



492-2021 ADDENDUM 2

CENTRALIZED DISPATCH FOR ON-DEMAND WHEELCHAIR ACCESSIBLE VEHICLE (WAV) SERVICES

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
BID/PROPOSAL**

ISSUED: October 6, 2021
BY: Grant Heather
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**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE BID/PROPOSAL AND SHALL FORM
A PART OF THE CONTRACT DOCUMENTS**

Template Version: Add 2021-03-05

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.

PART B – BIDDING PROCEDURES

Revise B2.1 to read: The Submission Deadline is 12:00 noon Winnipeg time, **October 19, 2021**.

QUESTIONS AND ANSWERS

- Q1: Does the proponent of the central dispatch have to carry any additional liability insurance to cover things that might happen (accidents for drivers/customers)?
- A1: In accordance with the insurance requirements as per section D12.1 of the RFP. The Contractor shall provide and maintain the following insurance coverage:
- (a) Commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) inclusive, with the City as an additional insured. Such liability policy to also contain a cross-liability clause, contractual liability, employer's liability, and products and completed operations cover, to remain in place at all times during the performance of the Work;
 - (b) Non-owned automobile insurance for bodily injury, death, and damage to property to be used directly or indirectly in the performance of the Work in the amount of at least five million dollars (\$5,000,000). Such coverage may be provided on a stand-alone policy or included in the commercial general liability coverage; Deductibles shall be borne by the Contractor.
- Q2: What happens if the City cancels the program prematurely, would the contractor be covered for the remaining time on 2-year contract?
- A2: The City Council has approved a pilot project to the end of 2023, our intent is to fulfil this time line. The City can cease the program at any time with proper notification and this is a risk that the proponent should consider.
- Q3: What role (if any) does the proponent of the dispatch play in enforcing Winnipeg's VFH by laws?

A3: The contractor is not able to enforce City of Winnipeg by-laws, however the contractor will need to provide the City with information on complaints it receives.

Q4: Would a customer complaint line replace or support the 311 process?

A4: Customer can still contact 311 if needed, however the contractor must report any concern and complaints it receives as per Section B16.23(b). Proponent should describe their complaint process as per B16.23(b). Requirements regarding the complaint process are also outlined in E4.4(g)(xi), and E4.5(b).

Q5: Would the website for the dispatch be, for all intents and purposes, a City of Winnipeg website?

A5: For all intents and purposes, yes. Please see details in Q6.

Q6: How are the responsibilities for the website content distributed (B16.18)?

A6: The City will have input into what goes on the website, but it should also be the point for people to access dispatching through the web. Website will be City hosted and managed. The City has secured the necessary sites and has requirements from Corporate Web services that are required to be met with regards to information on the website.

Q7: What roles and expectations does the City anticipate playing (City resources required) for the intensive 12 week set up phase?

A7: The City will provide consultation on ensuring the system is set up in the manner that it meets the needs desired. We will also be involved in testing and having input on the training and other areas that would require City involvement.

Q8: Under B16.14(b) can you please clarify what the mentioned client-side administration interface is to be used for?

A8: The City does not anticipate having influence over the contractor's interface system.

Q9: Should we expect for a multi-tenant database structure or does the database have to be segregated?

A9: The City does not require a multi-tenant database structure but the proponent must declare the type of database structure it is using in their bid.

Q10: What is the frequency of data deletion the city expects to perform? Is it a standard frequency or an on demand randomized frequency?

A10: The data deletion (data retention) timelines will be on demand according the City's needs.

Q11: Can the City provide exact requirements for reporting so that we can determine what we have already versus what we need to review as custom reporting requirements?

A11: Section E4.4(e)(f)(g) - WAV Central Dispatch Response outlines the minimum reporting requirements with respect to customer data; driver and vehicle data; and trip data.

Q12: How many different taxi companies are there that will partake in the service once it is setup?

A12: All companies currently licensed to operate in Winnipeg are listed on the City of Winnipeg Vehicles for Hire website <https://www.winnipeg.ca/vehiclesforhire/dispatchers.stm>, including those that offer accessible service. There is currently no expectation that all will participate.

Q13: Does the City expect customers to be able to select which taxi company can service their transportation request inside the passenger app?

A13: No, If the customer wishes to request a specific taxi company they will be required to call that company directly as the centralized dispatch will be non-specific and select the closest available WAV for the customer.

Q14: Is it possible for a joint proposal to be submitted, representing two distinct agencies, and if so how does that process work?

A14: Yes, the proposal shall be submitted in accordance with B9 (specifically B9.5), each agency shall submit individual Form A for joint proposal.