

**Central Pines Regional Council**  
**REQUEST for Letters of Interest**

**Durham and Orange County Transit Staffing Study**

TITLE: **Durham and Orange County Transit Staffing Study**  
ISSUE DATE: **February 2, 2026**  
SUBMITTAL DEADLINE: **February 13, 2026**  
ISSUING AGENCY: **Central Pines Regional Council on Behalf of the Triangle West Transportation Planning Organization.**

**SYNOPSIS**

SUBCONSULTANTS ARE PERMITTED UNDER THIS CONTRACT.

This RFLOI is to solicit responses (LETTERS of INTEREST, or LOIs) from qualified firms to provide professional consulting services to: Triangle West Transportation Planning Organization for a Durham and Orange County Transit Staffing Study.

**Funding for this project is contingent on resources provided by Orange and Durham Counties.**  
**A Notice to Proceed will not be issued until CPRC is sufficiently assured it will be reimbursed for all contract expenses.**

**PROPOSED CONTRACT SCOPE SUMMARY**

The Triangle West Transportation Planning Organization is seeking consultant services to conduct a staffing analysis of partner agencies responsible for implementing the Durham and Orange County Transit Plans. This analysis should assess current transit activities in both counties, determine the appropriate staffing levels for each agency, and provide guidance on how staffing allocations should adapt as the overall transit programs evolve. Additionally, the consultant will develop a standardized approach for administrative practices related to charging staff time. This will ensure consistent and transparent reporting across agencies and confirm that Durham and Orange Transit funds are used in compliance with statutory requirements.

Staffing for the Durham and Orange County Transit Programs is intended to support the following key functions:

1. Administration of the Durham and Orange County Transit Plan tax districts, including all statutory reporting requirements;
2. Oversight of overall plan implementation; and
3. Technical guidance for planning, engineering, and implementation of specific projects within the plans.

The Staffing Analysis will consist of three (3) parts:

1. An inventory of “baseline” positions or level of effort by project sponsors,

2. An analysis of existing positions funded (wholly or partially) with Durham and Orange Transit funds among all agencies. This also includes staffing rates for operator positions considering the impact of short-term disability and FMLA absences,
3. An analysis of future staffing needs to support Transit Plan administration and projects,
4. A recommendation for appropriate documentation of expenses for reimbursement requests and compliance review, and
5. A recommendation for Performance Metrics that can be used to evaluate new staffing requests and ongoing staffing levels and to display in each County's Transit Tracker

We expect the staffing study to take 6 to 8 months to complete.

### **Proposed Budget and Allocation of Resources**

We anticipate a project budget of approximately \$175,000.

### **CLIENT PROJECT MANAGERS**

This project is a collaborative initiative between Triangle West Transportation Planning Organization, Orange County, and Durham County. Each partner agency will designate a project manager, and the following section outlines their respective roles and responsibilities:

- **Triangle West Transportation Planning Organization (Triangle West).** Project oversight, administration, and fiduciary agent. Contract agreements, invoices, and payments will be handled through the Central Pines Regional Council (CPRC). CPRC is the lead planning agency for Triangle West.
- **Orange County (County).** Co-Project Management. Lead Department – The Transportation Department.
- **Durham County (County).** Co-Project Management. Lead Department – The Transportation Department.

All project management communications will include the project manager from each of the three (3) partner agencies.

### **ELECTRONIC LOI REQUIREMENTS**

Electronic LOIs should be submitted in .pdf format using software such as Adobe, CutePDF, PDF Writer, DocuDesk, deskPDF, etc.

**LOIs SHALL be received electronically no later than 2:00 p.m. on Friday, February 13, 2026.**

The address for electronic deliveries is:

**Madeline Galliano**

Triangle West TPO Transportation Planner

[Madeline.galliano@twtpo.org](mailto:Madeline.galliano@twtpo.org)

**LOIs received after this deadline will not be considered.**

Except as provided below any firm wishing to be considered must be properly registered with the Office of the Secretary of State. It will be the responsibility of the selected private firm to verify the registration of any corporate subsidiary or subcontractor prior to submitting a Letter of Interest. Firms which are not providing engineering services need not be registered with the North Carolina Board of Examiners for Engineers and Surveyors. Some of the services being solicited may not require a license. It is the responsibility of each firm to adhere to all laws of the State of North Carolina.

The firm must have the financial ability to undertake the work and assume the liability. The selected firm(s) will be required to furnish proof of Professional Liability insurance coverage in the minimum amount of \$1,000,000.00. The firm(s) must have an adequate accounting system to identify costs chargeable to the project.

**PROPOSED CONTRACT SCOPE:**

The Triangle West Transportation Planning Organization, through Central Pines Regional Council, is soliciting services of a firm/team for the following proposed study components. Note that this scope is not linear but is broken down into the expected tasks for simplicity of organization. The selected consultant will develop a scope with the clients that:

- 1. Provides effective Project Management.**
- 2. Supports and uses Staffing Study Project Working Group experiences to inform the study.**
- 3. Gathers the necessary information needed to complete all necessary tasks.**
- 4. Interviews Staff from relevant public transportation providers and stakeholder agencies.**
- 5. Recommend staffing strategies sufficient to implement the Transit Plans.**
- 6. Produces an effective Final Report.**

**PROPOSED CONTRACT TIME:** March 30 to January 15, 2027

**PROPOSED CONTRACT PAYMENT TYPE:** Lump Sum

**SUBMITTAL REQUIREMENTS**

All LOIs are limited to five (7) pages inclusive of the cover sheet and shall be typed on 8-1/2" x 11" sheets, single-spaced, one-sided.

LOIs containing more than five (7) pages will not be considered.

*One electronic copy of the LOI should be submitted.*

**Firms submitting LOIs are encouraged to carefully check them for conformance to the requirements stated above. If LOIs do not meet ALL of these requirements they will be disqualified. No exception will be granted.**

**SELECTION PROCESS**

Following is a general description of the selection process:

The Selection Committee will review all qualifying LOI submittals.

- The Selection Committee MAY, shortlist a minimum of two (2) firms to be interviewed. IF APPLICABLE, dates of shortlisting and dates for interviews are shown in the section SUBMISSION SCHEDULE AND KEY DATES at the end of this RFLOI.
- To be considered for selection, consultants must submit a response to this RFLOI prior to the specified deadlines. Failure to submit all information in a timely manner will result in disqualification.

## **TITLE VI NONDISCRIMINATION NOTIFICATION**

The LGA in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all RESPONDENTS that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit LETTERS of INTEREST (LOIs) in response to this ADVERTISEMENT and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

## **SELECTION CRITERIA**

**All firms who submit responsive letters of interest will be considered.**

In selecting a firm/team, the selection committee will take into consideration qualification information including such factors as:

1. Relevant Experience – **50%**
2. Team Personnel – **15%**
3. Technical and Project Approach – **20%**
4. Proposed Schedule – **15%**

After reviewing qualifications, if firms are equal on the evaluation review, then those qualified firms with proposed SPSF participation will be given priority consideration.

## **SUBMISSION ORGANIZATION AND INFORMATION REQUIREMENTS**

The subject line must be **“Durham -Orange Transit Staffing Study LOI”**. Applicants must include the name, address, telephone number, and e-mail address of the prime consultant’s contact person for this RFLOI.

The LOI must include the following information, presented in the outlined below in the order listed below:

### **A. Introduction**

The Introduction should demonstrate the consultant's overall qualifications to fulfill the requirements of the scope of work and should contain the following elements of information:

- Expression of firm’s interest in the work;
- Statement regarding firm’s possible conflict of interest for the work; and
- Summation of information contained in the letter of interest.

### **B. Relevant Experience**

This chapter must provide the names, classifications, and location of the firm's North Carolina employees and resources to be assigned to the advertised work; and the professional credentials and experience of the people assigned to the project, along with any unique qualifications of key personnel. Although standard personnel resumes may be included, identify pertinent team experience to be applied to this project. If principals of the firm will not be actively involved in the study/contract/project, do not list them. The submittal shall clearly indicate the Consultant's Project Manager, other key Team Members and his/her qualifications for the proposed work. Also, include the team's organization chart for the Project / Plan. Any other pertinent information should also be listed in this section.

C. Team Qualifications

This chapter should elaborate on the general information presented in the introduction, to establish the credentials and experience of the consultant to undertake this type of effort. The following must be included:

Identify recent, similar projects the firm, acting as the prime contractor, has conducted which demonstrates its ability to conduct and manage the project. Provide a synopsis of each project and include the date completed and contact person. If subconsultants are involved, provide corresponding information describing their qualifications as requested.

D. Project Approach

The consultant shall provide information on its understanding of, and approach to accomplish, the suggested scope for the work and any innovative ideas/approaches, and a schedule to achieve the dates outlined in this RFLOI (if any project-specific dates are outlined below).

**SUBMISSION SCHEDULE AND KEY DATES**

- RFLOI Release – February 2, 2026
- LOI Due – February 13, 2026
- \*Shortlisted Firms Notified (if needed) – February 17, 2026
- Virtual Interviews (if needed) – February 23, 2026
- Consultant Selection – By February 27, 2026
- Anticipated Notice to Proceed – March 27, 2026

Any RFLOI, Q & A's, and Addenda will be posted on the Central Pines Regional Council website here: <https://www.centralpinesnc.gov/requests-proposalsqualifications>

\* Notification will **ONLY** be sent to shortlisted firms.