

Abilities-Ride Program

Solicitation Questions and Answers

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| 1 | Could you provide soft Word or Excel copies of forms in the RFP? | We are providing PDF copies of the solicitation package. |
| 2 | When a vendor is selected, what is the process for customers to request trips with that vendor? Will they be listed on MetroAccess' website as alternatives, or will they be required to market services independently? | As required by Section 5.1.1 of the Scope of Work, each potential vendor must offer at least one of the following three methods to receive service requests: (1) telephone, (2) smartphone app, or (3) website. Metro will use several methods of communication to inform customers about the availability of the service(s) available for subsidized trips under the Abilities-Ride program. However, the selected Vendor(s) will have to market its business independently of Metro. |
| 3 | Will you accept a vendor like us that only serves Prince George's County? | No. Section 1.2.1 requires all potential vendors to provide service trips that originate and terminate within the Maryland boundaries of the MetroAccess service area. A vendor could partner with others to meet this requirement if they do not have a fleet that independently services the entire service area |
| 4 | Can we decline a trip that takes us outside of Prince George's County (e.g. pick-up or drop-off location)? | Vendors can provide trips outside of the service area, however 1) those trips will not qualify for a WMATA subsidy and 2) the vendor must provide notice to the customer that they will be responsible for all charges. |
| 5 | Do we have to offer a telephone reservation system? Or, can we solely process requests through a website? | WMATA seeks to subsidize the vendors' business model. As such, the vendor should answer this question, WMATA will not provide a solution, but will evaluate all solutions proposed for eligibility to participate in the subsidization program. |
| 6 | Can we only transport people with developmental disabilities? Or would we have to be an option for seniors and others who use MetroAccess? This question is associated with how the alternatives would be marketing. | All potential vendors must accept reservations and provide service to all MetroAccess eligible customers requesting subsidized trips under the Abilities-Ride program. |

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| 7 | Could we rollout by phasing in people that are support by us as a DD services provider first, than create a public and more broader service? I ask because we have many individuals who use Metro Access. It would be easier for us to offer them the alternative in our rollout first and then expand transportation to individuals who are not supported or associated with us today. | All potential vendors must accept reservations and provide service to all MetroAccess eligible customers requesting subsidized trips under the Abilities-Ride program. A vendor could partner with others to meet this requirement. |
| 8 | Is there a minimum number of trips that vendors have to meet or be able to handle? | The solicitation does not prescribe a minimum number of trips that a vendor must provide. WMATA seeks to subsidize the vendors' business model. WMATA seeks information about vendors' business models as part of this solicitation, including the number of trips vendors can provide under the Abilities-Ride program. |
| 9 | How do we handle scenarios when we have a trip request that we are unable to meet? | WMATA is unable to answer this question in the context of this RFP. More details are needed on why a potential vendor would feel that it would not have the capacity to perform a requested trip under the Abilities-Ride program. |
| 10 | Accept cash or credit card payment. Could we require credit card payment only? | The solicitation does not prescribe a specific fare payment method. Section 5.5 requires all potential vendors to have a fare collection process, which includes a split-fare feature. |
| 11 | Can we require individuals to pay in advance when the book the trip? | The solicitation does not prescribe a specific fare payment method. Section 5.5 requires all potential vendors to have a fare collection process, which includes a split-fare feature. |
| 12 | Can we set up our customized no-refund policy for no-shows or cancelation? If not, what specific rules do we have to provide | Section 5.3 requires all potential vendors to have a No Show and Late Cancellation policy. WMATA requests this policy as part of the solicitation. |
| 13 | Suspend for 90 days after no show frequency (more than 3 in one month). Can suspend permanently if re-occurs? | WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. Vendors should outline their policy for refusal of service based on No Show/Late Cancellation. WMATA will hold vendor to the terms of their proposal. |

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| 14 | Do all vendors have to operate from 4:00 AM to Midnight or later? Or, can a vendor set their own hours of availability? | The solicitation does not prescribe specific hours of operation. WMATA seeks information about potential vendors' business models as part of the solicitation, including each vendor's hours of operation. |
| 15 | With regards to inclement weather, would we be responsible for following the opening and closures of MetroAccess or can we make our own judgment decisions? Also, may vendors set their own holiday schedule? | The solicitation does not prescribe a vendor's operating status during inclement weather. WMATA seeks information about potential vendors' business models, including the languages supported by your booking system(s) as part of the solicitation, including each vendor's hours of operation. |
| 16 | You state in Service Requirements on-demand transportation service within a restricted geographic area. What is the geographic area? Can we choose our geographic area? | Section 1.2.1 requires all potential vendors to provide service trips that originate and terminate within the Maryland boundaries of the MetroAccess service area. A vendor could partner with others to meet this requirement if they do not have a fleet that independently services the entire service area. |
| 17 | In Trip 5.1.4 Vendor shall have a method to ensure service area restrictions are met prior to confirmation. What is the service area restrictions? | Section 1.2.1 requires all potential vendors to provide service trips that originate and terminate within the Maryland boundaries of the MetroAccess service area. |
| 18 | How does one verify Customer Metro Access ID #? | WMATA will provide, on a monthly basis, an updated list of all customers eligible for subsidized trips. |
| 19 | How many wheelchairs do we have to accommodate per ride? | Section 3.1.3 requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal |
| 20 | How many people can ride share at one time? | Section 1.1.1 allows all potential vendors to offer shared-ride services. The solicitation does not prescribe the number of customers a vendor can transport at one time. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |

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| 21 | Capacity 2015 you state that 735,871 did not require WAV. WMATA estimates 150,000 eligible trips. Do you have an estimate how many trips will require a WAV? Can we use SUVs or vans or the like that are not WAV? | WMATA estimates approximately 23% of eligible customers will require WAV access. The types of vehicles to be used for non-WAV trips are part of the vendors' business model and therefore WMATA will not answer this question. |
| 22 | In Billing and Payments (d) The Authority shall remit payment, generally within thirty (30) days of its receipt and acceptance of an invoice satisfying the requirements. Does WMATA follow the Prompt Payment Act for Small Business? | As outlined on Page 50, Section V 1(D), Metro typically remits payment within thirty (30) days of its receipt and acceptance of an approved invoice. |
| 23 | Does WMATA expect the Contractor to run a call center to book para-transit rides or can the Offeror provide a technology solution to WMATA's existing call center operations? | Section 5.1.1 requires all potential vendors to offer at least one of the following three methods for customers to request service: (1) telephone, (2) smartphone app, or (3) website. |
| 24 | If multiple vendors are selected, would WMATA be open to providing one call center for all vendors in order to provide a simple one-line call center number to the riding public? | Section 5.1.1 requires all potential vendors to offer their own methods for receiving reservations. A vendor must provide at least one of the following three methods for customers to request service: (1) telephone, (2) smartphone app, or (3) website. |
| 25 | What languages need to be supported by the telephone booking system to meet the needs of WMATA's rider community? | The solicitation does not prescribe a vendor's operating status during inclement weather. WMATA seeks information about potential vendors' business models, including the languages supported by your booking system(s) as part of the solicitation, including each vendor's hours of operation. |
| 26 | Will WMATA consider paying an additional fee for the administration of telephone bookings? | No, WMATA will not pay an additional fee for a vendor's telephone booking. |
| 27 | How many WAV trips are currently being delivered per weekday and weekend day on average? What is the current peak WAV trip demand per hour that the Offeror should be prepared to meet? | MetroAccess provides approximately 715 WAV-required trips per weekday and approximately 200 WAV-required trips per weekend day. However, MetroAccess demand may not accurately reflect on-demand service. The solicitation does not prescribe a minimum number of trips that a vendor must provide. WMATA seeks information about vendors' business models as part of this solicitation, including the number of WAV-required trips vendors can provide. |

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| 28 | Section 17 Drug and Alcohol Testing Requirements: Does WMATA interpret the services to be performed under this contract to be subject to these requirements? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |
| 29 | Section 6.2 of the RFP requests highly detailed data to be provided by a Contractor to WMATA. To the extent that some of this data would conflict with customer privacy responsibilities of prospective contractors. Is WMATA receptive to proposed variations on the level of detail or the method of providing ride data? If so, are there pieces or forms of data that WMATA absolutely requires based on funding restrictions or applicable law? | The data being required in 6.2.2 cannot be modified. WMATA does not believe that the data requested would violate passenger privacy if provided in the context of this subsidization program. To the extent that a vendor objects to providing the information, they should do so in writing and with specificity as part of their proposal. |
| 30 | Do minimum wage requirements apply to independent contractors/subcontractors engaged by Contractor to provide services covered by this Contract? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal |
| 31 | How important is the apps integration with the current call center and dispatch? | The apps of potential vendors will not be integrated into the existing MetroAccess Call Center or dispatch system. Section 5.1.1 requires all potential vendors to offer their own methods for receiving reservations. A vendor must provide at least one of the following three methods for customers to request service: (1) telephone, (2) smartphone app, or (3) website. |
| 32 | Are riders guaranteed rides if the number of rides has exceeded? | There is no guaranteed ride provision in this RFP. WMATA will subsidize your business model at \$15/trip for up to four trips per rider per day. An otherwise eligible rider would be required to pay full freight for additional rides in a given day. |
| 33 | Will all drivers under the contract be required to have FBI background and annual Drug and Alcohol tests. | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. as they relate to driver standards and background checks. |

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| 34 | Will each contractor be required to have App based dispatch. | Section 5.1.1 requires all potential vendors to offer at least one of the following three methods for customers to request service: (1) telephone, (2) smartphone app, or (3) website. |
| 35 | What are insurance requirements. See page 59-60 of the solicitation for insurance requirements. | Section 4.1 outlines the minimum insurance requirements. |
| 36 | Will multiple vendors be selected or all to one contractor | WMATA will evaluate the proposals and, at that time, will determine the number of vendors that it will subsidize. |
| 37 | % of Wheelchair accessible required in selected fleet. | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |
| 38 | Will drivers be required to go through a medical screening for infectious diseases like TB | WMATA does not prescribe the vendor's medical screening process. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposals. |
| 39 | Will the awarded company be allowed to subcontract the job | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. WMATA encourages partnerships within this program. However, the selected vendor will be held accountable for meeting each requirement in the solicitation. That responsibility cannot be transferred to a subcontractor. |
| 40 | What type of WAV do you require for this contract? Example a van like MetroAccess uses or can it be a grand caravan conversion? | For the Abilities-Ride program, the definition of a wheelchair accessible vehicle (WAV) is any vehicle that (1) has been built or modified with the requisite equipment, such as a power lift or ramp, to allow entry and exit from the vehicle by a person using a wheelchair, and (2) has the interior size to accommodate a person traveling in a wheelchair. Vans such as those used by MetroAccess and smaller vehicles, such as a Grand Caravan, converted to accommodate persons traveling in wheelchairs have been deemed acceptable. |
| 41 | Is this only for WAV vehicle service or a combination of sedans, SUVs and vans (non -WAV) | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |

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| 42 | You state you want companies to partner with each other. How does the customer find our services? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. For the Abilities-Ride program, WMATA will inform customers of the availability your service and educate customers on how to use your service. |
| 43 | Can you please provide a map of the service area for Montgomery County and PG County? | WMATA will provide the selected vendor(s) a detailed map, subject to a non-disclosure agreement. |
| 44 | Since this is service for Maryland - Montgomery and PG Counties, do the trips need to start and end in Maryland? What if the client needs to go to Washington, DC or Virginia? | Yes, WMATA will only subsidize trips within the identified service area. Vendors can provide trips outside of the service area, however 1) those trips will not qualify for a WMATA subsidy and 2) the vendor must provide notice to the customer that they will be responsible for all charges. |
| 45 | Does WMATA want door to door service or curb to curb service? We understand some clients will need door to door and others curb to curb. For insurance purposes please clarify. | Vendors can either provide door-to-door or curb-to-curb service. |
| 46 | Is a Title VI analysis going to be conducted | No, a Title VI analysis is not required for demand responsive service. |
| 47 | Is telephone access a requirement | Section 5.1.1 requires all potential vendors to offer their own methods for receiving reservations. A vendor must provide at least one of the following three methods for customers to request service: (1) telephone, (2) smartphone app, or (3) website. |
| 48 | Will drivers for contractors receive drug and alcohol and FBI background checks. | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposals Section 2.1 of the Abilities-Ride Scope of Work requires each potential vendor to outline their compliance with applicable federal, state, local laws governing their industry as they relate to driver standards and background checks. |
| 49 | What are the insurance requirements for contractors. | Section 4.1 outlines the minimum insurance requirements. |
| 50 | What is the percentage of Handicapped vehicles and trips that will be required of contractors. | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |
| 51 | Will each contractor be required to have App based dispatch which we have. | Section 5.1.1 requires all potential vendors to offer at least one of the following three methods for customers to request service: (1) telephone, (2) smartphone app, or (3) website. |

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| 52 | Will multiple vendors be selected or all to one contractor | WMATA will evaluate the proposals and, at that time, will determine the number of vendors that it will subsidize. |
| 53 | Will minority based fleets be given any bid points. | The Abilities-Ride program is not federally funded. No additional bid points will be awarded because a fleet is minority-owned. |
| 54 | Will the customer base be current and future Metro Access ambulatory and non ambulatory and what will be the percentage split. | All potential vendors must accept reservations and provide service to all MetroAccess eligible customers requesting subsidized trips under the Abilities-Ride program. WMATA will provide, on a monthly basis, an updated list of all customers eligible for subsidized trips. |
| 55 | Will the bid invite a per mile fee based upon meter rate or a flat rate applied to a fixed linear trip mile or both. We currently do both for government agency Health Departments. | The Price Sheets of the Abilities-Ride solicitation are based on a per mile fee model. |
| 56 | The Price Schedule sheets on pages 6-10 only list non-WAV trips with the total number of non-WAV trips equaling the total maximum trips on each of those pages This seems to suggest that only non-WAV trips are covered by the RFP. This does not make sense to me and I would appreciate clarification. | There is a typo on the original Price Sheets. See updated Price Sheets as provided by amendment 3. |
| 57 | On pages 11 and 92 there is language that the selected vendors must demonstrate the ability to ensure equitable access to its services for customers requiring WAV but no parameters on how this is to be determined is specified. Could you explain further how this will be done? | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |

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| 58 | On pages 17 and 91, operator training requires specific components for those using a wheelchair, people with hearing loss and the visually impaired. However, there is no specific training for other conditions affecting the cognitively impacted. Conditions such as Autism and neuropsychological disorders require training for drivers to effectively deal with these individuals. | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |
| 59 | On pages 18 and 93, the vendor only needs a "method" to receive and staff reservations. An I-phone based system could cover such a requirement. As people with disabilities and the elderly may not have access to an I-phone, I believe that a system accessible through a conventional phone is needed and should be specified as a requirement. | Section 5.1.1 requires all potential vendors to offer at least one of the following three methods for customers to request service: (1) telephone, (2) smartphone app, or (3) website. |
| 60 | On page 71, the driver requirements do not make specific comment excluding those who have been known sex offenders from the driver pool. As those with disabilities may not be able to advocate or protect themselves from a predator, this is a requirement that should be included. | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. Sections 2.1.2 requires each potential vendor to detail its screening and background check processes of drivers that ensure all drivers meet applicable federal, state, and local qualifications. Under Maryland State law transportation network companies (TNC), for example, are required to submit national criminal history records checks conducted by the National Association of Professional Background Screeners or a comparable entity, and the check includes a search of the Sex Offender and Crimes Against Minors Registry, and a search of the Department of Justice National Sex Offender Public web site. |

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| 61 | On page 71, while Contactors are required to comply with Executive Order no. 13043 “Increasing Seat Belt Use in the United States”, subcontractors are only “encouraged” to do so. Both Contractors and Sub-Contractors should be both required to comply with this. | Abilities-Ride is designed as a public-private partnership whereby WMATA will subsidize a portion of the fare of eligible customers who choose to use the service of the selected vendor(s) for trips they otherwise would have taken on. MetroAccess. WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. The selected vendor(s) of the Abilities-Ride program will neither be a contractor nor subcontractor to WMATA. |
| 62 | Will the winning offeror (and all of its subcontractors) be required to have Worker’s Comp policies that conform to the state of Maryland limits? | Section 4.1.4 requires that all proposed vendors provide workers compensation coverage |
| 63 | Will the winning offeror (and all of its subcontractors) be required to have Auto Liability policies? | Section 4.1 outlines the minimum insurance requirements for vendors. |
| 64 | Will the winning offeror (and all of its subcontractors) be required to be certified by the Washington Area Metropolitan Transit Commission since this is not a MetroAccess program? | To the extent that the vendors' business model requires certifications, those must be met. |
| 65 | Will the winning offeror (and all of its subcontractors) be required to pay the living wage outlined in Section 12 (b)? | If the selected vendor(s) is subject to living wage provisions in order to legally operate on-demand service in Maryland, then the vendor(s) will be required to pay its drivers a living wage. If a selected vendor(s) is not subject to living wages provisions in order to operate legally in Maryland, then it will not have to pay its drivers a living wage. |
| 66 | Can the driver and vehicle standards for the MetroAccess program be embedded in this solicitation to create benchmarks and transparency for the evaluation of bids? | No. |
| 67 | Is this program allowed to be a “on demand” shared ride program? | Yes. As outlined in Section 1.1.1 of the Scope of Work, the selected vendor(s) may provide on-demand shared ride service. |
| 68 | Can you please provide a WMATA market study that substantiates the 150,000 estimated ride figure on Page 90? | This is an estimate only. There is no study available. |

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| 69 | Can the price schedule include a minimum fixed rate (regardless of trip volume) per month given the unpredictable nature of the “on demand” service? | No. |
| 70 | Is a fully operational call center required for this solicitation? | Section 5.1.1 requires all potential vendors to offer at least one of the following three methods for customers to request service: (1) telephone, (2) smartphone app, or (3) website. Operating a call center is not a requirement of this solicitation. |
| 71 | Item #2 of the price schedule includes multiple types of overage charges. Can the offeror include multiple charges or just one charge type? | Yes, proposals can include one type of additional charge or multiple types of additional charges. The solicitation requires all additional charges to be itemized. |
| 72 | Will liquidated damages be assessed for late trips, poor customer service, etc. | The Abilities-Ride program will not assess liquidated damages for poor customer service. In a case of persistent poor service and customer complaints, WMATA has the right to no longer offer to subsidize trips through the offending vendor's network. |
| 73 | WMATA is subject to federal small/disadvantage business participation goal. Why are small business participation goals excluded from this solicitation? | This is not a federally funded contract. |
| 74 | Since the dedicated trips are costing Metro around \$80.00 per trip with the service providers constantly failing on a daily basis with On Time Performance at 80%, would WMATA consider increasing the subsidy? With a higher subsidy number (even at \$40.00 which would cover any trip up to 20 miles) WMATA will be realizing a 50% discount in relation to the \$80.00 per trip they now disburse on the dedicated side. | No increase in the subsidy is being considered at this time |

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| 75 | Since the \$15.00 or \$25.00 subsidy will go 100% to the drivers who are performing the trips, would WMATA consider a 20% surcharge for the fleets to cover the cost of the Call Center, App Monitoring, Accounting and Payroll? | No increase in the subsidy is being considered at this time. The only subsidy that is required to go to the driver under the terms of the RFP is the WAV surcharge addressed in Section 5.5.1.4.2. |
| 76 | How did WMATA arrive at the \$15.00 subsidy, did they pull it out of a hat or was there a study executed to come up with this number ? If there was a study performed can you share the data obtained with us? | WMATA estimates that the \$20 total will cover the costs of the majority of the trips currently being provided, however, we do not have any study or data to provide to support this position. |
| 77 | What percentage of the 900,000 trips are nine miles or less ? | Approximately 62%. |
| 78 | To maintain a “Balanced Playing Field” is EVERY FLEET who bids REQUIRED to maintain a certain number of Wheelchair Accessible Vehicles ? If yes, since this type of vehicle will increase the cost of operations how many Wheelchair Accessible Vehicles are required ? | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |
| 79 | Would WMATA disqualify the TNC bidders who have ALWAYS REFUSED to perform any Wheelchair Accessible trips, or will you require the TNC bidders to maintain the same number of Wheelchair Accessible Vehicles ? | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. Each potential vendor needs to outline how many wheelchair accessible vehicles (WAV) will be available at the onset of the program, and outline planned initiatives that will aim to increase the number of WAVs available on its platform. |
| 80 | If a fleet has more Wheelchair Accessible Vehicles will WMATA give them extra credit ? | There is no "extra credit" contemplated in the proposal rating for WAV transportation. However, Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |

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| 81 | If a fleet has no Wheelchair Accessible Vehicles will WMATA disqualify them? | Proposals which do not include the provision of WAVs will not be considered responsive to Section 3.1.3 of the Scope of Work. |
| 82 | What is the projected “Start Up” date? | It is estimated for 3/1/2017 |
| 83 | <p>Given that the RFP only refers to equity with respect to persons without smart phone apps to reach the provider of Abilities Ride, then can you define the meaning of that term as applied to the circumstances?</p> <p>a. Will this mean that caller be able to find out the projected cost of the trip, make the reservation without having to make other phone calls, and be able to decide any other relevant information to their ride (i.e. ride amenities, shared ride etc.)?</p> | Equity is used here in the context of the requirements that the program be nondiscriminatory on the basis of disability. |
| 84 | Given that the RFP reference to equity issues and the taxpayers funds to be used, does the program, meet the guidelines and comply with all applicable Federal statutes (such as those included in appropriations acts) regulations, and policies. | WMATA believes that this program is in compliance with applicable rules and regulations. The selected vendor(s) must comply with all laws, and meet all regulations and guidelines that are applicable to its business model. |
| 85 | What methods of payment will the vendor (s) be able to take and will they be able to make change from a cash payment (i.e. EZ-Pay)? | <p>The Abilities-Ride solicitation does not mandate a certain method(s) of fare payment. Section 5.5 of the scope of work requires that the selected vendor(s) has a fare collection process, and that said process incorporate a split-fare feature.</p> <p>The EZ-Pay system will not be available for use as a fare payment option for trips subsidized by the program.</p> |
| 86 | If the contract allows for multiple vendors, how will services be arranged to ensure that consumers will not have to make multiple phone calls to get the information needed (i.e. fare, ride amenities, shared ride etc.)? | If WMATA selects more than one vendor for the Abilities-Ride program, customers will select one company at a time when transportation is needed. The customer will follow the business model of the company they select. |

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| 87 | Will the RFP allow for a broker to be the contractor and distribute the trip requests to participating subcontractors? | Yes. The Abilities-Ride solicitation allows for a company to partner with multiple transportation service providers and then act as a broker among the various providers. |
| 88 | What is the required number or percentage of Wheelchair Accessible Vehicles (WAV) in the RFP? | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |
| 89 | Do all vendor(s) have to have an equivalent number of WAV to get a contract? | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |
| 90 | How will the vendor(s) be held accountable for compliance with the terms of the contract (i.e. providing the same response time and service to folks needed a WAV versus those needing regular sedans)? | WMATA will review the data identified in Section 6.2.2 to ensure program compliance. Failure to meet applicable standards may cause loss of eligibility to participate in the program. |
| 91 | What criteria will be used for vendor(s) to calculate the cost of a ride for a consumer (i.e. mileage; time spent in vehicle)? 9A. Will all fares be equal for the same ride across all vendor(s)? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |
| 92 | What will be the requirements to vendor(s) to have a sufficient availability of WAVs to meet demand and how will that be measured? | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |
| 93 | 10A. Also what will happen if a person does not receive the same level of response and service simply because they require a WAV? | WMATA will review the data identified in Section 6.2.2 to ensure program compliance. Failure to meet applicable standards may cause loss of eligibility to participate in the program. |
| 94 | 10B. Will there be sufficient WAV with contractors that have "dial up" reservations?? | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |

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| 95 | How will potential users of the service be notified that the service existence? | Once the vendor(s) has been selected, WMATA will undertake an aggressive informational and education campaign to inform customers, their families, and/or caretakers on the availability of subsidize service under the Abilities-Ride program, and how to use the service being made available based on the business model supplied by the selected vendor(s). |
| 96 | What policies govern the new service for both vendors and consumers, and who will enforce the policy requirements? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |
| 97 | Will there be a single set of standards under which all vendors must operate with respect to labor practices, vehicle maintenance, and training on how to assist various persons with various disabilities? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |
| 98 | What will be the hours of operations for the service? | WMATA seeks to subsidize the vendors' business model. The solicitation does not mandate set service hours. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |
| 99 | Will the vendor(s) provide any benefits for employees of the service (drivers) that include workers compensation? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. As required by Section 4.1.4 of the Scope of Work (SOW), the Abilities-Ride program requires the selected vendor(s) to provide workers compensation coverage for drivers on each trip, in-route to a customer, and in service but not on a trip or in-route to a customer. |
| 100 | Who will perform back background check for the drivers? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. Sections 2.1.2 requires each potential vendor to detail its screening and background check processes of drivers that ensure all drivers meet applicable federal, state, and local qualifications. |

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| 101 | 16a. What type of investigation will be performed (i.e. character, employment, criminal, driving record etc.). | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. Sections 2.1.2 requires each potential vendor to detail its screening and background check processes of drivers that ensure all drivers meet applicable federal, state, and local qualifications. |
| 102 | Who will be monitoring service quality? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model including service monitoring, as part of this solicitation and will hold the vendor to standards established by their proposal. |
| 103 | <p>Q1 P. 90 “Scope of Work - Purpose”: Establishes the intent of WMATA to enter into agreements with one or more public private partners. <u>We</u> agree that allowing multiple vendors to participate increases the likelihood that the needs of the public are met. However, designating the use of each individual vendor’s booking system and fare collection system could potentially confuse the general public that uses this alternative service.</p> <p>Request: <u>We</u> would like WMATA to consider allowing proposers to submit alternatives that would separate and modernize the rider experience into two coexisting functions. The first is a smartphone enabled trip planning/booking/fare payment and the second is the the ride itself which could be provided by any number of companies. This would permit access to their service through an outside open API that would essentially aggregate all providers in the system. New vendors can be added or deleted at WMATA’s discretion, while receiving all reports from a single source, offering the greatest flexibility to WMATA.</p> | WMATA seeks to subsidize the vendors' business model. As such, the vendor should answer this question, WMATA will not provide a solution, but will evaluate all solutions proposed for eligibility to participate in the subsidization program. |

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| 104 | <p>Q2 P.90 “Scope of Work – Capacity”: States that 949,241 trips were taken in 2015 and of those 735,871 were non-WAV rides. That leaves only 213,370 trips that actually required a wheelchair accessible vehicle. It further states that an estimated 150,000 trips are likely to occur. Clarification: Given ~77% of the trips are not expected to require a WAV vehicle, what percentage of available vehicles are expected to be WAV equipped at any given time?</p> | <p>Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor.</p> |
| 105 | <p>Q3 P.90 “Scope of Work – Capacity”: If a WAV ride is requested, and no WAV equipped vehicles are available, is the existing paratransit service an option to utilize for the rider? Suggestion: It would be impossible for an “on demand” service to fully anticipate all needs, and as with the standard TNC offering there are times that service is not available. Is that an acceptable alternative?</p> | <p>Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor.</p> |
| 106 | <p>Q4 P.91 “Service Requirements –On Demand”: States “Metro Access eligible individuals...” Clarification: Is it expected that these rides will be scheduled secondary to the existing paratransit service? If so, will the eligible riders for this system be noted in advance (perhaps as part of a qualification process) and trained to understand which system they should request rides from? How will this information be shared with the vendor?</p> | <p>WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal.</p> <p>With regard to eligible riders, WMATA will provide, on a monthly basis, an updated list of all customers eligible for subsidized trips. The decision to use the service of the selected vendor(s) is totally up to the customer.</p> |

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| 107 | <p>Clarification: Is it expected that these rides will be scheduled secondary to the existing paratransit service? If so, will the eligible riders for this system be noted in advance (perhaps as part of a qualification process) and trained to understand which system they should request rides from? How will this information be shared with the vendor?</p> | <p>WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal.</p> <p>With regard to eligible riders, WMATA will provide, on a monthly basis, an updated list of all customers eligible for subsidized trips. Once the vendor(s) has been selected, WMATA will undertake an aggressive informational and education campaign to inform customers, their families, and/or caretakers on the availability of subsidized service under the Abilities-Ride program, and how to use the service(s) being made available. It will be up to the selected vendor(s) to encourage customers to use their service, and once a customer uses their service, it is up to the vendor(s) to provide safe, accessible, and quality service in an effort to encourage the customers to continue using the service when in need of transportation.</p> |
| 108 | <p>Q6 General: <u>We</u> only became aware of this RFP as a result of attending the Shared Use Mobility Summit on 10/18/2016. Though this oversight was due to no fault of our own, it does not leave much time to review the RFP and create potential partnerships to address the scope. Request: <u>We</u> respectfully requests an extension of the response deadline of at least three weeks. The responses to these initial questions may require additional time at WMATA's discretion. We are very interested in responding, but the quick turnaround given our recent discovery of the RFP would make it difficult.</p> | <p>Proposals for the Abilities-Ride program are due at 2:00pm on Tuesday, November 29, 2016.</p> |
| 109 | <p>Q7 General: In the absence of allowing vendors submit proposals for portions of the scope, but not all, can future partnerships be referenced if not finalized before submission? Request: Allow proposers to submit draft agreements with partners that can be finalized prior to contract execution.</p> | <p>WMATA seeks to subsidize the vendors' business model. As such, the vendor should answer this question, WMATA will evaluate all proposed models for eligibility to participate in the subsidization program.</p> |

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| 110 | <p>Q8 General: Please specify the source for the funds that will be used to in this project. Clarification: If any federal funds are to be used in this project, what additional requirements may be placed on the program initiative in the form of regulatory oversight as well as flow down provisions? Please specify additional requirements such as Buy America/American, System Safety Program Plans, etc. that would apply to the provider</p> | <p>The funds used to subsidize service provided under the Abilities-Ride program will be all local funds. No federal money will be involved, and the publicly available service provided by the selected vendor(s) will not be subject to any special federal program requirements.</p> |
| 111 | <p>1. In the Pre-Proposal conference WMATA staff stated that WMATA would not be marketing this service, and would run the program at arms-length. Please share how WMATA will be reviewing data and monitoring the program through the 1st year pilot and any additional years. Please provide any enforcement mechanisms that will be applied should the vendor not be able to provide the service guaranteed under the contact.</p> | <p>WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal.</p> |
| 112 | <p>2. Will drivers be required to receive (and pass) training to secure a wheelchair user in a wheelchair accessible vehicle (WAV)? a. The Americans with Disabilities Act of 1990 (ADA) under 49 CFR § 37.173 requires personal to be trained to proficiency so that they operate vehicles and equipment safely. b. There are numerous types of WAVs operated in the taxi industry, and training providers available to ensure expertise a cross vehicle types. c. Insufficient securement is a serious issue, which can lead to physical harm for the passenger.</p> | <p>WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal.</p> |

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| 113 | 3. How many WAVs will vendors be required to make available? | Section 3.1.3 of the Scope of Work, requires all potential vendors to demonstrate that customers using wheelchairs have access to the service being offered by the vendor. |
| 114 | 4. Will ADA equivalency standards listed under 49 CFR § 37.105 and Title VI of the Civil Rights Act anti-discrimination provisions apply? ii I.e., will vendors need to ensure equivalent wait times for those that do not require a WAV and those who do not, equivalent service to geographic areas of service, and equivalent fares for WAV users and passengers in all neighborhoods? If equivalency standards do not apply, please provide an explanation of why they do not. | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. Section 2.1 of the Abilities-Ride Scope of Work requires each potential vendor to outline their compliance with applicable federal, state, local laws governing their industry. |
| 115 | 5. If wait time or other equivalency performance measures will be applied, please share any metrics or wait times that will be deemed acceptable. | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about their business models as part of this solicitation and will hold the vendors to standards established by their proposals. WMATA will evaluate data from each trip to evaluate the Abilities-Ride program. |
| 116 | 6. The WMATA Accessibility Advisory Committee strongly urged the WMATA staff to ensure any vendor provided telephone access to the subsidized service because so many customers do not have access to a smartphone. Given this strong recommendation, will provision of telephone access to the service be given greater weight during the application process? Will providing a smartphone to customers be considered an acceptable alternative even if there are MetroAccess customers who are unable, because of their disability, to operate a smartphone. | Section 5.1.1 requires all potential vendors to offer at least one of the following three methods for customers to request service: (1) telephone, (2) smartphone app, or (3) website. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |

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| 117 | 7. How will vendors report on employee hours worked and living wages applied, if necessary? | The solicitation does not require the selected vendor(s) to report employee hours or the wages of the employees to WMATA. |
| 118 | 8. What types of background checks will be required? What will be shared with WMATA? Will employer transparency and accountability with its employees be considered in the review of applications? | <p>Sections 2.1.2 requires each potential vendor to detail its screening and background check processes of drivers that ensure all drivers meet applicable federal, state, and local qualifications.</p> <p>Under Maryland State law transportation network companies (TNC), for example, are required to submit national criminal history records checks conducted by the National Association of Professional Background Screeners or a comparable entity, and the check includes a search of the Sex Offender and Crimes Against Minors Registry, and a search of the Department of Justice National Sex Offender Public web site.</p> |
| 119 | 9. Will there be a way for customers to register complaints regarding the service to WMATA? What processes will be established to handle any complaints reported by customers with disabilities? | Section 5.4 of the Scope of Work will require the potential vendor(s) to have a method for customers to contact the vendor about their trip experience. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal |
| 120 | 10. Will WMATA review data gathered to identify: lowest and highest rates being paid by customers, and whether dynamic pricing is a barrier to low income customers? | Section 6.2.2 of the Scope of Work requires the selected vendor(s) to provide WMATA with an array of data to be used in the analysis of safety, equity, and quality of trips being subsidized by the program. Trip pricing is part of the required data, and will be analyzed along with the other required data. |
| 121 | 1. Will the winner bidder be provided with all vehicles? | No. |
| 122 | 2. Where will the vehicles be required to be garaged during the performance period of the contract? | WMATA seeks to subsidize the vendors' business model. As such, the vendor is responsible for managing its own fleet. |
| 123 | 3. Will administrative costs be allowed to be factored into proposal pricing? | WMATA seeks to subsidize the vendors' business model. As such, the vendor is responsible for managing its pricing. |
| 124 | 4. In regards to vehicle maintenance, will the winning bidder be provided with additional details and protocols for handling vehicle maintenance requirements? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model including vehicle maintenance, as part of this solicitation and will hold the vendor to standards established by their proposal. |

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| 125 | 5. Will the winning bidder have to secure a fleet account with a fuel station or will an account be provided to the winning bidder? | WMATA seeks to subsidize the vendors' business model. As such, the vendor is responsible for managing its own fleet., including provision of fuel. |
| 126 | 6. What will be the minimum and maximum trips allocated to the winning bidder on a daily basis? | WMATA will not provide a minimum or maximum number of trips. WMATA seeks to subsidize the vendors' business model. |
| 127 | 7. Can the Washington Metropolitan Area Transit Authority (WMATA) estimate how many vehicles will be needed during the performance period of the contract? | WMATA seeks to subsidize the vendors' business model. As such, the vendor is responsible for managing its own fleet. |
| 128 | 8. How often is the training required for the drivers? (Once a year/ twice a year, etc.) | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |
| 129 | 9. Why is WMATA conducting this RFP? | WMATA has issued this RFP to provide eligible customers an alternative to MetroAccess service. |
| 130 | 10. What criterion is important to WMATA in selecting a firm? How would you rank the criteria? | All criteria established in the RFP are equally ranked. |
| 131 | 11. Do WMATA have a timeline for making the decision? | Proposals for the Abilities-Ride program are due at 2:00pm on Tuesday, November 29, 2016; WMATA expects to announce the selected vendor(s) in early January 2017; and trips subsidized by the program will begin on March 1, 2017. |
| 132 | 12. Are there any special circumstances or "hot buttons" of which we should be aware? | No. |
| 133 | 13. What kind of relationship do WMATA want with the winning bidder (i.e., ongoing partner, future advisor, or strictly contractor)? | WMATA seeks to subsidize the vendors' business model. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal. |
| 134 | 14. What role will pricing play in the decision? What issues are of concern about pricing? Predictability? Risk/reward sharing? Cost reduction? | All criteria established in the RFP are equally ranked. |

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| 135 | 15. Are there documents we should review or people we should speak with prior to responding? | Each potential vendor should carefully review the Abilities-Ride solicitation package, and ensure their proposal responds to each requirement outlined in the Scope of Work. WMATA will hold the vendor to standards established by their proposal. |
| 136 | 16. Who is responsible for managing the competition process? Who else will be involved in making the decision? | WMATA's Office of Procurement will manage the competition process pursuant to the WMATA Procurement Procedures Manual. |
| 137 | 17. How many other firms are competing? | WMATA will not know until after receipt of proposals. |
| 138 | 18. Will there be bonding requirements before the contract performance period began? | No. |
| 139 | 19. Will there be a performance review after year one? | WMATA anticipates receiving and reviewing performance information on a monthly basis. |
| 140 | 20. Are there any foreseen addendums to the contract? | Not at this time. |
| 141 | 1. If WMATA expands the service area to Virginia will a Virginia base company be able to propose service in its home jurisdiction? | A Virginia program is beyond and outside the scope of this RFP. |
| 142 | 2. Will operators that are terminated due to mandated violations of the MetrAccess contract be eligible for ABILITIES RIDE? | The selection of the vendors will not be based on the status of current or prior MetroAccess service or contracts. |
| 143 | 3. Do the insurance requirements of the RFP on page 59 take president over vague references to alternative requirements as outlined in section 4? | WMATA's intent is to outline the minimum insurance requirements for the Abilities-Ride program. WMATA seeks information about your business model, including the minimum insurance coverage you are required to maintain to operate in Maryland. WMATA will hold vendors to the standards established by their proposals. |
| 144 | 4. If trip volumes decrease for Service Delivery Providers for MACS while the vendors be allowed to renegotiate their contracts? | WMATA is unable to answer this question in the context of this RFP. |

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| 145 | 5. Are vendors, including subcontractors, required to have workman's comp insurance for operators? If not who is responsible for operator injury in the provision of the service? | Yes. Vendors must take written exception to this requirement as part of their response if they are unable to meet these requirements. |
| 146 | 6. Are operators required to have completed operations general liability coverage in the provision of door to door service? | Section 4.1 outlines the minimum insurance requirements for vendors. Door-to-Door service is not a requirement of the Abilities-Ride solicitation. If a potential vendor proposes to offer door-to-door service as part of their service for trips subsidized by the Abilities-Rides program, then that vendor will need to have the necessary coverage for any potential liabilities between the vehicle and the door. |