

## **REQUEST FOR INFORMATION (RFI): FOR THE ESTABLISHMENT OF A CONTRACTOR-MANAGED FRANCONIA NOTCH PARKWAY SHUTTLE SERVICE**

### **1. PURPOSE**

This Request for Information (RFI) issued by the State of New Hampshire (herein after referred to as the "State") Department of Natural and Cultural Resources, Department of Business and Economic Affairs, and Department of Transportation, is to solicit information from qualified transportation organizations.

The State of New Hampshire is seeking information such as operational costs, feasibility, infrastructure needs, descriptions of the advantages and benefits a transportation organization would offer, and other information that would provide the basis for the State to pursue a contract with a service provider.

This RFI is completely voluntary and is not a pre-qualification for any future procurement. This RFI is meant to solicit information that may be used in developing a Request for Proposals (RFP) and is NOT a request for bids. No contract will result directly from the RFI process.

This solicitation for information does not commit the State to publish an RFP or award a contract. The State shall not be liable for any costs incurred by the vendor in preparation of its response. Further, it is understood that the described back office needs can cover a wide variety of services and products. Any company regardless of size or service specialty is encouraged and welcomed to participate in this RFI. Interested respondents are requested to provide hard copy materials as well as an optional presentation to be held on-site in New Hampshire.

Vendors are advised that any documents submitted in response to this RFP may be considered public documents pursuant to RSA 91-A. To the extent that any information in the responses is considered confidential and proprietary, vendors should clearly mark the appropriate sections of the documents as "Confidential."

### **2. BACKGROUND**

The State is conducting research on the feasibility of establishing a contractor-managed shuttle service throughout Franconia Notch State Park during the summer season of 2018.

The ever-growing popularity of New Hampshire's outdoor recreational opportunities has led to a significant challenge – parking. Visitors are regularly parking in non-designated areas, creating serious safety concerns, especially in Franconia Notch, where cars line the narrow shoulder of Interstate 93. Additionally, it is illegal to park along Interstate 93, and on summer weekends there are regularly 400-600 cars illegally parked.

Many of these visitors are parking on the highway to access trails in the White Mountain National Forest, as well as trails within Franconia Notch State Park.

Efforts to manage parking issues in other areas such as Diana's Bath in Conway have led to negative visitor experiences. Therefore, the State is seeking a transportation solution for the summer of 2018 to ensure that visitors have a safe and enjoyable experience in the region.

The Appalachian Mountain Club currently operates a shuttle that services Franconia Notch State Park 4 times a day. This shuttle does not address the current parking issues though it does connect those parking in FNSP to the greater White Mountain Region. Further information on the schedule, operations and pick up locations are provided in the attached documents.

Suggestions from respondents to this RFI of other potential participants are highly recommended. The responses to this RFI will be used to determine, in part, whether procurement of additional services, including possible issuance of a RFP, should take place. There are no guarantees that any such opportunity will develop and/or receive the appropriate approvals.

The shuttle service should:

- Require no additional state appropriation or incurrence of costs by the State
- Be funded through fees and other revenues directly related to the service provided
- Maintain a positive visitor experience and visitor access to park attractions (i.e. Cannon Tram, Flume Gorge, Lafayette Campground and Echo Lake Beach)
- Not negatively affect existing and potential revenue streams throughout Franconia Notch State Park

### **3. SCOPE OF PROGRAM**

A shuttle service will be provided between designated parking areas and hiking trailheads from June 2018 – October 28, 2018.

The State is evaluating the following operation scenarios:

- Friday – Sunday and Holidays, 7:00 a.m. – 8:00 p.m.
- Friday – Monday and Holidays, 7:00 a.m. – 8:00 p.m.
- Limited weekday service

The scope of the Franconia Notch Parkway Shuttle Service Program will encompass the following:

#### **Shuttles/buses**

- A sufficient number and capacity to move the required number of people within and acceptable wait time
  - Acceptable wait time varies depending on peak and off-peak times
  - Ridership management must comply with state/federal requirements
- Pick-up locations that can safely and efficiently accommodate the vehicles and public
  - Locations must be located off of Interstate 93
  - Primary locations at Peabody Slopes Parking Lot, Falling Waters, and Lafayette Place

- o Operations
  - Equipment, personnel, maintenance, dispatch, training, and oversight of services
- o Ridership management at pick-up and drop-off locations
  - Facilitate customer payment/transactions for parking and/or transportation, as applicable
  - Marketing/communication approach in launching the shuttle service, distribution of fair structure, etc.
    - o Marketing will be conducted in coordination with issuing state agencies
- o Develop signage plan in coordination with appropriate state/federal agencies

#### **4. RFI RESPONSE, DESTINATION AND DEADLINE**

The submission requirements for the RFI are detailed below. Please submit response via email by the due date to:

Victoria Cimino, Director  
 Division of Travel and Tourism Development  
 Department of Business and Economic Affairs  
 victoria.cimino@livefree.nh.gov

Please include "REQUEST FOR INFORMATION RESPONSE – Contractor-Managed Shuttle Service" in the subject line.

#### **5. REQUIREMENTS**

Responses to the RFI should contain the following information:

- Name of company;
- Contact person;
- Address, telephone number and e-mail address;
- Company brochures/literature, if available;
- An overview of transportation capabilities;
- Historic experience and results for existing programs;
- Information on the advantages and benefits which the State of New Hampshire might realize by engaging a transportation vendor;
- Estimated cost information based upon respondee's key assumptions to include, but not limited to:
  - Rider/customer fee structure
    - Per ride, one-way and round-trip
    - Parking fees
  - Rider/customer payment options
- Operational practices, policies and procedures, of typical shuttle service programs;
- Recommended duration of contract;
- Other information you believe would be useful to the State of New Hampshire in reviewing the possibility of a contractor-managed shuttle service.

