

CITY OF AUSTIN

SPECIFICATIONS FOR TAXI VOUCHERS

1.0 **PURPOSE**

This solicitation is issued to obtain bids from qualified taxi service providers for a service agreement for voucher taxi services.

2.0 **BACKGROUND INFORMATION**

The City is currently utilizing taxi services to transport clients to and from departmental sites and other designated locations. City standards authorize the use of taxi services for the expressed purpose of transporting a client who has no means of personal transportation or no access to mass transportation. Occasionally, taxi transportation services may be required due to a medical necessity.

3.0 **BID SHEET SUBMITTAL**

3.1 The proposed taxi service agreement will require three different rates for the service areas, as specified below. The proposed rate will be multiplied by the estimated number of trips for all departments to arrive at an extended price. All extended prices will be added together to obtain the "Total Bid Price".

3.1.A A flat one-way rate for all destinations within the Austin City Limits.

3.1.B A flat one-way rate for all destinations within Travis County but outside of Austin City Limits.

3.1.C Rate per mile for taxi service to destinations outside Travis County (e.g., San Antonio and Bastrop).

4.0 **DEPARTMENTAL RESPONSIBILITIES**

4.1 The City's Contract Managers will request numbered taxi service vouchers from the successful Bidder as the need arises.

4.2 The department Contract Managers will distribute vouchers to staff who are authorized to approve their use.

4.3 Departmental staff shall call the successful Bidder on an as-needed basis and inform the successful Bidder of the location, requested pick-up time, and destination of the client. The successful Bidder will be notified if the client has a disability that will require assistance or specialized transportation.

4.4 Departmental staff from will keep a log of all requested services by voucher number and shall submit a copy of the log for the month's taxi services to the Contract Manager of each department. This information will be used to verify payment against vouchers returned with invoices by the successful Bidder.

5.0 **TAXI SERVICE REQUIREMENTS**

5.1 **General Requirements**

5.1.A The successful Bidder shall secure and pay for all permits, fees, duties, licenses, inspections and approvals necessary for the execution and completion of this contract. These documents shall be included with the bid.

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- 5.1.B Successful Bidder must ensure that all drivers used to provide services under any resulting contract are legally qualified to provide the services contained within this specification.
- 5.1.C Successful Bidder must utilize screening criteria for drivers and submit a copy of such screening criteria within 24 hours following request by the City.
- 5.1.D No additional charges shall be requested at the time of transport.

5.2 Voucher Requirements

- 5.2.A The successful Bidder shall provide the numbered vouchers utilized by the departments. The vouchers shall be mailed and received within three (3) business days of the request. All costs associated with the production and distribution of the vouchers supplied to the departments will be the responsibility of the successful Bidder.
- 5.2.B The voucher must meet the minimum requirements established by the City. A sample voucher is portrayed on Attachment A to this IFB. The sample must be included with the bid and the City shall have final approval on the voucher before services are to be provided.

5.3 Required Availability and Services

5.3.A Availability

Taxi service shall be available twenty-four (24) hours per day, seven (7) days per week.

5.3.B Response Time

- 5.3.B.a Once notified of the request for service, the successful Bidder must have a taxi at the requested location within twenty (20) minutes.
- 5.3.B.b The successful Bidder must meet the twenty (20) minute time requirement **95%** of the time. Failure to do so may result in cancellation of the contract.

5.3.C Standard Services for All Clients

- 5.3.C.a Transportation shall be curb-to-curb and includes assisting the client to enter or exit the taxi. The successful Bidder's employees will not be required to lift the client into or out of the taxi.
- 5.3.C.b In cases where elderly or disabled clients are involved, successful Bidder's driver may be required to go inside location and inform client of their arrival, especially in times of inclement weather. This information will be provided when the call is placed.
- 5.3.C.c Successful Bidder shall provide taxi service in a safe, courteous and professional manner.
- 5.3.C.d Successful Bidder shall make no stops other than the original destination as provided by the City.

5.3.D Services for Clients with Disabilities

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- 5.3.D.a The successful Bidder must be able to provide service to clients with disabilities (e.g., visual, hearing, mobility impairment).
- 5.3.D.b The ability to provide wheel chair accessible transportation (e.g., van with lift) is preferred but not required. Indicate if there are special requirements necessary to schedule this type of transportation. A fleet list shall be included with the bid.
- 5.3.D.c If this form of transportation requires special scheduling, the successful Bidder must provide any scheduling requirements with their bid response.
- 5.3.D.d Successful Bidder will safely secure and transport a wheel chair when providing service to clients in vehicles that are not wheel chair accessible (e.g., regular taxi).

5.4 Complaint Process

- 5.4.A Successful Bidder shall have a formal method for reporting, reviewing, and responding to complaints. Successful Bidder shall submit a written copy of the company's complaint process within 24 hours following request by the City.
- 5.4.B Successful Bidder shall have no more than two (2) complaints per one hundred (100) transports. A transport is defined as a one-way trip. Failure to do so may result in cancellation of the contract.
- 5.4.C The successful Bidder will be given ten (10) working days from the date the complaint is received to review and respond to complaints submitted by the Department. The successful Bidder's review, response, and corrective measures (if appropriate) will be submitted in writing to the Department Contract Manager.

5.5 Cancellation of Transportation Request by City

If a cancellation is called in after the driver has already arrived at the pick-up destination, successful Bidder shall receive a voucher for a one-way transportation.

6.0 ATTACHMENTS

- 6.1 Sample Voucher (Attachment A) – This is a sample of the voucher that will be required by the City and provided by the successful Bidder. Vouchers provided by the successful Bidder must at a minimum contain the information found on the sample voucher. The successful Bidder will consult and get written approval from the Department Contract Managers prior to developing and mass-producing a voucher. Production costs of the voucher are the successful Bidder's responsibility and shall be included on the bid sheet.
- 6.2 Listing and Location of Department Sites (Attachment B) – This listing is a representative sampling of the City sites and other designated sites that will utilize taxi services. It is not a complete listing of all sites that may potentially utilize taxi services. The listing is provided to assist the Bidder's in preparing their Bids.