Taxicab Services at PHX
Revenue Contract Solicitation (RCS)

Pre-Response Meeting
December 8, 2016
NO CONTACT PROVISION

Section 43-34 & 43-36 of the City Code

RESPONDENTS THAT VIOLATE THIS POLICY WILL BE DISQUALIFIED

TRANSPARENCY POLICY IS IN EFFECT
QUESTIONS & ANSWERS (Q&A)

Written questions only

• Some answers available today
• All answers published on web via addendum

NOTE: Responses to written answers supersede verbal answers
Q&A DEADLINES

Submit questions by **December 16, 2016**
- Due: 11:00 a.m. local Phoenix time
- Email: busopps.aviation@phoenix.gov

Answers available by **January 10, 2017**
- [https://www.phoenix.gov/solicitations/352](https://www.phoenix.gov/solicitations/352)
RESPONSE SUBMITTAL DEADLINE

Tuesday
January 24, 2017
@11:00 a.m.
(local Phoenix time)

Late responses will be disqualified
Response Submittal Location

2485 East Buckeye Road, Phoenix, AZ 85034

Aviation Department Offices Have Moved

Please send mail to and visit us now at:
2485 East Buckeye Road
Phoenix, Arizona 85034

FROM DOWNTOWN: Take Jefferson Street east to 16th Street and turn right (south) approximately 1 mile, to Buckeye Road. Turn left (east) on Buckeye. Continue past the I-10, the bus station and 24th Street. At the next light, turn right onto Copperhead Drive. Our offices will be on your right.

FROM THE EAST VALLEY: Take I-10 west to exit 149 (Buckeye Road) and make a right at the light onto Buckeye. Continue past the bus station and 24th Street. At the next light, turn right onto Copperhead Drive. Our offices will be on your right.

FROM TERMINAL 3: Proceed west on Sky Harbor Blvd. Follow the signs to 24th Street but stay in the far left lane and watch for a blue sign to exit to PHX Maintenance. Take a right on Buckeye Road, go past the stop sign and the PHX Maintenance building. At the light, turn left onto Copperhead Drive. Our offices will be on your right.

FROM THE WEST VALLEY: Take I-10 east to exit 148 (16th Street), turn right (south) on 16th Street approximately 1.5 miles to Buckeye Road. On Buckeye turn left (east), continue past the I-10, the bus station and 24th Street. At the next light, turn right onto Copperhead Drive. Our offices will be on your right.
## CONTRACT OPPORTUNITIES

- **4 Contract Opportunities & Required Fleet Sizes**

<table>
<thead>
<tr>
<th>Contract Opportunities</th>
<th>Required Fleet Size</th>
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<tbody>
<tr>
<td>1. Large Company</td>
<td>70</td>
</tr>
<tr>
<td>2. Large Company</td>
<td>70</td>
</tr>
<tr>
<td>1. Small Company (non-100% owner/operator)</td>
<td>30</td>
</tr>
<tr>
<td>2. Small Company (100% owner/operator)</td>
<td>30</td>
</tr>
<tr>
<td><strong>Total Base Fleet Size</strong></td>
<td><strong>200</strong></td>
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</tbody>
</table>
RESPONSE LIMITATION

Respondent may submit a response for only one (1) category

• **Large Company**: ONLY ONE (1) response for Large Company category

**OR**

• **Small Company**: May submit ONE (1) response for each of the Small Company category opportunities:
  • Non-100% owner/operator
  • 100% owner/operator
## EVALUATION CRITERIA

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
<th>Points</th>
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<tbody>
<tr>
<td>Business and Operations Plan</td>
<td>0-300 points</td>
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<tr>
<td>Qualifications and Experience of Respondent</td>
<td>0-200 points</td>
</tr>
<tr>
<td>Qualifications and Experience of Proposed General Manager</td>
<td>0-200 points</td>
</tr>
<tr>
<td>Customer Service Plan</td>
<td>0-150 points</td>
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<tr>
<td>Franchisee and Owner/Operator Plan</td>
<td>0-150 points</td>
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<tr>
<td><strong>Total Possible Points</strong></td>
<td><strong>0-1000 points</strong></td>
</tr>
</tbody>
</table>
CONTRACT TERM

- Four (4) years

PLUS

- 1 two-year renewal option*
  * Exercised at Aviation Director's discretion
TRIP FEE

- Contractor will pay trip fee for each trip initiated from PHX in the amount set by Phoenix City Code.

- For 2018 & 2019, contractor will pay trip fees in accordance with the applicable vehicle rate listed under year 2019 in the Phoenix City Code.

- Beginning 01/01/2020, fees will increase annually at the lesser of 3% or the % change in the most current CPI.
At the time of commencement of service, vehicles must:
- Have less than 50,000 miles; and
- Can be no older than the model year 2015.

For any replacement vehicle at the time of replacement, vehicle must have the lesser of:
- 100,000 miles; or
- Fewer miles than the vehicle it replaces.

Be limited to a service life of:
- 400,000 miles; and
- Must not be older than five (5) years at any time during the term of the Contract.
PASSENGER TRANSACTIONS

- Only charge fares at rates equal to or less than the maximum meter rates.

- Must install electronic credit/debit card transaction equipment in the backseat for payment of fares operated and maintained by Contractor.

- Electronic credit/debit card transaction equipment must accept:
  - Swipeable magnetic strip and insertable chip, AND
  - Contactless payment using contactless credit/debit cards or mobile payment (i.e. Apply Pay, Google Wallet, Samsung Pay)
Accept the following credit cards:
- American Express
- Master Card
- Discover
- Visa

No processing fees will be charged to:
- Passengers
- Drivers
- Independent contractors
- Franchisees
- Owner/operators
All credit/debit card transactions conducted by drivers shall be completed through Contractor-supplied machines.
ALTERNATIVE FUEL REQUIREMENTS

- 100% CNG/LNG
- 100% LPG
- 100% E85
- Hybrid
- Plug-in Hybrid Electric
- Electric

If contractor operates hybrid vehicles, contractor must also operate plug-in hybrid electric vehicle equal to at least 5% of the total base fleet.
GENERAL MANAGER

- City’s primary contact for contractor.
- Respond to City inquiries within 1 business day.
- In-person response is required for accidents, labor issues and other critical issues within one (1) hour of notification from City.

- Equip with a mobile phone to:
  - Receive Emergency Notification System transmission
  - Access AVI vehicle staging application, and
  - Receive phone calls from City 24/7
SUPERVISOR

- Responsible for daily activities for all drivers.

- At least 1 non-driver supervisor on-duty 24/7 including holidays.

- Respond to City staff within 10 minutes.

- Equip with a mobile phone to:
  - Receive Emergency Notification System transmission
  - Access AVI vehicle staging application, and
  - Receive phone calls from City 24/7
DRIVERS

- Successful Respondent (Contractor) is responsible for compliance with all driver requirements and conduct.

Drivers must:

- Comply with Aviation Security Badging Requirements
- Comply with Driver Identification Placard requirement
- Complete all required training as listed in Exhibit E of each Contract(s)
LIQUIDATED DAMAGES

$250 - 500 per violation depending on the type of violation.

See Paragraph 22 in contracts drafts mentioned below:

- Attachment G (large company),
- Attachment M (small company-non-100% owner/operator)
- Attachment R (small company-100% owner/operator)
OUTREACH REQUIREMENTS

- No Race- or Gender-Conscious Goals

- Race- and Gender-Neutral Measures to achieve ACDBE, DBE, Small Business Participation

- Respondents must commit to conducting outreach to small businesses!
OUTREACH REQUIREMENTS cont.

- Submit a *completed and signed* Form EOD-1/Statement of Outreach Commitment *at time of Response submittal*

- Responsive / Non-Responsive

**Failure to provide a completed and signed Form EOD-1 = Rejected Response**
1. Identify opportunities for small business participation

2. Conduct outreach for small business participation

3. Evaluate small business proposals, and

4. Notify each small business that responded to the Respondent’s outreach efforts of the selection decision, whether or not the small business was selected.
For Outreach Requirements see Attachment H and Exhibit N of Attachments G, M and R

To locate Small businesses registered with the City https://phoenix.diversitycompliance.com

Respondents’ outreach efforts are not restricted to companies registered with the City
OUTREACH REQUIREMENTS cont.

CITY OF PHOENIX
Aviation Department
Taxicab Services at PHX RCS AVN 17-100

Form – EOD-1
STATEMENT OF OUTREACH COMMITMENT
(Due with Response at Time of Submittal)

On behalf of the Respondent, I certify under penalty of perjury that the following information is true and correct.

If selected as the Successful Respondent, the Successful Respondent will:

1) Fulfill all required small business outreach requirements and submit all required outreach efforts documentation for the taxicab services RCS contract opportunities within 30 days following contract award;

2) Conduct all required small business outreach and submit a Small Business Utilization Plan along with all required outreach efforts documentation every year by the anniversary of the contract award date; and

3) Comply with the Race- and Gender-Neutral post-award requirements stated in the ACDBE Contract Clause.

Company Name: ________________________________

Company Mailing Address: ________________________________

Print Name: ________________________________

Title: ________________________________

Email Address: ________________________________

Phone Number: ________________________________

Signature: ________________________________

Date: ________________________________

Attachment H (Form EOD-1)
Large Company

RCS REQUIREMENTS
MINIMUM QUALIFICATIONS
LARGE COMPANY RESPONDENT EXPERIENCE

Qualifications:
• Minimum of 3 continuous years of experience operating a taxicab services

• Experience must be at a medium or large hub airports as defined by the FAA

NOTE: May not use subcontractor’s experience to meet this minimum qualification
MINIMUM QUALIFICATIONS
LARGE COMPANY GENERAL MANAGER EXPERIENCE

Qualifications:
• Minimum of 3 continuous years of experience managing the operations of a minimum of 35 dispatched-vehicle passenger service fleet.

For the purpose of this RCS, “management experience” is defined as being responsible for performing:
  • Managing driver and dispatch staffing and personnel issues,
  • Resolving passenger concerns, and
  • Managing fleet availability and maintenance.
MINIMUM QUALIFICATIONS
LARGE COMPANY GENERAL MANAGER EXPERIENCE cont.

Respondent’s proposed GM:

• **Must pass a fingerprint-based Criminal History Records Check & Security Threat Assessment prior to award.**

• **May not change proposed GM during RCS process, including up to time of contact award.**
RESPONSE GUARANTEE
LARGE COMPANY

- $10,000 cashier’s check
  - Without condition or restrictive endorsement

Failure to include = Rejected Response
PERFORMANCE GUARANTEE
LARGE COMPANY

❖ $50,000
  - Letter of Credit (LOC)
  - Cash Deposit

Required upon execution of contract
SCOPE OF WORK OVERVIEW
LARGE COMPANY

- Provide taxicab service at PHX
  - Fleet size: **70 vehicles**
  - Minimum 5% based fleet must be ADA compliant, wheelchair accessible, and must have 24/7 on-call response.
  - **Minimum 15% of base fleet vehicles must be operated by franchisees or owner/operators.**
  - Pay trip fee
  - Alternative fuel requirement
  - Rear-Seat electronic credit card terminals
  - Limit passenger wait time to 5 minutes at all time.
  - Provide GM and Supervisor
  - Provide outstanding customer service
TAXI FLEET
LARGE COMPANY

- Fleet size: **70 vehicles**
  - Available within 3 months of contract effective date to begin service.

- **5% of the base fleet (4 vehicles): must be ADA compliant and wheelchair accessible**
  - Must be available with 15 minutes of passenger request

- **At least 15% of base fleet (11 vehicles) must be operated by franchisees or owner/operators**
RESPONSE PACKET
LARGE COMPANY

- The Response guarantee
- 1 original Response
- 7 hard copies
- 1 e-copy (native format) on USB drive

- Outreach Requirements Documentation
  - Large Company: specified in Section III.D.2.(A) of the RCS
  - One (1) hard copy of EOD-1/Statement of Outreach Commitment documentation.
  - One (1) e-copy (on USB drive) of EOD-1/Statement of Outreach Commitment documentation.
FORM OF RESPONSE
LARGE COMPANY

Responses are limited to:
- 70 double-sided pages
- Letter-size pages
- 12 point Arial font

All necessary Attachments are included in this page limit.
FORM OF RESPONSE cont.

LARGE COMPANY

Compile Your Response:

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- Tab 3 – **Qualifications and Experience of Respondent**
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<td>Attachment F: Franchisee and Owner/Operator Plan</td>
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Non-100% Owner/Operator Small Company RCS REQUIREMENTS
MINIMUM QUALIFICATIONS
GENERAL MANAGER EXPERIENCE
SMALL NON-100% OWNER OPERATOR COMPANY

Qualifications:
• Minimum of 2 continuous years of experience managing the operations of a minimum of 15 dispatched-vehicle passenger service fleet.

For the purpose of this RCS, “management experience” is defined as being responsible for performing:
• Managing driver and dispatch staffing and personnel issues,
• Resolving passenger concerns, and
• Managing fleet availability and maintenance.
MINIMUM QUALIFICATIONS
GENERAL MANAGER EXPERIENCE cont.
SMALL NON-100% OWNER OPERATOR COMPANY

Respondent’s proposed GM:
• Must pass a fingerprint-based Criminal History Records Check & Security Threat Assessment prior to award.

• May not change proposed GM during RCS process, including up to time of contact award.
RESPONSE GUARANTEE
SMALL NON-100% OWNER OPERATOR COMPANY

- $5,000 cashier’s check
  - Without condition or restrictive endorsement

Failure to include = Rejected Response
Performance Guarantee
Small Non-100% Owner Operator Company

- $20,000
  - Letter of Credit (LOC)
  - Cash Deposit

Required upon execution of contract
SCOPE OF WORK OVERVIEW
SMALL NON-100% OWNER OPERATOR COMPANY

- Provide taxicab service at PHX
  - Fleet size: **30 vehicles**
  - Minimum 5% based fleet must be ADA compliant, wheelchair accessible, and must have 24/7 on-call response.
  - Pay trip fee
  - Alternative fuel requirement
  - Rear-Seat electronic credit card terminals
  - Limit passenger wait time to 5 minutes at all time.
  - Provide GM and Supervisor
  - Provide outstanding customer service
TAXI FLEET
SMALL NON-100% OWNER OPERATOR COMPANY

- Fleet size: **30 vehicles**
  - Available within 3 months of contract effective date to begin service.

- 5% of the base fleet (2 vehicles) must be ADA compliant and wheelchair accessible
  - Must be available with 15 minutes of passenger request
RESPONSE PACKET
SMALL NON-100% OWNER OPERATOR COMPANY

- The Response guarantee
- 1 original Response
- 7 hard copies
- 1 e-copy (native format) on USB drive

- **Proof of Small Business** *(Separate Sealed Envelope)*
  - specified in Section III.E.2.(A).1 of the RCS
  - Submit federal tax returns for the most recent 3 years
    (Average of last 3 years < $15 million)

Failure to provide / proof = rejected response
Outreach Requirement Documentation (separate sealed envelope)

- specified in Section III.E.2.(A).2 of the RCS
- **One (1) hard copy** of EOD-1/Statement of Outreach Commitment documentation.
- **One (1) e-copy** (on USB drive) of EOD-1/Statement of Outreach Commitment documentation

Failure to provide/proof = Rejected Response
Responses are limited to:
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- Letter-size pages
- 12 point Arial font

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FORM OF RESPONSE cont.
SMALL NON-100% OWNER OPERATOR COMPANY

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<td>Proof of Small Business in a <strong>separate sealed envelope</strong>, See Section III.E.2.A.1 (a) – (c)</td>
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<td>1. Attachment K: Qualification and Experience of General Manager</td>
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100% Owner/Operator
Small Company
RCS REQUIREMENTS
MINIMUM QUALIFICATIONS
GENERAL MANAGER EXPERIENCE
SMALL 100% OWNER OPERATOR COMPANY

Qualifications:

- Minimum of 2 continuous years of experience managing the operations of a minimum 15 dispatched-vehicle passenger service fleet.

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MINIMUM QUALIFICATIONS
GENERAL MANAGER EXPERIENCE cont.
SMALL 100% OWNER OPERATOR COMPANY

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• Must pass a fingerprint-based Criminal History records Check & Security Threat Assessment prior to award.

• May not change proposed GM during RCS process, including up to time of contact award.
RESPONSE GUARANTEE
SMALL 100% OWNER OPERATOR COMPANY

- $5,000 cashier’s check
  - Without condition or restrictive endorsement

Failure to include = Rejected Response
PERFORMANCE GUARANTEE
SMALL 100% OWNER OPERATOR COMPANY

- $20,000
  - Letter of Credit (LOC)
  - Cash Deposit

Required upon execution of contract
SCOPE OF WORK OVERVIEW
SMALL 100% OWNER OPERATOR COMPANY

- Provide taxicab service at PHX
  - Fleet size: **30 vehicles**
  - Minimum 5% based fleet must be ADA compliant, wheelchair accessible, and must have 24/7 on-call response.
  - Pay trip fee
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  - Provide outstanding customer service
TAXI FLEET
SMALL 100% OWNER OPERATOR COMPANY

- Fleet size: **30 vehicles**
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RESPONSE PACKET
SMALL 100% OWNER OPERATOR COMPANY

- The Response guarantee
- 1 original Response
- 7 hard copies
- 1 e-copy (native format) on USB drive

- **Proof of Small Business (Separate Sealed Envelope)**
  - specified in Section IV.E.2.(A).1 of the RCS
  - Submit federal tax returns for the most recent 3 years (Average of last 3 years < $15 million)

Failure to provide / proof = rejected response.
Outreach Requirements Documentation (separate sealed envelope)

- specified in Section IV.E.2.(A).2 of the RCS
- One (1) hard copy of EOD-1/Statement of Outreach Commitment documentation.
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FORM OF RESPONSE
SMALL 100% OWNER OPERATOR COMPANY

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SMALL 100% OWNER OPERATOR COMPANY

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**SMALL 100% OWNER OPERATOR COMPANY**

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| Tab 4 Qualifications and Experience of General Manager       |
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| 2. Resume                                                    |

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| 3. Attachment B-3: Marketing Plan or Statement              |
| 4. Attachment B-4: Driver Recruitment and Retention Plan    |
| 5. Attachment B-5: Driver Training Plan                     |
| 6. Attachment B-6: Driver Conduct Plan                      |
| 7. Attachment B-7: Technological Solutions Plan             |
| 8. Attachment B-8: Daily Fleet Utilization Plan             |
| 10. Attachment I: Financial Capability to Perform           |

| Tab 6 Customer Service Plan                                  |
| 1. Attachment S: Customer Service Approach                   |
| 2. Attachment T: ADA Strategy                                |

| Tab 7 Franchisee and Owner/Operator Plan                     |
| Attachment L: Franchisee and Owner/Operator Plan             |
Questions & Answers
Site Tour (optional)