



Notice of Intent to Award

Solicitation Number	392390	Award Date	9/5/2025 1:57 PM CDT
Solicitation Title	Patient Transportation Services		
Buyer Name	Sandra Walker	Buyer Email	sandra.walker@nashville.gov
BAO Rep	Christopher Wood	BAO Email	christopher.wood@nashville.gov

Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	Kasey McBee dba All Hands Transportation llc	Company Contact	Ms. Kasey McBee
Street Address			
City		State	Zipcode

Company Name		Company Contact	
Street Address			
City		State	Zipcode

Company Name		Company Contact	
Street Address			
City		State	Zipcode

Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

☐ Yes, the EBO Program is applicable.

☒ No, the EBO Program is not applicable.

Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

☐ Yes, monthly reporting is applicable.

☒ No, monthly reporting is not applicable.


Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.


Management (Initial)

Dennis Rowland
Purchasing Agent & Chief Procurement Officer

RFQ:392390-Patient Transportation Services

Offeror	David Roberts Consulting LLC	Kasey McBee dba All Hands Transportation LLC
Cost (35 Points)	35.00	21.02
Service Ability and Performance (35 Points)	17.00	30.00
Qualifications and Experience (30 Points)	10.00	24.00
Total	62.00	75.02

Evaluation Comments

David Roberts Consulting LLC
<p>Strength- Adequate response on how drivers account for traffic and weather conditions. Adequate response on demonstrating an overview of firm's years performing the scope of services. Adequate response demonstrating team's knowledge and project experience in the provision of services related to the project. Excellent response on team's capacity to perform work. Adequate response on current litigation(s) in which your firm is a defendant. Adequate response on background checks.</p>
<p>Weakness: Description on how vendor organization provides transportation to and from facilities within the following counties: Davidson, Cannon, Cheatham, Dickson, Hickman, Macon, Robertson, Rutherford, Smith, Sumner, Trousdale, Williamson, and Wilson lacked specific detail. Description on firm's plan and ability to provide transportation to client's/patients within 1-3 hours Monday – Saturday from 5AM – 6PM lacked specific detail. List of vehicles that organization can provide to transport clients/patients lacked specific detail. Response to firms ability to provide services to client(s) or patient(s) who may be disabled and require assistance with manual or motorized wheelchairs was boilerplate. Response to firm's ability to provide transportation for families lacked specific detail. Demonstration of firm's ability to transport patients, who may have special medical needs, illnesses or injury and behavioral or mental limitations was generic and lacked detail. Information on how vendor processes and pre-authorize travel with organizations lacked specific detail. Failed to provide a response on ensuring clients are picked up for appointments on time. Vendor only allows 15 minute time slot for notifying the client and provider if a driver is late to pick up the client(s)/patient(s) before or after an appointment. Process to ensure that clients are picked up after their appointment has ended lacked specific detail, also vendor proposed up to an hour wait after an appointment is finished. Failed to provide a response on how vendor handles no-show's for requested pickups and if other drivers are available to accommodate short notice requests when the previous driver did not show up. Response to project team's organizational structure including defined responsibilities lacked specific detail. Failed to provide dates of projects. Two projects listed not of similar scope. Failed to provide firms' alcohol/substance/drug policy. Overall information in qualifications and experience was difficult to locate. Failed to demonstrate how firm ensures that drivers are free of substances before transporting client(s) or patient(s) on behalf of Metro. Failed to provide proof the vehicle belongs to the correct entity and the identification number matches the ownership papers. Failed to provide proof Fleet vehicles are legally licensed, and the vehicles license plate is on the correct vehicle. Failed to provide proof Fleet vehicles are in good condition, safe for transport, and receive regular maintenance. Failed to provide proof the vehicle has the current state-required liability insurance and proof of Valid Department of Transportation (DOT) Physical. Response on how vendor provides reports and verifications to a requesting entity was boilerplate and vendor failed to provide a sample copies. Boilerplate response on proof of patient trip details monthly including patients name – address to and from, trip charge per mile, signature verification of clients being transported. Failed to provide a response on customize invoices based on a specific department's requirements for grant reporting. Failed to provide direct contacts for: scheduling, customer service, accounts payable, invoicing and customer complaint line. Failed to provide Phone numbers for each department if no direct contact, business hours of operations, holidays observed by the organization or early closing days and Inclement weather policy .</p>
Kasey McBee dba All Hands Transportation LLC

Strength: Good overall detailed response to Service Ability and Performance. Very detailed response on how vendor organization provides transportation to and from facilities within the following counties: Davidson, Cannon, Cheatham, Dickson, Hickman, Macon, Robertson, Rutherford, Smith, Sumner, Trousdale, Williamson, and Wilson. Adequate response to firm's plan and ability to provide transportation to client's/patients within 1-3 hours Monday – Saturday from 5AM – 6PM. Vendor offers wheelchair vans with a lift and proper seat belts and tethers for wheelchairs. Detailed response on demonstrating firm's ability to provide services to client(s) or patient(s) who may be disabled and require assistance with manual or motorized wheelchairs. Detailed response on demonstrating firm's ability to provide transportation for families. Detailed response on demonstrating firm's ability to transport patients, who may have special medical needs, illnesses or injury and behavioral or mental limitations. Vendor response on how process and pre-authorize travel with organizations is processed was very detailed. Adequate response on describing how drivers account for traffic and weather conditions. Adequate response on process of notifying the client and provider if a driver is late to pick up the client(s)/patient(s) before or after an appointment. Adequate response on how other drivers are available to accommodate short notice requests when the previous driver did not show up to pick up client. Detailed response on firm's years performing the scope of services. Detailed response on team's knowledge and project experience in the provision of services related to the project. Detailed response on team's capacity to perform work. Detailed response to project team's organizational structure including defined responsibilities. Adequate response to current litigations. Adequate response to listing any contracts previous or currently held with the Metro Nashville Government. Adequate response on how firm ensures that drivers are free of substances before transporting client(s) or patient(s) on behalf of Metro. Adequate response providing proof the vehicle belongs to the correct entity and the identification number matches the ownership papers. Adequate response providing proof Fleet vehicles are legally licensed. Adequate response to phone numbers for each department if no direct contact, business hours of operations, holidays observed by the organization or early closing days and inclement weather policy.

Weakness: Response to list of vehicles that organization can provide to transport clients/patients lacked specific detail. Response on ensuring clients are picked up for appointments on time was boilerplate and lacked specific detail. Response on process to ensure that clients are picked up after their appointment has ended lacked detail. Response on how vendor handle no-show's for requested pickup lacked specific detail. Failed to provide complete project dates. One project listed not of similar scope. Failed to provide firms' alcohol/substance/drug policy. Failed to provide proof Fleet vehicles are in good condition. Failed to provide Proof of Valid Department of Transportation (DOT) Physical. Boilerplate response on reports and verifications are provided to requesting entity. Response to providing proof of patient trip details monthly including patients name – address to and from, trip charge per mile, signature verification of clients being transported. lacked detail and response to providing monthly invoices per department that are itemized lacked detail.

RFQ:392390-Patient Transportation Services		Max. RFP Cost Points
		35
Offeror's Name	Total Cost	RFP Cost Point Distribution
David Roberts Consulting LLC	\$13,832,019.82	35.00
Kasey McBee dba All Hands Transportation llc	\$23,032,180.29	21.02