Neighborhood House served over 12,000 individuals of all ages through programming in the areas of early childhood education, youth development, family & social services, employment & adult education, housing stability and community health.

Scope of Work:

Neighborhood House has been providing high-quality early childhood education programs for decades and offers a full range of early-childhood education programs for low-income families (from expectant parents to those with children birth to 5 years old). We focus on providing culturally-appropriate services to all enrolled families, many of whom are recent refugees and immigrants. We serve families living in Tukwila, SeaTac, Skyway, Burien, Des Moines, West Seattle, Central Seattle, South Seattle, and White Center.

Neighborhood House is seeking a vendor for taxi services for families to the following sites: Yesler Terrace, Tukwila, New Holly, Rainier Vista, Burien, High Point, and High Point Community Center. These services would transport families from their homes to our sites, and vice versa.

We are seeking a vendor who will provide transportation to families to, from, and between sites and who will:

- Ensure reliable and safe transportation with timely drop offs and pick ups
- Ensure all drivers have professional demeanor and interact positively with Neighborhood House clients
- Offer a user-friendly system for ordering transportation services
- Provide support in arranging travel for families that meet our needs
- Provide monthly invoices detailing orders and charges
- Offer a contact person for questions and other communication with the program

Evaluation

We will be evaluating proposals based on the following factors (listed in order of importance):

- Reasonable pricing
- Transportation to the six sites above
- Provide monthly invoices detailing orders and charges
- Transparency on pricing and availability of services
- Offer a user-friendly system for placing reservations
- Offer a contact person for questions and other communication with the program

Time Period

- Proposals due August 16, 2018
- Contracting complete September 16, 2018

Proposal:

The ideal candidate will have experience providing transportation services to organizations serving families. Please submit:

- A written proposal detailing the benefits of working with your organization for transportation services.

Questions

- Contact: Jill Kavanagh jillk@nhwa.org

Callahan McKenzie callahanm@nhwa.org

Submission Close Date

8/16/2018

Submissions to

- Email or FAX submissions to: anhthun@nhwa.org or (206) 461-3857, Attention: Anhthu Nguyen