

ECSrS RFP # 2022-028VF Q&A

5/16/2022

County Staff: Angela Marinucci, Melissa Dentice, Patricia Patton, Ryan Gadzo

Meeting Attendees: WNY BUS/ISI Technology, Lyft, Zoom Buffalo, HBSS Connect Corp, Qudos Technologies

1. Who currently provides on-demand ride-share transportation services for the Erie County Department of Senior Services?

There are currently no on demand services being provided to clients of Erie County Department of Senior Services.

2. Which software is currently used by Erie County Department of Senior Services?

Erie County uses Routing Box Scheduling software for scheduling and dispatching client trips. The Department also uses PeerPlace as the platform for our client data tracking.

3. How many drivers and vehicles are presently operating in Erie County?

The Department currently has a fleet of 18 County owned Vans, and the entire Going Places van system has 28 vans between for weekday use. The hours of operation are 8 am to 4 pm Monday through Friday.

4. Does Erie County want the vendor to use their own vehicles and drivers for this service? If yes, how many are required?

The Department intends the proposer to use their own vehicles or employee's vehicles for this service. The number of vehicles may vary depending on region of the county. The Department serves all municipalities of the county and would expect the proposer to do the same.

5. Does Erie County require a ride booking application and website?

Currently the Department does require a rider to complete an application to start transportation services. A rider then can call into central dispatch for a ride. For the RFP, we would ask that there be an ability for Department staff to be able to schedule rides for clients. We would also want the riders to have the ability to call into proposer to schedule rides on themselves, especially outside of normal hours of operation (8 am – 4 pm, Monday - Friday).

6. What are the estimated ridership levels over the pilot-program period?

Since January first 2021, we have served 1405 clients who would be eligible for service. The Department is in the process of determining ridership numbers for the start of the program pilot period. This will be determined by the implementation of on demand transportation services.

7. Do you have any specific rider charges for passengers?

All rides from the Department are given for free. However, we do offer the client the ability to contribute for a suggested donation of \$6.00 per one-way trip.

8. Given the close proximity of the Pre-Submission Questions and Meeting to the submission deadline, we respectfully request a one-week extension of the proposal deadline to May 30, 2022, so that all bidders can produce a thorough and informative response to the RFP.

An addendum has been issued to extend the proposal due date to May 31, 2022 at 4 pm. Late proposals will not be considered.

9. What exactly is counted toward this 15-page limit? For example, is the cover letter, table of content, resumes, and references counted as part of the 15 pages?

Cover letter can be included with RFP package, but will not be counted as 15-page limits. Resumes and References can be included as Appendixes to RFP Submission and will not count toward proposal limit of 15 pages.

10. The Schedule G: Equal Pay Certification states that it needs to be signed by either an owner/partner or a corporate officer of the company, and it must be affirmed that it is made at the discretion of the board of directors. Would the County accept a signature from someone who is an authorized signatory of Lyft, Inc (i.e. formally authorized to make and enter into agreements on behalf of the company) instead? Hoping you can give me a call to confirm, given the short turnaround time for this bid.

That would be acceptable as long as the entity can provide documentation that the signor is authorized to make those representations on behalf of the entity.