

**SCOPE OF WORK**  
**RFP9-2019**  
**Provision of Taxi Services for Niagara Falls Transit Services Trans Cab**  
**and Supplemental Specialized Transit for Chair-A-Van**

**Part 1**  
**Introduction**

**1.1 Invitation to Bidders**

This Request for Proposal (“RFP”) is an invitation to prospective Bidders to submit Proposals for two specific independent supplemental transit services Trans-Cab and Chair-A-Van (Supplemental Specialized Transit). It is the intent of the Purchaser to retain a qualified Bidder to provide both services described in this RFP in an efficient and economical manner. Customer service, on-time performance and public safety are critical to the successful operations of this program.

**1.2** The first service is the operation of “Trans-Cab”, a supplement to Niagara Falls Transit in areas not currently serviced by regular transit routes. This will be provided on an as requested basis by transit riders.

**1.3** The second service is a supplemental specialized transit service for the City’s specialized transit, operating as Chair- A-Van. Vehicles must be able to accommodate wheelchairs, scooters as well as the transportation of ambulatory customers. This service will be a pre-scheduled, curb to curb service with trip manifests to be provided in advance to the Successful Bidder by Chair-A-Van.

**1.4** The City’s objective is to continue to provide and maintain high quality service which is sensitive to customer needs. As the City of Niagara Falls continues to grow, service demands in all areas continue to expand. The City is seeking an exceptional agent to provide quality, supplemental, customer focused transit service. Service levels must meet or exceed *Accessibility for Ontarians with Disabilities Act, S.O. 2005, c11*. (AODA), specifically Regulation 191-11 relative to conventional and specialized transportation provision by transit providers.

**1.5 No Guarantee of Volume of Work or Exclusivity of Agreement**

The information contained in the RFP is supplied solely as a guideline to Bidders. Such information is not guaranteed, represented, or warranted to be accurate, nor is it necessarily comprehensive or exhaustive. The City may be allocating demands for these services to more than one Bidder, dependent upon demand.

Nothing in this RFP is intended to relieve the Bidders from forming their own opinions and conclusions with respect to the matters addressed in this RFP. The Agreement executed with the Successful Bidder will not be an exclusive Agreement for the provision of the Deliverables.

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**1.6 Definitions**

The following definitions apply:

**“Act”** means the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, or “AODA”, as amended.

**“Applicable Law”** and **“Applicable Laws”** means any common law requirement and all applicable and enforceable statutes, regulations, directives, policies, administrative interpretations, orders, by-laws, rules, guidelines, approvals and other legal requirements of any government and/or regulatory authority in effect from time to time.

**“Chair A Van”** means the name of the existing specialized transportation system in the City of Niagara Falls

**“Days”** means calendar day

**“NFT”** means Niagara Falls Transit, the regular conventional City transit service provided by and within the City of Niagara Falls.

**“Personal Information”** means recorded information about an identifiable individual or that may identify an individual.

**“Successful Bidder”** means the Bidder whose Proposal, as determined by the City through the evaluation analysis described in the RFP, provides the best overall value in meeting the requirements of this RFP, and to whom the City will consider executing an agreement.

**“Registrant” or “Registered Client”** means a customer that has been approved to utilize Chair-A-Van.

**“Rider”** means a customer that has booked services through the Successful Bidder to access Niagara Falls Transit at an approved hub location or transfer point.

**“Services”** means the services and deliverables to be provided by the Successful Bidder in this RFP.

**“Term”** means the length of this agreement

**“Trans-Cab”** means the name of a service utilizing regular taxi dispatching, vehicles and drivers to provide service to one or more passengers who want to make use of regular Niagara Falls Transit services.

[End of Part 1]

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**PART 2 – Scope of Work**

**2.0 Trans-Cab Overview**

Trans-Cab service is provided to and from areas of the City not served by regular conventional transit buses. It uses regular taxi dispatching, vehicles and drivers to provide service to one or more passengers who want to make use of regular Niagara Falls Transit “NFT” services. Trans-Cabs connects with NFT routes at transfer points (HUBS).

2.1 Process:

- Inbound **customers must call for a Trans-Cab no less than 30 minutes or one-half hour** before their desired trip time to arrange a trip.
- On boarding the cab, they inform the driver of their closest Trans-Cab transfer destination (HUB) and pay a regular NFT fare.
- The driver gives the passenger a special transfer marked with the fare paid, taxi cab number, date, time, hub destination.
- At Trans-Cab transfer points (HUBS), NFT service is frequent enough that no special communication with the bus is required. The passenger boards the bus, provides the transfer to the Operator and continues the trip. The bus Operator logs the transfer in.
- The fare box data and the deposited transfers are the crosschecks of the trip occurring from both the cab operator and NFT. NFT pays the cab operator the difference between the negotiated rate and the fare paid on a monthly basis based on invoices submitted.
- Outbound customers make their own call to the taxi service to be picked up at a hub.
- Customers will be issued a transfer for the cab indicating fare paid by their NFT Operator, with the date, time and hub location.
- Outbound transfers are only good for one hour.
- Taxi will take the transfer from the customer, and record this information on an outbound special transfer including date, time, taxi cab number and hub pick up area.
- Taxi will only take the passenger from the hub to the closest Transfer zone identified for that hub (see listed Maps, Chippawa Trans-Cab Zone Map, Glenview Trans-Cab Zone Map, Stanley South Trans-Cab Zone Maps).

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**2.1 Number of trips annually**

In 2018 there were approximately 700 monthly Trans-Cab trips.

**2.2 Existing Areas of Service and Times by Zone**

The City of Niagara Falls reserves the right to amend, change or delete Trans-Cab Zones at their sole discretion. The supplier will be given 60 days' notice of any changes.

If a new zone is created and is not substantially greater in size geographically than an existing Trans-Cab zone for which this RFQ has been awarded, then the same flat rate fees and all other items in this RFQ will be applicable.

If the Trans-Cab zone is substantially larger the City will negotiate with the service provider during the 60 day period for a new flat rate for the new Trans-Cab Zone if required. The fees will not be higher than the existing flat rate fee based on the square kilometer area of existing Trans-Cab Zones.

As of January 7, 2019 the following areas of service and times of provision were in force. Unless otherwise noted, Trans-Cab zones are in effect Monday to Saturday, 6:00am to 6:30pm. (Please see listed maps, Chippawa Trans-Cab Zone Map, Glenview Trans-Cab Zone Map, Stanley South Trans-Cab Zone Maps).

**2.2.1 Chippawa Parkway**

The Trans-Cab Transfer Points for this zone are Lyon's Creek & Sodom Rd and Chippawa Parkway & Portage Road.

- Chippawa Parkway and Front St. from Norton St. to west of Thomas St.

**2.2.2 Stanley Avenue South / Lyon's Creek Rd.**

The Trans-Cab Transfer Point for this zone is at the corner of Drummond Rd. & McLeod Road.

- Stanley Ave south of Marineland Parkway to Lyon's Creek Rd
- Don Murie St west of Stanley Ave.
- Ramsey Rd, Kister Rd, Progress St., McClive St., Earl Thomas Ave.
- Reixinger Rd. south of Stanley Ave, West of Ort Rd.

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**2.2.3 Glenview**

The Glenview zone is in effect Monday to Saturday, 6:30pm to Midnight and Sundays and Holidays 6:45am to 7:15pm.

The Trans-Cab Transfer Point for this zone is the Bus Terminal at Bridge St. and Erie Ave.

- Ferguson and Buttrey Streets and all side streets between River Rd and Victoria Ave.

**2.3 Service Expectations**

For the purposes of receiving bookings from riders and dispatching operators to meet the requirements of service, the following service expectations of the City apply:

2.3.1 The majority of the trips will be required Monday through Saturday 6:00 am to 6:30 pm, and shall not include round trip fares, but single one-way service drop offs only.

2.3.2 Service will be required on demand further to a request for pickup from a rider via the Successful Bidder's dispatch centre.

2.3.3 Riders who arrange for a pick-up are required to give the Successful Bidder no less than **30** minutes or one half hours' notice of the need of a trip. The rider will be given a wait-time estimate from the dispatcher no longer than 15 minutes from the estimated time of pick up. In the case where riders do not provide sufficient notice to the Successful proponent.

**2.4 City of Niagara Falls - Transit Services (Niagara Falls Transit) Policies**

Policies, rules and regulations of Niagara Falls Transit applicable to Trans-Cab service will be provided so the Successful Proponent may better understand the guidelines and legislation requirements of the service. The same Customer Service policies and legislated AODA training will be applicable to operators of the Successful Bidder as necessitated.

**2.5 Trans-Cab Billing and Reporting**

2.5.1. The Successful Bidder will maintain accurate records, and separate invoices will be required for Trans-Cab and for Chair- A-Van. Monthly invoices are to be submitted with the following information:

- Monthly dispatch report of each Trans-Cab trip.

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- Trans-Cab bus transfer and Trans-Cab taxi transfer with all applicable data to be submitted for each trip or no payment will be made.
- Trips will be paid at the negotiated flat rate.
- Trips with more than one customer in the cab to and from the same destination will be paid at the flat rate.
- Trips with more than one customer in the cab going to the same area in the Trans-Cab zone will be paid at double the negotiated rate, all applicable documentation as noted above must be received with the request for double billing.
- Total number of trips, dates and times for each trip.
- Trans-Cab Invoices: all receipts to show dates, times of rider call received, pickup response time, transfer number and transfer point served.

2.5.2 Monthly reporting from the Successful Bidder is required to be submitted along with invoices (should include exception reporting re: pick up times not met within the dispatch response time requirement under Item 2.3.3).

2.5.3 Bills shall be submitted to:

City of Niagara Falls – Transportation Services  
8208 Heartland Forest Road  
Niagara Falls, Ontario, L2H 0L7

**3.0 Chair-A-Van Overview**

- 3.1 Chair-A-Van schedules will be provided to the Successful Bidder the day prior to the required services, noting the locations, date, time of pick up and or drop off for registered clients of this service.
- 3.2 The majority of the trips will be required Monday through Sunday 8:00 am to 6:00 pm, and may not include round trip fares, but single one-way service drop offs.
- 3.3 Occasionally, service will be required on demand due to emergencies, equipment failure or scheduling conflict within the Chair-A-Van scheduling system. Every effort for providing notice to the Successful Bidder shall be made by Chair-A-Van in the event of a trip request being made that was not represented on the manifest provided the day before.
- 3.4 This is a curb to curb service and operators are not required to provide undue assistance other than assisting passengers with loading/unloading of passengers with wheelchairs or scooters. Operators are not required to provide assistance from the client's door to curb, or from vehicle to the client's door.

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- 3.5 Operators are not required to convey large parcels, packages or equipment other than what is required for the aid of the passenger, or what the client may immediately carry upon their person.
- 3.6 Vehicles must be maintained to industry standards, and operators are to be courteous, clean, helpful and respectful to all customers.
- 3.7 The Successful Bidder will provide a listing of the make, model, capacity, wheelchair or scooter capacity of the vehicles it intends to use to fulfill the requirements of Chair-A-Van supplemental service within this RFP on Appendix D: Vehicle List Form.
- 3.8 Policies applicable to the rules and regulations of Chair –A-Van will be provided so the Successful Bidder may better understand the guidelines and legislation requirements of the service. The same Customer Service policies and legislated AODA training will be applicable to operators of the Successful Bidder as necessitated.
- 3.9 In 2018 approximately 1,000 Chair-A-Van supplemental taxi service trips were dispatched. With the continued growth of this service it is estimated that approximately 1,000 to 1,200 may be dispatched annually.
- 3.10 Only registered clients and their personal care attendants (PCA), and/or service animals are transported by the supplemental service to Chair-A-Van. All bookings will be made through the Chair-A-Van scheduling/dispatch office.
- 3.11 The Successful Proponent will not accept trips scheduled through the registered clients themselves, but will direct registered clients to the Chair-A-Van scheduling, dispatch office for confirmation or re-scheduling.
- 3.12 Any trips booked directly through registered clients will not be paid for by the City of Niagara Falls, and no group or bulk discounts or other fee adjustments will be offered by the Successful Bidder to any client who chooses to book independently of the Chair-A-Van scheduling/dispatch office.
- 3.13 The Successful Bidder shall notify Chair-A-Van promptly of any missed trips or extraordinary delays caused by any abnormal or emergency factors. Chair-A-Van will advise whether or not the trip will still be required, or will be scheduled to another service provider. The City will not compensate the Successful Bidder for missed trips.
- 3.14 The Successful Bidder will advise Chair-A-Van immediately if the client cancels at the door, or is a no show for the scheduled pick up. Chair-A-Van will advise if the trip is still warranted or any other resultant change in schedules.

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- 3.15 Shared Rides will be permitted if both are scheduled by Chair-A-Van, or are scheduled and a demand call is made to Chair-A-Van. Both occupants of one vehicle will be registered clients of Chair-A-Van. No other ride sharing is permitted.
- 3.16 No sub-contracting by the Successful Bidder will be permitted.

**4.0 Licencing and Insurance**

- 4.1 The Successful Bidder will be duly licensed and insured per this RFP to operate taxis within the City of Niagara Falls by the Regional Municipality of Niagara and the Niagara Regional Police Service and shall:
- a. Provide sufficient drivers possessing a valid driver's licence as required by provincial legislation, Municipal by-laws and regulations to operate the vehicles used to perform the work detailed in this proposal document.
  - b. The successful proponent will provide any training/history records on drivers AODA, accessibility, or other pertinent experience to the City of Niagara Falls within 3 days of a request.
  - d. Quality criteria:
    - i. Drivers who fail to maintain a Clean Driving Record are prohibited from providing CHAIR-A-VAN supplemental service;
    - ii. The City reserves the right to require that a driver who is the object of repeated passenger complaints be removed from CHAIR-A-VAN supplemental service, according to the gravity and number of incidents;
- 4.2 The Successful Bidder shall report all accidents or situations involving vehicle collisions, passenger injuries, etc. affecting riders of the Niagara Falls Transit or registered clients of Chair-A-Van promptly to police, insurance agent and the Municipality. The driver shall provide a complete report. Forms shall be provided by the Successful Bidder to their operators and shall be carried on the vehicles at all times and operators trained in their use.
- 4.3 The Successful Bidder shall provide licensed, fully accessible vehicles to accommodate wheelchairs, scooters or ambulatory clients of Chair-A-Van and regular riders of Niagara Falls Transit upon request as per AODA legislation.



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**5.0 Chair A Van Billing and Reporting**

5.1 The Successful Bidder will maintain accurate records, and separate invoices will be required for Trans-Cab and for Chair-A-Van. Invoices are to be submitted monthly along with back up documentation as follows:

5.2 Chair-A-Van Invoices: all receipts to show dates, times, and locations for trips.

Bills shall be submitted to:

CHAIR A VAN  
5734 Glenholme Avenue  
Niagara Falls, Ontario, L2G 4Y3

Attention: Beth Paul, Manager

5.4 Invoices will be reconciled with Chair-A-Van schedules and requests and any applicable fare box data from the Niagara Falls Transit system.

5.5 Trips scheduled for Chair-A-Van customers being picked up with more than one person on the trip will only be billed at the single rate as they are returning to the same destination.

**6.0 Terms of the Contract**

The intent of this RFP is for a contract period of one (1) year, with an option to renew for another two years, Option Year 1 and Option Year 2 dependent upon the City's satisfaction with the service provision.

The Successful Bidder must ensure that safe, timely, reliable, and courteous service is provided.

Bidder's shall provide pricing on Appendix A: Form of Proposal.

**7.0 The Accessibility for Ontarians with Disabilities Act, RSO 2005**

The City of Niagara Fall's Multi-Year Accessibility Plan was approved by Council in 2013 and is available online by clicking the following link: <https://niagarafalls.ca/pdf/human-resources/city-accessibility-plan.pdf>

The Successful Proponent shall comply with all provisions of the Accessibility for Ontarians with Disabilities Act, (AODA) 2005 and all regulations made thereunder, in effect during the term of this Contract, in respect of all goods or

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services provided by the Successful Bidder on behalf of the City. This shall include, but is not limited to:

- a. Training and adherence to the policies, practices and procedures of the City respecting the provision of goods and services to person with disabilities, in effect during the term of the Contract;
- b. Training as described in the Accessibility Standards for Customer Service Regulation in accordance with the timelines stipulated for large public sector organizations;
- c. Training as described in the Integrated Accessibility Standards Regulation in accordance with the timelines stipulated for large public sector organizations.

**8.0 Cancellation**

The Municipality has the right, notwithstanding the termination date of this Agreement, to cancel this Agreement for any reason by giving the Successful Bidder one (1) months' notice of its intention to cancel. The Municipality shall not be liable for costs or damages of any kind caused to the Successful Bidder by such cancellation and shall not be required to pay any contract remuneration to the Successful Bidder after the effective date of cancellation.

The Successful Bidder is excused from its obligations under this Agreement during any period in which the Successful Bidder is prevented from providing specialized transit service by fire, riot or Act of God.

**9.0 Review of Proposal**

Proposals will be evaluated based on the criteria set out in *Appendix C: Evaluation*. The ability to adhere to requirements of this RFP, availability of standard as well as accessible vehicles duly insured and licensed, and by price per zone.