



HUMBOLDT COUNTY ASSOCIATION OF GOVERNMENTS
Regional Transportation Planning Agency
Humboldt County Local Transportation Authority
Service Authority for Freeway Emergencies
611 I Street, Suite B
Eureka, CA 95501
(707) 444-8208
www.hcaog.net

Request for Proposals

FIVE-YEAR TRANSIT DEVELOPMENT PLAN

RFP released: May 17, 2022
Proposals due: June 17, 2022

Invitation: The Humboldt County Association of Governments (HCAOG), in its duties as the Regional Transportation Planning Agency, is inviting interested parties to submit proposals for providing services to complete a Five-Year Transit Development Plan for the regional transit network.

HCAOG would like to retain the professional services of a qualified firm, or combination of firms, to assist in reviewing public transit services, assessing the efficiency and effectiveness of the services, and crafting short-term measures for improving delivery of transit services for the region. Consultant services will include a review of previously completed transit plans including the transit marketing plan, Mobility-on-Demand Strategic Plan, and strategic planning for the Social Services Transportation Advisory Council (SSTAC).

Questions regarding this RFP should be addressed to Beth Burks, Executive Director beth.burks@hcaog.net or (707) 444-8208.

View this document and attachments at www.hcaog.net/Announcements. (*Hard copy available upon request.*)

Attachments:

- Attachment A: Sample HCAOG Consultant Services Contract
- Attachment B: HCAOG Protest Procedures & Dispute Process

I. BACKGROUND

The Humboldt County Association of Governments (HCAOG) is the designated Regional Transportation Planning Agency (RTPA), formed under a Joint Powers Agreement.

The HCAOG Board of Directors is comprised of eight members consisting of a member of the Board of Supervisors and a councilmember from each of Humboldt’s seven cities (Arcata, Blue Lake, Eureka, Ferndale, Fortuna, Rio Dell, and Trinidad), or an alternate designate from that governing body. HCAOG has several committees that advise and coordinate with staff as they carry out HCAOG’s overall work program. The regular committees are the Policy Advisory Committee, Social Service Transportation Advisory Council, and Technical Advisory Committee.

Humboldt County is one of the largest rural counties in the state. There are approximately 1,400 miles of county roads and city streets, and 378 miles of state highways and roadways on federal lands. Proportionately, HCAOG’s members have to maintain 79% of the road miles in Humboldt.

Population & Income

	Humboldt County	California
Total population, 2020 estimate	136,101	39,346,023
Median household income, 2015-2020	\$49,235	\$78,672
Mean household income	\$70,922	\$111,622
Persons below the poverty level in the past 12 months	20.1%	16.4%
SENIORS (65+)		
Total population	24,287	5,644,497
Percent of population	17.8%	14.3%
Below poverty level in the past 12 months	9.6%	10.3%

Source: 2016-2020 American Community Survey 5-Year Estimates

Regional Public Transportation

Public transit in Humboldt County currently consists of six transit operators, which collectively operate eight different transit services. (Additional operator(s) provide paratransit.)

<u>Transit Service/System</u>	<u>Transit Service Provider</u>
Arcata & Mad River Transit System	City of Arcata
Blue Lake Rancheria Transit System	Blue Lake Rancheria
Eureka Transit Service	Humboldt Transit Authority (HTA)
Fortuna Senior Bus Transit	City of Fortuna
Redwood Transit System	HTA
Southern Humboldt Intercity System	HTA
Willow Creek Intercity Transit	HTA
Yurok Tribal Transit Service (includes old K-T Net Route)	Yurok Tribe

Recent related documents are:

- *Transit Development Plan Update 2017-2022* (adopted November 2017)
- “Transit Development Act (TDA) Unmet Transit Needs–Report of Findings Fiscal Year 2022-23 (and previous years)”
- “Transit Development Act (TDA) Fiscal and Compliance Audits–Fiscal Year 2020-21”
- “TDA Triennial Performance Audits–FY 2016/2017 through 2018/2019”
- Mobility-on-Demand Strategic Development Plan (HCAOG, 2020);

- Humboldt County Coordinated Public Transit–Human Services Transportation Plan (HCAOG, 2021);
- McKinleyville Transit Study (HCAOG, 2021).
- Regional Transportation Plan: *VROOM 2022-2042*

These documents are online at www.hcaog.net/library.

II. PROJECT SUMMARY

Goals:

- Provide an efficient, accessible, and connected network of local, regional, and inter-regional transit services.
- Maximize efficiency and capacity of transit routes.
- Maximize cost-effectiveness and equity in transit services.
- Protect local, state, and federal transportation investments.

Objectives:

- Agree on a shared regional vision and policies that will guide financial decisions for providing transit services for the region.
- Identify strategies for enhancing mobility region-wide.
- Make transit network information seamless, dependable, and easy to understand.
- Reduce greenhouse gas emissions and air pollution by getting people to ride the bus more and drive less.
- Increase long-term ridership growth and rider satisfaction.

Project Outcomes:

- Prepare a Five-Year TDP for FYs 2022-23–2027/28 (updating the current *2017-2022 TDP Update*), covering six transit operators/eight transit services. Reconfirm or redevelop shared goals and policies, relevant data, and useful short-term plans for capital investment, financing, and operational changes.
- In concert with the TDP Update, review and comment on previously developed transit plans, including the 2017 Transit Marketing Plan and Social Service Transportation Advisory Council (SSTAC) Strategic Plan, and the 2020 Mobility-on-Demand Strategic Development Plan. In reviewing these plans, note implementation actions that have been achieved. Include brief analysis of next potential implementation steps or areas for further study as part of the short-range TDP.
- Prepare a Bus Passenger Facilities Plan inventorying bus stops throughout the region and recommending improvements to bus stops to enhance rider experience and prioritization of these improvements.

III. SCOPE OF SERVICES

HCAOG considers the tasks listed below to be the minimum requirements for conducting the Five-Year Transit Development Plan. The final report for the Five-Year Transit Development Plan should be completed by May 2023.

Monthly progress reports will be required as deliverables for this project. Proposals should detail any assistance the respondent will require from HCAOG staff and/or committee members.

(A) FIVE-YEAR TRANSIT DEVELOPMENT PLAN

Task A1. Update Transit Development Plan (TDP)

The Transit Development Plan (TDP) is a five-year guide for the routine decisions associated with administering the regional public transportation network. This TDP update will plan for fiscal years 2022/23 through 2027/28. At a minimum, the TDP reviews transit services, assesses the efficiency and effectiveness of the services, and develops a five-year finance plan for the region.

Task A1.1 Assess Transit Service Performance & Needs

Coordinate and consult (meetings, interviews, and correspondence) with each of the six transit providers and evaluate eight transit services. Evaluate operational performance data of the regional transit system and component services (for system wide, fixed route, Dial-A-Ride/Lift, and deviated route performance, as applicable). Collect, compile, and analyze necessary quantitative and qualitative data to evaluate transit performance since the TDP was last updated in 2017.

Develop a comprehensive public outreach strategy and conduct public outreach to record the public's opinions and needs regarding transit services. Conduct on-board and on-line ridership surveys.

Note: On-board surveys and public input are high priorities for our transit operators. The public outreach plan should be extensive and include the collection of demographic data of transit riders.

Verify and analyze the performance indicators. Recommend performance standards for improving or enhancing service performance and design. The analysis should identify if any under-performance issues are technical issues or policy driven.

Task A1.2 Present Findings & Preliminary Recommendations

Summarize findings from Task 1.1. Draft potential alternatives that would address performance issues or shortfalls that were identified. Draft preliminary recommendations, such as for revised policy (ies), proposed service coordination, changes or new service, capital projects, performance standards, etc. Present draft recommendations to HCAOG committees, engage committee members for direction/general consensus on recommendations.

Deliverables: Technical memo(s) that summarizes findings of performance and needs assessment, and includes preliminary recommendations for policies, service plans, capital plans, or program of projects.

Task A1.3 Prepare Draft and Final Five-Year TDP

The TDP for the regional transit system must cover, at a minimum, the following components:

- Existing Conditions including study setting (demographic and geographic overview of county) and existing transit services overview.
- Policy framework with policies drawn from a vision statement or overall goal, and objectives. This component also identifies criteria/performance measures with which to measure progress on meeting objectives.
- Performance evaluation of the regional transit system, with recommended solutions.
- Development plan which recommends: services to be operated/implemented; capital replacement and improvements; operating and capital budgets; planning projects to be conducted; new technologies (e.g. ITS) to be researched, planned, and/or implemented. The development plan should be based on analyzing proposed projects that are relatively easy to evaluate (i.e. do not require a separate detailed study). Projects may include proposed services, capital projects, and fleet replacement/expansion.
- Finance plan to identify funding sources for operating and capital expenditures, and planning activities.
- Plan review summarizing implementation actions for the transit marketing plan, SSTAC Strategic Plan, and Mobility-on-Demand Strategic Development Plan

Review draft with HCAOG committees and revise as necessary. Release public review draft, compile comments, and revise draft as necessary. Present final draft to HCAOG Board for review and approval.

Deliverables: Administrative draft; public review draft; and final draft of TDP Update. For figures within the TDP created using GIS software, shapefiles shall be provided to HCAOG. Review draft and final draft should be delivered as an American with Disabilities Act compliant accessible pdf file.

Task A2. Conduct Literature Review

Review Transit Marketing Plan, SSTAC Strategic Plan, and Mobility-on-Demand Strategic Development Plan, and McKinleyville Transit Study. From the Regional Transportation Plan (VROOM 2022-2042) review the Public Transportation Chapter and the Safe and Sustainable Transportation Targets.

As part of the transit performance and needs analysis in Task A1.1, conduct a literature review of the above-mentioned documents. Identify measures that have been implemented, document outcomes and make recommendations for what should be implemented next, or suggested changes to implementation strategies. Incorporate these findings into the full TDP (Task A1.3).

Deliverables: Summary review of plans and prioritize potential implementation actions, incorporated into the TDP Update

Task A3. Public Participation Program

Develop and carrying out an integrated public participation program to make the TDP Update process visible, accessible, and easy for stakeholders of diverse communities to participate in. Prepare public outreach materials for engaging stakeholders. Consider input from transit riders (on-board surveys) and non-transit riders on barriers to riding transit.

Deliverables: Meeting records and/or memos outlining or summarizing pertinent strategies and tasks for a public participation program for the TDP Update.

(B) Bus Passenger Facilities Plan

Prepare a **Bus Passenger Facilities Plan** inventorying bus stops throughout the region and recommending improvements to bus stops to enhance rider experience and prioritization of these improvements.

Deliverables: Prepare a Bus Passenger Facilities Plan.

IV. ANTICIPATED PROJECT TIMETABLE

(Dates subject to change)

Hiring Consultant

Monday, May 17, 2022Request for Proposals (RFP) released.
Friday, June 17, 2022.....**Submission deadline for project proposals.**
Thursday, July 21, 2022.....Board Meeting- consultant selection

Carrying Out TDP Update

5-Year Transit Development Plan

1st week of AugustStart-up meeting
September/OctoberOn-board transit surveys
February/March 2023.....Present and review draft report
May 2023 (or sooner).....Final report
May 18, 2023Present to HCAOG Board for adoption

Closing Date

Complete proposals must be received no later than 5:00 p.m. on Friday, June 17, 2022 via email.

All proposals received *prior to* the closing date and time specified above may be withdrawn or modified by respondent’s written request. Any modification, to be considered, must be received in writing, prior to the closing date for receipt of proposals.

Late Responses

Proposals received after the closing time **will not be accepted.** Any modifications received late shall not be considered, and any withdrawn proposals shall not be considered.

V. PROPOSAL CONTENT AND ORGANIZATION

Proposals should be limited to specifically discuss the elements outlined in this RFP and should follow the general outline below. To be considered to perform the services requested by this RFP, a respondent must meet the following criteria and submit all the following information. Submittals

failing to meet any of these criteria shall be considered non-responsive and will not be evaluated further.

A) Cover Letter

The proposal shall be transmitted with a cover letter that describes the respondent's interest and commitment to the proposed project. The cover letter should include the name, title, address and telephone number of the individual to whom correspondence and other contacts should be directed during the consultant selection process. The person authorized to negotiate a contract with HCAOG shall sign the cover letter.

Submit the cover letter and complete proposal via email to:

Debbie Egger, Fiscal Administrative Officer
Debbie.egger@hcaog.net

B) Proposal

Each responsive proposal shall have a technical proposal (items 1-6).

1) **Table of Contents**

List the major sections in the proposal and the associated page numbers.

2) **Understanding of Project**

This section shall clearly convey how the respondent understands the nature of the work, and issues related to HCAOG's RFP project.

3) **Consultant Qualifications and Experience**

Discuss overall qualifications of the firm and/or project team (key staff and subcontractors, as applicable).

(a) Firm

Briefly describe the respondent's firm (the lead firm if you are proposing a multi-firm project team), including the year the firm was established, type of organization (partnership, corporation, etc.).

State the firm's qualifications for performing the consulting services requested in this RFP. Briefly describe the firm's experience with similar organizations.

(b) Key Personnel

Describe the qualifications and experience of each professional who will participate in the project. Include a résumé for each key staff member of the project team. Designate a project manager. Include an organizational chart showing the project manager and all staff proposed to provide services for this project.

(c) References

Provide a list of at least three references. Include references from clients of similar type agencies (governmental) and projects, as applicable. References must include client name, address, phone number, and e-mail address. For each reference, describe the nature of the work you performed, approximate dates your firm performed the work, and your firm's professional staff who performed the work.

Provide qualifications and at least two references for each subcontractor, if proposed.

4) **Approach**

Describe your firm's or team's proposed approach and management plan for providing the scope of work. Discuss your views on the challenges that may arise and your intended approach and your capacity to solve such problems. Describe the practices you use to complete tasks and deliverables on time, and how you would assure that the quality of the contracted products will meet HCAOG's requirements.

5) **Work Plan & Schedule**

Five-Year Transit Development Plan

The current schedule reflects project duration of approximately 10 months starting July 2022. The project is expected to commence no later than July 2022, and final products submitted and approved by the HCAOG Board in May 2023. In the proposal, the respondent will need to discuss the respondent's view of the project schedule and the team members' workload and availability.

Provide a detailed schedule giving the timeframe for each major task and milestone to be undertaken. Identify a schedule for all internal meetings, public meetings, progress reports, and deliverables.

Give estimated staff and hours to accomplish each task and deliverable. Indicate the anticipated total effort, expressed in percentages of person-hours by each member of the supporting staff, including subcontracted staff.

6) **Cost Proposal**

The cost proposal for the proposed scope of work shall be detailed by cost per activity and shall describe:

- (a) both the hourly rate for principal(s) and other personnel to be assigned to this contract;
- (b) a summary of any related costs that are to be billed directly, including costs for attending additional meetings; and
- (c) Work to be completed by subcontractors should be clearly identified in both the proposal and cost proposal.

The total funds available for the Five-Year Transit Development Plan \$65,000. Total budget available for the Bus Passenger Facilities Plan is \$15,000. Funds may be redistributed among these tasks, but the total budget shall not exceed \$80,000.

C) Conflict of Interest

Firms submitting proposals in response to this RFP must disclose to HCAOG any actual, apparent, or potential conflicts of interest that may exist relative to the services to be provided related to this RFP. If the firm has no conflict of interest, a statement to that effect shall be included in the proposal.

VI. OTHER PROPOSAL REQUIREMENTS

A) Insurance

The selected firm(s) or project team must be prepared to comply with HCAOG's standard contract terms and insurance requirements, and must be prepared to show proof of insurance and

indemnification required.

HCAOG's standard requirements for insurance coverage include:

- One million dollars (\$1,000,000) General Liability Insurance
- One million dollars (\$1,000,000) Automobile Insurance
- Twenty-five thousand dollars (\$25,000) for Document
- Five-hundred thousand dollars (\$500,000) for Errors and Omissions

Exceptions to these insurance requirements may be considered. If an exception is requested, please explain in the proposal.

B) Public Record

Until award of the contract, the proposals shall be held in confidence and shall not be available for public review. Upon award of a contract to the successful respondent, all proposals shall be public records. No proposal shall be returned after the date and time set for opening thereof. All proposals, whether selected or rejected, shall become the property of the Humboldt County Association of Governments.

VII. PROPOSAL EVALUATION AND SELECTION

Each proposal will be reviewed to determine if it meets the minimum proposal requirements stipulated in the Request for Proposals (Sections V and VI). Failure to meet the requirements of the RFP will be cause for HCAOG to reject the proposal. HCAOG may reject any proposal if it is conditional, incomplete, or contains irregularities. HCAOG may waive an immaterial deviation in a proposal. Waiver of an immaterial deviation shall in no way modify the RFP documents or excuse the respondent from full compliance with the contract requirements if the respondent is awarded the contract.

Respondents may be telephoned and asked for further information, if necessary, and may be expected to appear for oral interviews. A selection committee will review all proposals and will make recommendations to the HCAOG Executive Director on the basis of the proposal, oral interview (if applicable), and references check. HCAOG reserves the right to select a consultant based solely on written proposals and not convene oral interviews.

Proposals that meet the minimum qualifications will be evaluated and scored according to the criteria designed to help judge the quality of the proposal. Evaluation criteria will include such considerations as described below.

Criteria	Total Possible Score
Consultant's Understanding of the Request <ul style="list-style-type: none"> • Demonstrated knowledge of the required work and rural context (10) • Approach to accomplishing scope of services by task (20) • Response to the specific requirements of the RFP (8) • Clarity and presentation of the proposal (7) 	45
Consultant's Qualifications <ul style="list-style-type: none"> • Inclusion of resumes of all members of project team assigned to work on the project including subcontractors (5) • Qualifications of project team, including subcontractors (10) • Firm's overall experience with similar projects (10) • Consultant's and subcontractor's references (5) 	30
Project Management/ Budget <ul style="list-style-type: none"> • Work plan and schedule by task (10) • Procedures to ensure close contact between the consultant, HCAOG and the transit operators (10) • Demonstrates ability to provide all requested tasks within the available budget. (5) 	25
Total Points	100

HCAOG will negotiate a contract with the firm that is evaluated the best suited to accomplish the project tasks. If a contract cannot be negotiated with the firm submitting the highest ranked proposal, then staff shall commence the negotiation process with the firm submitting the second-highest ranked proposal.

Respondents not selected for interview or contract award will be informed by mail and/or email. Upon request, HCAOG will offer a debriefing in person or by phone to respondents who were not selected, at a mutually agreeable time after award of the contract.

A proposer may object to a provision of the RFP on the grounds that it is arbitrary, biased, or unduly restrictive, or may object the selection of a particular consultant on the grounds that HCAOG procedures, the provisions of the RFP or applicable provisions of federal, state or local law have been violated or inaccurately or inappropriately applied. Any objection must be submitted in writing to the HCAOG Contract Manager and must include an explanation of the basis for the objection:

1. No later than five (5) working days prior to the date responses are due, for objections to RFP provisions; or
2. No later than three (3) working days after the date the proposer is notified that it's submittal was found to be non-responsive or failed to demonstrate the necessary experience; or
3. No later than three (3) working days after the date on which a contract is authorized by the HCAOG Executive Director for objections to consultant selection.

Except with regard to initial determinations of non-responsiveness, the evaluation record shall remain confidential until HCAOG authorizes the award. The HCAOG Contract Manager will respond to the objection in writing within thirty days. No contract to a consultant shall be executed until the expiration of the objection period or, if an objection is filed, the issuance of a written response to the protest by the HCAOG Contract Manager. The proposer may appeal the decision of the HCAOG Contract Manager by filing a written appeal with the HCAOG Executive Director, no less than three (3) working days after receipt of the written response from the HCAOG Contract Manager. The Executive Director's decision will be final.

The RFP selection process is considered concluded when a consultant is selected and the final contract is approved by all parties.

VIII. GENERAL CONDITIONS

Limitations

This Request for Proposal (RFP) does not commit HCAOG to award a contract, to pay any costs incurred in the preparation of the contract in response to this request, or to procure or contract for services or supplies. HCAOG expressly reserves the right to reject any and all proposals or to waive any irregularity or information in any proposal or in the RFP procedure and to be the sole judge of the responsibility of any respondent and of the suitability of the materials and/or services to be rendered. HCAOG reserves the right to withdraw this RFP at any time without prior notice. Further, HCAOG reserves the right to modify the RFP schedule.

Award

HCAOG may require RFP finalists to present oral presentations regarding their firms and any special expertise in the necessary areas. All finalists may be required to participate in negotiations and submit such price, technical, or other revisions of their proposals as may result from negotiations. HCAOG also reserves the right to award the contract without discussion, based upon the initial proposals. Accordingly, each initial proposal should be submitted on the most favorable terms from a cost and a technical viewpoint.

RFP Addendum

Any changes to the RFP requirements will be made by written addendum by HCAOG and shall be considered part of the RFP. Upon issuance, an addendum shall be incorporated in the agreement documents, and shall prevail over inconsistent provisions of earlier issued documentation.

Verbal Agreement or Conversation

No prior, current, or post award verbal conversations or agreement(s) with any officer, agent, or employee of HCAOG shall affect or modify any terms or obligations of the RFP, or any contract resulting from this RFP.

Pre-contractual Expense

Pre-contractual expenses are those expenses that respondents and selected consultant(s) incurred in relation to:

1. Preparing proposals in response to this RFP;
2. Submitting proposals to HCAOG;
3. Negotiating with HCAOG on any matter related to proposals; and
4. Other expenses incurred by a contractor or respondent prior to the date of award of any agreement.

HCAOG shall not be liable for any pre-contractual expenses incurred by any respondent or selected contractor. Respondents shall not include any such expenses as part of the price proposed in response to this RFP. HCAOG shall be held harmless and free from any and all liability, claims, or expenses whatsoever incurred by, or on behalf of, any person or organization responding to this RFP.

Signature

The proposal must include: name, title, address and telephone number of individual with authority to bind the company and also who may be contacted during the period of proposal evaluation. The proposal must be signed by an official authorized to bind the consultant and shall contain a statement to the effect that the proposal is a firm offer for at least a sixty (60) day period. This signature should be included in the cover letter to the proposal.

Contract

The successful consultant will be required to enter into a standard contract (Attachment A) with HCAOG that specifies the scope of service, completion schedule, and a mutually agreed upon schedule of payment. The consultant will be required to prepare a scope of work (See Section III) to be inserted into the contract as an attachment.

Contract Term

The period of the contract for the project will be from July 2022 to May 2023. Please refer to Section IV, Project Timetable, for specific deadline dates.

Conflict of Interest

By submitting a proposal in response to this RFP, the prospective contractor warrants:

- (1) That he/she/they presently have no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this agreement;

- (2) That no appointed or elected official, member or other officer or employee of HCAOG is interested directly or indirectly, in any manner whatsoever, in the performance of the agreement or in the supplies, work, or business to which it relates or in any portion of the profits thereof; or

- (3) That no appointed or elected official, member or other officer or employee of HCAOG has been or will be offered or given any tangible consideration in connection with this proposal and/or agreement.

Prospective contractor covenants that neither prospective contractor nor, to the best of the prospective contractor's knowledge after diligent inquiry, any director, officer, owner or employee of the prospective contractor has any interest nor shall they acquire any interest, directly or indirectly, which would conflict in any manner or degree with the faithful performance of the agreement hereunder.

In the event that the prospective contractor has no prior knowledge of a conflict of interest as set forth above and hereafter acquires information that indicates there may be an actual or apparent violation of any of the above, the prospective contractor shall promptly bring such information to the attention of the HCAOG Executive Director. The prospective contractor shall thereafter cooperate with HCAOG review and investigation of such information, and comply with any instruction it receives from HCAOG in regards to remedying the situation.

Lobbying

With the exception of contacting HCAOG to ask questions regarding this RFP, any party submitting a proposal shall not contact or lobby any appointed or elected official, member, or other officer or employee of HCAOG. Any party attempting to influence any part of the proposal, submittal, or review process through ex parte contact of any HCAOG officials may have their proposal rejected.

Payment Schedule

The contracted consultant will be paid based on work actually performed during the preceding month. The consultant should forward a copy of all invoices for payment for work performed, and associated expenses, by the 10th day of the following month. Invoices shall be emailed to the attention of the HCAOG Financial Administrative Officer and the HCAOG Project Manager. Invoices shall include the following information:

1. Date work was performed.
2. Personnel performing the work (all staff billed for must be identified in proposal or must have been approved by HCAOG).
3. Number of hours worked.
4. Hourly rate (must correspond to cost proposal).
5. Brief description of work completed.
6. Related task/scope of work.

The contracted consultant may bill no more than once monthly after submittal of completed deliverable(s).

Questions

Proposers shall be responsible for meeting all of the requirements and specifications set forth in this RFP and the sample Consultant Services Agreement attached hereto. If a Proposer discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, a written request for clarification or correction should be submitted to HCAOG at the following address:

debbie.egger@hcaog.net

Requests for clarification or correction and any other question pertaining to this RFP must be received by HCAOG before 5:00 p.m. PST May 25, 2022. All responses for clarification or correction and written questions will be submitted on or before May 27, 2022.

VIII. PROTEST PROCEDURES AND DISPUTE RESOLUTION PROCESS

HCAOG's Protest and Procedures and Dispute Resolution Process (Attachment B) shall be utilized to resolve any protests or disputes to this procurement process.