May 29, 2015

ADDENDUM #1

FOR

REQUEST FOR PROPOSAL ("RFP") FOR

TAXICAB DISPATCH APPLICATION "E-HAIL" PROGRAM

Required for use and distributed by:

CITY OF CHICAGO
(**Department of Business Affairs and Consumer Protection**)

The following revisions/changes will be incorporated in the above-referenced contract document. All other provisions and requirements as originally set forth remain in full force and are binding.

BIDDERS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM #1 EITHER BY SUBMITTING ADDENDUM #1 COVER PAGE WITH THE PROPOSAL OR WRITING AT THE BOTTOM OF THE COST PROPOSAL PAGES THAT THEY HAVE READ AND ACKNOWLEDGE ADDENDUM #1.

All proposals and other communications must be addressed and returned to:

Attn: Taxicab Dispatch App Program
Department of Business Affairs and Consumer Protection
Public Vehicles Operations
BACPPV@cityofchicago.org
2350 W. Ogden, First Floor
Chicago, IL 60608

PROPOSALS MUST BE RECEIVED NO LATER THAN 4:00 P.M., CENTRAL TIME, ON JUNE 12, 2015

RAHM EMANUEL
MAYOR

MARIA GUERRA LAPACEK
COMMISSONER, BACP

3.2 **Deadline and Procedures for Submitting Proposals**

1. To be assured of consideration, Proposals must be received by the City of Chicago at the address listed in 3.2.3 below no later than <u>4:00 P.M</u>. Central Time on **June 12, 2015.**

2. The City may, but is not required to accept Proposals that are not received by the date and time set forth in Section 3.1 above. Only the Commissioner has the authority to determine whether to accept or return late Proposals. Failure by a messenger delivery service or printing service to meet the deadline will not excuse the Respondent from the deadline requirement. It is Respondent's sole responsibility to ensure that the Proposal is received as required.

3. Proposals must be delivered to the following address:

   ATTN: E-Hail Taxicab Dispatch Application Program RFP
   City of Chicago
   Department of Business Affairs and Consumer Protection
   Public Vehicles Operations
   2350 W. Ogden, First Floor
   Chicago, Illinois 60608

4. Respondent must submit 1 original hardcopy, 5 duplicate hardcopies, 1 electronic searchable pdf format copy, and 1 redacted electronic pdf copy. Electronic copies must be stored and delivered on an USB flash drive clearly labeled with RFP respondent's name. The original documents must be clearly marked as "ORIGINAL", and must bear the original signature of an authorized corporate agent on all documents requiring a signature. Copies must be exact duplicates of the ORIGINAL. Respondent must enclose all documents in sealed envelopes or boxes.

5. The outside of each sealed envelope or box must be labeled as follows:

   <u>Proposal Enclosed</u>
   Request for Proposal (RFP) for E-Hail Taxicab Dispatch Application Program
   Due: 4:00 p.m. Central Time, June 12, 2015
   Submitted by: (Name of Respondent)
   Package _____ of _____

6. The City's opening of Respondent's sealed envelope(s) or package(s) containing a Proposal shall neither be deemed nor constitute acceptance by the City of Respondent's Proposal. The City reserves the right to open and inspect all such sealed envelope(s) or package(s), regardless if the same were submitted by the due date and time specified in this RFP, for any purpose, including without limitation, determining the particular RFP to which Respondent has responded, determine if a Proposal was submitted by the date and time specified in this RFP.

"E-Hail" Taxicab Dispatch Application RFP Addendum #1 incorporates the following responses to questions asked at the pre-bid conference and questions submitted via e-mail to BACP:

Key: Q = "question"; R = "response"

Q1: **Will the proposals for the universal taxi app be available for viewing by the industry on the City of Chicago website?**

R1: Yes, in keeping with Mayor Emanuel's directive for transparency in government, any RFP proposals received will be posted at the BACP web page after the respondents are chosen.

Q2: **We would like to receive Technical details on Taxi Cab Meter integration as required under following requirement:**

"Because any E-Hail App electronic payment system must be integrated with the taxicab meter, the fare dollar amounts shall not be manually entered in payment system."

Items we need are: Meter Company Name and contact information (technical contact person details) API (application Programing Interface) documentation; And Implementation details (use case documentation) – How we can use API to implement city of Chicago requirements.

R2: The City strikes the current requirement:

"Any E-Hail App electronic payment system must be integrated with the taxicab meter. The fare dollar amounts shall not be manually entered in payment system."

And inserts in its place:

"Any E-Hail App electronic payment system must directly integrate with the taxicab meter or, in lieu of this, integrate with other equipment that integrates with the taxicab meter. The fare dollar amounts shall not be manually entered in payment system."

To be clear, the City's ultimate goal is that respondents find a way to ensure that there is no human error when the fare is paid by a passenger and that the fare presented on the taxicab meter is the fare paid by the customer. This could be accomplished, for example, by integrating an app's electronic payment mechanism directly with the taxicab meter OR by integrating an app with other payment mechanisms (e.g. authorized payment terminals for City of Chicago licensed taxicabs) that are integrated with the taxicab meter. The City is also open to other solutions that accomplish the goal of removing human error when charging the fare.

The City of Chicago encourages potential bidders to look into the list of approved taxicab meters as well as the list of authorized payment mechanisms.

BACP maintains approved vendor and equipment lists at its web page: www.cityofchicago.org/bacp

Approved Credit Card Processing Equipment is at
http://www.cityofchicago.org/content/dam/city/depts/bacp/publicvehicleinfo/medallionowners/approvecreditcardprocessingequipmenttaxi03142014.pdf

Taxicab meter technicians registered with the City:
http://www.cityofchicago.org/content/dam/city/depts/bacp/publicvehicleinfo/medallionowners/registeredtaximetertechnicians03132014.pdf

Q3: **Is taxicab meter integration between the taxicab and the app's platform required?**

R3:   See R2.

Q4: **Regarding taxicab meter integration, the RFP is silent on the credit card payment systems in the back of the taxicab. These systems are already under a contract between the Cab company and the provider of the payment systems, which may contain an exclusivity clause. How will this be addressed?**

R4:   See R2.

Q5: **What is the payment integration requirement?**

R5:   See R2.

Q6: **What if the app is not integrated with the payment system? The company CMT puts a payment unit and has an exclusive agreement any other way except our system. CMT comes after our taxi fleet and doesn't take payment through the app.**

R6:   See R2.

Q7: **Will the City allow new apps to integrate with existing technology?**

R7:   See R2.

Q8: **Since the meters are owned by different people, where the dispatch service might have a meter, how is the app respondent going to be able to determine the cost?**

R8:   See R2.

Q9: **How do you share the meter between different applications? How does the current system work? Does there need to be some sort of consideration for the cost of adding components?**

R9:   See R2.

Q10: **Regarding Exhibit 2 – CC Payment:**
Any E-Hail App electronic payment system must be integrated with the taxicab meter. The fare dollar amounts shall not be manually entered in payment system. Question: Can you clarify if you want this retro fit if driver does not use Bluetooth? If retrofit, we will need to know what kind of different devices the taxicabs are using, in order to ensure compatibility.

R10:   See R2.

Q11: **On page 29, under "Passenger Security and Autonomy"—how can this feature be reconciled with the second "CC Payment" feature on page 28? If the payment is made automatically, then how can the passengers be offered autonomy to pay a different amount?**

R11: See R2. The City's intent is for passengers to have freedom of choice in regards to how they pay for the fare - cash, credit card, or debit card. It is a requirement of the selected E-Hail taxicab dispatch payment system that taxicab drivers do not have the capability of manually entering fare or tip amounts.

Q12: **We are a corporation outside Chicago. Do we have to get a Chicago brick and mortar location, business license, two-way communication license, etc., when we apply? Or after we are chosen to do business? (Refer to page 15)**

R12: A respondent is not required to have the City of Chicago two-way dispatch license until the respondent's proposal is selected. The only exception is that if the respondent is operating a dispatch business in the City of Chicago prior to its selection to provide the services detailed in the RFP, the respondent should already possess a two-way dispatch license.

Information on the Two-Way Taxicab Dispatch License is available at
http://www.cityofchicago.org/city/en/depts/bacp/supp_info/affiliation_licensemanagerbroker.html

As part of the required two-way dispatch license, there is a requirement for a place of business to be located in the City of Chicago.

Q13: **Do you need to be certified within the City to do business? Is there an advantage by being within the City already?**

R13: See R12.

Q14: **Regarding the requirements on Page 19 - Do we have to have all of these documents prior, or when we are chosen? What about insurance policies?**

R14: A respondent is not required to have the City of Chicago two-way dispatch license until the respondent's proposal is selected. If the respondent is operating a dispatch business in the City of Chicago prior to its selection to provide the services detailed in the RFP, the respondent should already possess a two-way dispatch license as required by applicable federal, state and local laws.

Regarding insurance, please see Section 4.1.10 of the RFP.

Q15: **Regarding Page 24, 4-C - If a driver does not have a compatible 4G smart phone to comply with the app, there is no penalty except for the fact that the driver cannot participate. Please clarify?**

R15: Per RFP Exhibit 1 item 4c, "Selected Respondent must ensure that all participating taxicab drivers possess functioning smart phone and/or tablet equipment and data plans necessary to use the E-Hail App. Selected Respondent may not penalize drivers for not providing their own equipment or data."

Potential bidders should take into consideration any potential costs necessary to provide functioning smart phones and/or tablet equipment and data plans in designing its Itemized Cost Proposal (Exhibit 3).

Q16: **Are there any guidelines on how the drivers should be paid? Will they be paid by the fleet, or directly? Is there a timetable for when a driver must be paid, i.e., 24 hours from the trip? Weekly?**

R16: Payments should be made to drivers as required by applicable federal, state and local laws regarding credit card processing.

The laws that govern City of Chicago taxicab companies and public chauffeurs are available at
http://www.cityofchicago.org/city/en/depts/bacp/supp_info/rules_and_regulations.html

Taxicab Medallion License Holder Rule TX5.08(b) requires taxicab drivers to be paid within one business day of the initial electronic payment transaction.

Q17: **Please explain if having a printer is required in cab.**

R17: This is designated as a "Preferred But Not Required Functionality" in Exhibit 2, and as such, is not mandatory.

Q18: **Will selected respondent(s) need to secure a radio license?**

R18: A selected respondent is required to have the City of Chicago two-way dispatch license, which costs $500 and should be obtained once a respondent's proposal is selected, unless the respondent is already providing taxicab dispatching services within the City of Chicago. There is no separate license type for radio dispatch, as this sort of activity is covered within the two-way dispatch license type.

Information on the Two-Way Taxicab Dispatch License is available at:
http://www.cityofchicago.org/city/en/depts/bacp/supp_info/affiliation_licensemanagerbroker.html

It is also worth noting that an "E-Hail" Taxicab Dispatch Application would qualify for dispatch and that the City of Chicago does not specify radio dispatch as a requirement of the services provided within the E-Hail RFP language.

Q19: **What advantages are there to working with the City?**

R19: A selected respondent will have the City of Chicago's direct support and access to the City's marketing power, which includes the websites of the Department of Business Affairs and Consumer Protection, Chicago Department of Aviation, ChooseChicago, Navy Pier, and the City of Chicago. The City will refer to any selected respondent as an approved provider of the "E-Hail" service. As a result, any potential customers seeking a ride in a taxicab will understand the technical capabilities and inherent consumer protections offered by the service provider(s).

A selected respondent will also benefit by having access to City of Chicago licensed taxicabs, the drivers of which will be available to accept rides requested via the app. The

City commissioned a study by Nelson\Nygaard to better understand the taxicab industry in the City of Chicago. Respondents should feel free to use this study when designing their proposals. A copy of the Nelson\Nygaard study can be found at: http://www.cityofchicago.org/content/dam/city/depts/bacp/publicvehicleinfo/publicchauffer/chicagotaxifaresstudyaug2014.pdf

Q20: Does the City have a value on its marketing power for the app's provider?

R20: The selected respondent(s) will be required to provide marketing. Per Section 4.1.13 of the RFP, "Respondent must submit as part of its Proposal a marketing plan describing how it would market the use of its E-Hail App to the public and taxicabs."

The City will provide its own marketing within the specified channels. See Q19 for additional context.

Q21: Will the promotion of the selected apps be done by the City, split between the app provider and the City, or some other form of integration?

R21: See R19 and R20.

Q22: Are the winning bids expected to provide additional marketing themselves, or will the City provide?

R22: See R19 and R20.

Q23: Will the City of Chicago equally promote, list, and market each app chosen?

R23: See R19 and R20.

Q24: Is this an in kind bid?

R24: See R19 and R20.

Q25: Regarding Page 20, Section 4.1.13 Marketing Plan:
Respondent must submit as part of its Proposal a marketing plan describing how it would market the use of its E-Hail App to the public and taxicabs, what dollar amount does the City intend to set aside for the marketing program? Can the City clarify the specific promotional elements the City intends to utilize in their marketing plan?

R25: See R19 and R20.

Q26: Is there an advantage to being a City of Chicago licensee or program? What are MBE/WBE requirements?

R26: The criteria on which proposals will be evaluated are located in Section 4.2.2 of the RFP.

Q27: What will happen to the proposals not selected during the bidding process?

R27: Applications that are not selected will not receive the benefits of designation (e.g. marketing); however, these applications may still operate in the City of Chicago provided

the companies who provide these applications possess a two-way dispatch license and meet any other applicable requirements under federal, state and local laws.

Q28: **What type of contract would be entered into by selected respondent(s)?**

R28: Please refer to Section II and Exhibit 8 of the RFP.

Q29: **Will there be an additional competitive bidding process in the future?**

R29: The City of Chicago anticipates that the program will continue after year one, however, we cannot commit to a specific structure at this time. Ideally, the City would develop a working relationship with selected provider(s) that extends beyond the one-year designation; however, this is subject to the contract renewal conditions stated in the RFP.

Per the RFP, "The Period of Designation for any E-Hail App selected by the Commissioner under this RFP will be for one (1) year and three (3) optional extension periods of one (1) year each, to be exercised in the sole discretion of the Commissioner. The Commissioner, in her discretion, may terminate designation pursuant to the rules that she promulgates for the Program."

Q30: What is in the future for the apps?

R30: See R29.

Q31: **Since the City is not financing this project, what does the commitment look like? Part of the bidding process will be specifying this?**

R31: See R28 and R29.

Q32: **Will there be a bidding process in the future?**

R32: See R29.

Q33: **Will this bidding process be repeated once a year?**

R33: See R29.

Q34: **Is the City seeking to choose one app or more than one app?**

R34: Per the RFP section entitled, "Background for Taxicab Dispatch Application "E-Hail" Program":

"Pursuant to Section 9-112-565 of the Municipal Code, the City shall establish a Program by which it will require City of Chicago licensed taxicabs to accept dispatches through internet-enabled applications and allow passengers to electronically hail City of Chicago licensed taxicabs. The purpose of this RFP is to qualify one or more such electronic hailing applications ("E-Hail App" or "App" or "Application") that best meet the requirements of the City as eligible for use with this Program. The taxicab industry is not prohibited from using applications other than E-Hail Apps designated pursuant to this RFP; however, use of any non-designated application will not satisfy the Program

requirements that taxicabs must use at least one of the City-designated Applications."

Q35: Can we assume the City would be interested in picking three apps?

R35: See R34.

Q36: Just so we are clear, is it the desire of the City to see more than one app?

R36: See R34.

Q37: What is the reason the City is seeking multiple apps?

R37: See R34.

Q38: Do the taxicab drivers or taxicab owners have to pay monthly subscription?

R38: The City of Chicago leaves this decision open to the market. Respondents must outline the costs imposed to taxicab drivers and medallion licensees as part of their proposal (Exhibit 3 - Itemized Cost Proposal).

Per RFP Section 4.1.6, it should be noted that "[p]reference will be given to cost proposals that minimize costs to passengers, drivers, and medallion holders and that do not overly burden any one group, particularly those required to participate in the program."

In addition to determining the costs be assessed to passengers, taxicab drivers, and medallion licensees, Respondents must consider the methods of collecting these costs without the involvement of the City of Chicago.

Q39: If the City chooses multiple apps, are taxicab drivers required to have each app?

R39: If multiple respondents are selected to provide the services outlined, the City of Chicago will not require drivers to be on all of the applications simultaneously. Instead, the City of Chicago will require that taxicab drivers be registered and active on one or more apps while on duty.

Q40: Assuming the City has chosen more than one app to market, will the City choose one app over another in marketing preference?

R40: If multiple respondents are selected to provide the services outlined, the City of Chicago will not favor one selected respondent over another. All selected respondents will be treated equally for marketing and promotional purposes.

See R39 for additional context.

Q41: Will people in the suburbs be allowed to use the app?

R41: The City of Chicago's authority does not extend beyond city limits and, as a result, the City cannot speak to regulations imposed in other jurisdictions.

The RFP does not preclude a selected respondent from providing similar services outside the City of Chicago, so long as (i) it is in accordance with applicable federal,

state and local laws and (ii) it does not interfere with the services provided to Chicagoans.

Q42:   What are the requirements of the app?

R42:   These are outlined in RFP Exhibit 2.

Q43:   Is the City directly trying to compete with Uber?

R43:   Per the RFP, "The goal of the Taxicab Dispatch Application "E-Hail" Program (the "Program") is to improve the experience of the taxicab riding public by promoting modern methods of procuring taxicab services that are reliable, secure, and easy to use by the general public."

Q44:   What is the guiding philosophy behind the RFP?

R44:   See R43.

Q45:   What is the number one goal of this program?

R45:   See R43.

Q46:   Will the "E-Hail" app be allowed to require passengers to have credit cards on file?

R46:   The following "Preferred But Not Required Functionality" is detailed in Exhibit 2 of the RFP:

"The E-Hail App must allow customers to choose to keep preferred payments securely on file."

Q47:   Is phone service required for the drivers who use the app?

R47:   The City of Chicago would prefer that phone service be provided, though it is not required.

Per RFP Section 4.1.4, "Although not required, it is highly desired that Selected Respondent provide telephone dispatch as a means of providing broad community accessibility to taxicab service. Respondent must indicate in its Proposal whether it plans to provide telephone dispatch. Any plans for telephone dispatch, including when such dispatch would be operational, must be described in the Proposal."

Q48:   Who is responsible for answering phone calls that request a ride via the potential phone dispatch service? Or, more specifically, are individual owners of the dispatching companies answering these calls?

R48:   See R47.

Q49:   Can a company reject a taxicab driver from operating on its app?

R49:   The Commissioner of the Department of Business Affairs and Consumer Protection has the authority to require all City of Chicago licensed taxicab drivers to use a selected app.

As such, a selected respondent shall not reject a driver unless the driver's public chauffeur license is not in good standing (i.e. revoked, suspended, etc.) or the driver was never a licensed public chauffeur.

Q50: If a driver is suspended or revoked, would there be a basis for the company to deny that driver access to the app?

R50: See R49. The City of Chicago would require that the suspended or revoked drivers would be removed from the app. As such, it is imperative that the technology work closely with the City Data Portal in order to remove such drivers from the app's platform. Further, the City would encourage companies to proactively submit data based on refusal/cancellation to help ensure all taxicab drivers are responsive and offering their services via the chosen app.

Please refer to the "How to Search License Information on the City's Data Portal" at http://www.cityofchicago.org/content/dam/city/depts/bacp/general/flyerdataportal201503 25.pdf

Q51: Can the company craft its own driver-discipline process?

R51: The City of Chicago requires the company to follow the City's designated discipline process for driver suspension/revocation. See applicable Chicago Municipal Code and Public Chauffer Rules and Regulations.

Municipal Code of Chicago Chapter 9-104, titled Public Chauffeurs", is available at www.amlegal.com. The City of Chicago Public Chauffeur Rules and Regulations are posted at http://www.cityofchicago.org/city/en/depts/bacp/supp_info/rules_and_regulations.html

Q52: Do we have to rely on the City's stated discipline processes for taxicab drivers?

R52: Yes, the company is required to rely on these processes stated above in R51.

Q53: The company is providing the customer a quality of service. Thus, can the app reject a driver if that driver does not comply with the company's desired quality of service? (e.g. not responding to dispatch requests, poor driver performance, etc.)

R53: Companies are allowed to design mechanisms to improve and optimize the pairing process between a licensed taxicab driver and a customer based on certain factors such as high response rates and favorable ratings. See Q49 regarding rejecting drivers.

Q54: Wouldn't it be a better business model if the City allowed the service provider to connect directly with taxicab fleets?

R54: In the City of Chicago taxicab industry, taxicab drivers are independent contractors and do not work as employees of taxicab affiliations or taxicab companies.

Q55: Can you please clarify Exhibit 2 on page 25?

R55: Exhibit 2 lists the mandatory and preferred functionalities of the application.

Q56: Is there a monetary value on the City's marketing power?

R56: The City has never conducted this program before, and thus, the City is unable to measure the monetary value on its marketing power.

Q57: As the City develop some quantitative data of what the in-kind value translates to, would the City coordinate with those other entities toward this promotion?

R57: See R56.

Q58: Will the City set aside a marketing budget for the apps chosen?

R58: No. The City uses in-house marketing.

Q59: Can the customer choose/specialize the type of cab they order?

R59: Per RFP Exhibit 2, "The E-Hail App must dispatch nearby licensed City taxicab(s) regardless of the affiliation or taxicab medallion license holder." Furthermore per RFP Exhibit 5 item n, "Selected Respondent shall not discriminate among taxicab affiliations when dispatching taxicabs."

Q60: If the customer is interested in getting picked up by a specific driver, company, affiliation, etc., can the customer use the app to make this choice?

R60: See R59.

Q61: Does the City have an approximate customer call volume?

R61: The City has never conducted this program before, and thus, the City cannot provide an approximate call volume. The City also does not require existing affiliations to report such data and thus, the City cannot provide estimates. The market can inquire within existing affiliations, but only to the extent that those affiliations want to provide - and can - such information. The City encourages anyone interested to look at the Nelson\Nygaard study for estimates on total ride volume. A copy of the Nelson\Nygaard study can be found at: http://www.cityofchicago.org/content/dam/city/depts/bacp/publicvehicleinfo/publicchauffe r/chicagotaxifaresstudyaug2014.pdf

Q62: Is flex / surge pricing allowed?

R62: Per the RFP, "The Taxicab Dispatch Service must comply with applicable laws regarding surge pricing, as may be amended from time to time. For reference, see 625 ILCS 57/1, et seq. and MCC § 9-114-265."

Q63: Can licensed taxicab drivers surge like Transportation Network Companies (TNCs)?

R63: See R62.

Q64: Is the selected respondent required to provide $1 million automobile liability insurance for each City-licensed taxicab?

R64: No. Per the RFP, "If Respondent uses any motor vehicles (owned, non-owned and hired) in connection with Services to be performed, Respondent must provide Automobile Liability Insurance with limits of not less than $1,000,000 per occurrence for bodily injury and property damage. The City of Chicago is to be named as an additional insured on a primary, noncontributory basis."

Q65: Please clarify the insurance requirements.

R65: Refer to Section 4.1.10 and Exhibit 4 of the RFP. See R64 for additional context.

Q66: What will the City do to prevent people choosing to use Uber & Lyft over the chosen City marketed apps?

R66: That is beyond the scope of the RFP, as the RFP focuses on procuring a service provider or providers to dispatch City of Chicago licensed taxicabs.

Q67: Regarding Page 36, part F: "light: must turn off lights": Does the company who provides the app need to monitor, and what is the specification for that?

R67: Per RFP Exhibit 5 item f, "Selected Respondent will require taxicab cab drivers to comply with requirement that once a request for an e-hail has been accepted by a taxicab driver and customer, the taxicab driver must turn its "on duty" light to the off position and is prohibited from picking up any other passenger, including "street hails," en route to the customer pickup location designated in the initial e-hail request, unless the request is canceled by the customer."

The City welcomes creative solutions from the selected respondent(s) to meet this requirement, including but not limited to: online or in-person trainings, informational pamphlets, brochures or e-mails, and other information campaigns as needed. The City does not require the selected respondent(s) to monitor such taxicab driver behavior.

Q68: Will selected respondent(s) be required to monitor the usage of the taxi light?

R68: See R67.

Q69: Is the 12 hour per shift rule enforced?

R69: The City of Chicago refers you to MCC 9-112-250 for clarity on restrictions on consecutive hours of operation of a taxicab vehicle:

MCC 9-112-250 Restriction on consecutive hours of operation.

(a) Starting six months after the effective date of this chapter, licensees must implement processes to ensure that no chauffeur operates a taxicab for more than 12 consecutive hours within a 24 hour period.
(b) Furthermore, licensees must implement processes to ensure that chauffeurs rest or refrain from operating a taxicab for a period of 8 consecutive hours prior to the start of a 12 hour lease.
(c) If a licensee enters into a 24 hour lease (daily or weekly) with a chauffeur, the licensee must implement processes that ensure that that chauffeur is resting or refraining from operating a taxicab after a 12 hour consecutive shift for a minimum of 8 consecutive hours. Licensees are liable for violations of the municipal code or applicable

rules committed by their lessee chauffeur after the chauffeur has operated a taxicab for 12 consecutive hours.

(d) The commissioner by rule may restrict lease terms and consecutive hours a chauffeur may operate a taxicab.

Q70: **Will the company be required to adhere to FOIA requirements? Will trip logs be subject to this?**

R70: Please see Section 4.1.5(D) and Exhibit 5(v) of the RFP.

Q71: **When will the app and its marketing be implemented?**

R71: The City is aiming for a fall 2015 launch date.

Q72: **Regarding Page 8; what is the city's schedule on choosing a bid?**

R72: The City is aiming for a fall 2015 launch date. Please refer to Section 4.2 of the RFP for details on the City's evaluation of proposals.

Q73: **Regarding Page 37, specific standards. What is the requirement for the visually impaired?**

R73: The City of Chicago recommends WCAG 2.0 AA compliance, as that is considered the "best practice" option. Here is a link to the WCAG 2.0 criteria: http://www.w3.org/TR/WCAG20/

Q74: **The RFP specifies that the approved vendor's app and related website must be "accessible to customers who are blind, visually impaired, deaf and hard of hearing." Please provide additional clarification regarding the specific requirements or standards that will be used in measuring compliance are requested.**

R74: See R73.

Q75: **How will the new app change Airport pickups?**

R75: Airports currently have a process in place for pre-arranged transportation requests at airports. The "E-Hail" Taxicab Dispatch Application RFP does not alter the existing program.

Q76: **How will the selected app work with airport pickups/drop-offs?**

R76: See R75.

Q77: **Is there any thought for the approved app to have curbside airport pickup/drop-off?**

R77: See R75.

Q78: **Will the City repeal the existing ban on using an electronic device in a taxi? Or modify to comply?**

R78: Public Chauffeur Rules & Regulations rule CH5.08(e) states, "Using a cellular telephone or other electronic device, whether or not hands-free, while operating a taxicab shall be deemed a violation of section (d) above. If the Department receives a complaint regarding improper cellular telephone or other electronic device use, the complaint shall create a rebuttable presumption that a violation of section (d) above has occurred. Public Chauffeur Rules & Regulations rule CH5.08(d) states in pertinent part, "Chauffeurs will operate their Public Passenger Vehicles in a safe and courteous manner at all times." The City of Chicago does not promote distracted driving and will not repeal the ban on electronic device usage while driving a taxicab as part of the "E-Hail" Taxicab Dispatch Application process. However, the City is open to reviewing data gathered to determine what changes, if any, are needed to effectively implement this program in the future.

Q79: How will the City enforce against driver who does not comply with the requirement to log into at least one app?

R79: As needed, the City will be responsible for enforcement action to ensure any taxicab drivers who do not use an app provided by a selected respondent. Per the RFP, "Pursuant to Section 9-112-565 of the Municipal Code, the City shall establish a Program by which it will require City of Chicago licensed taxicabs to accept dispatches through internet-enabled applications and allow passengers to electronically hail City of Chicago licensed taxicabs. The purpose of this RFP is to qualify one or more such electronic hailing applications ("E-Hail App" or "App" or "Application") that best meet the requirements of the City as eligible for use with this Program. The taxicab industry is not prohibited from using applications other than E-Hail Apps designated pursuant to this RFP; however, use of any non-designated application will not satisfy the Program requirements that taxicabs must use at least one of the City-designated Applications. "

It should be noted that the company bears a responsibility for incentivizing taxicab drivers to use the app. Per the RFP, "The E-Hail App must provide for individual sign-ins per licensed taxicab driver." Furthermore, "Selected Respondent may create and implement positive-reinforcement incentives for taxicabs to use Selected Respondent's App." Data reports will also assist in enforcement efforts. The City will be open to updating rules and regulations to address problems in implementation. It should be noted that it is not the duty of the selected respondent(s) to enforce driver logins into an app.

Q80: Is the City intending some type of enforcement?

R80: See R79.

Q81: What is the budget for the services?

R81: Per RFP Section 4.1.6, "The Respondent must provide pricing as outlined in Exhibit 3 in order for the Respondent's Proposal to be considered responsive to this section. The City of Chicago will
provide no compensation to any selected entity pursuant to this RFP. Any compensation shall be expected to be obtained from other sources; the respondents must, in Exhibit 3, identify any and all charges that would be levied on medallion holders, drivers, and customers of the cabs or any others. Proposals that fail to include cost proposal information in Exhibit 3 will be rejected as incomplete and deemed non-responsive. Preference will be given to cost proposals that minimize costs to passengers, drivers, and medallion holders and that do not overly burden any one group, particularly those

required to participate in the program. During the Period of Designation, the Selected Respondent may only assess those charges that are set forth on Attachment F to the Agreement (attached hereto as Exhibit 8), which charges may be less than those in Respondent's proposal, if such is negotiated with Respondent, but in no event may be more than the charges set forth in Respondent's proposal. The charges may be modified only consistent with express permission granted by the Commissioner pursuant to regulation."

In addition to determining the costs be assessed to passengers, taxicab drivers, and medallion licensees, Respondents must consider the methods of collecting these costs without the involvement of the City of Chicago.

Q82: **Can there be fees charged on passengers? For example, cancellation fees?**

R82:   See R81.

Q83: **What are the metrics the City will use in evaluating each proposal?**

Please refer to Section 4.2 for a description of the City's evaluation and selection process and evaluation criteria when evaluating proposals.

Q84: **Will a customer/driver using the app have the ability to reject the ride?**

R84:   Per RFP Exhibit 5, "Services must be provided in a manner consistent with all federal, state, and local laws regarding discrimination. Discrimination against any potential or existing employee, driver, or passenger on the basis of race, color, sex, gender identity, age, religion, national origin, ancestry, sexual orientation, disability, marital status, parental status, military discharge status, or source of income is prohibited. All taxicab drivers must accept, without additional charge, passengers with service animals."

and

"Taxicab drivers have an affirmative duty to respond to requests for service in underserved areas. Any noncompliance with this duty must be reported to the City immediately."

and

"Selected Respondent shall not discriminate against customers who are blind, visually impaired, deaf or hard of hearing, or who have a mobility disability. E-Hail Taxicab Dispatch Application and all of the Selected Respondent's relevant company websites shall be made accessible and usable to individuals who are blind, visually impaired, deaf or hard of hearing."

Q85: **Does the City of Chicago believe that the driver should not have the ability to reject a ride?**

R85:   See R84.

Q86: **Is the potential call center required to be within the City of Chicago?**

R86: There is no such location requirement that exists within the "E-Hail" Taxicab Dispatch Application RFP.

Q87: **Regarding individual accounts for taxicab drivers: Do taxicab drivers need to input their bank account information? Can this be set up so that taxicab drivers do not have to go through the affiliation to receive payments?**

R87: The City welcomes proposals that meet all RFP requirements, comply with all applicable federal, state and local laws, and make for a convenient experience for customers, taxicab drivers, and any other users of the platform.

Q88: **Does this RFP provide for an exclusive agreement?**

R88: The City plans to designate one or more apps and all taxicabs will be required to use at least one of the designated apps.

Q89: **Will the City require designated app stickers be placed inside the cabs?**

R89: BACP prints taxicab fare stickers and thus, BACP has the capability and resources to incorporate that app logo onto the fare stickers.

Q90: **Would the City allow a feature on the app for drivers, whom use the app, to invest in the company that provides the app?**

R90: The "E-Hail" Taxicab Dispatch Application RFP does not prohibit this, and the City welcomes proposals that meet all RFP requirements, comply with all applicable federal, state and local laws, and make for a convenient experience for customers, taxicab drivers, and any other users of the platform.

Q91: **Will taxicab companies be expected to name the selected respondent(s) as an additional insured?**

R91: No.

Q92: **Will all drivers be required to maintain trip logs for pick-up and drop-off?**

R92: Per RFP Section 4.1.5 item v, "Selected Respondent must keep and make available to the City such data and records as are required of taxicab medallion license holders. For reference, see MCC §§ 9-112-210, 9-112-410, 9-112-570, 9-112-600, 9-112-610, and Taxicab Licensee Rules and Regulations."

Q93: **Regarding trip logs, is that FOIAble information?**

R93: Please see Section 4.1.5(D) and Exhibit 5(v) of the RFP.

Q94: **Regarding the personal information required for a customer to enter into the app in order to use the app, will these compromise passengers' private information?**

R94: See Exhibit 5 of the RFP.

Q95: **Will the medallion owner maintain trip-logs?**

R95:   See R92.

Q96:   Is the app restricted to only working with city taxis? What about liveries?

R96:   Per the RFP "General Invitation," "The goal of the Taxicab Dispatch Application "E-Hail" Program (the "Program") is to improve the experience of the taxicab riding public by promoting modern methods of procuring taxicab services that are reliable, secure, and easy to use by the general public."

The RFP does not preclude the selected respondent(s) from offering other types of transportation on the same platform, provided, per RFP Exhibit 5 item k, "Selected Respondent shall not redirect any requests for taxicabs to an alternative transportation service offered by the Selected Respondent or another company (except for WAV taxicab requests in the case of a non-WAV e-hail app provider), or suggest an alternative transportation service."

The City welcomes services that enhance the experience for customers, taxicab drivers, and other users.

Q97:   Does the RFP allow for Transportation Network Provider (TNP) vehicles to exist within the selected app(s)?

R97:   See R96.

Q98:   I see from the first requirement below that the app must offer the option to specify whether or not the passenger needs a wheelchair-accessible vehicle, but the subsequent requirement makes it seem that the app won't be able to fulfill the request unless the app is the Centralized WAV Dispatcher; in the case that the Designated App is not the centralized dispatcher, they must provide the Centralized WAV Dispatcher contact info to the passenger.
1. The E-Hail App will allow customers the opportunity to specify whether or not they need a licensed wheelchair-accessible vehicle taxicab in setting their profile within the E-Hail App.
2. Except in the case when such application or platform is also the authorized Centralized WAV Taxicab Dispatch Provider, the E-Hail App application or platform shall not be used to fulfill WAV requests. As such, the E-Hail App must provide customers who request a WAV taxicab the business information of the authorized Centralized WAV Taxicab Dispatch Provider, including, but not limited to, the Centralized WAV Taxicab Dispatch Provider's website and phone number. I assume that I'm reading this wrong. Could you please shed some light on this? Thank you!

R99:   As part of this addendum, we would like to strike the requirement:

"The E-Hail App will allow customers the opportunity to specify whether or not they need a licensed wheelchair-accessible vehicle taxicab in setting their profile within the E-Hail App."

And insert in its place:

"The E-Hail App will allow customers the opportunity to specify whether or not they need a licensed wheelchair-accessible vehicle taxicab."

This, in conjunction with the existing requirement that "Except in the case when such application or platform is also the authorized Centralized WAV Taxicab Dispatch Provider,
the E-Hail App application or platform shall not be used to fulfill WAV requests. As such, the E-Hail App must provide customers who request a WAV taxicab the business information of the authorized Centralized WAV Taxicab Dispatch Provider, including, but not limited to, the Centralized WAV Taxicab Dispatch Provider's website and phone number" will accomplish the desired goals of (i) allowing customers to identify when a licensed wheelchair-accessible taxicab vehicle is needed and (ii) ensuring that such requests are fulfilled only by the Centralized WAV provider.

Q99: **Section 4.1.5 paragraph D states "Selected Respondent must keep and make available to the City such data and records as are required of taxicab medallion license holders."**
What is the purpose of the City requiring a third party to maintain these records? Why would a third party need to maintain records regarding a cab's advertising (MCC 9-112-410) if they are unrelated to the app company?

R99: The City's intent is to ensure that any selected respondents maintain and provide data gathered, in performing the desired services, to aid the City in assessing the implementation of the desired services and for other essential purposes under the City's purview, including but not limited to, data analysis pertaining to the levels of services in different community areas, data analysis pertaining to acceptances and refusals, for law enforcement purposes regarded known or suspected criminal activity, etc.
It is not the City's intent to request records that are not directly related to the business activities of the selected respondent (e.g. advertising contracts that are maintained by taxicab medallion licensee holders).

Q100: **Regarding Page 7 – 3.1 B – Pre-Proposal Conference:**
Question: Can the City clarify when vendors can expect a list of attendees at the Pre-Proposal Conference conducted on May 15, 2015?

R100: An attendee list is provided as part of the RFP addendum released on Friday, May 29, 2015.

Q101: **Regarding Page 13, Section 3.13 Format of Proposals:**
Electronic copies must be stored and delivered on an USB flash drive clearly labeled with RFP respondent's name.

Question: Since it is difficult to place labels directly on USB drives, will it be sufficient for vendors to place USB drives in labeled envelopes with vendor name and response title? If not, will a CD be an acceptable alternative?

R101: It is sufficient for vendors to place USB drives in labeled envelopes with the vendor name and response title.

Q102: **Regarding Page 20, Section 4.2.1:**

The Commissioner may select one or more Respondents recommended favorably by the Evaluation Committee. The Commissioner will notify the Respondent(s)

that they have been selected, or, that the City wishes to select the Respondent upon completion of functionality in development.

Question: What is the timeframe that the developer could expect the Commissioner to select and notify the Respondents?

R102: The City is aiming for a fall 2015 launch date for the services to be provided by the selected respondent(s). As such, the City expects to select and notify selected respondents by late summer 2015 or early Fall 2015.

Q103: Regarding Page 20, Section 4.2.1:
The Evaluation Committee may ask Respondents for oral presentations, product demonstrations, or pilots to assist in making its final evaluation.
Question: If the Evaluation Committee asks for presentations, demos or pilots, what time frame could we expect this to happen in?

R103: The City is aiming for a fall 2015 launch date for the services to be provided by the selected respondent(s). As such, the City anticipates that any presentations, demos or pilots would occur in the July, August, or early fall 2015 timeframe.

Q104: Regarding Page 24, Section 4-c:
Selected Respondent must ensure that all participating taxicab drivers possess functioning smart phone and/or tablet equipment and data plans necessary to use the E-Hail App. Selected Respondent may not penalize drivers for not providing their own equipment or data.
Questions: How many smart phones and/or tablets would need to be furnished for taxicab drivers?
Please confirm the required amount of data to be used for the tablets.
Who will be the responsible party/parties for purchasing the tablets and monthly recurring service?

R104: There are approximately 6,900 City of Chicago licensed taxicabs and 13,000 City of Chicago licensed taxicab drivers. The exact number of taxicab vehicles and licensed public chauffeurs can be found on the City of Chicago Data Portal. Please refer to the "How to Search License Information on the City's Data Portal" at http://www.cityofchicago.org/content/dam/city/depts/bacp/general/flyerdataportal20150325.pdf

The City is not prescriptive on the size of the data plans, the entity responsible for the purchase of the smart phone and/or tablet equipment, and the entity responsible for purchasing any monthly recurring service, so long as the RFP's requirements are met.

Per RFP Exhibit 1 item 4c, "Selected Respondent must ensure that all participating taxicab drivers possess functioning smart phone and/or tablet equipment and data plans necessary to use the E-Hail App. Selected Respondent may not penalize drivers for not providing their own equipment or data."

Also per the RFP (Exhibit 3 - Itemized Cost Proposal), "Proposed amount shall be inclusive of any and all costs that licensees and the public will incur as a result of using the E-Hail App and related services, including equipment, hardware, software, and data fees. Amount cannot be increased during the Period of Designation. Charges in addition to or other than those listed in your Cost Proposal will not be allowed."

Q105: **Regarding Page 24, Section 4-c:**
Selected Respondent must ensure that all participating taxicab drivers possess functioning smart phone and/or tablet equipment and data plans necessary to use the E-Hail App. Selected Respondent may not penalize drivers for not providing their own equipment or data.
Question: What type of data plan would need to be furnished for taxicab drivers? IE, 2GB/month or unlimited, etc.

R105: See R104.

Q106: **Who would be responsible for paying for the smartphone that would run the application? Would the single respondent who created and is running the application be required to purchase and provide the smartphone's for all the drivers? If so could they charge the drivers a rental fee? That was unclear in Exhibit 1.**

R106: See R104.

Q107: **Regarding Page 24 3-b:**
3. b. Selected Respondent must maintain equipment for a uniform two-way dispatch service to communicate to all taxicab drivers.
Question: Can you clarify what is meant by "maintain equipment"? Who will provide the equipment? Where will the equipment be located?

R107: The City's desire is to ensure that the selected respondent(s) have a streamlined method of communication with all licensed taxicab drivers, whether within the electronic application, by text message, phone, or by another suitable form of communication. The selected respondent must provide and maintain the equipment to engage in this communication. The City is not prescriptive on where the equipment will be located, so long as the RFP's requirement for a uniform two-way dispatch service to communication to all taxicab drivers is met.
Per the RFP (Exhibit 3 - Itemized Cost Proposal), "Proposed amount shall be inclusive of any and all costs that licensees and the public will incur as a result of using the E-Hail App and related services, including equipment, hardware, software, and data fees. Amount cannot be increased during the Period of Designation. Charges in addition to or other than those listed in your Cost Proposal will not be allowed. "

Q108: **Regarding Page 25 - Exhibit 2:**
Mandatory and Preferred Functionality for E-Hail Taxicab Dispatch Service Application Program:
Question: The last heading on the table states: Is Functionality Operational? Can respondent provide an approximate date of functionality if item is not currently functional?

R108: Per RFP Section 4.1.4, "Required and preferred functionality of the E-Hail App and related services are described in a Table in Exhibit 2. The first column of the Table describes required functionality of the system. The system must meet each such requirement for mandatory functionality. The second column of the Table describes preferred functionality of the system. In its evaluation, the City will consider plans for mandatory or preferred features that are in development as long as the Respondent provides an itemized timeline with dates for when features in development will be fully

operational and implemented. For each feature for which Respondent wishes to receive consideration, Respondent must use the last column in Table 1 to indicate whether the feature is available at the time of submission of the Proposal or in development; if the latter, Respondent must indicate when the feature will be available and fully operational. Proposals will be evaluated as described in Section 4.2.1. For any functionality to be developed, Respondent must include a narrative describing the actions it will take to achieve the functionality."

Q109: **Regarding Exhibit 2 – Only Dispatch Drivers in Good Standing:**
Selected Respondent must deactivate drivers whose public chauffeur license status is revoked/suspended/denied/inactive/non-licensed from using the E-Hail App.
Question: Can you clarify your expectation? Will the City supply this information to the vendor on an

R109: Information on licensed public chauffeurs as well as public chauffeurs with revoked/suspended/denied/inactive license status can be found on the City of Chicago Data Portal.

Please refer to the "How to Search License Information on the City's Data Portal" at http://www.cityofchicago.org/content/dam/city/depts/bacp/general/flyerdataportal201503 25.pdf

Q110: **Regarding Exhibit 7 – Economic Disclosure Statement:**
1.1. ONLINE EDS FILING REQUIRED PRIOR TO RESPONSE DUE DATE
The respondent shall complete an online EDS prior to the response due date. A Respondent who does not file an electronic EDS prior to the response due date may be found non-responsive and its response rejected. If you are unable to complete the online EDS and print a Certificate of Filing prior to the response due date, the City will accept a paper EDS provided written justification is provided explaining your good faith efforts to complete it before the response due date and the reasons why it could not be completed.
Question: If respondent has already completed an Economic Disclosure Statement (EDS) with the City of Chicago for another bid, can we reference that filing date and documentation?

R100: The EDS elicits responses unique to each action requiring City approval. Therefore, Respondents must complete a new EDS for each application to the City.

Q111: **Regarding Sec 4.C – Can you shed light on what the City of Chicago considers as to not penalize the drivers?**
Page 30, How do we check the status of a cab (whether it is a City of Chicago licensed taxicab or not)? Is there an API to check this status? We believe that this check should be done real time as the status could change any time due to various reasons.

R111: Per the RFP (Exhibit 3 - Itemized Cost Proposal), "Proposed amount shall be inclusive of any and all costs that licensees and the public will incur as a result of using the E-Hail App and related services, including equipment, hardware, software, and data fees. Amount cannot be increased during the Period of Designation. Charges in addition to or other than those listed in your Cost Proposal will not be allowed.

In your proposal, please provide a detailed cost proposal that explains your pricing structure, including any and all costs whatsoever that would be incurred by the above-mentioned persons as a direct result of using your proposed services."

See R104 and R109 regarding licensing status.

Q112: Regarding Page 28, second from the bottom, we are asking for the City of Chicago to consider using the app as the meter for the many added benefits to the passenger and the city of Chicago. Will the City be open to new approaches that benefit the drivers, the passengers and the city? Further, many applications are able to accurately calculate the distance and traffic calculations of a given fare (in other words, replicate the taxi meter calculations) which other major metropolitan markets permit its use. This is done due to the technology having come a long way and being accurate within reasonably acceptable limits. The US population has accepted this and ensures that the passenger experience for accepting credit cards is protected and provides far better information to the City than a taxi meter can ever provide.

R112: The City of Chicago adheres to national standards regarding taxicab meters, set by the National Institute of Standards and Technology (NIST). We welcome innovation in taxicab meter technology should these be in compliance with NIST's stated standards.

NIST website is http://www.nist.gov. NIST Handbook 44 on weights and measures is at http://www.nist.gov/pml/wmd/pubs/hb44.cfm Section 5.54 Taximeters of NIST Handbook 44 address taximeter specifications at http://www.nist.gov/pml/wmd/pubs/upload/5-54-15-hb44-final.pdf

Q113: Regarding the TAP and MD city program, does the E-Hail app have to support these programs?
a. Will a TAP patron be allowed to use the E-Hail app to book a trip?
b. Will a TAP patron be able to register their TAP Card and pay via the App?

R113: The RFP does not have any requirements regarding the TAP (Taxi Access Program) and MD (Mobility Direct) State of Illinois programs administered by PACE; though, the City welcomes any proposals that incorporate these programs.

Q114: Can the City extend the due date of the RFP submission deadline to June 19th?

R114: The City has extended the RFP submission deadline for the "E-Hail" Taxicab Dispatch Application program to Friday, June 12th at 4:00PM Central Time. RFP Proposals must be submitted at BACP's Public Vehicle Operations Faciliity, 2350 W. Ogden, 1st Floor, Chicago, IL 60608.

Q115: In the payment itemization section of the fare, would the City's specific rates and the timing for travel to the suburbs being required?

R115: Municipal Code of Chicago (MCC) section 9-112-600 "Taxicab rates of fare – Revision." specify the rates of fare for City of Chicago licensed taxicabs. MCC 9-112-600 is available at www.amlegal.com

Q116: Why would passengers being able to opt-out of allowing the drivers to rate the customers? That defeats the whole purpose of an even rating system if we only allow the customers to rate the drivers.

R116: This is indeed the City's intent, and as such, respondents should be sure to address this requirement in their proposals.

Q117: What does it mean to demand that the app and backend systems must be capable of providing service with 99.9% availability? Not every tech provider can guarantee that their services will always work.

R117: The respondents should be able to show that the equipment and services they use can provide availability 99.9% of the time. The City is under the working assumption that, generally speaking, enterprise service providers can provide availability information and most equipment manufacturers can provide some type of failure statistics.