

July 26, 2024

ADDENDUM #2

FOR

REQUEST FOR PROPOSAL (“RFP”) FOR
CENTRALIZED WAV TAXICAB DISPATCH SERVICE

Required for use and distributed by:

CITY OF CHICAGO
(Department of Business Affairs and Consumer Protection)



The following revisions/changes will be incorporated in the above-referenced contract document. All other provisions and requirements as originally set forth remain in full force and are binding.

ALERT:

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM #2 EITHER BY SUBMITTING ADDENDUM #2 COVER PAGE WITH THE PROPOSAL OR WRITING IN THE COVER LETTER THAT THEY HAVE READ AND ACKNOWLEDGE ADDENDUM #2.

All RFP proposals and communications must be sent via email to BACPPV@CITYOFCHICAGO.ORG with email subject heading “RFP for Centralized WAV Taxicab Dispatch”

**PROPOSALS MUST BE RECEIVED NO LATER THAN
AUGUST 19, 2024 by 11:59 p.m. Central Time (CT)**

BRANDON JOHNSON
MAYOR

IVAN J. CAPIFALI
ACTING COMMISSIONER, BACP

**The City of Chicago Department of Business Affairs and Consumer Protection
REQUEST FOR PROPOSAL ("RFP") FOR
CENTRALIZED WAV TAXICAB DISPATCH SERVICE
ADDENDUM #2**

**incorporates the following responses to questions asked
at the RFP pre-proposal bid conference and questions timely submitted via e-mail
to the Department of Business Affairs and Consumer Protection (BACP).**

Question 1: I missed the pre-bid conference meeting, are you able to share the conference meeting recording?

Response 1: Yes. The recording of the June 27, 2024 RFP pre-bid conference is published on the [BACP Chicago Wheelchair Accessible Taxicabs \(WAV\) webpage](https://www.chicago.gov/PublicVehicles) at [Chicago.gov/PublicVehicles](https://www.chicago.gov/PublicVehicles).

Question 2: For those who are not familiar with the RFP process, how does it work?

Response 2: The "RFP" or request for proposals is a process in which the City publicly advertises and solicits qualified companies and organizations to submit proposals.

- The "REQUEST FOR PROPOSAL FOR CENTRALIZED WAV TAXICAB DISPATCH SERVICE" and RFP Addendum documents, published at [Chicago.gov/PublicVehicles](https://www.chicago.gov/PublicVehicles), contain instructions and information on the process specific to this RFP and Contract.
 - Chicago Department of Procurement publishes general information and resources for City of Chicago RFPs at [Chicago.gov/Procurement](https://www.chicago.gov/Procurement).
-

Question 3: With regards to the RFP for Centralized WAV Taxicab Dispatch, are you open to also including non-taxi WAV vehicles?

Response 3: No. The intent of this RFP is to maximize utilization of operating City of Chicago licensed WAV TAXICABS by connecting wheelchair users with WAV TAXICABS.

Question 4: We are aware that the Request for Proposal (RFP) for this service includes two components: a telephone-based dispatch system and an app-based hailing system. Is a proposal focusing solely on providing the WAV taxicab dispatch service via telephone possible?

Response 4: No. The intent of this RFP is to ensure that wheelchair users have options to request a WAV Taxi in Chicago: (1) by phone and (2) by smart phone application.

Question 5: Can the City of Chicago provide performance data for the previous 12 months

Response 5: Yes. The requested data follows:

Centralized WAV Taxi Dispatch Service: May 2023 to May 2024				
Month-Year	Completed WAV Taxi Requests*	Average Response/Passenger Pick-Up Time in Minutes	Total Incentive Airport Fast Lane Vouchers Issued	New WAV Taxi Drivers Trained
May-2023	5,883	18	23,683	12
June-2023	5,290	20	22,231	13
July-2023	6,097	18	28,901	17
August-2023	8,240	17	34,266	20
September-2023	8,579	15	35,634	18
October-2023	9,168	18	36,824	9
November-2023	9,064	14	34,855	14
December-2023	9,299	12	26,007	22
January-2024	8,883	12	29,595	13
February-2024	9,438	13	26,201	13
March-2024	11,007	14	30,118	11
April-2024	10,947	13	29,464	9
May-2024	11,897	14	32,859	21

**Note: "Completed WAV Taxi Requests" refers to the number of passenger requests fulfilled under the Centralized WAV Taxi Dispatch Service contract.*

Historical data is provided within the RFP, published at [Chicago.gov/PublicVehicles](https://www.chicago.gov/PublicVehicles), as "Exhibit 1-A". For additional City of Chicago public passenger vehicles and public chauffeur license data, visit [Chicago.gov/DataPortal](https://www.chicago.gov/DataPortal)

Question 6: What are the City of Chicago's biggest pain points with this current service? What is the City of Chicago hoping to improve upon in the next contract?

Response 6: In general, Chicago taxicab service and activity has not returned to pre-pandemic levels. The goal of 2024 RFP is to continue BACP's efforts to ensure passenger requests for wheelchair accessible taxis are timely matched and fulfilled by Chicago WAV taxis at any location within the City of Chicago, at any time of day, and at any time of year.

Question 7: After the City of Chicago responds to vendors questions in procurement is there an opportunity to ask clarifying follow up questions?

Response 7: No. This RFP process offered two opportunities for prospective bidders to ask questions: (1) at the June 27, 2024 pre-bid conference and (2) via email by July 11, 2024.

Question 8: RFP states "that the contract does not authorize Selected Respondent to independently deactivate or ban a WAV taxicab driver or taxicab owner from participating in the Service." And again, in Exhibit 1, page 27, the RFP states, "Taxicab driver/owner suspensions or terminations from the WAV taxi dispatch program must all be determined by the City of Chicago/BACP. Selected Respondent may not enforce licensing disciplinary actions." At the same time in Exhibit 1, under General on page 21 the RFP states: "The Services performed must at all times comply with the Municipal Code of Chicago and applicable regulations, including, without limitation, Sections 9-112-565 and 9-112-570 of the Municipal Code of Chicago, Taxicab Medallion License Holder Rules and Regulations, and Public Chauffeur Rules and Regulations, or other applicable laws," How can the Selected Respondent meet these requirements if they are not able to discipline, deactivate or ban a driver from the service?

Response 8: Taxi medallion and taxi chauffeur licenses are issued, regulated, and enforced by BACP. The Municipal Code of Chicago and applicable rules set forth operating requirements for taxi medallion and taxi chauffeur licenses.

The RFP requires that the performance of the Centralized WAV Dispatch Services comply with the referenced Municipal Code of Chicago sections, but it does not require the Selected Contractor to enforce taxi medallion and taxi chauffeur license regulations.

Question 9: RFP States: "The Service must create and implement incentives for public chauffeurs to operate WAV taxicabs and also for public chauffeurs to respond in a timely manner to WAV taxicab requests for service. Does the BACP require that the Selected Respondent pay for these incentives?"

Response 9: Yes. The Centralized WAV Taxi Dispatch Service contractor finances the WAV taxi driver incentives it proposes, creates, and implements.

Question 10: Can the BACP provide the current incentive program?

Response 10: The primary WAV taxi driver incentive managed and implemented by the Centralized WAV Taxi Dispatch Service contractor is the airport "fast/short-trip" lane voucher program. The Centralized WAV Taxi Dispatch Service contractor offers airport "fast lane/short-trip" lane vouchers to WAV taxi drivers to perform WAV taxi trips requested through the Centralized WAV Taxi Dispatch Service.

Question 11: The RFP requires that the Contractor maintain "Automobile Liability When any motor vehicles (owned, non-owned and hired) are used in connection with work, services, or operations to be performed, Automobile Liability Insurance must be maintained by the Contractor with limits of not less than \$1,000,000 per accident for bodily injury and property damage and covering the ownership, maintenance, or use of any auto whether owned, leased,

non-owned or hired used in the performance of the work or services. The City is to be added as an additional insured on a primary, non-contributory basis. A copy of the physical "Additional Insured" endorsement must accompany the Certificate of Insurance when submitted." Is it the intention of the BACP for the Selected Respondent to maintain the primary Auto Liability Insurance for the WAV Taxicabs on their service?

Response 11: No. It is the intention that the Selected Respondent maintains the primary Auto Liability Insurance for the vehicles owned and operated by the Selected Respondent. Taxicab medallion license holders are required secure and maintain their own insurance.

Question 12: Under /Licensed Driver Training, the RFP states, "The Service must offer at no cost to City licensed taxicab drivers training and continuing education programs to (1) use the E-Hail WAV Taxicab Dispatch Application and (2) to operate WAV taxicabs, including proper wheelchair securement and customer service skills related to servicing passengers using wheelchairs." And: "The Service must offer at no cost to City licensed taxicab drivers training and continuing education programs to (1) use the E-Hail WAV Taxicab Dispatch Application and (2) to operate WAV taxicabs, including proper wheelchair securement and customer service skills related to servicing passengers using wheelchairs." Proper training for WAV drivers is carried out in person. Is this the expectation of the BACP, that the training be carried out in person? How is this training currently being provided?

Response 12: No. The RFP does not specify that this training must be performed in person. The current Chicago Centralized WAV Taxi Dispatch Service contractor implemented a virtual training program during and since the pandemic.

Question 13: Can BACP confirm that the training discussed above should be offered free of charge to the drivers?

Response 13: Yes. The Centralized WAV Taxi Dispatch Service contract requires the Selected Contractor to offer WAV taxi driver training at no cost to the WAV taxi driver and/or the WAV taxi medallion license holder.

Question 14: If this is free of charge and requires in person training for individual taxicab drivers, can BACP provide the number of training hours per month that has been typical over the last 3 years?

Response 14: The RFP does not specify that this training must be performed in person. BACP does not have data on training hours per month. Historical data on the number of new WAV taxi drivers trained by the current contractor is provided within the RFP, published at [Chicago.gov/PublicVehicles](https://www.chicago.gov/PublicVehicles), as "Exhibit 1-A" and in response to question #5 above.

Question 15: Please indicate which functionality described in Exhibit 2 is actively operational and which is not under the current program operator.

Response 15: The Selected Respondent of the current 2024 RFP for the Chicago Centralized WAV Taxi Dispatch Service must meet the functionality requirements listed in Exhibit 2 of the RFP. The deadline to submit RFP responsive bids is at a future date. BACP has not received RFP proposals to respond to this question.

The current Chicago Centralized WAV Taxi Dispatch Service contractor met the functionality requirements of the 2019 RFP.

Question 16: During the pre-bid conference meeting, BACP representee indicated that Chicago did not want additional Accessible Taxis. Please confirm that there is no interest in increasing the fleet size.

Response 16: No, the alleged statement was not made. Refer to Question #3 and Response #3. The intent of this RFP is to encourage an increase in quantity and participation of WAV taxicabs in Chicago. The Centralized WAV Taxi Dispatch Service is funded by BACP for the express purpose of supporting existing WAV taxis and incentivizing expansion of WAV taxis. The Selected Contractor will be responsible for connecting, through its dispatch system, passenger requests for WAV taxis with Chicago licensed WAV taxis in operation – currently and in the future - during the duration of the contract. This RFP does not apply to dispatching or creation of a fleet of non-taxi WAVs.

Question 17: Please confirm the expected start time for the Successful Provider.

Response 17: Selected Respondent should be prepared to start performing the Centralized WAV Taxi Dispatch Service contractual requirements thirty days after the contract is executed.

Question 18: Provide a list of attendees of the Pre-Bid meeting.

Response 18: List of companies and organization pre-registered for the June 27, 2024 pre-bid conference:

Connect Care Trans
Kaizen Health
Fiona’s Carriage Inc.
Curb Mobility
Walter Trans Inc
UZURV
M & A Forever Inc
Nova Driving School

Question 19: Under the Municipal Code of Chicago 9-112-565 Consolidated taxicab electronic dispatch applications. c) The commissioner may allow the entity providing the application to assess fees, consistent with rules to be promulgated by the commissioner, covering the costs incurred by the entity providing the application in making the application available for use by the taxicabs, drivers and public. Under the current contract are fees being assessed? If so, what for and for what amounts?

Response 19: The ordinance section refers to any licensed two-way taxicab dispatch application. The RFP and contract terms apply to the Centralized WAV Taxi Dispatch Service contractor. The contract terms specify that BACP pays the Selected Contractor for the service. The Selected Contractor does not assess service fees to WAV taxi owners and WAV taxi drivers.

Question 20: Page 24 - G. iv. A. - Dispatch Activity: tracking all requests received through phone, app, or other methods: 1. location of pick-up requests; 2. information on the requestor; 3. time frame to pick up passenger; 4. number of completed requests; 5. number of requests cancelled by passengers; 6. number of incomplete or rejected request; 7. number of rides with waits exceeding 30 minutes. What information about the requestor is being tracked/reported?

Response 20: The name and contact information (call-back phone number) of the requestor (passenger or person requesting WAV taxi for the passenger) should be captured by the Centralized WAV Taxi Dispatch Service contractor.

Question 21: On page 23 RFP states "The Selected Respondent must provide each WAV taxicab with the equipment necessary to participate in the Service." Can you please provide a comprehensive list of the equipment, beyond a cell phone, that is required for a Taxi to participate in the service?

Response 21: BACP does not have a responsive comprehensive list. The RFP bidder is responsible for researching and identifying the equipment needed to execute the requirements of the contract.

Question 22: On page 23 the RFP states "The Service must provide a cash and Pace T.A.P. (Taxi Access Program) payment option for customers who request a ride by telephone." Since cash and Pace T.A.P. payments occur in the taxi, what responsibility does the respondent have to enforce and track usage of these payment options?

Response 22: The RFP does not require the Centralized WAV Taxi Dispatch Service to process taxi fare payments. This sentence reinforces that the Selected Respondent must be able to dispatch and respond to requests for WAV taxi service regardless of the passenger's payment choice of cash, TAP, credit card, or debit card.

Question 23: On page 24 the RFP indicates Respondent must report monthly on "1. Tracking the WAV taxicabs on platforms by time, date, and day of the week; 2. Tracking the WAV taxicab drivers logged on platforms by time, date, and day of the week;" What is meant by "on platform" and "logged on platforms", and how do they differ?

Response 23: "Platform" refers to the Respondent's system used to dispatch and connect a WAV taxicab to a passenger. The RFP requires that the Selected Contractor report on the time, date and day of the week that WAV taxicabs are logged on to the Platform.

Question 24: Page 31 of the RFP indicates Taxicab App "must use geographic proximity as the primary determinant for dispatch." Is geographic proximity to be used as a proxy for ETA? Would the City prefer the closest taxi or the one that can arrive sooner based on traffic conditions?

Response 24: The RFP's intent is for the quickest effective response to a request for a WAV taxi in Chicago. A proposal may include information on its efforts to ensure the quickest effective response regardless of proximity.

Question 25: Page 34 RFP States: "If the E-Hail WAV Taxicab App accepts payment, it must provide customer printed receipt option." Does the physical receipt need to be printable inside the vehicle at the time of payment?

Response 25: Yes, the option of printed receipt upon passenger request is a requirement. The Selected Contractor processing taxi fare payments is required to provide the customer with a receipt via email, within the app and printed.

Question 26: Are there any "Special Instruction for the Proposal"?

Response 26: All instructions are found in the published RFP. Please reference IV. ADDITIONAL INFORMATION, PROPOSAL REQUIREMENTS, AND EVALUATION PROCESS

Question 27: Is there a "Form or Template" that needs to be used for the Proposal?

Response 27: Yes, the required proposal format is found in the RFP under General Information and Guidelines 3.13 Format of Proposals

Question 28: Is there an Estimation of the number of Clients?

Response 28: One client. BACP is the "client" of the Selected Contractor pursuant to the Centralized WAV Taxi Dispatch Service contract.

Question 29: What is the duration of the contract?

Response 29: The contract duration is listed in the RFP under IV. ADDITIONAL INFORMATION, PROPOSAL REQUIREMENTS, AND EVALUATION PROCESS 4.1 Scope of Services and Term of Contract:

"The initial term of any contract awarded pursuant to this RFP solicitation shall be two (2) years with three (3) optional extension periods of one (1) year each, to be exercised at the sole discretion of the Commissioner."

Question 30: When is the contract to begin?

Response 30: The current contract ends February 2025. The intent of the RFP is to have a new contract in place without a break in Centralized WAV Taxi Dispatch Service in Chicago.

Question 31: Is the Service for the WAV Taxicab Clients "ONLY" for the "City of Chicago Residents"?

Response 31: The intent of the RFP is for any resident or visitor in the City of Chicago to be able to contact the Centralized WAV Taxi Dispatch Service to request a WAV taxi within the City of Chicago.

Question 32: Is the coverage area for travel only for the Chicagoland Area (Southside/Westside/Northside/Eastside of Chicago).

Response 32: The intent of the RFP is for any resident or visitor in the City of Chicago to be able to contact the Centralized WAV Taxi Dispatch Service to request a WAV taxi within the City of Chicago – from any neighborhood within the City of Chicago. WAV taxi passenger pick up must be within the City of Chicago geographical limits. The WAV taxi passenger's destination or drop-off can be outside of the City of Chicago limits.

Question 33: Is the Dispatcher Responsible for their own "equipment & software for dispatching" or the City will provide?

Response 33: The Selected Contractor is responsible for providing their own equipment & software needed for dispatching.

Question 34: Does the Dispatcher need to operate 24 hours A Day?

Response 34: Yes, the Centralized WAV Taxi Dispatch Service is a 24-hour operation. The RFP's intent is to make it possible for anyone within the City of Chicago to request a WAV taxi at any time.

Question 35: Is there a maximum Dollar Amount awarded to each client?

Response 35: This question is unclear. For the purposes of the Centralized WAV Taxi Dispatch Service contract, BACP is the client. The RFP does not contain minimum or maximum dollar amounts for respondents to submit in their proposals.

Question 36: Is there going to be any Dissemination Meeting regarding this RFP for Centralized WAV Taxicab Dispatch?

Response 36: The RFP does not contain a reference to a "dissemination meeting". At this time, BACP has not considered or planned a "dissemination meeting".

Question 37: Does any other documents need to be sent with the RFP Proposal?

Response 37: All required steps and required documents are listed in the published RFP Please reference IV. ADDITIONAL INFORMATION, PROPOSAL REQUIREMENTS, AND EVALUATION PROCESS. The RFP and all addenda contain information on required documents.

The RFP and the RFP addenda are published on the [BACP Chicago Wheelchair Accessible Taxicabs \(WAV\) webpage](#) at Chicago.gov/PublicVehicles.