

City of Aurora



Finance Department | Purchasing Division

44 E Downer Place | Aurora, Illinois & 60507

Phone: (630) 256-3550 | Fax: (630) 256-3559 | Web: www.aurora-il.org

DATE: March 1, 2023
TO: Prospective Proposers
FROM: Jolene Coulter, Director of Purchasing
RE: **CITY OF AURORA REQUEST FOR PROPOSAL 23-21 – Addendum #2
SENIOR TRANSPORTATION PROGRAM**

This notice forms a part of the Request for Proposal 23-21: Senior Transportation Program. All other information pertaining to this Invitation to Bid shall remain the same.

Sealed Proposals will be received at the City of Aurora, Attn: Purchasing Division, 44 East Downer Place, Aurora, Illinois 60507, until 2:00 pm, CST, Wednesday, March 15, 2023. It is the sole responsibility of the Proposer to see that their Proposal is received by the due date and time. No Late proposals will be accepted.

To ensure detailed and thoughtful responses to each item in the RFP, would it be possible to extend the submission deadline to March 29?

Sealed Proposals will be received until 2:00 pm, CST, Wednesday, March 15, 2023.

Will payments to the chosen vendor be provided monthly, or can they be made bi-monthly?

The City has a fixed amount budgeted for this program so monthly invoices from the chosen vendor are preferred.

Would the City consider allowing rides to be shared among various passengers rather than private to a single passenger and caregiver as per section 1.5 of the RFP? Is there a particular concern the City is hoping to address with private and not shared rides?

Rides should remain private, for safety, timeliness, efficient routing, reliability etc. unless it is another rider that is a part of our program, and they are going to the same destination. This preference will support the evaluation of the pilot.

Would the City consider an initial pilot term of one full year rather than 8 months prior to the two option years?

The City has a fixed amount budgeted for this program and it is anticipated the funds will be expended within 8 months, or by December 31, 2023. A budget year for the City is January 1 to December 31.

Based on the addendum, we wanted to confirm that expected ride volume is 300 rides per month (50 riders with up to 6 one-way trips). Is there any scenario in which demand would be significantly higher or lower?

Yes, 300 rides per month is our anticipated max. Yes, there might be months where the monthly rides may be lower and there could possibly be times where the rides may slightly exceed 300 based on unexpected urgent rides needed.

Would the City consider allowing residents in Aurora outside of Seniors and residents with disabilities to use the service, utilizing funding outside of the CDBG?

No

What is the budget from the CDBG that will be allocated towards the Senior Transportation Program?

\$50,000.00

Can you please elaborate on the requirement “Experience partnership with Uber and Lyft”? In what capacity do you expect Uber and/or Lyft to be a partner in this service? Is it required that respondents’ partner with Uber and/or Lyft, or is that determination made by the respondent?

If the vendor states that they will be partnering with Uber and Lyft, then they will need to exemplify previous experiences with Uber and Lyft. No, it is not required, however, the vendor will need to be able to convey capability and capacity to provide on demand rides and advanced registered rides.

This RFP was brought to our attention as it references TNCs (Uber and Lyft), yet it does not appear to be structured in a way that reflects federal, state, and local laws governing TNC operations. How does the City envision TNCs being leveraged in this program?

The City expects all vendors to comply with federal, state and local laws.

Budget: In order to provide the best value and maximize the City of Aurora's budget, Vendor would like to pass through the rideshare (Lyft/Uber) fares and cancellation fees, rather than charge a flat rate per completed/cancelled ride. Currently Lyft/Uber both have dynamic pricing based on mileage/duration/demand, making it difficult to calculate a single base fare for all rides. Is it possible to pass through the final rideshare fare for each ride?

Yes

If rideshare costs cannot be passed through, are we able to:

- a) Have the Base Fare be a range dependent on mileage?
- b) Have the Base Fare be a per mile cost dependent on the completed mileage of the ride

Pricing – Fare Rate Structure, and Other Charges will be evaluated as submitted.

To help better prepare a budget based on a flat rate, is the City able to provide an expected average mileage/ride?

No, this is a pilot program

Should ride cancellations/no show fees be listed under "Other" charges?

Yes

We are a 501(c)3 non-profit enterprise. For the notarized signature pages on Appendix D, are we able to provide the notarized signature of our CEO and list the names of the Board Members (Secretary and Treasurer)?

Yes, if allowed by the bylaws of an organization.

Can you please confirm the RFP number is "RFP 23-21"?

Yes