

Abilities-Ride
Solicitation Questions and Answers
Round 2 for CQ17005

Number	Question	Answer
1	Would the Authority consider extending the proposal due date for an additional four weeks in order to provide bidders sufficient time to build a network of service providers and obtain accurate and appropriate pricing at the mileage bands requested?	The submission deadline for proposals has been extended to Wednesday, December 14th at 2:00pm.
2	RFP page 32 #9. "In the last two (2) years has your firm been denied an award where it was an offeror? If the answer is yes, attach as Schedule Three (3) the full particulars regarding each occurrence." Our company submits over 200 bids per year. Due to the voluminous nature of this information, we respectfully request this requirement either be omitted, or limited to the last ten (10) awards declined.	WMATA is requesting information concerning the Offeror being debarred and/or denied for non-compliance with federal, state and/or local requirements (i.e. Buy America certification, OSHA and/or EPA). This does not refer to submittals where the Offeror was not lowest price bidder.
3	Could the Authority please provide the "Pre-Award Information" article referenced in questions 12 and 14 of the Pre-Award Evaluation Data form on RFP page 33?	WMATA's requirement is detailed under section 17 PRE-AWARD INFORMATION/CONTRACTOR RESPONSIBILITY.
4	The RFP lists a living wage requirement. How should the proposer document their compliance with the living wage policy? Is the driver required to receive the \$13.48 per hour minimum required in the living wage? Is this only for Abilities Ride trips?	If a 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.
5	Are trips required to have the same wait time thresholds for wheelchair accessible trips as for ambulatory trips?	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.

Number	Question	Answer
6	The RFP states: “screening process of drivers that ensures all drivers meet applicable federal, state, and local qualifications”. Please provide guidance on which laws apply? For example, will Abilities Ride drivers be required to meet the same standards set for the current MetroAccess drivers and/or the Taxi commissions?	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. To the extent that the vendors' business model is subject to specific regulatory requirements in order to operate legally, those must be met to provide trips subsidized by the Abilities-Ride program.
7	Please clarify which federal regulatory requirements apply to workforce qualifications. For example, are all Abilities Ride operators required to pass comprehensive prequalifying background checks, as well as FTA-required drug screening (including pre-employment)?	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. To the extent that the vendors' business model is subject to specific regulatory requirements in order to operate legally, those must be met to provide trips subsidized by the Abilities-Ride program.
8	Is a phone number with customer service staff required? If so will WMATA permit the operating location to be outside of the service area?	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. If a call center is proposed, the location of the call center can be outside of the service area.

9	Please provide the sliding subsidy scale based on trip cost, up to and including the maximum \$15 subsidy. Will WMATA pay a minimum of \$15 or a maximum of \$15 for each trip?	<p>As outlined in Section 5.5.1, for the Abilities-Ride program, the customer will pay the first \$5; WMATA will pay up to the next \$15; and the customer will pay any remaining fare above \$20.</p> <p>\$10 Fare (Customer pays \$5 and WMATA pays \$5)</p> <p>\$15 Fare (Customer pays \$5 and WMATA pays \$10)</p> <p>\$20 Fare (Customer pays \$5 and WMATA pays \$15)</p> <p>\$30 Fare (Customer pays \$15 and WMATA pays \$15)</p>
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Number	Question	Answer
10	Will WMATA guarantee a minimum number of monthly trips to support the required vehicle and technology infrastructure required for a successful program? Alternatively would WMATA consider paying a fixed monthly fee to support the ongoing operations related to this service?	No. WMATA will not guarantee a minimum number of monthly trips. No. WMATA is not considering a monthly fee to support operations. WMATA seeks to subsidize the vendors' business model.
11	The current and former MetroAccess contracts have significant Liquidated damages to enforce performance standards, please confirm that there will not be any LDs assessed for this contract. Please describe how performance will be assessed.	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.
12	In addition to "on-demand trips" can the riders schedule trips in advance of the request?	Yes, if the selected vendor(s) business model supports such scheduling.
13	Will WMATA allow advanced subscription service reservations?	Yes, if the selected vendor(s) business model supports such scheduling.
14	If a passenger is suspended for excessive no-shows for MetroAccess ADA paratransit service, will they still be eligible for the Abilities Ride subsidy?	Yes. The MetroAccess service and the services provided by private entities that are subsidized by the Abilities-Ride program are separate entities.
15	Will WMATA establish available capacity minimums across different service areas?	No. 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.
16	Will WMATA require minimum available capacity levels by region, time of day and service area? Will performance be assessed by available capacity?	No. 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.
17	What performance metrics will be used to disqualify an existing Abilities Ride provider from continuing operating service?	WMATA will review the array of data required in Section 6.2.2 to evaluate the safety, equity, and quality of trips subsidized by the Abilities-Ride program.

Number	Question	Answer
18	What mechanism will WMATA use to validate completed trips and trip denials?	WMATA will review the array of data required in Section 6.2.2 to ensure program compliance. Failure to meet applicable standards may cause loss of eligibility to participate in the program.
19	Please confirm that WMATA will permit providers to market Abilities Rides service in the service area.	Yes
20	Please confirm contractors will be able to market their services directly to MetroAccess eligible passengers.	Yes.
21	Please confirm that WMATA will be responsible for promoting the Smart for Applications and contact info for the selected firms.	For the Abilities-Ride program, WMATA will inform customers of the services available for subsidization as an alternative to MetroAccess. WMATA will also educate customers on how to use the available services.
22	Can eligibility be confirmed at the time of the trip booking, at the trip delivery, and/or after trip delivery?	Eligibility must be confirmed at Trip Booking. WMATA will not subsidize a portion of the fare for a trip provided to an individual not eligible for the program.
23	Please clarify how trip performance is verified, and what controls WMATA will have in place in this area?	WMATA will review the array of data required in Section 6.2.2 to ensure program compliance. Failure to meet applicable standards may cause loss of eligibility to participate in the program.
24	What type of documentation will WMATA require of the contractor to confirm trip validity?	WMATA will review the array of data required in Section 6.2.2 to ensure program compliance. Failure to meet applicable standards may cause loss of eligibility to participate in the program.
25	Given that only 2% of the current MetroAccess riders use EZ Pay cashless fare options, will WMATA require that providers accept cash payment for trips?	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.

Number	Question	Answer
26	Please outline the minimum driver training for both ambulatory and wheelchair service. How will WMATA audit that training and training records?	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 may request records or other evidence of training performed.
27	Please identify any age or mileage requirements for the Abilities Ride fleet.	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.
28	Are there any type of restriction for the type of lifts or ramps contractors use for wheelchairs?	No. 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. WMATA will hold the vendor(s) to the standards established by their proposal.
29	If bidders use multiple subcontractors that offer a variety of service levels (i.e. door-to-door, curb-to-curb, luxury vehicles), can the prime contractor submit multiple price sheets for the varying subcontractors?	Yes, fully detail your service levels.
30	What data will be provided in the monthly listing of ADA eligible customers? Will this include their mailing address and phone number?	WMATA will share the following information about each eligible customer on a monthly basis: MetroAccess ID number, first name, last name, and address fields. All subject to a non-disclosure agreement.
31	Because of the complexities of this new operating model, will WMATA allow proposers to ask follow up questions once answers to questions are received?	Yes, if time permits.

Number	Question	Answer
32	To ensure highly responsive proposal submittals, we request that WMATA allow no less than two weeks from receipt of final WMATA answers to proposal due date.	The submission deadline for proposals has been extended to Wednesday, December 14th at 2:00pm.
33	Insurance and Training – Please elaborate on the expectations as it relates to contractor supplied insurance and training for sub-contracted trips.	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.
34	Is the Primary contactor responsible for Drug and Alcohol compliance for subcontracts or independent contractors?	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.
35	Please explain how pricing will be evaluated.	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. Pricing will be evaluated along with the other factors.
36	Regarding the price pages, item #2 “Additional Trip Fees”, will WMATA accept these fees represented as a percentage of the total trip cost?	Yes.
37	Staff – Page 86 (b) – The contractor shall employ and assign a full-time Safety Superintendent for contracts involving “safety sensitive” functions, must have a minimum of three years of construction safety experience. Is this correct for this procurement? Are there any required staffing positions for this project?	No. The staffing requirement section does not apply to this solicitation.

Number	Question	Answer
38	Does WMATA require a smartphone application, or will a mobile responsive website fulfill the requirement?	A smartphone application is not a requirement of 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. WMATA seeks information about your business model as part of this solicitation and will hold the vendor to standards established by their proposal.
39	Are there specific electronic payment services that must be supported?	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. 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.
40	Will the agency prequalify the rider for electronic payment or is this the responsibility of the service provider?	No. WMATA will not pre-qualify individuals for electronic payment platforms. 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.
41	What is the frequency of updates to eligibility data and in how are these provided? Please provide a sample format for eligibility data including all fields, frequency of uploads, and file format. Please indicate what field serves as the unique identifier.	WMATA will provide, on a monthly basis, an updated list of all customers eligible for subsidized trips. WMATA intends to share this data via an Excel spreadsheet, but can be flexible. The fields of information will include MetroAccess ID number, first name, last name, and address fields. All subject to a non-disclosure agreement.

Abilities-Ride
Solicitation Questions and Answers #2 for CQ17005

Number	Question	Answer
42	How will WMATA communicate initial information and subsequent updates to what comprises the “eligible” service area for this work?	WMATA will provide the selected vendor(s) a detailed map, subject to a non-disclosure agreement. Any future changes to the service area will also be communicated in detailed with the selected vendor(s).
43	Because this bid does not have a DBE/GFE goal, do the prospective contractors need to include the forms for the SBLPP program?	No Amendment 3 modified this requirement. SBLPP firms must identify themselves and provide documentation of such at the time of submittal.
44	Does the contractor have to lock in a specific fare at the time of booking? Most of the time pricing is impacted by traffic and time.	Section 5.1.3 requires the selected vendor(s) to have a process to ensure customers receive an accurate fare estimate prior to booking a trip.
45	Do both the origin and destination have to be in the Maryland portion of the ADA service area or can the drop off be in another jurisdiction within the ADA service area (i.e. drop off in DC)?	All trips subsidized by the Abilities-Ride program must originate and terminate within the Maryland boundaries of the MetroAccess service area.
46	How many of the trips currently provided in the Maryland portion of the ADA are 9 miles or less? Of those trips, how many require a Wheelchair Accessible Vehicle (WAV)?	In the past two years approximately 62% of the Maryland to Maryland trips were 9 miles or less. Of those trips, approximately 24% required a WAV.
47	Is WMATA able to guarantee vendors a minimum/maximum number of riders per performance period (week, month, year)?	No. WMATA will not guarantee the selected vendor(s) a minimum number of weekly, monthly or annual trips.
48	How will WMATA introduce riders to vendors? Can you give us any more insight into the end user experience?	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.
49	Should line item number 5 on the pricing page state “Estimated Total WAV Trips” rather than non-WAV?	Yes. The Price Sheets have been corrected per amendment #3.

Number	Question	Answer
50	Section 4.1.4 – If the vendor is using a subcontracted network of transportation providers to deliver the service, is it allowable that the transportation provider provide the workers compensation coverage for the driver in lieu of the vendor?	Yes
51	Section 5.3.2 – Is the word “payment” missing after the word “any?”	Yes
52	Section 5.5.1.4.2 – Will WMATA consider revising this text to say the entirety of the surcharge will be paid to the vendor rather than the driver? The vendor should have the ability to allocate the surcharge appropriately to vehicle expenses, fuel, staff, etc.	<p>No. This language and the \$10 Wheelchair Accessible Vehicle (WAV) Surcharge outlined in Section 5.5.1.4 of the Scope of Work is designed to incentivize operators (either independent contractors or transportation companies) of WAVs to be on the road and available for service.</p> <p>If the vendor is a TNC or broker that does not own a WAV, the surcharge is to incentivize the operator of the WAV responding to service requests through the reservation systems of the TNC or broker.</p> <p>If the vendor is a transportation company that owns a WAV and the operator is an employee, then the payment would go to the company for distribution as agreed to the employee.</p> <p>If the company owns the WAV, but leases it out to a driver operating as an independent contractor, then the company and driver can negotiate cost of the vehicle that can take into account the WAV surcharge for trips subsidized by the Abilities-Ride program.</p>

Abilities-Ride
Solicitation Questions and Answers #2 for CQ17005

Number	Question	Answer
53(i)	<p>The RFP states that multiple bidders may be selected and awarded the contract. With that in mind, can WMATA clarify its vision for the following:</p> <p>a. How will trips be distributed amongst the vendors? Will it be the passengers' choice?</p> <p>b. Does WMATA have any recommendations for how we might gauge demand or ridership, without knowing how many vendors will be selected and how the sum total of expected ridership will disperse across the various options?</p>	<p>(a) All trips requested will be the choice of the customers. WMATA will have no role in the distribution of trips subsidized by the Abilities-Ride program.</p> <p>(b) Trips will not be dispersed in the traditional way of thinking about paratransit service. The selected vendor(s) will have to earn business from the individual customers just as it/they would for general population trips. To gauge the potential demand for this service, please keep in mind that the annual number of trips in the selected service area is more than 900,000.</p>
53(ii)	<p>c. Will WMATA market the service to ensure passengers understand the availability of the new service? Or will that be the responsibility of the selected vendors? If it is the responsibility of vendors, how will this be managed to ensure consistency in messaging, but also that vendors competing for business do not drive up utilization overall?</p>	<p>(c) WMATA will inform all customers about the availability of the program, and will educate customers on how to use the service of the selected vendor(s). It is the responsibility of the vendor(s) to market its services to the customers. There will be competition between vendors if more than one is selected, just as there is competition for general purpose trips. If demand for trips subsidized by the program greatly increases beyond WMATA's initial forecast, but there is not a corresponding decrease in MetroAccess trips, WMATA will review the trip data, and make adjustments to the parameters of the program in an effort to meet the goals of the program.</p>
53(iii)	<p>d. If each awardee has their own call center and their own smartphone app, how will passengers know what app to use or number to call? Will educational materials contain a listing of vendors that the member is to then choose from?</p>	<p>(d) WMATA will inform customers about the availability of the program, and will have educate customers on how to use the service of the vendor(s). Following the launch of the program, WMATA's Department of Access Services will continuously update, inform, educate, and support the efforts of customers to use any service whose trips are subsidized by the program, if they choose to do so.</p>

Number	Question	Answer
53(iv)	e. Understanding that passengers are limited to four one-way trips per day, which is the vendors' responsibility to track, how can vendors know whether the passenger has already met their daily quota with an alternate vendor? If a passenger abuses the system in this manner by scheduling multiple trips per day with multiple vendors, will all vendors still receive payment for the trips that they performed within the daily trip limit for their organization, but not for the passenger overall?	(e) Section 6.2.2 requires the selected vendor(s) to provide WMATA with an array of data for each trip subsidize by the Abilities-Ride program. WMATA will use that data, in part, to identify any customers or vendors abusing the program, and WMATA will address any customer or vendor found to be doing so. Customer abuses will not result in vendors not being paid for trips performed.
54	Will WMATA consider extending the due date for proposals by two weeks to allow vendors additional time to prepare their response?	Yes. The submission deadline for proposals has been extended to Wednesday, December 14th at 2:00pm.
55	In the RFP you want the Vendor to have an App for riders/customers to use. Does WMATA help pay for this App? Can there be a separate cost added to the contract?	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. No, WMATA will not pay additional cost for a vendor's app

Date: September 30, 2016

SUBJECT: RFP No. CQ17005/JWC

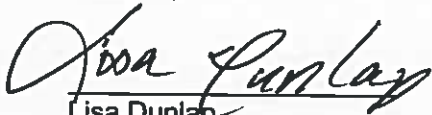
Dear Sir/Madam:

The Washington Metropolitan Area Transit Authority (WMATA) requires the services of a qualified contractor to provide Abilities-Ride Subsidization of Transportation Services as an Alternative to MetroAccess.

If you have any technical, contractual, or administrative questions, please e-mail them to jwcumpian@wmata.com no later than Close of Business, October 20, 2016. WMATA will provide written answers, by e-mail to all those who obtain the RFP and provide their e-mail addresses. If an amendment(s) is issued resulting from questions and answers, it will be posted on our website, and a copy will be mailed to all offerors so that they can acknowledge receipt.

Your proposal must be received with all required submittals as stated in the RFP, no later than **2:00 P.M., #December 14, 2016#**, at WMATA, Office of Procurement and Materials, 600 Fifth Street, NW, Room 3C-02, Washington, DC 20001-2651.

Sincerely,



Lisa Dunlap
Contracting Officer
Office of Procurement and Materials

**Washington Metropolitan Area Transit Authority
RFP CQ17005/JWC**

DIRECTIONS FOR SUBMITTING OFFERS

1. Read and comply with the solicitation instructions.
2. Envelopes containing technical and price proposals must be sealed and separately marked and addressed to:

**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 5th Street, N.W.
Washington, DC 20001
Room 3C-02
Attn: Joe W. Cumpian**

ALL ENVELOPES OR PACKAGES MUST BE SEPARATELY MARKED WITH THE SOLICITATION NUMBER AS SPECIFIED HEREWITH.

PROPOSALSShall be timely mailed or hand delivered to reach WMATA before 2:00 P.M. (LOCAL TIME) #December 14, 2016# ON DAY OF PROPOSAL CLOSING.

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SUPPLY AND SERVICE CONTRACT **RFP CQ17005/JWC**



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
SOLICITATION, OFFER AND AWARD

CONTRACT NO.	SOLICITATION NO. RFP CQ17005/JWC	DATE ISSUED September 30, 2016	ADDRESS OFFER TO OFFICE OF PROCUREMENT Office of Procurement 600 Fifth Street NW Washington, DC 20001
<input checked="checked" type="checkbox"/> ADVERTISED <input type="checkbox"/> NEGOTIATED			

SOLICITATION

Sealed offer in original and TWO (2) hard copies & One (1) electronic copy via USB for furnishing the supplies or services in the schedules will be received at Authority until 2:00 P.M. Local time #December 14, 2016#
 (Hour) (Date)

CAUTION – LATE OFFERS: See paragraph 6 of Solicitation Instructions.

All offers are subject to the following:

1. The Solicitation Instructions that are attached.
2. The Terms and Conditions that are attached.
3. The Price Schedule included herein and/or attached hereto.
4. Such other provisions, representations, certifications, and specifications, as are attached or incorporated herein by reference.

Proposer's E-mail _____

Proposer's Phone Number _____

Proposer's Fax Number _____

SCHEDULE

ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
	(SEE CONTINUATION OF SCHEDULE ON PAGES 6-10)				

DUN & BRADSTREET ID NUMBER: _____

OFFEROR

Name and Address <small>(Street, city, county, state, and zip code)</small>	Name and Title of Person Authorized to Sign Offer (Print or Type) <div style="display: flex; justify-content: space-between;"> Signature Offer Date </div>
<input type="checkbox"/> Check if remittance is different from above — enter such address in Schedule	

AWARD (To be completed by The Authority)

ACCEPTANCE AND AWARD ARE HEREBY MADE FOR THE FOLLOWING ITEM(S):

ITEM NO.	QUANTITY	UNIT	UNIT PRICE

The total amount of this award is \$ _____

 Name of Contracting Officer (Print of Type)

WASHINGTON METROPOLITAN TRANSIT AUTHORITY

 AWARD DATE

PRICE SCHEDULE SHEET

ITEM NO.	DESCRIPTION	UNIT (EA)	UNIT (EA) PRICE	BASE YEAR TOTAL COST
1	BASE YEAR #Base Fare (25 Minute, 9.0 Mile Trip)		\$ _____	
2	Additional Trip Fees, e.g. Per Minute, Per Mile, Safe Ride, Late Cancellation or Other (Itemize)		\$ _____	
A	TOTAL TRIP COST		\$ _____	
3	Collected Customer Fare		(\$5.00)	
B	WMATA TOTAL COST PER TRIP		\$ _____	
4	#Estimated Total Non-WAV Trips	_____		
5	Estimated Total WAV Trips	_____		
C	TOTAL ESTIMATED TRIPS (not to exceed 150,000)	_____		
6	Base Year Non-WAV Cost = (Item 4 * Item B)		\$ _____	
7	Base Year WAV Cost = (Item 5 * Item B) + (Item 5 * \$10)		\$ _____	
8	BASE YEAR TOTAL COSTS			\$ _____

Authorized Signature

Company Name

Date

RICE SCHEDULE SHEET
Continuation

ITEM NO.	DESCRIPTION	UNIT (EA)	UNIT (EA) PRICE	OPTION YEAR ONE TOTAL COST
1	OPTION YEAR ONE #Base Fare (25 Minute, 9.0 Mile Trip)		\$ _____	
2	Additional Trip Fees, e.g. Per Minute, Per Mile, Safe Ride, Late Cancellation or Other (Itemize)		\$ _____	
A	TOTAL TRIP COST		\$ _____	
3	Collected Customer Fare		(\$5.00)	
B	WMATA TOTAL COST PER TRIP		\$ _____	
4	Estimated Total Non-WAV Trips	_____		
5em	#Estimated Total WAV Trips	_____		
C	TOTAL ESTIMATED TRIPS (not to exceed 225,000)	_____		
6	Option Year One Non-WAV Cost = (Item 4 * Item B)		\$ _____	
7	Option Year One WAV Cost = (Item 5 * Item B) + (Item 5 * \$10)		\$ _____	
8	OPTION YEAR ONE TOTAL COSTS			\$ _____

Authorized Signature

Company Name

Date

PRICE SCHEDULE SHEET
Continuation

ITEM NO.	DESCRIPTION	UNIT (EA)	UNIT (EA) PRICE	OPTION YEAR TWO TOTAL COST
1	OPTION YEAR TWO #Base Fare (25 Minute, 9.0 Mile Trip)		\$ _____	
2	Additional Trip Fees, e.g. Per Minute, Per Mile, Safe Ride, Late Cancellation or Other (Itemize)		\$ _____	
A	TOTAL TRIP COST		\$ _____	
3	Collected Customer Fare		(\$5.00)	
B	WMATA TOTAL COST PER TRIP		\$ _____	
4	Estimated Total Non-WAV Trips	_____		
5	#Estimated Total WAV Trips	_____		
C	TOTAL ESTIMATED TRIPS (not to exceed 281,000)	_____		
6	Option Year Two Non-WAV Cost = (Item 4 * Item B)		\$ _____	
7	Option Year Two WAV Cost = (Item 5 * Item B) + (Item 5 * \$10)		\$ _____	
8	OPTION YEAR TWO TOTAL COSTS			\$ _____

Authorized Signature

Company Name

Date

PRICE SCHEDULE SHEET
Continuation

ITEM NO.	DESCRIPTION	UNIT (EA)	UNIT (EA) PRICE	OPTION YEAR THREE
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					TOTAL COST
1	OPTION YEAR THREE #Base Fare (25 Minute, 9.0 Mile Trip)		\$ _____		
2	Additional Trip Fees, e.g. Per Minute, Per Mile, Safe Ride, Late Cancellation or Other (Itemize)		\$ _____		
A	TOTAL TRIP COST		\$ _____		
3	Collected Customer Fare		(\$5.00)		
B	WMATA TOTAL COST PER TRIP		\$ _____		
4	Estimated Total Non-WAV Trips	_____			
5	#Estimated Total WAV Trips	_____			
C	TOTAL ESTIMATED TRIPS (not to exceed 352,000)	_____			
6	Option Year Three Non-WAV Cost = (Item 4 * Item B)		\$ _____		
7	Option Year Three WAV Cost = (Item 5 * Item B) + (Item 5 * \$10)		\$ _____		
8	OPTION YEAR THREE TOTAL COSTS				\$ _____

Authorized Signature

Company Name

Date

PRICE SCHEDULE SHEET
Continuation

ITEM NO.	DESCRIPTION	UNIT (EA)	UNIT (EA) PRICE	OPTION YEAR FOUR TOTAL COST
1	OPTION YEAR FOUR #Base Fare (25 Minute, 9.0 Mile Trip)		\$ _____	
2	Additional Trip Fees, e.g. Per Minute, Per Mile, Safe Ride, Late Cancellation or Other (Itemize)		\$ _____	
A	TOTAL TRIP COST		\$ _____	
3	Collected Customer Fare		(\$5.00)	
B	WMATA TOTAL COST PER TRIP		\$ _____	
4	Estimated Total Non-WAV Trips	_____		
5	#Estimated Total WAV Trips	_____		
C	TOTAL ESTIMATED TRIPS (not to exceed 387,000)	_____		
6	Option Year Four Non-WAV Cost = (Item 4 * Item B)		\$ _____	
7	Option Year Four WAV Cost = (Item 5 * Item B) + (Item 5 * \$10)		\$ _____	
8	OPTION YEAR FOUR TOTAL COSTS			\$ _____

GRAND TOTAL BASE plus ALL FOUR OPTION YEARS		\$ _____
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Authorized Signature

Company Name

Date

3RFP SOLICITATION INSTRUCTIONS

1. INTRODUCTION

RFP SOLICITATION INSTRUCTIONS

1. INTRODUCTION

- (a) The Authority seeks to award a contract to one or more companies or joint vendors who are eligible to receive funding from WMATA to subsidize services provided by the proposers to MetroAccess eligible individuals as an alternative transportation means for the more than 900,000 thousand annual trips requested within the Maryland boundaries of the MetroAccess service area. Each selected vendor must demonstrate the ability to ensure equitable access to its services for customers in need of transportation via wheelchair accessible vehicles (WAV). WMATA will establish a five (5) year #program wherein WMATA will subsidize a portion of the cost of each eligible trip provided by the qualified vendor(s) within the MetroAccess service area of Montgomery and Prince George's County, Maryland, subject to certain limitations described in detail in the Scope of Work. Within the parameters of this #program, and based on ridership or economic climate, WMATA reserves the right to add additional qualified vendors, and enlarge the service area for which trips will be eligible for subsidized billing. To that end, it is issuing this Request for Proposals (RFP) to solicit proposals from qualified firms and individuals who can satisfy the requirements described herein.
- (b) Since this is a Lowest Price Technically Acceptable solicitation, award of a Contract hereunder shall be to the offeror whose proposal provides the best price technically acceptable value to the Authority, based upon application of the evaluation criteria set forth herein.
- (c) Unless otherwise specified in the Price Schedule, the Authority reserves the right to make multiple awards pursuant to this solicitation.
- (d) **REQUIREMENTS CONTRACT:** This is a requirements Contract. A requirements Contract provides the Contractor with both the legal right and the legal duty to supply goods and/or services in an amount that is determined by WMATA's needs, rather than by a fixed quantity. Offerors are advised that the quantities of supplies and/or services specified in the Price Schedule are estimates only, included for purposes of price evaluation and in order to provide information to assist offerors in formulating their proposals. While they represent the Authority's best such estimate as of the time of the solicitation, they do not constitute a commitment on the part of the Authority to procure supplies or services at the estimated level.
- (e) In the event that the Contractor is unable or otherwise fails to provide goods or services within the time frames required in this Contract, the Authority reserves the right to procure them from any other source and in any other manner it deems appropriate. Nothing contained herein shall be deemed to waive, modify or impair the Authority's right to treat such failure as a material breach of the Contractor's obligations pursuant to the "Default" article under this Contract, or to pursue any other remedy to which the Authority may be entitled pursuant to this Contract, at law or in equity.
- (f) **#INDEFINITE QUANTITY:** N/A.

- (c) Notwithstanding a determination by the Authority to proceed without conducting substantive negotiations or discussions with offerors, the Authority may engage in communications with one (1) or more offerors relating to clarification(s) of their proposals.
- (d) The Contracting Officer may, in his or her discretion engage in oral or written discussions with one (1) or more offerors regarding the Authority's understanding of the proposals and/or to discuss deficiencies in the initial proposals. In determining those offerors with whom he or she chooses to engage in discussions, the Contracting Officer shall first make a determination regarding the initial proposals that he or she deem to be within the competitive range for Contract award. The Contracting Officer shall conduct discussions with all offerors submitting proposals that are within the competitive range.
- (e) The Contracting Officer may, following such discussions, direct those offerors whose proposals are within the competitive range to submit Best and Final Offers ("BAFOs"). In such instances, the Contracting Officer shall award the Contract(s) based upon his or her review of the BAFOs in accordance with the Evaluation Criteria. Nothing contained herein shall limit, modify or impair the Contracting Officer's right to engage in any additional oral or written discussions or other communications relating to the solicitation that may be consistent with the Authority's best interests.
- (f) The Authority maintains the right to waive informalities and minor irregularities in proposals at any time during the solicitation process.

14. EVALUATION CRITERIA AND BASIS FOR AWARD

#LOWEST PRICE TECHNICALLY ACCEPTABLE

Proposals will be evaluated based upon application of the following Evaluation Criteria#:

#Each Offeror Must Submit The Information Requested Below for 1-5, In Order To Be Responsive To The Solicitation:

1 Service Requirements – On Demand :

- 1.1. Offeror shall describe its capacity and methodology to provide on-demand transportation service to individuals.
- 1.2. Offeror shall describe its capacity and methodology to limit trips to requests that will originate and terminate within the Maryland boundaries of the MetroAccess service area.
- 1.3. Offeror shall describe its ability to expand the service area beyond Maryland, should a decision be made to do so.
- 1.4. Offeror shall describe its capacity for real-time tracking of daily trips for each customer.
- 1.5. Offeror shall detail its ability to limit the number of daily trips of each individual customer to no more than four (4) one-way trips per day.

Evaluation Factors: (1) Proof of currently providing on-demand transportation service in the region or proof of the ability to establish and provide on-demand transportation in the region.

(2) Technical or other ability to limit trip requests to a restricted service area.

(3) Technical or other ability to track the number of trips provided daily.

(4) Technical or other ability to limit the number of trips an individual is allowed to take each day.

2 Driver:

- 2.1. Offeror shall detail eligibility requirements for all drivers.
- 2.2. Offeror shall detail its screening process of drivers that ensures all drivers meet applicable federal, state, and local qualifications.
- 2.3. Offeror shall detail its method of background checks for all drivers.
- 2.4. Offeror shall outline its training of all drivers in regards to serving customers with disabilities, specifically related to the following:
 - 2.4.1. Accommodating customers traveling with service animals;
 - 2.4.2. Communicating with customers who are deaf/hard of hearing; and
 - 2.4.3. Escorting customers who are blind in and out of the vehicle.
- 2.5. Offeror shall outline its method of ongoing evaluation for drivers.

Evaluation Factors: (1) Provide a written outline of driver eligibility requirements.

(2) Provide written policy of the screening process used for individuals serving as drivers, whether as employees or independent contractors.

(3) Provide an outline of the methodology of background checks used to demonstrate conformity with Maryland State law applicable to the business model of the offeror.

(4) Submission of electronic or hard copies of training materials provided to drivers.

(5) Provide timeline of additional background checks for drivers beyond the initial onboarding of a new driver.

3 Vehicle:

- 3.1 Offeror shall detail standards for all vehicles used as part of its service.
- 3.2 Offeror shall detail its methodology to ensure that vehicles are compliant with applicable federal, state, and local standards with regard to safety and maintenance.
 - 3.2.1 Offeror shall describe its process for providing oversight of vehicle cleanliness and reliability.
- 3.3 Offeror shall detail how many wheelchair accessible vehicles (WAV) would be available at the onset of service.
 - 3.3.1 Offeror shall detail WAV availability via directly owned or provided vehicles.
 - 3.3.2 Offeror shall detail WAV availability via partnerships with individual owners of WAVs.
 - 3.3.3 Offeror shall describe planned initiatives designed to increase the number of WAVs available via its service

Evaluation Factors: (1) Provide a written outline of standards for vehicles.

(2) Provide an outline of the methodology used to ensure vehicles are properly licensed and registered, and meet applicable safety and maintenance standards.

(3) Provide the number of WAVs that will be available at the onset of service.

4 Trip:

4.1 Offeror shall detail its method(s) for receiving and staffing of a service request from a customer or someone acting on behalf of a customer.

4.1.1 For telephone reservations, Offeror shall describe the number and types of languages available to customers, and the availability of short message service (text messaging) and/or a teletypewriter (TTY) number.

4.1.2 For smartphone apps to be used on this service, Offeror shall confirm the following:

4.1.2.1 The app is available on the following mobile operating system(s): iOS and Android.

4.1.2.2 The app, on both operating systems, is certified as 508 and WCAG 2.0 compliant.

4.1.2.3 The app, on both operating systems, demonstrates features to enable use by people who are deaf/hard of hearing as customers or as a driver.

4.1.3 For website access, Offeror shall confirm the following:

4.1.3.1. The website hosting the online platform is certified as 508 compliant.

4.1.4 Offeror shall outline the manner by which it confirms trip requests.

4.1.5 Offeror shall describe its ability to provide customers accurate fare estimates, if requested, prior to booking a trip.

4.2 Offeror shall describe the availability of an option(s) to allow customers to track a vehicle in route to provide them service.

4.3 Offeror shall describe its method(s) for verification of customer, driver, and vehicle.

4.4 Offeror shall describe its method(s) of vehicle arrival notification.

4.5 Offeror shall describe methods available when a driver and a customer cannot locate each other.

4.6 Offeror shall detail any requirements for its drivers to assist customer in and out of the vehicles.

4.7 Offeror shall detail the process for trip requests that are not fulfilled.

4.8 Offeror shall outline its policy related to No Show trips and Late Cancellation trips.

4.8.1 Offeror shall define a No Show trip and detail any payment required as a result of a No Show trip.

4.8.2 Offeror shall define a Late Cancellation trip, and detail any payment required as a result of a Late Cancellation trip.

4.9 Offeror shall outline methods available to customers to contact Offeror during a trip.

4.9.1 Offeror shall describe average and minimum customer response times.

4.10 Offeror shall outline its method(s) of fare collection for each trip.

- 4.11 Offeror shall detail its capacity to implement a split fare system to enable a minimum payment by the customers; a subsidized amount of payment by WMATA; and additional fare to be paid by customers once the maximum WMATA subsidization level is reached.
- 4.12 Offeror shall detail the methodology of customers and drivers to provide feedback at the conclusion of each trip, and how such information will be shared with WMATA.
- 4.13 Offeror shall detail its process for responding to incidents and accidents, and reporting incidents and accidents to WMATA.

Evaluation Factors: (1) Provide proof of a reservation and dispatch system or process that is accessible, and provides a fare estimate.

(2) Outline of methodology for verification of customers, drivers, and vehicles.

(3) Availability of a technical or other method customers can use to track an arriving vehicle.

(4) Outline of methodology for vehicle arrival notification.

(5) Availability of technical or other methods, when needed, to aid customers and drivers in locating one another.

(6) Provide copy of a written policy, if any, related to No Show and/or Late Cancellation trips.

(7) Availability of a method to provide customers and drivers the option to rate the other for each trip.

(8) Provide a copy of written policy outlining how Offeror responds to reported incidents and accidents.

5 Administrative Deliverables

- 5.1 Offeror shall confirm its capacity to submit a monthly invoice to WMATA that includes the following information:
- a) total number of trips taken by customers during the month,
 - b) sum of total trip fares for the month,
 - c) total of additional trip fees charged for the month,
 - d) total amount of WMATA subsidized fares,
 - e) total amount of miscellaneous fees charged to WMATA for the month, and
 - f) total payment amount due by WMATA for the month.
- 5.1.1 Offeror shall confirm its capacity to submit to WMATA a monthly listing of all trips provided the previous month in a sortable and formula enabled spreadsheet, preferably Microsoft Excel that includes the following data points for each trip:
- a) Date
 - b) Customer MetroAccess ID Number
 - c) Customer First Name
 - d) Customer Last Name
 - e) Request Time
 - f) Pick-up Time
 - g) Pick-up Location
 - h) Drop-off Location
 - i) Drop-off Time
 - j) Trip Miles

Modified by Amendment 5

- k) No Show/Late Cancellation Trip
- l) Base Fare
- m) Additional Trip Fees
- n) Total Trip Cost
- o) Collected Customer Fare
- p) WMATA Total Trip Cost
- q) Miscellaneous Fees
- r) WMATA Total Cost

Evaluation Factors: (1) Provide a sample invoice inclusive of the requested line items.
(2) Provide a spreadsheet report in Microsoft Excel 97-2003 or later edition.

The Authority will award a contract to the responsible offeror(s) whose proposal provides the best price technically acceptable value to the Authority in accordance with the Evaluation Criteria. In conducting this assessment:

1. Price Considerations Most Important:

The Authority is most concerned with obtaining the outlined technical and/or business management features at the lowest overall total cost per trip.

Proposers should be aware that both price and overall technical merit are of extreme importance to the Authority in this Solicitation. Where its review concludes that two or more Proposals are of substantially similar overall value, the Authority will place greater weight upon the price aspects of the Proposals. #

15. PRICE PROPOSAL EVALUATION

- (a) The Contracting Officer will evaluate price proposals for reasonableness, completeness, and realism as appropriate. Costs will be evaluated in terms of the following:
 - (1) Submittal of proposed prices for both the base year (s) and the option year(s), if any;
 - (2) Any offer that is materially unbalanced may be rejected. An unbalanced offer is one (1) that is based on prices that are significantly overstated for some items and understated for other items;
 - (3) The Contracting Officer will compare the price proposals to the Authority's estimate and otherwise determine reasonableness by performing a price analysis, if adequate competition exists. If, in the Contracting Officer's judgment, adequate price competition does not exist, he or she will conduct a cost analysis in order to ascertain whether the proposed price is fair and reasonable;
- (b) The offeror shall provide certified cost or pricing data if the Contracting Officer requests it.
- (c) #When a Small Local Business is competing, contracting personnel shall add a factor of five percent to the quotes or bids received from any firms that are not Small Local Businesses. The five percent factor shall only be added to the quote or bid for evaluation purposes. It shall not be added to the actual price reflected on any purchase order or contract
- (d) The evaluation of quotes or bids may occur on a line item basis, groups of line items, or for the total value of the procurement, as appropriate by procurement. If individual line items are not easily separable without compromising the integrity of the total

requirement or the cost effectiveness of the solicitation, then evaluation should occur for the total value of the procurement.

- (e) If a tie occurs between bids from a Small Local Business and a firm that is not a Small Local Business, the award should be made to the Small Local Business. If a tie occurs between bids from a Local Business and a firm that is not a Local Business, the award should be made to the Local Business.
- (f) Determinations of price fairness and reasonableness will be made inclusive of the five percent factor, if applicable. A procurement action shall not be awarded if the cost to the Authority exceeds the fair market price, and the price cannot be determined to be fair and reasonable. #

16. TECHNICAL PROPOSAL EVALUATION

The Authority will evaluate the technical proposal in accordance with the "Evaluation Criteria" set forth in paragraph 14 and render an assessment as to the overall technical merit of the proposal. The proposal's failure to demonstrate that it meets or surpasses an acceptable level with respect to any such element may result in a determination that the proposal is unacceptable and thus ineligible for award.

17. PRE-AWARD INFORMATION/CONTRACTOR RESPONSIBILITY

- (a) In order to be eligible for award of a Contract, a proposer must affirmatively demonstrate to the Contracting Officer's satisfaction that it is responsible for purposes of this Solicitation. Such demonstration must include a showing that it maintains the requisite integrity, overall technical expertise and experience, (including prior performance on other Authority contracts or contracts with other government agencies), and sufficient financial resources to perform the Contract in a timely, satisfactory and appropriate manner.
- (b) The Contracting Officer may conduct a pre-award survey and/or take other actions to obtain information regarding the proposer's responsibility, if its offer is in the competitive range or is otherwise under consideration for award. The proposer shall promptly supply information that the Contracting Officer requests regarding its responsibility in such manner and form as he or she requests.
- (c) Among other items, a proposer shall furnish the following when the Contracting Officer requests:
 - (1) A completed and signed "Pre-Award Evaluation Data" form (copy attached), including all referenced financial statements and information;
 - (2) Evidence of good standing in the System for Award Management (SAM) at www.sam.gov.
 - (3) Small Business Local Preference Program (SBLPP) documentation (if applicable) as set forth in Appendix C. The offeror's failure to supply this information or otherwise fully cooperate with the Authority's inquiry may result in a determination that the offeror is not responsible for purposes of this solicitation and thereby ineligible for award.

18. PRE-AWARD MEETING

"Default" article of this Contract, or to pursue any other remedy to which the Authority may be entitled pursuant to this Contract, at law or in equity.

5. **#INDEFINITE QUANTITY CONTRACT N/A#**

6. **ORDERING – N/A**

7. **ORDER LIMITATIONS – N/A**

8. **AUDIT, AVAILABILITY, AND INSPECTION OF RECORDS**

- (a) Authorized persons. The Contracting Officer and his or her representatives, including representatives of the Authority's governing jurisdictions and any other Federal, state, or local entity providing funding for this Contract and the U.S. Comptroller General shall have access and inspection rights described in this article.
- (b) Examination of costs. The Contractor shall maintain, and the Contracting Officer shall have the right to examine and audit, all records sufficiently to properly reflect all costs incurred or anticipated to be incurred directly or indirectly in performance of this Contract. This right of examination shall include inspection of the Contractor's facilities engaged in performing this Contract at all reasonable times.
- (c) Cost or pricing data. If the Contractor is required to submit cost or pricing data in connection with any pricing action relating to this Contract, the Contracting Officer shall have the right to examine and audit all of the Contractor's records related to: (1) any proposal for the Contract, subcontract, or modification; (2) any clarifications or discussions conducted on the proposal; (3) pricing of the Contract, subcontract or modification; or (4) performance of the Contract, subcontract or modification.
- (e) Availability. The accounts, records and cost information required to be originated under this Contract, and together with all other accounts, records and cost information related to this Contract, shall be maintained and made available by the Contractor and subcontractor(s):
 - (1) At their offices at all reasonable times for inspection, audit, reproduction or such other purposes as the Contracting Officer or by anyone he or she authorizes may require or pursuant to any other provision of this Contract; and
 - (2) Except to the extent otherwise expressly set forth in this Contract, until three (3) years from the date of final payment under this Contract. If the Contract is completely or partially terminated, such records shall be maintained for a period of three (3) years from either the date of any resulting final settlement or the date of final payment, whichever is later? If a pricing adjustment is involved in any dispute or litigation related to this Contract, such records shall be maintained for a period equal to the later of three (3) years from the date of final payment or one (1) year following the final disposition of the dispute or litigation.

CHAPTER II – TIME/DELAYS/LIQUIDATED DAMAGES

1. PERIOD OF PERFORMANCE

The period of performance for this # Program will consist of a Base Period of one (1) year from the date of Contract award.

The Authority has the unilateral right to extend this Contract by exercising up to four (4), One (1) Year Option Periods (as applicable) subject to all terms and conditions herein.

The Authority may exercise the option(s) (if any) by written notice to the Contractor prior to commencement of the option period; provided, that the Authority shall give the Contractor a preliminary notice of its intent to exercise an option within a reasonable time before the Contract expires. The preliminary notice does not commit the Authority to exercise an option.

2. OPTIONS – EVALUATION

In awarding this Contract, the Contracting Officer shall evaluate offers for any option quantities or periods contained in a solicitation in accordance with PPM §§ 4-21 through 4-23.

3. OPTIONS – EXERCISE

(a) When exercising an option, the Contracting Officer shall provide written notice to the Contractor within a reasonable amount of time before exercising the option.

(b) When the Contract provides for economic price adjustment and the Contractor requests a revision of the price, the Contracting Officer shall determine the effect of the adjustment on prices under the option before the option is exercised.

(c) In accordance with PPM § 4-23, the Contracting Officer may exercise options only after determining that—

- (1) Funds are available;
- (2) The requirement covered by the option fulfills an existing WMATA need;
- (3) The exercise of the option is the most advantageous method of fulfilling WMATA's needs, when price and other factors are considered.
- (4) Contractor is not listed in the System for Award Management's Exclusions (See www.sam.gov).
- (5) The Contractor's past performance evaluations on other Contract actions have been considered; and
- (6) The Contractor's performance on this Contract has been acceptable in that it received satisfactory ratings.

(d) The Contracting Officer, after considering price and other factors, shall make the determination on the basis of one (1) of the following:

- (1) A new solicitation fails to produce a better price or a more advantageous offer than that offered by the option. If it is anticipated that the best price

ABILITIES-RIDE SUBSIDIZATION OF TRANSPORTATION SERVICES AS AN ALTERNATIVE TO METROACCESS

SCOPE OF WORK

Purpose

To establish a public-private partnership with one or more vendors or joint vendors who are eligible to receive funding from WMATA to subsidize services provided by the vendors to MetroAccess-eligible individuals as an alternative transportation means for the more than 900,000 thousand annual trips requested within the Maryland boundaries of the MetroAccess service area. Each selected vendor must demonstrate the ability to ensure equitable access to its services for customers in need of transportation via wheelchair accessible vehicles (WAV).

To establish a five (5) year #program wherein WMATA will subsidize a portion of the cost of each eligible trip provided by the qualified vendor(s) within the MetroAccess service area of Montgomery and Prince George's County, Maryland, subject to certain limitations described in detail in this scope of work.

Within the parameters of this #program, and based on ridership or economic climate, WMATA reserves the right to add additional qualified vendors, and enlarge the service area for which trips will be eligible for subsidized billing.

Background

Access to paratransit service is a civil right granted by the Americans with Disabilities Act (ADA). It is public transportation comparable to a region's fixed route public transit service, and is available for people whose disabilities prevent them from using fixed route services for at least some of their trips. Since 1994, WMATA has made paratransit available in the Washington metropolitan region by way of its MetroAccess service.

As demand for MetroAccess service has grown, so has the overall costs of providing the service; FY17 expenses are expected to be more than \$100 million. WMATA has undertaken several efforts to help ease demand for MetroAccess service, including increased travel training; functional assessments of applicants; complimentary fixed route travel; and enforcement of ADA baselines. Also, in an effort to replicate the success of the general purpose MetroAccess alternatives in Virginia (Fastran and Arlington Star), WMATA worked with District of Columbia officials to launch the Transport DC service, which provides DC residents certified as eligible for MetroAccess a subsidized taxicab ride as an alternative to MetroAccess.

Capacity

In Fiscal 2015 there were 949,241 MetroAccess trips that originated and ended in Maryland; 735,871 of those trips did not require a WAV. WMATA anticipates an estimated 150,000 eligible trips subsidized by the Abilities-Ride program being taken during the first full year of the program.

Requirements

WMATA now seeks to implement a # program providing MetroAccess customers with a subsidy to use existing or soon-to-be established transportation services as an alternative to the MetroAccess service within the Maryland boundaries of the MetroAccess service area.

WMATA will subsidize up to \$15 of the cost for each eligible trip taken on the alternative service. Customers will pay a minimum fare of \$5 for each trip, and all remaining fare beyond the WMATA \$15 subsidized cost. In addition, WMATA will pay an additional \$10 fare subsidy surcharge for all WAV requested trips.

1. Service Requirements – On Demand

- 1.1. Vendor will provide MetroAccess eligible individuals (Customer) on-demand transportation service (Trips) within a restricted geographic area.
 - 1.1.1. Vendor may provide shared-ride services.
 - 1.1.2. Vendor may provide direct-trip services.
- 1.2. Trips shall be limited in geographic area, with possible expansion at a later time.
 - 1.2.1. Vendor shall limit Trips service to requests that will originate and terminate within the Maryland boundaries of the MetroAccess service area,
 - 1.2.2. Vendor shall have the capacity to expand the service area, should a decision be made to do so.
- 1.3. Vendor shall limit the Trips per day for each Customer.
 - 1.3.1. Vendor shall track in real-time the daily Trips for each Customer, and limit the number of daily Trips to no more than four (4) one-way trips per day.

2. Driver

- 2.1. Vendor shall screen all Drivers to ensure each meets applicable federal, state, and local requirements for responsibility, qualifications, training, and safety.
 - 2.1.1. Vendor shall have eligibility requirements for Drivers.
 - 2.1.2. Vendor shall conduct background checks for Drivers.
 - 2.1.3. Vendor shall ensure training for Drivers in regards to serving customers with disabilities.
 - 2.1.3.1. Vendor training for Drivers should include accommodating Customers with service animals¹.

¹ For all vendors, Metro will define service animals as including, but are not limited to, dogs that: guide individuals who are blind; alert people with hearing disabilities; pull wheelchairs or carry and pick up things for persons with mobility disabilities; assist a person who has difficulties with balance; or alert an individual of an oncoming seizure. Exotic animals will not be considered service animals for this Program, nor will comfort or therapy animals that are used solely to provide emotional support.

- e. Total amount of WMATA subsidized fares;
- f. Total amount of WMATA subsidized WAV Fare Surcharges for the month; and
- g. The total payment amount due by WMATA for the month.

6.2. Vendor shall submit a Monthly Report to WMATA with the invoice.

6.1.1. The Monthly Report shall include a listing of all eligible Trips provided by Vendor.

6.1.2. Each eligible Trip listed in the report shall include the following data points on a sortable and formula enabled spreadsheet, preferably Microsoft Excel:

- a. Date;
- b. Customer MetroAccess ID Number;
- c. Customer First Name;
- d. Customer Last Name;
- e. WAV Requested Trip;
- f. Request Time;
- g. Pick-up Time;
- h. Pick-up Location;
- i. Drop-off Location;
- j. Drop-off Time;
- k. Trip Miles;
- l. No Show/Late Cancellation Trip;
- m. Base Fare;
- n. Additional Trip Fees;
- o. Total Trip Cost;
- p. Collected Customer Fare;
- q. WMATA Total Trip Cost;
- r. WAV Fare Surcharge; and
- s. WMATA Total Cost.

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