



**Northwest Hills Council of Governments
REQUEST FOR PROPOSALS (RFP) / Request For Qualifications (RFQ)
Bus Stop Placement and Amenities Study
RFP/RFQ: Transportation 12 2025 1
Northwest Hills Council of Governments (NHCOC)**

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Introduction

The Northwest Hills Council of Governments (NHCOC) is seeking proposals from qualified firms to conduct a Bus Stop Placement & Amenities Study for the Northwest Connecticut Transit District (NWCTD) fixed routes. NWCTD currently has 4 fixed routes that traverse between The City of Torrington and Town of Winsted.

The selected consultant will assess existing bus stops, identify opportunities for improvements and new stop locations, and recommend strategies to enhance accessibility, visibility, and rider comfort.

This project builds upon NHCOC's recently completed Transit Analysis Study, which identified the need for improved bus stop infrastructure as a top regional transit priority.

This RFQ/RFP does not commit the NHCOC to select any Respondent or enter into any contract agreement. The NHCOC reserves the right to accept or reject any or all RFQ/RFP's; to waive any informalities, and if it is deemed to be in the public's best interest, to enter directly into negotiations with one or more Respondents based on responses to the RFP, to request additional information from some or all Respondents. NHCOC reserves the right or to accept any bid deemed in the best interests of the NHCOC.

The NHCOC will not be liable for any costs incurred by a firm in the preparation or submission of a proposal. The information provided herein is not intended to and shall not bind the NHCOC to any of the statements or assumptions set forth herein.

Responses must set forth accurate and complete information for each of the items listed below. At the NHCOC's discretion, failure to do so could result in disqualification.

The successful respondent will be expected to be able to commence services as soon as possible upon award, as determined by the NHCOC. Any contract entered into by the NHCOC and the successful bidder shall provide that the NHCOC may terminate the contract upon thirty (30) days' notice to the bidder. The information provided herein is not intended to and shall not bind the NHCOC to any of the statements or assumptions set forth herein.

**There will not be a public opening of this bid
MBE's, WBE's and SBE's ARE ENCOURAGED TO APPLY
AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

Project Overview

Historically, the NWCTD fixed route system operated on a "flag down" system, where riders could raise their hand to flag down the bus to stop anywhere along its route. Approximately 5-years ago, the NWCTD installed bus stop signage to add more structure to their fixed route, and encourage riders to use a more traditional bus stop system vs. the flag down system.

The signs were installed in areas where there was historically a higher volume of users getting on or off the bus and/or there was a convenient spot to put the sign. Some signs are in areas without sidewalks, where there is low visibility or other conditions that are not ideal for bus stops. NWCTD does review bus stop placement on a case by case situation only.

The fixed routes can be found here: www.nwcttransit.com/wp-content/uploads/2025/10/NWCTD-ROUTES-UPDATED-10.29.2025.pdf

The Transit Analysis Study can be found here, please pages 7-14: [Market Analysis of Need and Proposed Transit Options Memorandum + Transit Analysis Study Plan](#)

This document does include a list of bus stops, but it is not inclusive of all the bus stops along each route.

The study will take a wholistic approach, looking at the entire route, with a focus on improving bus stop visibility, safety, accessibility, and rider comfort. The effort aims to create a more user-friendly transit network that better serves older adults, individuals with disabilities, low-income residents, workers, and visitors.

The study will review and analysis at each of the 4 routes to meet the stated objectives and goals of this study.

Objectives

The Bus Stop Placement & Amenities Study will:

- Create an inventory of all existing bus stops and their amenities that can be used by both riders and as a planning tool for the District.
- Evaluate the condition and visibility of current stops and shelters.
- Identify opportunities for upgrades, relocations, or new stop locations.
- Recommend appropriate infrastructure improvements, including shelters, benches, paved waiting areas, and signage.
- Gather input from riders, service providers, and community partners.

Goal

The Bus Stop Placement & Amenities Study will lay the groundwork for a more accessible, comfortable, and visible transit system, guiding future investments and strengthening regional mobility partnerships.

It is our intention that this document can be used by both CT DOT and local municipalities when designing or planning roadway improvements that the recommended bus stop improvement be implemented.

Additionally, this study can be used by all mobility partners, to secure funding that will improve the safety of all users.

Scope of Work

NHCOG is seeking a qualified consultant, or team, to conduct the following study.

Task 1: Existing Conditions Review

- Conduct a field review of all bus stops in the NWCTD system and the CTDOT Express route from Waterbury to Torrington in NHCOG region only.
- Document condition, visibility, and available amenities.
- Develop static mapping of bus stop locations.

Potential Add on Task 1A:

- Develop GIS-based mapping of bus stop locations layer.

Task 2: Infrastructure & Amenity Assessment

- Evaluate the adequacy of each stop.
- Identify needed upgrades or new amenities (e.g., shelters, benches, accessible boarding areas).

Recommend use of temporary and/or permanent signage as appropriate

Task 3: Bus Stop Location Analysis

- Assess whether current stop placement supports accessibility, safety, and rider demand.
- Recommend redesign, relocation, or consolidation of stops.
- Identify potential new bus stop locations.

Task 4: Community Input & Partnerships

NHCOG will provide project oversight, share relevant data, and help coordinate stakeholder engagement; however the consultant should be prepared to lead all stakeholder meetings, create content necessary for meetings and Collect feedback on bus stop amenities and placement priorities.

- Community & partnership input will include (at a minimum) Engage with riders through rider survey's or other methods the consultant determines appropriate
- Engaged with the Connecticut Department of Transportation
- Hold at least two public informational meetings either in person or virtually as determined appropriate.
- Explore partnership and funding opportunities and hold informational meetings with potential partners.

Roles & Responsibilities

- **NHCOG** – Provide project oversight, share relevant data, and coordinate stakeholder engagement.
 - **Consultant/Partner** – Lead field review, analysis, and report preparation; support engagement activities.
 - **Stakeholders (NWCTD, Hartford HealthCare, Municipalities, Riders)** – Provide feedback, participate in discussions, and support implementation.
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Task 4: Recommendations & Implementation Guidance

- Develop recommendations for stop improvements and new amenities. All recommendations shall be feasible and in-line with CT DOT's guidance and requirements.
- Prepare a phased implementation plan with cost estimates.
- Summarize community and stakeholder feedback.

Deliverables

- Static Map of all bus stops and amenities.
- Condition assessment report with photos and data.
- Draft recommendations for bus stop improvements.
- Final report with implementation plan and cost considerations.
- Documentation of stakeholder and community input.

Proposal Submission Requirements

Proposals must include the following:

1. **Cover Letter** introducing the firm and identifying the prime consultant, all subconsultants and primary contact person's contact information (name, title, address, phone number and email) NHCOC will contract solely with the prime consultant, all subconsultants will be considered subcontractors under the executed agreement.
2. **Project Understanding & Approach** detailing how the consultant will complete the scope of work.
3. **Project Team & Qualifications** including resumes and relevant experience.
4. **Project Schedule** outlining key milestones.
5. **Budget & Cost Proposal** (itemized).
6. **References** for at least three recent, comparable transit or transportation planning projects.
7. **Required Forms** including non-collusion affidavit, appendices A and B

Selection Criteria

Proposals will be evaluated based on:

- Demonstrated understanding of project goals and regional transit issues.
- Qualifications and experience of project team.
- Quality and clarity of project approach.
- Cost-effectiveness and value.
- DBE participation and commitment to equity.
- Ability to meet schedule and deliverables.

Project Schedule

Milestone	Date / Time
RFP Issued	December 1, 2025
Questions Due	January 3, 2026 – 12:00 PM
Proposals Due	January 20, 2026 – 11:00 AM
Interviews (if applicable)	Late January 2026
Award Announcement	Early February 2026
Project Kickoff	Immediately upon award
Project Completion	Within 6–9 months of kickoff

Submission Instructions

The Respondent's submittal shall include an original, **four (4) copies (in addition to the hard copy), a thumb drive with everything in it** and shall be delivered to the NHCOC Offices, 355 Goshen Rd, PO BOX 832, Litchfield CT during normal office hours by no later than **11:00 AM January 20, 2026**. Submittals received after this date and time will not be accepted.

Sealed envelope(s) should be clearly marked: **“RFP/RFQ: Transportation 12 2025 20 Bus Stop Placement and Ammentaties Study”**.

Firms mailing proposals should allow for normal delivery time to ensure timely receipt of their proposals. In the case where the NHCOC Office is closed for weather related or some other emergency related circumstance, then submittals shall be due the next day when the office reopens for business, no later than 11:00 AM on that day. No fax or e-mail Bids will be accepted.

All questions must be submitted by **12:00 pm, January 3, 2026**. Questions must be submitted by email to the Transportation Planning Director, Erik Shortell at eshortell@nhcogct.gov. All questions determined to be of interest to all prospective firms will be answered in writing by an addendum which will be posted on the NHCOC and state web sites within a week of the question deadline. It is the responsibility of potential bidders to check these websites for addendum(s). Interested firms should check the website 48 hours before the closing date.

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Questions

Questions regarding this RFP/ RFQ should be directed to:

Erik Shortell

Northwest Hills Council of Governments

Email: eshortell@nhcogct.gov

Phone: 860-491-9884 x103

APPENDIX A
NHCOG
REQUEST FOR PROPOSALS
Bus Stop Placement and Amenities Study
INSURANCE REQUIREMENTS

Certificate of Insurance: All insurance policies must include a Waiver of Subrogation whereby the insured waives its right to subrogate against the Northwest Hills Council of Governments and the State of CT, its subsidiaries, employees, volunteers, directors and officers. Proof of proper insurance coverage, Workers Compensation Insurance, Liability and Property damage, and Vehicle Insurance shall be filed with the Northwest Hills Council of Governments within 10 days after the award of the bid. The Certificate of Insurance must name the Northwest Hills Council of Governments 355 Goshen Rd, Litchfield, CT, and the State of CT, their subsidiaries, employees, volunteers, directors & officers as the “Additional Insured” and filed with the Purchasing Agent prior to commencement of work. Renewal Certificates of Insurance must be mailed to the Purchasing Agent 10 days prior to the expiration of the required coverage.

NON-DISCRIMINATION

The respondent agrees and warrants that in the performance of the contract pursuant to this solicitation he/she will not discriminate or permit discrimination against any person or group of persons on the grounds of sex, race, color, religion, age, marital status, ancestry, national origin, past history of mental disorder, mental retardation or physical disability or other basis in any manner prohibited by the laws of the United States, the State of Connecticut or the Northwest Hills Council of Governments

INDEMNIFICATION

To the fullest extent permitted by law, the Firm shall indemnify and hold harmless the Northwest Hills and their respective consultants, agents, and employees from and against all claims, damages, losses and expenses, direct, indirect or consequential (including but not limited to fees and charges of attorneys and other professionals and court and arbitration costs) arising out of or resulting from the performance of the Firm’s work, provided that such claim, damage, loss or expense is caused in whole or in part by any negligent act or omission by the Firm, or breach of its obligations herein or by any person or organization directly or indirectly employed or engaged by the Firm to perform or furnish services, or anyone for whose acts the Firm may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder.

As to any and all claims against the Northwest Hills Council of Governments or any of its consultants, agents or employees by any employee of Firm, by any person or organization directly or indirectly employed by Firm to perform or furnish any of the work, or by anyone for whose acts Firm may be liable, the indemnification obligation under this section shall not be limited in any way by any limitation on the amount of type of damages, compensation or benefits payable by or for Firm under worker’s or workman’s compensation acts, disability benefit acts or other employee benefit acts.

APPENDIX B
NHCOG
REQUEST FOR PROPOSALS
Bus Stop Placement and Amenities Study

Acceptance of Terms of this Agreement

Name of Proposer: _____

Contact Person: _____

Address: _____

City/State/Zip: _____

Telephone: _____ Fax: _____

E-mail: _____

Authorized Signature _____ Title: _____

Name Printed: _____ Date: _____

Federal Tax Identification Number: (FEIN) _____

It is agreed by the above signed proposer that the signature and submission of this proposal represents the proposer's acceptance of all terms, conditions, and requirements of the proposal specifications, and, if awarded, the proposal will represent the agreement between the parties.

The proposer agrees that the cost of any work performed, materials furnished, services provided, or expenses incurred, which are not specifically delineated in the proposal documents, but which are incidental to the scope, intent, and completion of this contract, shall be deemed to have been included in the prices for the various items scheduled.

Authorized Signature

APPENDIX C
NHCOG
REQUEST FOR PROPOSALS
Bus Stop Placement and Amenities Study
NON-COLLUSION AFFIDAVIT

STATE OF _____ COUNTY OF _____

I, _____, being first duly sworn, deposes and says that:

1. I am _____
of _____, the
Bidder that has submitted the attached Bid for “_____”.
2. I am fully informed respecting the preparation and contents of the attached Bid and of all pertinent circumstances respecting such bid;
3. Such Bid is genuine and is not a collusive or sham Bid;
4. Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees or parties of interest, including this affiant, has in any way colluded, conspired, connived or agreed directly or indirectly with any other Bidder, firm or person to submit a collusive or sham Bid in connection with such Contract, for which the attached Bid has been submitted nor has it in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm or person to fix the price or prices in the attached Bid or of any other Bidder, or to fix any overhead, profit or cost element of the Bid price or the price of any Bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the Northwest Hills Council of Governments or any person interested in the proposed Contract; and
5. The price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(Printed) _____

(Signed) _____

(Title) _____

Subscribed and sworn to before this _____ day of _____, 20_____.

Notary Public Printed

Notary Public Signature

My Commission Expires ____

(Notary Seal)

NOTE: Documents must be signed before and sealed by a Notary Public. Only documents bearing a notary seal will be accepted.