

Centralized Dispatch for On-demand Wheelchair Accessible Vehicle (WAV) Services

**Proponent Conference
MS Teams
September 2021**

Centralized Dispatch for On-demand Wheelchair Accessible Vehicle (WAV) Services

Agenda

- Background Information
- Importance of WAV Service
- Winnipeg WAV Vision
- General Requirements
- Other Cities
- Major Project Stages
- Technical Requirements
- Bid submission
- Questions



Centralized Dispatch for On-demand Wheelchair Accessible Vehicle (WAV) Services

Background Information

- Vehicles for Hire (VFH) By-law came into force in 2018 to regulate the vehicles for hire on-demand transportation services within Winnipeg.
- Accessibility surcharge of \$0.07 per trip is charged to both personal transportation provider dispatchers and taxi dispatchers who do not maintain a minimum accessible vehicle fleet ratio.
- Accessibility surcharge is used to make improvements to the level of accessible service provided by vehicles for hire industry.
- On-Demand Accessible Service Framework is being proposed as a pilot project to address improvements to accessible on-demand service, in line with the needs of both citizens and the industry.

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Importance of a WAV service

- Transportation is a human right and those requiring accessible service have consistently asked for equitable service in respect of on-demand for hire transportation.
- Accessible users have indicated they often experience a number of concerns in obtaining a WAV vehicle, including:
 - difficulty in booking service, often having to contact multiple companies or be told that it needs to be “pre-booked”;
 - long waits for service;
 - times of day/days of the week when service is nearly unavailable.

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Our vision of the Winnipeg WAV

- Winnipeg WAV will provide a universal access point for a person requiring an accessible vehicle to connect their service request with the next available and closest service provider, regardless of what dispatch company that vehicle is associated with.
- The goal is to provide reliable & predictable service availability, increase opportunities for both users and drivers to connect and to reduce wait times and ensure service is available 24/7.
- Provide equitable service levels for accessible vehicle for hire users in comparison to standard vehicle for hire users.
- Reduce wait times for accessible service through co-ordinated dispatching.
- Improve safety by ensuring VFH compliant drivers and WAV vehicles are providing service.
- Improve overall reporting, including: tracking of trips, time of request, duration (distance and time) of the route taken, drop-off location and trip declines.
- Provide incentives to WAV drivers and WAV vehicle owners.

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General Requirements of Winnipeg WAV

- Provide a customizable 24/7/365 universal access point where users can request via telephone, website, or mobile application, an on-demand wheelchair accessible vehicle for hire (WAV)
- Provide on-going operation, support, maintenance, and training of the on-demand dispatch system (Winnipeg WAV)
- Provide and install hardware devices in each participating wheelchair accessible vehicle (WAV)
- Provide accurate data collection and evaluation tools for the on-demand dispatch system, including all trip data for analysis and reporting

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Other Cities

There are a few cities in North American who have a centralized dispatch service for on-demand accessible for hire transportation.

- Calgary
 - Implemented WAVYYC in January 2020;
 - Saw an increase in the number of trips through a single access point;
 - Steady reduction in wait times for those requiring service to be picked up;
 - Increase in operating hours and days by service providers;
 - Increased income for drivers and vehicle owners through incentives.
- Chicago
 - Has had a centralized dispatch system for accessible for a number of years;
 - Citizens and visitors have minimal issues connecting with service providers;
 - Has seen significant improvements in service delivery, reductions in wait time and overall improvements in passenger safety.

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Major Project Stages

The City intends to complete the following stages within twelve (12) weeks of date of the Award of Contract.

- Project Implementation Plan
- Technology customization for The City of Winnipeg
- User Acceptance Testing (UAT)
- Installation of Hardware Devices
- WAV Driver Training
- Implementation / Go-Live
- Post Go-Live maintenance and support

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1. Project Implementation Plan

- The Contractor shall provide The City's project team with a proposed implementation plan, and work with The City's project team to confirm the implementation plan based on an approximate Go-Live within twelve (12) weeks after contract award.

2. Technology customization for The City of Winnipeg

- The Contractor shall work with The City's project team to ensure the solution is customized for The City's brand and specific data collection requirements.

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3. User Acceptance Testing (UAT)

- The Contractor shall work with The City's project team to perform system testing, performance testing, full User Acceptance Testing (UAT), and vulnerability testing prior to implementing the solution to a Go-Live state and before the commencement of training.

4. Supply and installation of Hardware Devices

- The Contractor shall work with the City and WAV owners to supply and install the approved hardware devices in each WAV vehicle. The Contractor shall provide and install hardware devices in each participating wheelchair accessible vehicle (WAV) such as a secondary mobile data terminal or tablet device, in parallel with their primary dispatcher device in terms of accessible driver's status (signed on, booked on, meter on).

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5. WAV Driver Training

- The Contractor shall provide a detailed training plan inclusive of instructor led training. This includes all dispatch system training for current accessible drivers. Training material should include system and application documentation in both soft and hard copies. The Contractor shall provide training opportunities for initial WAV drivers. The Contractor shall provide all relevant training materials to be reviewed, and approved by The City.

6. Implementation / Go-Live

- The Contractor shall work with The City's project team to plan and prepare for the fully tested system to go-live.

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7. Post Go-Live

- The Contractor shall provide on-going communication, support, maintenance and training including diagnosing and solving issues that may arise. This may also include technology updates. The Contractor shall provide training opportunities for additional WAV drivers as they obtain their WAV driver's licence throughout the contract. The Contractor shall provide on-going operation, support, maintenance and training of the on-demand dispatch system (WPG WAV or Winnipeg WAV).

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Technical Requirements – Major Components

- | | |
|---------------------------------------------------|------------------------------------|
| 1. Solution Architecture | 12. Service Management |
| 2. Security | 13. Service Monitoring |
| 3. Information Privacy/Data Recovery & Compliance | 14. Service Reporting |
| 4. Information Records Management | 15. Customer Satisfaction |
| 5. Exit Strategy / Termination | 16. User Interface / Accessibility |
| 6. Integrations | 17. Mobile Applications |
| 7. Identity Management | 18. Proposed Hardware Devices |
| 8. Standards / Auditing | 19. Development / Customization |
| 9. Availability and Performance | 20. Training and Documentation |
| 10. Business Continuity | 21. Support and Maintenance |
| 11. Change and Release Management | |

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Training and Support

- The Contractor shall provide an onboarding session, either online or in-person to introduce the platform, subscription details, communication structure between The City and Contractor.
- The Contractor shall provide ongoing Contractor support and maintenance services for all software and hardware components.
- The Contractor shall be available for technical support and assistance to the City

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Submitting a Bid – General Understanding

Read and complete all Parts of the RFP carefully:

Part A – Proposal Submission

- The Proposal shall be submitted electronically through MERX at www.merx.com.
- Proposals will only be accepted electronically through MERX.

The Proposal shall consist of the following components:

- Form A: Bid/Proposal;
 - The Proponent shall complete Form A: Bid/Proposal, making all required entries
- Form B: Prices;
 - The Proponent shall state a price in Canadian funds for each item of the Work identified on Form B: Prices

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Submitting a Bid – General Understanding

- Form A: Bid/Proposal;
 - The Proponent shall complete Form A: Bid/Proposal, making all required entries.

FORM A: BID/PROPOSAL
(See "Bid/Proposal" clause in Tender/RFP)

1. Contract Title	Centralized Dispatch for On-Demand Wheelchair Accessible Vehicle (WAV) Services	<p>The Bidder/Proponent is: (Choose one)</p> <p><input type="checkbox"/> a sole proprietor</p> <p><input type="checkbox"/> a partnership</p> <p><input type="checkbox"/> a corporation</p> <p>carrying on business under the above name.</p>
2. Bidder/Proponent		
	Legal Name of Bidder/Proponent	
	Usual Business Name of Bidder/ Proponent as it appears on Invoice (if different from above)	
	Street	
	City Province Postal Code	
	Email Address of Bidder/Proponent	

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Submitting a Bid – General Understanding

- Form A: Bid/Proposal;
 - The Proponent shall complete Form A: Bid/Proposal, making all required entries

10. Addenda

The Bidder/Proponent certifies that the following addenda have been received and agrees that they shall be deemed to form a part of the Contract:

No.	<input type="text"/>	Dated	<input type="text"/>
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13. Signatures

The Bidder/Proponent or the Bidder's/Proponent's authorized official or officials have signed this

day of , 20 .

Signature of Bidder/ Proponent or
Bidder's/Proponent's Authorized Official or Officials

(Print here name and official capacity of individual whose signature appears above)

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Submitting a Bid – General Understanding

- Form B: Prices;

UNIT PRICES						
Item	Description	Spec. Ref	Unit	Approximate Quantity	Unit Price	Amount
Costs related to the one-time setup and customization of On-Demand Centralized Dispatch system:						
1.	Project Implementation Plan	E3.1, E4, E5	each	1	0.00	0.00
2.	Technology Customization	E3.2, E4, E5	each	1	0.00	0.00
3.	User Acceptance Testing (UAT)	E.3.3, E4, E5	each	1	0.00	0.00
4.	Supply and installation of Hardware Devices	E3.4, E4, E5	each	150	0.00	0.00
5.	WAV Driver Training	E3.5, E4, E5, E6	each	200	0.00	0.00
6.	Implementation / Go-Live	E3.6, E4, E5	each	1	0.00	0.00
					0.00	0.00
Costs related to on going yearly dispatch operation, hardware and software, including maintenance and training						
7.	On going operation, support, maintenance and training of the on-demand dispatch system (WPG WAV or Winnipeg WAV) per month.	E3.7, E4, E5, E6	each	24	0.00	0.00
					0.00	0.00
TOTAL BID PRICE (MRST & GST extra) (in numbers)						\$0.00

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Submitting a Bid – General Understanding

Part B – Bidding Procedures

In addition to Form A and Form B, the Proposal shall consist of the following components:

- Experience of Proponent and Subcontractors (Section C);
- Experience of Key Personnel Assigned to the Project (Section D);
- Project Understanding and Methodology (Section E);
- Project Schedule & Implementation Plan (Section F);
- Business Requirements (Section G);
- Technical & Architecture Requirements (Section H); and
- Value-Added Service (Section I).

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Submitting a Bid – General Understanding

Part C – General Conditions

- The General Conditions for Supply of Services (Revision 2020-01-31) are applicable to the Work of the Contract and are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm

Part D – Supplemental Conditions

- In addition to the *General Conditions for Supply of Services*, these Supplemental Conditions are applicable to the Work of the Contract

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Submitting a Bid – General Understanding

Part E – Specifications

- These Specifications shall apply to the Work.

Appendices 1 – 3:

- For additional general information

Addendum:

- Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator to all Proponents by issuing an addendum
- The Proponent is responsible for ensuring that he/she has received all addenda and is advised to check the MERX website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- The Proponent shall acknowledge receipt of each addendum in Paragraph 10 of Form A: Bid/Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive

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B3.6 Proponents' questions must be submitted in writing to the Contract Administrator not later than 9:00 A.M. CST Friday, September 10, 2021

Q #	Question	Answer
1	Is it a mandatory requirement that the proponent install and maintain hardware devices (used exclusively for the centralized dispatch), in all participating WAV's? Will a software application/solution that utilizes a driver's mobile phone/device (excluding their primary dispatch devices) be considered as an acceptable substitute?	A software solution is suitable and the solution did not have to be exclusive to hardware devices. Any devices used would still require the review/approval of the VFH office prior to implementation. The proponent would need to indicate in their proposal that funds were not being allocated to the 150 devices but towards a software solution.
2	Is it a mandatory requirement that the proponent provide a solution that allows for customers to make payments?	It is not mandatory. An addendum will be put forth to clarify this in the RFP
3	Will a proposal that does not allow payment through the centralized dispatch application(s) be considered?	Yes
4	If a solution that allows for payment is a mandatory requirement, which payment methods will be required (cash/debit/credit card)?	Not mandatory
5	Will customers maintain the ability to make payment directly to the WAV provider (dispatch co, driver, etc.) on rides provided through the centralized dispatch?	Yes, the payment can be provided at the conclusion of the trip directly to the driver.

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Additional Questions?

Thank you