



492-2021 ADDENDUM 1

CENTRALIZED DISPATCH FOR ON-DEMAND WHEELCHAIR ACCESSIBLE VEHICLE (WAV) SERVICES

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
BID/PROPOSAL**

ISSUED: September 23, 2021
BY: Grant Heather
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE BID/PROPOSAL AND SHALL FORM
A PART OF THE CONTRACT DOCUMENTS**

Template Version: Add 2021-03-05

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

PROPONENT'S CONFERENCE

Proponent Conference #1 – Tuesday, September 14 10:00 A.M. CST – MS Teams

Proponent Conference #2 – Thursday, September 16 2:30 P.M. CST – MS Teams

Participants:

1. MTI
2. MUVE
3. Southland
4. RideCo
5. G4S Secure Solutions (Canada) Ltd. (Allied Universal)
6. WinRyde Inc.
7. Duffy's Taxi (1996) Ltd
8. BDC Contractors Inc.
9. All Access Taxi
10. Independent Living Resource Centre (ILRC)
11. Rogers Communications Inc
12. Winnipeg Taxi Coalition
13. Blaise Transportation

Attached Proponent's Conference Presentation

QUESTIONS AND ANSWERS

Q1: Is there a requirement for the Winnipeg WAV application to be integrated into existing dispatch platforms offered by for-hire transportation providers? Or can the solution be a stand-alone system?

A1: It is not a mandatory requirement for the Winnipeg WAV solution to be integrated into existing dispatch applications or platforms. The solution can be a stand-alone system.

Q2: Will the drivers be on a fixed schedule? Or can the driver's schedule vary?

- A2: The drivers are not required to be on a fixed schedule and should be able to log on and log off of the Winnipeg WAV solution as needed.
- Q3: How can the system schedule driver's availability with non-routine shifts? Will drivers be able to spontaneously log on or log off?
- A3: Drivers should be able to make themselves available or unavailable as needed. Trips will be dispatched to closest available (logged on) WAV vehicle.
- Q4: How do you guarantee service to people who request trips in advance?
- A4: The Winnipeg WAV is an on-demand solution. Users should be able to pre-book for the same day services, however this solution is not intended for advanced booking services.
- Q5: How will users be able to identify the Winnipeg WAV vehicles when they arrive at the pick-up destination?
- A5: This will depend on the solution being proposed, but we envision the system providing driver/vehicle features to identify the WAV vehicle that has been dispatched. This may also include estimated arrival times.
- Q6: Will users have to book round trips or can they book one-way trips?
- A6: The trip does not have to be booked round trip, by booking one way, this allows a driver to leave and pick up other fares.
- Q7: Is it the responsibility of the contractor or the City to manage the incentive program to drivers and vehicle owners?
- A7: The driver and owner incentive program will be managed by the City. We will require reporting from the contractor, but it will be the City's responsibility to insure the drivers and vehicle owners receives the incentive.
- Q8: Can there be more than 150 WAV vehicles on the WAV solution or can vehicles be added in the future?
- A8: Currently, there are 130 accessible taxi permits issued, however standard taxi permits can be converted into accessible taxi permits at any time. Personal transportation provider (PTP) dispatchers can add WAV vehicles to their fleet based on their dispatcher license limits. We anticipate a maximum of 150 WAV vehicles for the pilot program.
- Q9: Will fares or rates be regulated by the City?
- A9: Taxi rates are currently regulated, we will be working with the owners of PTP vehicles, but the rates are anticipated to be comparable to taxi rates. As per D4.4 the system technology support shall include innovative dispatch software, including soft meter technology.
- Q10: The City of Winnipeg had a \$10 pre-payment program for taxi fares. Will users be required to pay \$10 prior to the trip?
- A10: The \$10 pre-payment pilot program was initiated by the taxi industry to void fare jumping. This pilot program is now stopped. Pre-payment of taxi fares are regulated by the VFH by-law and taxi drivers can only ask for pre-payment if there is a threat to safety or if the fare is a known fare jumper.
- Q11: Will fares be required to be pre-paid?

A11: No, this is not a requirement of the RFP. The practice of pre-payment is not anticipated to play a role in wheelchair accessible fares.

Q12: Will the questions and the presentation be shared with participants?

A12: The exact same presentation was provided at both conference dates. The questions asked in both conferences will be compiled and shared as an addendum after the second conference. The PowerPoint presentation will be made available to all conference attendees through future addenda in the Merx website.

Q13: How long does the City have to accept a proposal and award a contract to the successful bidder?

A13: As per Item 11 on Form A, the offer shall be open for acceptance for 180 calendar days following the submission deadline of 12:00 noon CST on October 12, 2021. During the 180 days, the City intends to complete a review and evaluation of the submitted bids.

Q14: Do you have an identified budget for this project?

A14: The budget for the Winnipeg WAV pilot program is outlined in Section D5.6.

Q15: How was budget for the monthly on-going maintenance determined? Is it a fixed amount, or will it increase based on increased costs?

A15: The budget for the Winnipeg WAV pilot project is outlined in section D5.6. The details of the budget will not be released.

Q16: How many different fleets or dispatchers are part of the project right now?

A16: This is a new project. No fleets or dispatcher exist right now. The contractor will work exclusively with the VFH office, WAV vehicle owners and WAV drivers. The contractor will not be working directly with individual dispatchers. Participation in the pilot project will be voluntary.

Q17: How many trips did accessible vehicles complete prior to the COVID-19 pandemic?

A17: The actual number of accessible trips varies from the reported number due to inconsistencies in reporting by various dispatchers.

Q18: How many rides per month are anticipated for the WAV service? What growth do you anticipate in years 2 and 3?

A18: We estimate approximately 1000-1500 trips per month and have heard from the accessible community that there is a demand for improved on-demand service and therefore anticipate an increase in trips.

Q19: On average, how many vehicles are used at one time?

A19: The number of vehicles required at one time may vary based on demand. The system should be capable of dispatching all available WAV vehicles registered on the system on any given time.

Q20: Is this system intended to service over flow of Transit-Plus (para transit) services?

A20: The WAV program is intended to be an on-demand accessible ride service. Transit-Plus requires pre-booking and has limited ability for spontaneity. Transit-Plus may use the Winnipeg WAV program to accommodate their "unables".

Q21: What are the service reporting requirements in Section B16.16?

A21: Section E4.4(e)(f)(g) - WAV Central Dispatch Response outlines the minimum reporting requirements with respect to customer data; driver and vehicle data; and trip data.

Q22: Is there a list of customizations required by the City?

A22: The solution should be able to incorporate the City of Winnipeg logos, images and colour schemes as per Section E3.2 - Item No. 2. In addition, the solution should be capable of being tailored to meet the City's reporting requirements outlined in Section E4.4. Capability for customization beyond section E will be considered value-added.

Q23: Who is the point of contact for the passenger? Is the contractor the point of contact?

A23: The Contractor will be the point of contact for the customer as per Section E2.1, The Contractor shall provide a solution for effective on-demand central dispatch for wheelchair accessible vehicles (WAV), as well as on-going operation, support, maintenance and training of the on-demand dispatch system (WPG WAV or Winnipeg WAV). The Contractor will provide support and maintenance as per B16.23 (b) including handling customer concerns and service complaints regarding the solution.

Q24: What are the live operator requirements for the call center?

A24: As per Section E4.2(b), The Contractor shall provide a single telephone number, an online website, and a mobile application for the public to connect to the WPG WAV Central Dispatch service to request on-demand vehicles for hire service 24/7/365. Currently, there are no specific requirements outlined in the RFP on how the 24/7/365 requirement is met. This requirement will be established by the Proponent in their bid submission.

Q25: What are the hours and days of the week that riders would be utilizing the service?

A25: The Winnipeg WAV service is required to run 24/7/365 as per Section E4.2(b).

Q26: Will the vehicle fleet be required to be dedicated or non-dedicated to the Winnipeg WAV solution?

A26: The accessible fleet will be considered non-dedicated and be able to run WAV and regular dispatch operations concurrently.

Q27: Are you requesting that at any given point in time you can use any of your 150 vehicles? Or, for example, based on your ridership you only need 3 vehicles as a baseline (with the ability to scale up as needed), will you be open to having the appropriate number of vehicles for the ridership be dedicated for these on-demand rides only?

A27: The number of vehicles required at one time may vary based on demand. The system should be capable of dispatching all available WAV vehicles registered on the system on any given time.

Q28: What is the intent of Section D33 – Ownership of Solution and Information?

A28: The intent of Section D33 in the RFP is to establish the City's intellectual property rights with respect to the Solution. The City intends for D33 to make clear that: Any parts of the Solution specifically developed for the City will be the unconditional property of the City, including all intellectual property rights such as copyright. The City will have a license, subject to the terms contained in D33, to use, and sublicense the use of, those portions of the Solution that may be pre-existing. Any data that the Solution collects or which is inputted into the Solution will be the unconditional property of the City. As

this clause affects the legal rights of the awarded Contractor with respect to the Solution, the City advises Proponents who are uncertain as to the meaning and impact of D33 to obtain independent legal advice with respect to same.