

ADDENDUM ONE TO THE REQUEST FOR PROPOSALS (RFP) FOR NEW FREEDOM: TAXICAB SERVICES PROGRAM (PROGRAM)

QUESTIONS AND ANSWERS -

Pursuant to Section 7.4, Proposers' Questions, of the RFP, this Addendum One provides answers to question(s) received in response to RFP No: NFP-TAXICAB-01.

Question #1 We are interested in receiving a copy of the Request for Proposals (RFP) for bidding purposes. If this document is available electronically, please e-mail to my attention. If only a hard copy is available, please send it to my attention.

Answer #1 The RFP is available on the Los Angeles County Community and Senior Services (CSS) website at <http://css.lacounty.gov>. Please click on "Business Opportunities with CSS." A hard copy of the RFP is available from Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. at CSS at: 3175 West Sixth Street, Room 403, Los Angeles CA 90020.

Question #2 We are interested in the RFP No: NFP-TAXICAB-01; what do we need to begin this process?

Answer #2 Paragraph 7.0 of the RFP contains the Proposal Submission Requirements and the documents needed to submit the proposal.

Question #3 I saw the RFP and was curious if you gave thought to using technology (transportation management software) to manage the trips, riders and taxi providers. We already work with several providers in your areas.

Answer #3 Section 3.0 of the RFP contains the minimum mandatory qualifications. Proposers must have a minimum of five (5) years of experience within the past ten (10) years providing taxicab services within Los Angeles County, equivalent or substantially similar to the services outlined in Appendix A (Statement of Work). Additionally, Proposers must have a minimum of one (1) year of experience within the past five (5) years providing taxicab services within Los Angeles County serving the targeted populations described in Appendix A (Statement of Work)

Question #4 Why is the insurance coverage requirement greater than that of Los Angeles City? Is this a County-wide requirement?

Answer #4 The insurance coverage requirements as outlined in Subparagraph 8.24 and 8.25 of Appendix C (Sample Contract), are Los Angeles County requirements based on the needs of the Program target population and required deliverables, as outlined in Appendix A (Statement of Work).

- Question #5 Is there a list of clients?
- Answer #5 Adult Protective Services (APS) emergency transportation clients are typically one-time only rides that occur on an as-needed basis; thus, there is no anticipated client list. However, for the non-emergency transportation program, CSS anticipates having a list of clients.
- Question #6 How much notice will we have to provide transportation for wheelchair-bound clients?
- Answer #6 CSS understands the fleet of wheelchair accessible vehicles is limited and will strive to reserve such vehicles with as much advanced notice as possible. Since the emergency transportation program is on an as-needed basis, trip requests for the program will not be made with any prior notice and the Contractor will be expected to dispatch the next immediately available accessible vehicle. For the non-emergency transportation program, County intends to reserve wheelchair accessible vehicles at least twenty-four (24) hours in advance.
- Question #7 Will contractors be reimbursed for administrative costs?
- Answer #7 Contractors will be reimbursed for the local set taximeter rates **only**, and cannot bill above this rate to include administrative costs.
- Question #8 Will the contract be extended for an additional year?
- Answer #8 The term of the contract is from May 1, 2016 through September 27, 2017, with the County's option to extend the contract for an additional year, at the discretion of the County.
- Question #9 What information do we need to include in the proposal regarding referral agencies?
- Answer #9 CSS will need a list of referral companies, and a contact point from each agency.
- Question#10 What information do you need to have regarding the Project Director?
- Answer #10 CSS will need a contact point for the Project Director, and any identified designees.