

ST – Taxi Service RFP
Questions #1

1. Our current vehicle fleet does not require CDLs to operate. Can we confirm that CDLs are only required for vehicles requiring a CDL driver? **Yes, CDL's are only needed for CDL vehicles.**
2. Can you please advise as to when the Bidders conference will be held? **Please see the Key Information Summary sheet located in the RFP.**
3. Is any signage required on our vehicles (for example - TCC Shore Transit)? **We can provide a sign to place in the window**
4. Currently, what is the average number of trips? And from that number - how many are wheelchair trips? **This contract is used when Shore Transit is short drivers or vehicles so currently we are not using any trips, but this could change. Wicomico County DSS Temporary Cash Assistance clients are also on this contract. They operate 8 rides per week with no wheel chairs.**
5. This is a SHARED RIDE service. Do we route the trips to ensure drop off within 15 mins of the scheduled time, or does TCC Shore Transit route the trips? **Shore Transit will do the schedule.**
6. Do you advise on which trips are door to door and which are curb to curb? **Yes**
7. Is the driver required to transport an escort, children or family members? If so, what is the limit on additional passengers? **Yes, a Personal Care Attendant/Child/Additional Passenger, but no more than 2 additional passengers.**
8. Can the passenger transport bags and other carried items? if so, is there a limit and is the driver required to carry these items for the passenger? **The driver does NOT transport bags. The passenger can carry as many bags as they can manage themselves in 1 trip to/from the bus.**
9. Is the vendor compensated for no-shows? **Yes**
10. The service is 7 days per week and holidays, but what are the service hours? **The service hours follow our fixed route schedule which is roughly 4am-2am.**
11. If a customer is dropped off, can they call and request a pickup when ready (will call)? Or is the pick-up time already scheduled? **The pickup time will be scheduled.**
12. If they can call when they are ready, how much time is allowed for the pickup? Within 1 hour? **N/A**
13. How are pickup and drop off times recorded? On a written manifest? **Written Manifest**
14. Is this a union based contract? **No**

15. Is this contract subject to any employee wage or benefit requirements, either State or local? **No**

16. Are service animals allowed on the vehicles? **Yes**

17. If the customer is not ready, what is the required wait time? **5 minutes**

18. If the wait time causes a late pickup, is the vendor penalized for that? **No**