



City of Aurora, IL

**CITY OF AURORA RIDE SOLUTION (C.A.R.S)
TRANSPORTATION PROGRAM**

26-047

RELEASE DATE: May 22, 2026

DEADLINE FOR QUESTIONS: May 29, 2026

RESPONSE DEADLINE: June 10, 2026, 11:00 am

Please refer to the project timeline in this document for all important deadlines.

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

<https://procurement.opengov.com/portal/aurorail>

Table Of Contents

1. INSTRUCTIONS TO PROPOSERS
2. GENERAL REQUIREMENTS
3. SCOPE OF WORK
4. SUBMITTAL CONTENT
5. PRICING TABLE
6. EVALUATION CRITERIA
7. VENDOR SUBMISSIONS

Attachments:

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INSTRUCTIONS TO PROPOSERS

1. SUMMARY

The City of Aurora is seeking proposals from qualified transportation providers (Proposer) to support the continued implementation of the City of Aurora Ride Solution (C.A.R.S.) Program.

Now entering its third year, C.A.R.S. is a vital service designed to enhance the quality of life for Aurora residents aged 60 and older, and individuals living with disabilities, by offering reliable and safe transportation.

Through this RFP, the City seeks to contract with one or more organizations capable of delivering:

- Standard Transportation Services (ambulatory) – curb-to-curb transportation for seniors who do not require mobility assistance.
- Accessible Transportation Services (mobility-assisted) – door-to-door transportation for individuals with disabilities who require vehicles equipped with ramps, lifts, and securement systems (e.g., wheelchair straps).

Service expectations include:

- Demand-responsive or advanced reservation scheduling
- Private rides with the option for caregiver accompaniment

Proposers may submit proposals to provide either or both transportation service types. Proposals from organizations offering both standard and accessible services are encouraged. Additionally, proposals from contractors who intend to subcontract for accessible transportation services—while providing standard transportation directly—will also be considered, provided coordination and quality control measures are clearly defined.

The City is committed to providing access to transportation, rider dignity, and contractor excellence. Respondents should demonstrate experience serving aging and disabled populations, and a capacity to uphold ADA compliance, safety protocols, and high standards of customer care.

2. TIMELINE

Release Project Date:	May 22, 2026
Question Submission Deadline:	May 29, 2026, 11:00am
Question Response Deadline:	June 5, 2026, 11:00am
Response Submission Deadline:	June 10, 2026, 11:00am

3. ACCEPTANCE OF PROPOSALS

a. Proposers intending to respond to this opportunity must create a FREE account with OpenGov by signing up at <https://procurement.opengov.com/signup>. This step is necessary to establish a communication link with the City. The Proposer, not the City, is responsible for obtaining any addenda to the original specification. Addenda

and other relevant information will be posted on the City's E Procurement System. Addenda notifications will be emailed to all persons on record as following this Bid Proposal. Failure of any Proposer to receive any such addenda or interpretation shall not relieve such Proposer from any obligation under their bid proposal as submitted. All addenda so issued shall become part of the contract documents. **Paper submissions will not be accepted.**

b. Proposals may be received up to, but **no later than the designated date and time as specified via the City's E Procurement System, OpenGov.** The City's E Procurement System Clock is the official clock for the determination of all deadline dates and times. Without exception, responses will not be accepted after the submission deadline regardless of any technical difficulties such as poor internet connections. The City of Aurora strongly recommends completing your responses well ahead of time. All Proposals shall have provided all requested information, and submitted all appropriate forms, certificates, affidavits and addendum acknowledgements in order to be considered responsive.

- **Pricing shall not be mentioned anywhere in the body of the proposal.**

c. The City reserves the right to reject any and all proposals or parts thereof and to waive any technicalities and irregularities in the proposals and to disregard all nonconforming or conditional proposals or counter-proposals and to hold the proposals for ninety (90) days from the opening date set forth above. Proposer agrees to accept a notice of award, if selected, based on the terms of this Proposal in the event that a notification of award is received on or before expiration of the 90-day time period. The City reserves the right to cancel the Proposal at any time, without liability for any loss, damage, cost or expense incurred or suffered by any Proposer as a result of that cancellation. Each Proposer is solely responsible for the risk and cost of preparing and submitting a Proposal.

d. Although price is a major consideration, product quality, references, service, delivery time and past experience, if applicable, will also be considered. No Proposal will be considered unless the Proposer shall furnish evidence satisfactory to the City that he has the necessary facilities, abilities, experience, equipment, and financial and physical resources available to fulfill the conditions of the contract and execute the Work should the contract be awarded to him. Proposal documents which are not responsive to the requirements herein may not be considered by the City for an award of the contract.

The contract will be awarded to the lowest responsible Proposer. In determining the responsibility of any Proposer, the City may take into account other factors in addition to financial responsibility, such as past records of its or other entities transactions with the Proposer, experience, ability to work cooperatively with the City and its staff, adequacy of equipment, ability to complete performance within necessary time limits, and other pertinent considerations such as, but not limited to, reliability, reputation, competency, skill, efficiency, facilities and resources.

The Proposal will be awarded in the City's best interests based on these and other legally-allowable considerations. The City and its representatives and agents may make any investigations deemed necessary to determine the ability of the Proposer to perform the Work. The Proposer shall furnish any information and data requested by the City for this purpose.

4. RECEIPT OF PROPOSALS

a. **Proposals must be submitted electronically**, up to, but no later than the designated date and time as specified via the City's E Procurement System, OpenGov. It is the sole responsibility of the Proposer to see that their Proposal is received in the proper time.

b. **Proposals must be submitted electronically via the City's E Procurement System. There will be no exceptions!**

5. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn prior to the submission deadline through the City's e-Procurement System by having the responding Proposer "un-submit" its Proposal in OpenGov.

Proposers are cautioned to carefully review their Proposal prior to submission. Negligence on the part of the Proposer in preparing the Proposal shall not confer the right to withdraw or modify the Proposal after it has been opened. No Proposal may be withdrawn after the opening without the approval of the Director of Purchasing. Requests to withdraw a Proposal must be submitted in writing and properly signed by an authorized representative.

No Proposal received after the date and time specified for receipt of Proposals will be opened or considered.

6. QUESTIONS

All inquiries regarding this RFP must be submitted through the City's e-Procurement System, OpenGov, no later than the date and time specified in the solicitation.

Responses to all inquiries will be posted in the City's e-Procurement System. Proposers may select "Follow" within the solicitation to receive email notifications when responses or addenda are posted.

Questions will not be accepted or answered verbally. No inquiries will be accepted after the established deadline.

It is the sole responsibility of each interested Proposer to monitor the City's e-Procurement System and ensure receipt of all addenda, if any are issued.

7. INVESTIGATION

It shall be the responsibility of each Proposer to make all investigations necessary to become fully informed of the requirements and conditions specified in the Proposal. No plea of ignorance by a Proposer regarding conditions that exist or may hereafter exist due to failure or omission to conduct such investigations will be accepted as a basis for modifying the City's requirements or compensation.

Each Proposer is responsible for examining the complete Proposal Package and all Addenda and for becoming fully informed of all conditions that may in any way affect the cost or performance of the Work. Failure to do so shall be at the Proposer's sole risk, and no relief shall be granted for errors or omissions. If awarded the Contract, the Proposer shall not be entitled to additional compensation for matters that reasonably should have been identified prior to submission of the Proposal.

Submission of a Proposal shall constitute conclusive evidence that the Proposer has examined the required documents, is familiar with local conditions, applicable federal, state, and local laws and codes, and prevailing labor and material markets, and has accounted for all contingencies in its Proposal.

Prior to award, the City may request that a Proposer submit information regarding its performance history and ability to complete the Work in a timely and satisfactory manner.

8. PROPOSAL QUALIFICATION

The City reserves the right to require of the Proposer proof of his/her capability to perform as required by the specifications. However, prequalification of the Proposer shall not be required. The City may, at its option, disqualify a Proposer and reject his Proposal for cause. Reasons deemed to be sufficient for this action shall include, but not be limited to, the following:

- Evidence of collusion among Proposers.
- Receipt of more than one Proposal on any project from an individual, or from a corporation. This restriction does not apply to subcontractors.
- Default on any previous contract.
- For unreasonable failure to complete a previous contract within the specified time or for being in arrears on an existing contract without reasonable cause for being in arrears.
- Inability to perform as revealed by an investigation of the Proposer's financial statement, experience and/or plant and equipment.
- **Any Proposer who owes the City money may be disqualified at the City's discretion.**

9. EVALUATION PROCESS

Step #1: Initial Screening

Minimum Qualifications and Responsiveness: City will review proposals for initial decisions on responsiveness and responsibility. Those proposals initially determined to be responsive and submitted by responsible proposers will proceed to Step 2.

Step #2: Proposal Evaluation

The Project Evaluation Team, comprised of members of the cooperating City Departments, will evaluate proposals. Proposal responses will be evaluated on, but not limited to, organization, personnel and staffing, company qualifications and experience (including reference checks), project approach, price, and availability and capacity of the company to perform the work.

Step #3: Interviews

The Project Evaluation Team reserves the right to interview top-ranked firms that are considered most competitive. The purpose of the interviews would be to allow for expansion upon the written responses. If interviews are conducted, rankings of firms shall be determined by combining results of interviews and proposal submittals.

Step #4: Selection

The City will select the vendors that are evaluated to be most competitive. When evaluation of the responses produces ratings that are equivalent, the Project Evaluation Team will recommend award of the contract to the

vendor(s) whose response is deemed to be in the best interests of the City. The highest ranked firm may be invited to enter into final negotiations with the City of Aurora for the purposes of contract awarding. If an agreement cannot be reached with the highest ranked firm, the City may start negotiations with the next highest ranked firm. Any contract resulting from this RFP will be subject to approval by the Aurora City Council.

10. PROPOSAL AWARD

Except as otherwise stated in the Specifications, award shall be made to the most responsible Proposer whose Proposal is determined to be in the best interest of the City and who meets the requirements of the Specifications. Evaluation shall be based on the criteria set forth in this solicitation, including price and other applicable factors.

A Proposal that contains modifications, conditions, limitations, or exceptions that materially alter the requirements of the Specifications shall be considered non-responsive and may be rejected.

The City reserves the right to reject any or all Proposals, to waive informalities in the procurement process, and to delete any item or portion of the Proposal Package when deemed to be in the best interest of the City and in accordance with applicable law.

11. PRICES

Unit prices shall exclude all applicable local, state, and federal taxes unless otherwise required by law. In the event of a discrepancy between the unit price and the extended total, the unit price shall govern, and the total shall be corrected accordingly.

12. INTERPRETATION OR CORRECTION OF PROPOSAL DOCUMENTS

Proposers shall promptly notify the City of any ambiguity, inconsistency, or error discovered during review of the Proposal Documents. Interpretations, corrections, and changes will be issued by addendum.

Each Proposer is responsible for ensuring, prior to submitting a Proposal, that all addenda have been received and properly acknowledged in the Proposal submission.

13. SIGNATURES

Each Proposal must be signed by the Proposer with his/her usual signature. Proposals by partnerships must be signed with the partnership name by all members of the partnership, or an authorized representative, followed by the signature and title of the person signing. Proposals by corporations must be signed with the name of the corporation, followed by the signature and title of the person authorized to bind it in the matter.

When a corporation submits a Proposal, its agent must present legal evidence that he has lawful authority to sign said Proposal and that the corporation has a legal existence. In the event that any corporation organized and doing business under the laws of any foreign state is the successful Proposer, such corporation must present evidence before any contract is executed that it is authorized to do business in the State of Illinois. Proposals by corporations must be executed in the corporate name by the President or a Vice President (or other corporate officer accompanied by evidence of authority to sign), and the signature must be attested by the Secretary or an Assistant Secretary, along with the corporate seal. The corporate address and state of incorporation must be shown below the signature. Proposals by partnerships must be executed in the partnership name and signed by a partner whose title must appear under the signature, and the official address of the partnership must be shown

below the signature. Any corrections to entries made on the Proposal forms shall be initialed by the person signing the Proposal. When requested by the City, satisfactory evidence of the authority of any signature on behalf of the Proposer shall be furnished.

14. ILLINOIS FREEDOM OF INFORMATION ACT

Illinois Freedom of Information Act. The Contractor acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

GENERAL REQUIREMENTS

1. REQUIREMENTS OF PROPOSER

The successful Proposer may be required to:

- (a) enter into a written contract with the City of Aurora incorporating the terms and requirements set forth in the Proposal Package; and
- (b) provide and maintain insurance coverage acceptable to the City, including but not limited to commercial general liability, property damage, and workers' compensation insurance.

2. CITY'S AGENT

The Purchasing Director, or delegate, shall represent and act for the City in all matters pertaining to the Proposal and contract in conjunction thereto.

3. PAYMENTS

Payment shall be made for services rendered. The City, after inspection and acceptance, and in consideration of the faithful performance by the Proposer, agrees to pay for the completion of the work embraced in this contract, payment shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, et. seq.)

Time, in connection with any discount offered, will be computed from the date of delivery to the City or from the date a correct invoice is received by the City of Aurora Purchasing Division, if the latter date is later than the date of delivery.

Prices will be considered NET, if no payment discount is shown.

All invoices MUST contain a valid City of Aurora issued purchase order.

The successful Proposer shall submit invoices via e-mail to:

PurchasingDL@aurora.il.us

or Mail to the following address:

**City of Aurora
Attn: Purchasing Division
44 E. Downer Place
Aurora, IL 60507**

The City of Aurora offers electronic funds transfer (EFT) payment to our vendors. EFT is fast, simple, safe and secure and is ***our preferred method of payment!***

4. TAXES

The City of Aurora is exempt, by law, from paying State and City Retailer's Occupation Tax, State Service Occupation Tax, State Use Tax and Federal Excise Tax (per Illinois Revised Statutes, Chapter 120, Paragraph 44) upon City works and purchases. The City of Aurora's Sales Tax Exemption Number is E9996-0842-07.

5. COMPLIANCE WITH LAWS AND REGULATIONS

The Proposer shall at all times observe and comply with all applicable Federal, State, municipal, and local laws, ordinances, regulations, and requirements affecting the performance of the Work, including those related to non-discrimination, equal employment opportunity, and sexual harassment, as well as all orders or decrees issued by any authorities having jurisdiction over the Work, both existing and hereafter enacted.

No claim of misunderstanding or lack of knowledge of such requirements shall be accepted as a basis for relief from compliance.

The Proposer shall indemnify and hold harmless the City of Aurora and its officers, agents, employees, and representatives from any claims, liabilities, losses, or damages arising out of or resulting from the Proposer's violation of any such law, ordinance, regulation, order, or decree, whether committed by the Proposer or its employees, agents, or subcontractors.

6. DEFAULT

Time is of the essence under this Proposal. If the Proposer fails to perform the required transportation services in accordance with the schedule, service standards, or other requirements set forth herein, the City reserves the right, without liability and in addition to any other rights and remedies available under this Proposal or applicable law, to terminate the Agreement upon written notice to the Proposer.

Upon such termination, the City may procure comparable transportation services from other sources and hold the Proposer responsible for any excess costs incurred as a result of the Proposer's failure to perform.

7. CANCELLATION

The City reserves the right to cancel the whole or any part of the contract if the Proposer fails to perform any of the provisions in the contract or fails to make delivery within the time stated. The Proposer will not be liable to perform if situations arise by reason of strikes, acts of God or public enemy, acts of the City, fires or floods.

8. INSURANCE AND HOLD HARMLESS PROVISION

At the Bidder's expense, the Bidder shall secure and maintain in effect throughout the duration of this Bid, insurance of the following kinds and limits to cover all locations of the Bidder's operations. The Bidder shall furnish Certificates of Insurance to the City before starting or within ten (10) days after the execution of the Bid, whichever date is reached first. All insurance policies shall be written with insurance companies approved by the City of Aurora and licensed to do business in the State of Illinois and having a rating of not less than A:VII, according to the latest edition of the A.M. Best Company; and shall include a provision preventing cancellation of the insurance policy unless thirty (30) days prior written notice is given to the City. This provision shall also be stated on each Certificate of Insurance as: "Should any of the above-described policies be canceled before the expiration date thereof, the issuing company will endeavor to mail 30 days written notice to the certificate holder named to the left". Upon requested, the awardee of this Bid will give the City a copy of the insurance policies. The policies must be delivered to the City within two weeks of the request. The limits of liability for the insurance required shall provide coverage for not less than the following amount, or greater where required by law:

(1) Worker's Compensation Insurance - Statutory amount.

(2) General Liability Insurance:

(a) \$1,000,000 per occurrence and \$2,000,000 general aggregate (combined single limit)

(b) \$1,000,000 per occurrence for Personal Injury

(3) Auto Liability Insurance:

(a) Combined single limit not less than \$1,000,000

(4) Umbrella excess liability of \$4,000,000 per occurrence, \$4,000,000 aggregate

The Bidder shall include the City as a primary, non-contributory additional named insured on the General, Auto Liability, and Umbrella insurance policies and indicate said status on any Certificates of Insurance provided to the City pursuant to this project. All insurance premiums shall be paid without cost to the City.

The Bidder agrees to indemnify and save harmless the City of Aurora, their elected officials, employees, agents and volunteers from and against all loss and expenses (including costs and attorneys' fees) by reason of liability imposed by law or claims made upon the City of Aurora for damages because of bodily injury, including death at any time resulting therefrom sustained by any person or persons or on account of damage to property, including loss of use thereof, arising out of or in consequence of the performance of this project work, whether such claims or injuries to persons or damage to property be due to the negligence of the Bidder or his Subcontractors. The Bidder shall assume total risk and shall be responsible for any and all damages or losses caused by or in any way resulting from the work and provide all insurance necessary to protect and save harmless the City of Aurora and its employees.

The Bidder agrees to a waiver of subrogation. Neither the Bidder nor its insurers shall have the right to pursue the City to recover its costs associated with a claim arising out of the provision of the services required.

WORKERS COMPENSATION ACT

The Bidder further agrees to insure his employees and their beneficiaries and to the employees and the beneficiaries of any subcontractor employed from time to time by him on said Work, the necessary first-aid, medical, surgical, and hospital services and any compensation provided for in the Workers Compensation Act of the State of Illinois that is or may be in force in the State.

Such insurance shall be placed by said Bidder in a company or association (to be approved by the City and to be accepted by the Council thereof) authorized under the laws of the State of Illinois to insure the liability above specified.

Said Bidder hereby further agrees to indemnify, keep and save harmless said City from all action, proceedings, claims, judgments, awards, and costs, loss, damages, expenses, and attorney's fees which may in any way come against said City by reason of any accidental injuries or death suffered by any of his employees or the employees of any subcontractor employed by him in and about the performance of the Work provided for in the Bid, and any and all liability resulting thereupon; and said Bidder, in case of any suit, action, or proceeding on account of any or all of the foregoing shall defend the same for and on behalf of said City and indemnify the City therefore, and pay the amount of any and all awards and final judgments and orders rendered and entered therein, together with all loss, costs, damages, attorney's fees, and expenses incurred therein. Said Bidder shall

be the sole employer of its employees and workers, and in no way shall the City be considered a joint employer of same under any circumstance.

PERSONNEL AND EQUIPMENT

The Bidder shall provide an adequate number of competently trained personnel with sufficient supervision to provide the services required, and the Bidder shall provide identification of its personnel if requested by the City.

Any Bidder's employee whose employment is reasonably detrimental or objectionable to the City shall be immediately transferred from the premises upon the City's request. The exercise of the option shall not be construed as placing the City in charge of the Work or making the City responsible for safety.

All on the road vehicles or equipment shall be identified by the Bidder's name for purpose of identification.

All tools or equipment required to carry out the operations within the scope of the contract shall be provided by the Bidder, and shall meet the standards of the Federal Occupational Safety and Health Act and State of Illinois safety codes as may be required by law. The City reserves the right to inspect the equipment that will be used prior to award of Bid.

9. SUBLETTING OR ASSIGNMENT OF WORK

The Proposer may not subcontract all or any portion of the services without the prior written consent of the City, if such consent is required under the Contract. The Proposer shall remain fully responsible for the performance of all work, including that performed by any approved subcontractors.

All agreements between the City and the Proposer shall be solely with the Proposer. Any approved subcontractors shall be bound by the applicable terms and conditions of the Contract and shall meet the same standards of performance, qualification, and compliance required of the Proposer.

If any subcontractor fails to comply with the requirements of the Contract or performs unsatisfactorily, the City may require the Proposer to remove and replace such subcontractor. The Proposer shall promptly correct or remedy any deficient performance to the satisfaction of the City.

10. MINORITY PARTICIPATION

The City of Aurora encourages minority business firms to submit Proposers and encourages the successful Proposer to utilize minority businesses as sub-contractors for supplies, equipment, services and construction.

11. PROSECUTION OF WORK

The Proposer shall commence services upon execution of the Agreement and receipt of authorization to proceed, unless otherwise specified. Services shall be performed in a timely and professional manner and shall be supported by adequate personnel, vehicles, equipment, and resources necessary to ensure completion in accordance with the schedules and requirements set forth in the Contract Documents.

12. TIME

The Proposer shall schedule and perform the services in accordance with the requirements of the City. The Proposer shall perform the services in an expeditious and cooperative manner, coordinating as necessary with the City, its authorized representatives, and any other contractors or consultants engaged by the City.

The Proposer agrees that it shall make no claim against the City for damages arising out of delays caused by the City, its authorized representatives, or other City contractors, except to the extent such claim is expressly permitted under this Agreement or applicable law. The Proposer's sole remedy for excusable delays shall be an extension of the contract time.

13. ILLINOIS NON-APPROPRIATION CLAUSE

A forfeit clause is provided pursuant to the Illinois Non-Appropriation Clause of funds for government entities that if funds or budgets are not approved, service may be cancelled. No early cancellation penalties will be assessed, but the customer must be given 30-day notice of intent to cancel.

14. TERMINATION FOR CAUSE

This Proposal may be terminated by the City at any time upon thirty (30) days written notice, or by either party in the event of substantial failure to perform in accordance with the terms hereof by the other party through no fault of the terminating party. This Proposal is also subject to termination by either party if either party is restrained by state or federal law of a court of competent jurisdiction from performing the provisions of this Agreement.

Upon such termination, the liabilities of the parties to this RFP shall cease, but they shall not be relieved of the duty to perform their obligations up to the date of termination. Mailing of such notice, as and when above provided, shall be equivalent to personal notice and shall be deemed to have been given at the time of mailing.

If this RFP is terminated due to the City's substantial failure to perform, the Proposer shall be paid for labor and expenses incurred to date, subject to offset of any damages, losses or claims against the City resulting from or relating to Proposer's performance or failure to perform under this agreement.

In the event of termination by the City upon notice and without cause, upon completion of any phase of the Basic Services, fees due the Proposer for services rendered through such phase shall constitute total payment for services. In the event of such termination by the City during any phase of the Basic Services, the Proposer will be paid for services rendered during the phase on the basis of the proportion of work completed on the phase as of the date of termination to the total work required for that phase.

SCOPE OF WORK

1. MINIMUM QUALIFICATIONS

The following minimum requirements must be met by each Proposer in order to be eligible to submit a Proposal. Responses must clearly demonstrate compliance with these minimum qualifications. Proposals that are not clearly responsive to these requirements may be rejected without further consideration.

The specifications included in this package describe the services the City has determined are necessary to meet its performance requirements and shall be considered minimum standards. These specifications are not intended to exclude qualified Proposers.

2. PROJECT INTRODUCTION AND PURPOSE

Proposers are required to read and understand all information contained within the entire proposal package. By responding to this RFP, the proposer agrees to have read and understands these documents.

3. Project Description

SUMMARY

The City of Aurora is seeking proposals from qualified transportation providers (Proposer) to support the continued implementation of the City of Aurora Ride Solution (C.A.R.S.) Program.

Now entering its third year, C.A.R.S. is a vital service designed to enhance the quality of life for Aurora residents aged 60 and older, and individuals living with disabilities, by offering reliable and safe transportation.

Through this RFP, the City seeks to contract with one or more organizations capable of delivering:

- Standard Transportation Services (ambulatory) – curb-to-curb transportation for seniors who do not require mobility assistance.
- Accessible Transportation Services (mobility-assisted) – door-to-door transportation for individuals with disabilities who require vehicles equipped with ramps, lifts, and securement systems (e.g., wheelchair straps).

Service expectations include:

- Demand-responsive or advanced reservation scheduling
- Private rides with the option for caregiver accompaniment

Proposers may submit proposals to provide either or both transportation service types. Proposals from organizations offering both standard and accessible services are encouraged. Additionally, proposals from contractors who intend to subcontract for accessible transportation services—while providing standard transportation directly—will also be considered, provided coordination and quality control measures are clearly defined.

The City is committed to providing access to transportation, rider dignity, and contractor excellence. Respondents should demonstrate experience serving aging and disabled populations, and a capacity to uphold ADA compliance, safety protocols, and high standards of customer care.

BACKGROUND

The City of Aurora recognizes the vital role that dependable transportation plays in ensuring the independence, health, and overall well-being of its residents—particularly seniors and individuals living with disabilities. Over the past several years, both community members and service providers have consistently identified transportation as a critical barrier to essential services such as medical care, nutrition, employment, and social connection.

Despite existing transportation options, many seniors and individuals with mobility challenges continue to face limitations in availability, access, and affordability. These ongoing gaps have emphasized the City's responsibility to respond with thoughtful solutions.

In response, the City of Aurora launched the City of Aurora Ride Solution (C.A.R.S.) Program as a strategic approach to fill this transportation void. Now entering its third year, the program remains committed to enhancing mobility, dignity, and quality of life for aging and disabled residents through supplemental transportation services that are safe, flexible, and person-centered.

This RFP continues that commitment by seeking qualified providers to expand and sustain transportation options that are responsive to resident needs, and aligned with the City's broader goals of access and aging-in-place.

Contract Period - Project will have an initial contract period from September 1st, 2026, through December 31, 2027, with optional four (4) one-year extensions starting January 1st, 2028, based on mutual agreement between the proposer and the City of Aurora.

4. Service Requirements

All proposers must provide the following information at a minimum but may provide additional information regarding their services.

Scheduled service will be seven days a week with specific daily hours identified in this solicitation. The service is available to eligible seniors who request standard transportation and eligible seniors and individuals with disabilities who require accessible transportation.

- At least three (3) years prior organizational history in the ground transportation service industry providing on-demand, scheduled, or reservation-based services.
- Possess a well-vetted database software that tracks ridership, ride destination and revenue activity and other data and provides reports for such data which can be used for current and historical data purposes which allows City to view data and enter participants and view updates.
- Ability to efficiently schedule vehicle routings for advanced reservation service, as well as to provide service on demand.
- Ability to maintain records of trips, passengers, miles, destinations and purpose for ride.
- Ability to secure minimum requirements for vehicle and general liability insurance.

- Capability to track individual rider allowance availability
- Capability to be demand-responsive or pre-schedule ride subscriptions for appointments
- Capability to track required data metrics and provide monthly rider/program reports
- Financial capability to establish and maintain service during the contracting period
- Interest and ability to provide quality service to eligible seniors with and without disabilities, as well as individuals living with disabilities.
- Maintain and operate an automated dispatch and control system at a centralized office location, staffed during the agreed upon program hours of operation, with a dedicated radio communications system between the dispatch office and vehicle operators.
- Willingness to comply with Federal and State requirements concerning licensing of drivers and drug and alcohol testing.
 - The City expects all vendors to comply with federal, state and local laws
- Provide detailed policies and procedures that address the following (not limited to): rider protection protocols, medical, safety, emergency procedures, background check/finger printing of staff, hiring and orientation training, mandated reporter training, reporting critical incidents, and confidentiality

Service Standards - The City has established service goals for this project as follows:

- The passenger pick-up window should be less than 20 minutes from the time set between the passenger and dispatch. The City should be advised when there are problems meeting the passenger response time requirement.
- Offer ride scheduling and service 7 days a week from 7:00 am – 10:00pm CT Standard

Hours of Service The shared-ride service is anticipated to operate under the following schedule:

Monday 7:00 AM to 10:00 PM

Tuesday 7:00 AM to 10:00 PM

Wednesday 7:00 AM to 10:00 PM

Thursday 7:00 AM to 10:00 PM

Friday 7:00 AM to 11:00 PM

Saturday 7:00 AM to 11:00 PM

Sunday 7:00 AM to 10:00 PM

Reporting - Proposer will provide City of Aurora with monthly reports of all requested data metrics.

Invoices - Invoicing monthly schedule is preferred

- Invoices shall be submitted for payment to the City and not more frequently than monthly.
- The City has a fixed amount budgeted for this program so monthly invoices from the chosen proposer are preferred.

Contracted Personnel - Selection and Training.

- Except when subcontracting, personnel providing required services must be employees of the Proposer. The Proposer shall be responsible for their hiring and training.
- The Proposer shall maintain up-to-date personnel records for the employees (i.e. drivers, dispatchers, mechanics, etc.) providing services under this contract. Personnel records shall also show the date and type of individual training received.
- The City shall have access to the Proposer's personnel records upon reasonable notice to the Proposer.
- The Proposer shall comply with all the rules and regulations of the U.S. Department of Transportation regarding Drug and Alcohol Testing as required by 49 CFR, Part 655. A drug and alcohol-testing program that includes up-to-date record keeping and monitoring of employees must be in place on the effective date of the contract.
- Proposers shall ensure all hired personnel are trained for required safety and professional courtesy with all end users of this contract. This includes but is not limited to: how to properly operate lifts, avoiding unsafe pick-up and drop-off points, wheelchair brake functions, proper tie down and securing of wheelchair passengers; legal requirements (e.g. training on interacting with persons with disabilities), etc.
- Proposers must be able to access subcontractor personnel records listed above upon request by the City.

Driver's Logs - Drivers or Proposer shall maintain daily passenger and vehicle trip logs which shall include, but are not limited to, the following information:

- Driver name and vehicle number
- Total daily passenger counts
- Passenger counts for each of the type of requests served daily and the actual arrival time at the pick-up point and at the destination.
- If driver logs do not record actual hours, either change driver log and/or procedures or provide additional documentation such as detailed timesheets that accurately reflect actual hours of service.
- Ride destination.
 - Total number of passengers categorized by fare type and payment method. These amounts are totaled as the daily revenue by vehicle.
 - The daily mileage by vehicle should be recorded to the nearest mile; and
 - Package delivery revenues collected.

Rideshare

- If transportation services are provided through a third-party rideshare platform, the proposer shall provide appropriate notice to program participants regarding the use of such services. Any participant disclosures, acknowledgments, or releases related to the use of third-party rideshare services shall be the responsibility of the proposer and shall be subject to City review and approval.

Drug and Alcohol Testing Program Records

- The Proposer shall maintain up-to-date information and records documenting the drug and alcohol testing program.

5. Program Parameters

Each eligible, approved, referred program participant aged 60 and over with or without a disability will receive the following:

- Ride scheduling/calling on behalf of program participants/riders roundtrip
- Eligible seniors will identify if they require accessible transportation at the time of ride scheduling/calling.
 - Personal/private rides
 - Caregiver/passengers ride free
- Ride estimated time of arrival notification/reminders via calls and texts to riders
- Ride monitoring roundtrip
- Destination confirmation roundtrip
- Curb to curb pick-up and drop-off
- Up to Ten (10) One-Way Rides - per month, per client (Could total 5 roundtrip rides.) City holds the rights to amend allotted rides.
- Rider can use rides until rides are used up monthly (if rider exceeds rides but in need of return ride home authorization is needed by staff at City of Aurora).
- The expected ride volume is about 700 rides per month (with an estimate of an average of 150 active participants, all of which do not use all of their allotted rides per month while others will).
- An expected average mileage/ride is 12 miles.
- Experience partnership with Uber and Lyft
 - If proposer states that they will be partnering with Uber and Lyft, proposer must exemplify previous experiences with Uber and Lyft.
 - It is not required; however, the proposer will need to be able to convey capability and capacity to provide on demand rides and advanced registered rides.

- The proposer may pass through the final rideshare (Lyft/Uber) fare for each ride, rather than charge a flat rate per completed/cancelled ride. Currently Lyft/Uber both have dynamic pricing based on mileage/duration/demand.

Service Area

- Service for eligible riders with and without disabilities shall be provided with a pick-up (or drop-off for return trips) within the boundaries of the City of Aurora to a destination within a 20-mile radius of the pick-up location.
 - Beyond the 20-mile radius, authorization is required by the staff at City of Aurora. Anticipated Service Area (but not limited to): DuPage, Kane, Kendall and Will Counties. Caregiver (extra passenger) ride free.
- Ride Destination Eligibility: Medical, Nutrition, Employment, or Wellness/Recreation.
- Private Ride: The service will be provided on a private/personal ride basis. This means that while vehicles are being routed to pick-up or drop-off passengers, they cannot be merged with other passenger's origins or destinations.
 - 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.

Data Tracking

- Proposer will provide software to track trips, rides, ride destinations, revenue and agreed upon data metrics.
- Proposer will track ride availability and ensure participants remain within their monthly ride allowance.
- Proposer will seek authorization from City of Aurora for any rider exceeding monthly ride or mileage allowance or unexpected/urgent requests.

Dispatching

- The Proposer shall be responsible for dispatching vehicles.
- Request for service may be made upon demand or up to 48 hours in advance.
- All radio communications must be compliant with FCC "narrow banding" requirements. The Proposer must provide phone reservation service, including access to a TDD (Telecommunication Device for the Deaf) system during the hours of service. The TDD system must be compliant with the ADA regulations.

Dispatcher Records - Dispatcher logs are to be maintained daily. These logs shall include, but are limited to, the following information:

- The name, address and telephone of the user requesting service.

- The passenger destination and the requested arrival time at the destination.
- Identification number of the vehicle responding to the request; and
- Estimated passenger pick-up time

Complaints

- The Proposer shall receive all complaints regarding the service and record them on a form satisfactory to the City. Complaint records for the current year shall be available for inspection by the City upon demand.
- The Proposer shall investigate and resolve each complaint within five (5) working days. When the Complaint is resolved, the Proposer shall submit a completed, written copy of the complaint form to the City and to the person filing the complaint.
- Complaints involving or pertaining to the legal Requirements of this contract shall be coordinated and handled with the process and procedures established by the City.

6. Submission Format

Proposer must submit all requested information and submitted all appropriate forms, certificates, affidavits and addendum acknowledgements in order to be considered responsive. To be considered for selection, all proposals must follow the format outlined below and include the required information in the order presented. Incomplete submissions or those that deviate from the required format may be disqualified.

1. Transmittal Letter

Each proposal must begin with a formal transmittal letter printed on company letterhead and signed by an individual authorized to commit the organization to the proposed services. The letter must include the following:

- A brief statement summarizing the firm's interest in providing the requested transportation services
- A declaration of any exceptions taken to the RFP requirements, with justification for each exception.
- Contact and Personnel information
 - The firm's legal name and mailing address
 - Proposer Identification: The name, title, phone number, and email address of the primary point of contact
 - Proposer's Legal Status. Identify the Proposer's business type (e.g., whether the organization is a sole proprietor; for-profit corporation or joint venture corporation; for-profit partnership; non-profit; public agency; or other type (identify), etc.).
 - Chief Executive or Administrator of the Organization. Provide the name and contact information for this individual.

- Proposer’s Authorized Representative. Provide the name and contact information for the individual authorized to represent the Proposer in discussions or negotiations, acknowledge amendments, and/or otherwise commit the Proposer

2. Background and Experience

Provide an overview of your organization’s experience and qualifications in delivering transportation services for older adults and individuals with disabilities. This section should include:

- A summary of your organization’s history and mission
- Key Personnel.
 - Identify the organization’s key individuals who will be responsible for day-to-day management of any contract resulting from this solicitation. Provide and synopsise their background or experience in delivering the type of services required to support and/or perform any contract resulting from this solicitation. Provide a resume for each “key” individual.
 - Note that the replacement of any individual identified as “key personnel” may require the notice to the City and its prior approval.

3. References

Provide three (3) professional references from current or recently completed projects—preferably municipal clients—for which your organization has provided comparable transportation services. Each reference should include:

- Name and title of the contact person
- Organization name
- Email address and phone number
- These agencies may be queried for references in order to ascertain the Proposer’s past performance history.

Provide information for transportation services which the Proposer currently provides or has recently provided under other contracts/service agreements. Include the following:

- A brief description of the services provided, including dates of service
- General experience in transportation service delivery
- Experience and background to provide the requested services
- Familiarity with the service area

4. Project Approach

Provide a concise narrative demonstrating your understanding of the City’s objectives and the purpose of the City of Aurora Ride Solution (C.A.R.S) Transportation Program. This section must address:

- The importance of senior citizens and individuals with disabilities having access to reliable transportation and compassionate service delivery.
- Shall reflect your organization's commitment to enhancing mobility support and aging-in-place programs

Clearly outline how your organization will meet the transportation service requirements described in this RFP.

Specific Service Requirements- At a minimum, address the following:

- Curb-to-curb (ambulatory) and door-to-door (accessible/mobility-assisted) service options
- Coordination with caregivers, including policies for rider accompaniment
- Service scheduling, including demand-responsive and advanced reservation options
- Service area coverage, including transportation within and (if applicable) just beyond the Aurora city limits
- Dispatching and scheduling protocols
- Process of handling complaints

Personnel Program

- Drug and Alcohol Testing. - The successful Proposer shall:
 - Comply with the following federal substance abuse regulations:
 - Federal Transit Administration (FTA) regulation, 49 CFR Part 655 "Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations".
 - U.S. DOT Regulation, 49 CFR Part 40 "Procedures for Transportation Workplace Drug and Alcohol Testing Program".
 - The Proposer must currently have a Drug and Alcohol testing program that complies with FTA requirements
- Employees. Specifically discuss or describe:
 - Selection, training, and monitoring of contracted personnel
 - How many full-time employees are currently on staff;
 - How many part-time employees are currently on staff; and
 - The minimum hiring criteria for drivers and how compliance is checked.
 - Dispatcher experience and qualifications
 - Driver qualifications
- Training - The proposal must:

- Describe the driver training program to be used to ensure that the driver duties and responsibilities under any resultant contract remain in compliance with contract all requirements.
- Describe corporate policies on the personal use of communications equipment.
- Describe dispatcher training which will be provided to ensure contract compliance.
- Attach a copy of the corporate/contract training plan if one is available.

5. Operational Details

A description of operational procedures related to:

- Computer Equipment and Software.
 - Identify and describe the Proposer's computer equipment which pertains to the services required in this RFP (e.g., transit software, scheduling, billing, payroll, etc.) Describe the functions and capabilities of the hardware and software.
- Vehicle and Fleet Management Capabilities.
 - Fleet Description. List all vehicles presently owned or operated by the Proposer which will be made available for the proposed contract services.
 - Standard and/or accessible vehicle accommodations, including the use of ramps, lifts, and wheelchair securement systems
 - Describe your present dispatching and vehicle control procedures
 - Fleet Maintenance Program. Attach a copy of the Proposer's current vehicle maintenance plan. If no plan exists, describe in complete and sufficient detail the Proposer's preventive and corrective maintenance programs. Note which activities are performed directly by the Proposer and which activities are subcontracted to other entities. If the Proposer anticipates using a different maintenance program for the services being solicited here, describe that program in complete and sufficient detail.
- Record-Keeping - Briefly describe the Proposer's record-keeping capabilities (if not already noted elsewhere in this proposal)
 - Data tracking and reporting systems
- Financial stability - Most recent audit

Note: The City reserves the right to reject any or all exceptions submitted. All future communication from the City will be conducted via OpenGov whenever possible.

7. Cost Proposal

Proposers must ensure that their cost proposals:

- Clearly identify the total project cost, broken down into the following components:

- Labor, Overhead, Profit, Direct expenses
- Include a detailed breakout of all costs
- Identification of any anticipated direct expenses
- A list of any assumptions made in developing the cost proposal
- A breakdown of any additional costs for optional or supplemental services. These should be clearly labeled and not included in the total base cost.
- Remain valid for the entire duration of the proposed contract period

Pricing shall not be mentioned anywhere in the body of the Technical Proposal. The pricing *component* shall be completed electronically in Section 5 Pricing Table. A breakdown of the pricing submitted will be uploaded in Section 7 Vendor Submissions #2

Failure to follow these cost submission instructions may result in disqualification of the proposal.

For the purpose of evaluation and contracting, the City of Aurora requires that all cost proposals be based solely on services performed and work delivered. The City does not compensate for time alone; payments are made only for completed and approved deliverables.

SUBMITTAL CONTENT

1. TECHNICAL PROPOSAL

Submitted proposals shall be organized in the following order which allows for clarity and ease of review of the proposals. Where indicated, City forms must be completed and submitted. Proposals should not exceed 30 single sided, not including covers, table of contents and section dividers.

The following items shall be included in your Statement of Work (SOW):

Cover Transmittal Letter (1 page max.) – On company letterhead, provide a narrative which introduces the firm and team highlighting the special strengths of the firm to perform the work requested in this RFP. The letter should be signed by an authorized principal of the proposing consulting firm.

Organization, Personnel and Staffing (9 pages max., 25 points max.) – Provide a brief description of all key personnel to be involved and their relationship to the services to be provided.

- Include names, titles, education, background, licenses, certificates, fields of expertise, and relevant state and local area experience for all proposed personnel and staff. No diversion or replacement of staff may be made without submission of a resume of the proposed replacement with final approval being granted by City.
- OR
 - Include names, titles, licenses, certificates, fields of expertise, and relevant state and local area experience for all proposed personnel and staff.
 - Identify the Project Manager for the proposed services.
 - Include names, titles, licenses, certificates, fields of expertise, and relevant state and local area experience for all proposed personnel and staff.
 - Identify the Project Manager for the proposed services.

Firm Qualifications, Experience and References (10 pages max., 30 points max.) – Provide a narrative describing the firm's qualifications to perform the project work. Provide information on past relevant experience, including:

- Customer Name
- Project Name
- Award Amount
- Award Date
- Completion Date
- Reference Contact
- Project Description

Project Approach (5 pages max., 25 points max.) – Provide a narrative which shows your firm’s understanding of the project’s requirements and documents a logical technical approach to the project scope of work. Include a general work plan as well as the proposed approach to undertaking the scope of work described earlier in this RFP. Provide a detailed project schedule that illustrates the duration of each task.

2. COST PROPOSAL

Pricing – Pricing information shall be submitted electronically in Section 5 – Pricing Table.

Pricing information shall not be included elsewhere in the Proposal submission unless specifically requested by the City. Inclusion of pricing within the technical or narrative portions of the Proposal may result in disqualification.

Proposers are advised that pricing is only one component of the overall evaluation criteria for award.

PRICING TABLE

IMPLEMENTATION COST

One time Set-Up or Administration Fee

Line Item	Description	Unit of Measure	Unit Cost
1	Implementation Fee	Lump Sum	

STANDARD TRANSPORTATION SERVICES (AMBULATORY)

Line Item	Description	Unit of Measure	Unit Cost	No Bid
2	Base Fare Charges	Per Ride		
3	Dispatch Coordination Calls	Per Ride		
4	Ride Monitoring and Destination Confirmation	Per Ride		
5	Ride scheduling/calling on behalf of program participants	Per Ride		
6	Ride ETA notification/reminders via calls and texts to riders	Per Ride		
7	Ride Cancellation /No Show Fee	Per Ride		
Optional Fare Type				
8	Base Fare - Per mile cost	Per Mile		

ACCESSIBLE TRANSPORTATION SERVICES (MOBILITY-ASSISTED)

Line Item	Description	Unit of Measure	Unit Cost	No Bid
2	Base Fare Charges	Per Ride		
3	Dispatch Coordination Calls	Per Ride		
4	Ride Monitoring and Destination Confirmation	Per Ride		
5	Ride scheduling/calling on behalf of program participants	Per Ride		

Line Item	Description	Unit of Measure	Unit Cost	No Bid
6	Ride ETA notification/reminders via calls and texts to riders	Per Ride		
7	Ride Cancellation /No Show Fee	Per Ride		
Optional Fare Type				
8	Base Fare - Per mile cost	Per Mile		

EVALUATION CRITERIA

1. Phase 1

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Organization, Personnel, and Staffing	Points Based	25 (25% of Total)
2.	Qualifications, Experience, and References	Points Based	30 (30% of Total)
3.	Project Approach	Points Based	25 (25% of Total)
4.	Pricing	Points Based	20 (20% of Total)

2. Phase 2

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	References & Experience The extent to which the firm's proposal demonstrates successful current and past experience in performing similar work, including the level of achieved client satisfaction. Organization's experience and qualifications in delivering transportation services for older adults and individuals with disabilities	Points Based	25 (31.3% of Total)
2.	Project Approach The extent to which the firm's proposal is complete and demonstrates a thorough understanding of the solicitation/contract requirements. This includes elements such as its personnel program (hiring/firing/retention), personnel (key personnel, dispatchers, drivers, etc.), drug and alcohol program, and handling of complaints.	Points Based	30 (37.5% of Total)
3.	Operational Capacity The extent to which the firm's proposal demonstrates that it has the financial resources, skilled personnel, equipment, software, and facilities to perform the scope of work. This includes elements such as its financial capability, any leasing or financing agreements, personnel (dispatchers, drivers, etc.), fleet size and description, and record-keeping ability, operations plan, and maintenance program.	Points Based	25 (31.3% of Total)

3. Phase 3

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Cost Proposal Does the proposed price represents fair market value for the services requested	Points Based	20 <i>(100% of Total)</i>

VENDOR SUBMISSIONS

1. Technical Proposal*

See Submittal Content Section for more information.

Pricing shall not be mentioned anywhere in the body of the Technical Proposal.

*Response required

2. Standard City of Aurora Contract*

Please download the below documents, complete, and upload.

- [Sample Standard Contract RF...](#)

*Response required

3. Contact Information*

Please download the below documents, complete, and upload.

- [COA Contact Information.docx](#)

*Response required

4. References*

Sufficient references of all like public and/or private agencies must be presented below. Listing must include company name, contact person, telephone number and date purchased. All Proposers, as a condition of and prior to entry into a contract, agree that a complete background investigation of the principals of the Proposer and all employees who will work on the project may be made. Proposers agree to cooperate with the appropriate City of Aurora personnel to supply all information necessary to complete these investigations. The City of Aurora in its complete discretion may disqualify any Proposer, including low Proposer, and may void any contract previously entered into based on its background investigation.

*Response required

5. Sub-Contractor List

Please provide the following information for each subcontractor:

Company:

Address:

City, State, Zip:

Phone Number:

Contact Person:

6. Eligibility*

By signing this Proposal, the Proposer hereby certifies that they are not barred from bidding on this Proposal as a result of a violation of Article 33E, Public Bids of the Illinois Criminal Code of 1961, as amended (Illinois Compiled Statutes, 720 ILCS 5/33E-1).

☐ Please confirm

*Response required

7. Proposer's Certification*

I/We hereby certify that:

A. A complete set of proposal papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.

B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.

C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all equal employment practice requirements contained in Public Act 87-1257 (effective July 1, 1993) and 775 ILCS 5/2-105 (A).

D. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.

E. The Proposer is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of "bid rigging" or "bid rotating" of any state or the United States.

F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

☐ Please confirm

*Response required

8. Proposer's Tax Certification*

The Proposer's Executing Officer, being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the Proposer, that this deponent is authorized to make them and that the statements contained herein are true and correct.

Proposer deposes, states and certifies that Proposer is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

☐ Please confirm

*Response required

9. Certificate of Insurance (COI)*

A prospective contractor shall submit a compliant Certificate of Insurance (COI) with its bid or proposal, evidencing the coverage required for the project in accordance with City of Aurora Policy No. 2026-2502-002. All required insurance policies must remain in full force and effect for the duration of the project.

*Response required

10. Additional Information

Request For Proposal #26-047

Title: City of Aurora Ride Solution (C.A.R.S) Transportation Program