

RFP: Implementation Plan Development for Community Transportation Services Network
(Phase 1: System Direction & Implementation Readiness)

REQUEST FOR PROPOSALS:

Implementation Plan Development for Community Transportation Services Network (Phase 1: System Direction & Implementation Readiness)



Castlegar Community Services Society (CCSS), on behalf of the West Kootenay Community Transportation Services Network, funded through Castlegar Community Services, Kootenay Boundary Foundry and Regional District Columbia Kootenay

- RFP Reference: RFP #2026-RTN-01
Issue Date: Friday April 23, 2026
- **Proposal Submission Deadline: May 15th 2026 at 5:00pm PST**
- **Submission Instructions:** Proposals must be submitted electronically to:
info@cdcass.ca
- **Contact Person:** Reidun Rosi, Executive Director, Castlegar Community Services Society, executivedirector@cdcass.ca

Project Snapshot

Seeking a qualified consultant to develop a governance, operational, and implementation plan for a coordinated regional community transportation network serving youth, seniors, and other vulnerable populations.

Budget

Up to \$24,000 CAD (inclusive of all costs)

Timeline

Estimated project duration: 4–5 months from contract award

Notice

This Request for Proposals does not constitute a commitment to award a contract.

1. Project Overview

The Community Transportation Services Network (the “Network”) is a collaboration of community organizations delivering volunteer driver and community transportation services across the region.

The Network is advancing toward implementation of a coordinated regional shared transportation system within 12–24 months, designed to:

- Preserve and strengthen existing programs
- Enable flexible and hybrid service delivery models
- Support youth, seniors, and other vulnerable populations
- This work will also position the Network to assess and pursue integration with existing transportation booking platforms or shared digital tools in future phases

The partnership is expanding, and the system must be scalable and adaptable to additional partners over time.

No permanent lead organization has been established. This engagement will define the governance, operational direction, and implementation pathway required to launch a decentralized, multi-partner system supported by shared digital infrastructure.

A digital platform may be developed in parallel. The consultant’s role is not to design or build the platform, but to define clear, actionable functional requirements and workflows to inform future platform development.

This RFP represents Phase 1: System Direction and Implementation Readiness.

2. Regional Context

The West Kootenay and Boundary region is characterized by:

- Small urban centres separated by significant travel distances
- Rural and semi-rural communities with limited or no fixed-route transit
- Mountainous terrain and seasonal weather challenges
- Distributed nonprofit service providers operating independently

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- High demand for transportation to medical and essential services
- Youth, seniors, and other vulnerable populations facing mobility barriers

The mobility model must function effectively within a low-density, decentralized environment, with practical consideration of existing partner capacity.

3. Available Budget

The total budget for this engagement is **\$24,000 CAD (inclusive of all costs)**, including a targeted Youth Mobility Access component.

The Network will provide in-kind support to reduce consultant time required for discovery and coordination.

4. Project Objectives

The objectives of this engagement are to:

- Develop a recommended operational and dispatch model, including centralized and decentralized approaches
 - Define a governance direction with a clear recommended model and rationale
 - Establish a scalable participation framework for current and future partners
 - Integrate mobility considerations for youth, seniors, and vulnerable populations
 - Identify shared vs. individual responsibilities (e.g., fleet, insurance, coordination)
 - Define high-level functional requirements and key workflows for a shared platform
 - Produce a 24-month implementation roadmap with sequencing and decision points
 - Identify central coordination roles and resource needs
 - Outline high-level funding considerations and next steps
 - Achieve alignment on a preferred implementation pathway
 - Identify considerations and decision factors for integrating with existing transportation booking platforms in future phases
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5. Scope of Work

This engagement is structured as four integrated components within Phase 1.

All deliverables should be practical, decision-oriented, and proportionate to the scale of the network.

Component 1 – System Definition & Mobility Needs Assessment

The consultant will:

- Review background materials and system data
- Confirm system scope, boundaries, and guiding principles
- Facilitate one structured partner alignment session
- Conduct targeted engagement:
 - Up to 4–6 stakeholder discussions
 - Up to 1–2 focused engagement activities (youth and/or priority populations)
- Identify mobility barriers and priority use cases
- Translate findings into clear system design implications and decision points

Deliverable:

System Definition Brief, including:

- Confirmed system scope and guiding principles
 - Key design considerations and constraints
 - Clear articulation of emerging system direction
 - Identification of key decisions required
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Component 2 – Governance & Operating Model

The consultant will:

- Develop 2–3 governance model options
- Provide a recommended model with rationale and trade-offs
- Define high-level roles, responsibilities, and participation tiers

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- Outline coordinated service delivery and dispatch model options
- Clarify accountability and communication pathways
- Identify shared vs. individual responsibilities
- Integrate considerations for youth, seniors, and vulnerable populations
- Identify any governance, data-sharing, or coordination considerations that would impact integration with a shared or third-party booking platform

Governance recommendations must be practical and implementable within existing capacity.

Deliverable:

Governance & Operating Model Recommendation, including:

- Options and recommended direction
- Key decisions required
- Clear basis for implementation and funding discussions

Component 3 – Platform Functional Requirements

The consultant will:

- Define user groups and system roles
- Identify core functional needs (booking, scheduling, coordination, reporting)
- Outline key workflows aligned with the recommended model
- Identify minimum viable functionality
- Identify safety and accessibility considerations
- Identify how the Network’s functional needs align with typical capabilities of existing transportation or mobility booking platforms
- Highlight key gaps or constraints that may require adaptation, configuration, or additional development
- Identify critical features and decision factors that will influence future platform selection or integration

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Deliverable:

Platform Functional Requirements Overview, providing:

- Clear articulation of system needs
 - Practical guidance for future platform development
 - No unnecessary technical specifications
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Component 4 – 24-Month Implementation Roadmap

The consultant will:

- Develop a phased implementation approach
- Identify milestones and critical path activities
- Identify dependencies and sequencing
- Outline high-level roles and responsibilities
- Identify first 90-day actions
- Identify 1–2 realistic early pilots (6–12 months)
- Identify key risks and mitigation strategies
- Identify high-level funding alignment opportunities
- Identify key decision points related to digital platform direction (e.g., integration with existing platforms vs. custom development)

Deliverable:

24-Month Implementation Roadmap, including:

- Clear execution pathway
 - Decision points and ownership considerations
 - Practical transition from planning to implementation
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6. Network In-Kind Contributions

The Network will provide:

- Planning documents and prior work

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- Stakeholder introductions
- Engagement logistics support
- Consolidated partner feedback
- Current workflow documentation
- High-level cost assumptions

Proponents should describe how they will leverage this efficiently.

7. Timeline

Project duration: **4–5 months from contract award**

8. Proposal Evaluation Criteria

1. Understanding of Context & Objectives – 15%
 2. Methodology & Workplan – 25%
 3. Youth & Community Engagement Approach – 10%
 4. Innovative & Value-Add – 10%
 5. Relevant Experience & Qualifications – 20%
 6. Implementation Focus & Practicality – 10%
 7. Budget Alignment – 10%
- TOTAL – 100%
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9. Future Phases (Context Only)

Future work may be carried out in further phases including:

- Financial modeling
- Legal structuring
- Fleet strategy
- Risk and liability

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- Platform procurement
- Integration with regional systems
- Long-term planning