Solicitation for:
Senior Discount Taxi Services
IFB 22-15
City of Woburn, Massachusetts

Posted: May 16, 2022
Due: June 1, 2022 @ 11:00 AM EST

Deliver to:
City of Woburn
Purchasing Department
ATTN: Orazio DeLuca, MCPPO
10 Common Street
Woburn, MA 01801
odeluca@cityofwoburn.com

SOLICITATION FOR:

Senior Discount Taxi Services for the City of Woburn

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CITY OF WOBURN, MASSACHUSETTS

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Purchasing Department
Attn: Orazio DeLuca, Purchasing Agent
10 Common St.
Woburn, MA 01801

SECTION 1.0
INSTRUCTIONS TO OFFEROR

1.1 General

- When submitting bid, please identify the solicitation title and number clearly on the submitted envelope. All responses must be sealed and delivered to: Purchasing Department, City of Woburn, 10 Common St. Woburn, MA 01801
- Bids submitted must be an original
- The completion of the following forms is necessary for consideration of a potential contract award. When submitting bid documents, please retain the order of documents as originally provided:

    a. Quality Requirements
    b. Terms, Conditions and Certifications
    c. Bid Pricing Page
    d. Completed Certificate of Authority
    e. Completed Appendix A – Past Performance / References
    f. General service plan
    g. Proof of company licensure and permitting
    h. Copy of company drug test policy

    NOTE: If Vendor is incorporated, an updated "CERTIFICATE OF GOOD STANDING" from the Commonwealth of Massachusetts may be required for the awarded vendor only.
- Please review and return with your sealed bids as sent. Also, insure that all forms are completed and your bid response is submitted as requested.

1.2 General Information & Submission Instructions

1.2.1 Bid Delivery

Responses must be delivered by **Wednesday, June 1, 2022 at 11:00 AM EST** to City of Woburn, Purchasing Department, Attn: Orazio DeLuca, 10 Common St. Woburn, MA 01801. One (1) copy of the response should be submitted. Responses must be sealed and marked with the solicitation title and number. All bids must include a forms listed in Section 1.1.

1.2.2 Bid Signature

A response must be signed as follows: 1) if the Offeror is an individual, by her/him personally; 2) if the Offeror is a partnership, by the name of the partnership, followed by the signature of each general partner; and 3) if the Offeror is a corporation, by the authorized officer, whose signature must be attested to by the clerk/secretary of the corporation, and with the corporate seal affixed.

1.2.3 Time for Bid Acceptance
The contract will be awarded within 30 days after the bid opening. The time for award may be extended for up to 30 additional days by mutual agreement between the City of Woburn and the apparent lowest responsive and responsible bidder (or, for a contract requiring payment, the apparent highest responsive and responsible bidder.)

1.2.4 Bonding Requirements
Not applicable to this solicitation

1.2.5 Changes & Addenda
If any changes are made to this solicitation, an addendum will be issued. Addenda will be emailed or faxed to all bidders on record as having picked up the solicitation. No changes may be made to the solicitation documents by the Offerors without written authorization and/or an addendum from the Purchasing Department. **It is also the responsibility of the vendor to monitor the City's website for addenda. The web address is: www.cityofwoburn.com**

1.2.6 Modification or Withdrawal of Bids, Mistakes, and Minor Informalities
An Offeror may correct, modify, or withdraw a bid by written notice received by the City of Woburn prior to the time and date set for the bid opening. Bid modifications must be submitted in a sealed envelope clearly labeled "Modification No.__" to the address listed in part one of this section. Each modification must be numbered in sequence, and must reference the original solicitation.

After the bid opening, an Offeror may not change any provision of the bid in a manner prejudicial to the interests of the City or fair competition. Minor informalities will be waived or the bidder will be allowed to correct them. If a mistake and the intended bid are clearly evident on the face of the bid document, the mistake will be corrected to reflect the intended correct bid, and the bidder will be notified in writing; the bidder may not withdraw the bid. A bidder may withdraw a bid if a mistake is clearly evident on the face of the bid document, but the intended correct bid is not similarly evident.

1.2.7 Right to Cancel/Reject Bids
The City of Woburn may cancel this solicitation, or reject in whole or in part any and all bids, if the City determines that cancellation or rejection serves the best interests of the City.

1.2.8 Bid Prices to Remain Firm
All bid prices submitted in response to this solicitation must remain firm for 60 days following the bid opening.

1.2.9 Unbalanced Bids
The City reserves the right to reject unbalanced, front-loaded and conditional bids.

1.2.10 Unforeseen Office Closure
If, at the time of the scheduled bid opening, Purchasing Department is closed due to uncontrolled events such as fire, snow, ice, wind, or building evacuation, the bid opening will be postponed until 2:00 p.m. on the next normal business day. Bids will be accepted until that date and time.

1.2.11 Price Submission
All prices must contain the unit rate as requested on the bid price form in this solicitation. All prices are to include delivery, the cost of fuel, the cost of labor and all other charges related to the products or services listed. Prices are to remain fixed for the contract period of performance.

1.2.12 Estimated Quantities
The City of Woburn has provided estimated quantities for services over the course of the contract period. These estimates are estimates only and not guaranteed.

1.2.13 Brand Name "or Equal"
Any references to any brand name or proprietary product in the specifications shall require the acceptance of an equal or better brand. The City has the right to make the final determination as to whether an alternate brand is equal to the brand specified.

1.2.14 Warranty
The Offeror warrants that (1) the Supplies sold are merchantable, (2) that they are fit for the purpose for which they are being purchased, (3) that they are absent any latent defects and (4) that they are in conformity with any sample which may have been presented to the City. The bidder guarantees that upon inspection, any defective or inferior Supplies shall be replaced without additional cost to the City. The Vendor will assume any additional cost accrued by the City due to the defective or inferior Supplies. The bidder guarantees all Supplies for a period of one (1) year, or as otherwise specified herein.

1.2.15 Cancellation
The City reserves the right to cancel this contract at any time on any grounds, including the vendor's failure to comply with the Scope of Work (SOW) provided herein.

1.3 Questions About the Solicitation
Questions concerning this solicitation must be submitted in writing to: Orazio DeLuca, City of Woburn, Purchasing Department, 10 Common St. Woburn, MA 01801 **before April 18, 2019 @ COB.** Questions may be e-mailed to odeluca@cityofwoburn.com . Written responses will be posted on the City website for all bidders on record as having picked up the IFB. If any bidders or proposers contact anyone outside of the Purchasing Department regarding this bid/proposal, that bidder/proposer will be disqualified immediately.

1.4 Quality Requirements

The following quality requirements, or basic business requirements, are the minimum set of standards that an entity must meet and certify to be considered responsible and responsive. The City of Woburn will disqualify any response that does not meet the minimum quality requirements. A "No Response" to items 1-4, or a failure to respond to any of the following minimum standards will result in disqualification of your bid.

	QUALITY REQUIREMENTS
1.	Vendor to have five Transportation Services.
2.	Vendor to have one (1 senior services only, and
3.	Vendor is capable of ass around the Woburn area
4.	Vendor requires all the proper licensure in order
5.	Vendor is able to prov performed prior to task a

In order to provide verification of affirmative responses to items 1-5 under the quality requirements listed above, proposers must submit written information that details the general background, experience, and qualifications of the organization. Subcontractors, if applicable, must be also included.

1.5 Rule for Award

A contract will be awarded to the most responsive and responsible bidder offering the lowest total price for service.

SECTION 2.0
GENERAL TERMS, CONDITIONS, CERTIFICATIONS

These TERMS and CONDITIONS shall apply to all Contracts with the City of Woburn.

2.1 Bid Offers
The right is reserved to reject any and all bids or parts of bids and to make an award as may be determined to be in the best interests of the City of Woburn. Bids not submitted in duplicate may be rejected. Bids with erasures or alterations will be rejected.

2.2 Prices
Must be F.O.B. Delivered Destination-Woburn, MA. No charges will be allowed for packing, crating, freight, handling, or cartage unless specifically stated and included with bid.

2.3 Awards
The award to a bidder may be cancelled if the bidder shall fail to prosecute the work with promptness and diligence.

2.4. Payment
The City of Woburn shall make no payment for a supply or service rendered prior to execution of a written Contract. Bills for services, materials, or supplies furnished by bidders under Contract should be submitted before the first day of the in which payment is to be made to insure payment by twentieth day of that month, except where the allowance for a discount differs from the above. Contractor agrees to submit bills and delivery slips to the City Department in sufficient time for such discounts to be taken advantage of by the City and, in any event, shall not be less than ten (10) days from the submission to the Department of such bills and delivery slips. Time in connection with a discount offered will be computed from the date of delivery to the City, as specified on the order or from the date a correct invoice is received by the using agency of the City, if the latter date is later than the date of delivery.

2.5.Guarantees
The successful bidder shall repair, replace, or make good, without cost to the City, any defects or faults arising within one (1) year after the date of acceptance of articles furnished hereunder resulting from imperfect or defective work done or materials furnished by the Seller.

2.6 Patents
The Seller shall indemnify and save harmless the City and all persons acting for or on behalf of it from all suits and claims against them, or any of them, arising from or occasioned by the use of any material, equipment, or apparatus, or any part thereof, which infringes or is alleged to infringe on any patent rights. In case such material, equipment, or apparatus, or any part thereof, in any such suit is held to constitute an infringement, the Seller within a reasonable time, will, at its expense and as the City may elect, replace such material, equipment, or apparatus, or remove the material, equipment, or apparatus and refund the sums paid.

2.7 Legality
The successful bidder shall comply with all applicable United States, Massachusetts, and/or City of Woburn codes, statutes, ordinances, rules, and regulations.

2.8 Taxes
Purchases made by the City are exempt from Massachusetts Sales Tax and Federal Excise Taxes. Bid prices must exclude any such taxes. Exemption certificates will be furnished upon request.

2.9 Bonds
If this Invitation requires bid surety, the surety shall be in the form of bid bond of a MA Licensed Company, certified check, bank check, money order from a responsible bank, made payable to City of Woburn and must be filed with the original bid at the Office of the Purchasing Agent. Failure to submit surety will cause the bid to be rejected. The bid surety will be returned to the successful bidder within seven (7) days after the execution of the awarded contract and approval by the City of the performance bond. In the case of a default, the bid surety shall be forfeited to the City of Woburn. The successful bidder may be required to furnish a performance bond in an amount and with a MA licensed Surety satisfactory to the City. The Contractor will assume all costs for bonds.

2.10 Orders
Verbal Orders are not binding on the City of Woburn, and any delivery made or work performed without written order or written Contract are at the risk of the Seller or Contractor and may result in an unenforceable claim. The actual needs of City Departments shall govern the actual amount delivered under Contract to be drawn and entered into between the successful bidder and the City. Purchase Orders issued by the City to pay for goods or services shall be made part of Contract.

2.11 Indemnity
Contractor shall agree to Indemnify, Defend, and Hold the City Harmless from any and all claims arising out of the performance of this contract from the negligence, willful acts or omissions of the contractor, its employees, agents, or any sub-contractors.

2.12. Equality
Where trade names or specific manufacturers are mentioned in the specifications, the City does not intend to limit competition, but merely to indicate the general type of commodity to be supplied. The City invites offers on comparable commodities to those named or described in the specification. Naming of any commercial name, trademark or other identifier shall not be construed to exclude any item or manufacturer not mentioned by name or as limiting competition, but shall establish a standard of equality only. An item shall be considered equal to the item so named or described if:(a)it is at least equal in quality, durability, appearance, strength, and design;(b)it will perform at least equally the function imposed by the general design for the purpose being contracted for or the material being purchased; and(c)it conforms in a substantial way, even with deviations, to the detailed requirements for the item in the specifications. The name and identification of all materials, other than the one named, shall be submitted to the City in writing

for approval, prior to the purchase, use, or fabrication of such items. Subject to the provisions of M.G.L., Ch.30,s.39J, or other applicable statute, approval shall be at the sole discretion of the City, it shall be in writing to be effective, and the decision of the City shall be final. The City may require tests of all materials so submitted to establish quality standards at the vendor's expense. All directions, specifications, and advice by the manufacturer for the proper installation, handling, storage, adjustment, or operation of their equipment shall be complied with and the responsibility for the proper performance shall continue to rest with the vendor. Include a written brochure outlining all features of the product offered whenever possible.

2.13 Minority Business Enterprise Plan

Pursuant to M.G.L. c 7, §40N and M.G.L. c. 7, §61, the Supplier Diversity Office ("SDO") (formerly SOMWBA) and the Division of Capital Asset Management ("DCAM") have set revised participation goals for Minority Business Enterprise ("MBE") and Women Business Enterprise ("WBE") participation for affected state funded building projects and state assisted municipal building projects as defined in the above referenced laws and related Executive Orders, including Executive Orders 524 and 526.

Effective January 1, 2012, and until such time as the goals may be revised, the MBE and WBE participation goals for building construction and design awards and expenditures on new projects advertised on or after the effective date will be a combined MBE/WBE goal as follows:

10.4% combined MBE/WBE participation on construction contract awards; and,
17.9% combined MBE/WBE participation on design contract awards.

Overall annual designations by awarding authorities, as well as MBE/WBE participation on individual projects with a combined MBE/WBE participation goal, must include a reasonable representation of both MBE and WBE firms that meets or exceeds the combined goal. Proposed MBE/WBE participation plans that include solely MBE or solely WBE participation, or do not include a reasonable amount of participation by both MBE and WBE firms to meet the combined goal, will not be considered responsive. Where the prime contractor or designer is an SDO certified MBE or WBE, the prime must bring a reasonable amount of participation by a firm or firms that hold the certification which is not held by the prime contractor or designer on the project. Proposed participation on construction projects or design projects which consists solely of either an MBE or WBE representing 100% of the overall combined goal will not be considered reasonable participation.

The SDO and DCAM will determine whether there is reasonable participation by both MBE and WBE firms on individual projects under their respective oversight. Firms submitting MBE/WBE participation plans which do not provide reasonable participation by both MBE/WBE firms shall be provided an opportunity to revise and resubmit their plans within the time frame set by the awarding authority; however no price adjustments shall be permitted as a result of the revised plan. Firms failing to submit an MBE/WBE participation plan deemed reasonable and accepted by the awarding authority shall not be awarded the contract.

Participation by MBE and WBE firms must be documented, tracked and reported on separately as MBE participation and WBE participation by prime vendors, subcontractors and awarding authorities.

2.14 Right to Know Legislation

M.G.L., Ch.111F and 454 CMR 21.06 All vendors furnishing substances or mixtures which may be classified as toxic or hazardous, pursuant to MGL,Ch.111F , are cautioned to obtain and read the Law and the Regulations referred to above. Copies may be obtained from the State House Bookstore, State House, Room 117, Boston, MA 02133 for a fee.

2.15 Non-Collusion Affidavit

M.G.L., Ch.30, s.39M and/or Ch.30B, s. 10 Any person submitting a bid or proposal for the procurement or disposal of supplies or services to any governmental body shall certify in writing on the bid or proposal, as follows: the undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.

2.16 State Taxes Paid

Pursuant to M.G. L. Ch.62C, s.49A, the undersigned certifies that, to the best of their knowledge and belief, they have complied with all the laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting of child support.

2.17 Bid Offers

Bid offers will be reviewed and awards made as soon as is possible. Awards will be made within 30 business days from Bid Opening. Offers must be signed to be valid.

2.18 Unit Price

The case of arithmetical error in any offer involving extension of prices quoted herein, the unit price will govern the final price of quantities offered.

2.19 Insurance

Contractor shall purchase and maintain coverage for Workers' Compensation, Comprehensive General Liability, including products, completed operations, and contractual liability; Automobile Liability to protect their employees and others from bodily injury and damages to property which may arise out of or result from the Contractor's operations under this agreement, whether such operations be the Contractor's, any subcontractor, or anyone directly or indirectly employed by any of them. This insurance shall be in limits specified by Law, or as specified in the specifications. In no case shall the limits be less than $ 1,000,000 in Bodily Injury and in Property Damages. A certificate of insurance naming the City of Woburn as Additional Named Insured shall be filed with the City prior to the commencement of any contract's operations. All policies

and certificates shall contain an endorsement requiring at least thirty (30) days written notice, non-renewal or cancellation of coverage to City of Woburn. Compliance by the Contractor with the insurance requirements shall not relieve the Contractor from liability under the full indemnity provisions contained herein (see 11).

2.20 Independent Contractor

The contractor is neither an agent nor an employee of the City of Woburn and is not authorized to act in behalf of the City of Woburn.

2.21 Complete Agreement

The written contract supersedes all prior agreements or understandings between the parties and shall not be changed unless mutually agreed by both parties in writing.

2.22 Assignment / SubContracting

The Contractor shall not assign any interest in a contract nor engage any other entity, company, subcontractor or individual to perform any obligation to the City without prior written consent of the City of Woburn.

2.23 Conflict of Interest

The bidder certifies that no official or employee of the City of Woburn has a financial interest in this offer or in the contract which the bidder offers to execute or in the expected profit to arise there from, unless there has been compliance with the provisions of M.G.L.,Ch.43, s.27 (Interest in Public Contracts by Public Employees) and of provisions of M.G.L.,Ch.268A,s.20 (Conflict of Interest Law) and that this offer is made in good faith without fraud or collusion or connection with any other person submitting an offer to the City of Woburn.

2.24 Termination

The City of Woburn shall have the Right to terminate this
Agreement, if:(A) the Contractor neglects or fails to perform or observe any of its obligations hereunder and cure is not affected by the Contractor within Fifteen (15) Days next following its receipt of a termination notice issued by the City of Woburn, or,(B) a judgment or decree is entered against the Contractor approving a petition for arrangement, liquidation, dissolution or similar relief relating to any bankruptcy or insolvency and such judgment or decree remains unvacated for Thirty (30) Days; or Immediately, if Contractor shall file a voluntary petition in bankruptcy or any petition or answer seeking any arrangement, liquidation or dissolution relating to bankruptcy, insolvency or other relief of debtors, or shall seek or consent or acquiesce in appointment of any trustee, receiver or liquidation of Contractor's property; or (C) funds are not appropriated or otherwise made available to support continuation of performance in any Fiscal Year succeeding the first year of this Agreement. City of Woburn shall pay all reasonable and supportable costs incurred prior to termination which payment shall not exceed the value of any services provided. NOTICE: The City of Woburn may terminate this Contract or any Purchase Order issued hereunder without cause at anytime, effective upon the termination date stated in the notice of termination. The Contractor shall cease performance upon the stated termination date. If the

Contract or any Purchase Order is terminated under this subsection, the Contractor shall be entitled to be paid for supplies and/or services delivered and accepted prior to the notice of termination. In no event shall the Contractor be entitled to be paid for any supplies or services delivered after the effective date of termination.

2.25 Return of property

Upon termination, the Contractor shall immediately return to the City of Woburn, without limitation, all documents ,plans, drawings, tools, equipment, and items of any nature whatsoever supplied to the Contractor by the City, or items developed by the Contractor in accordance with the terms of a Contract with the City of Woburn.

2.26 Interpretations of Specifications

Any prospective bidder that requests an interpretation of existing specifications' terms or conditions must do so within five (5) working days before the scheduled bid opening or defined question due date located with the instructions to bidder. All requests shall be in writing to the Purchasing Agent.

2.27 Information

The submission of a bid offer authorizes the City to contact any and all parties referenced by the bidder in regard to financial and operational information. The City shall have the right to request verification of any information or qualifications submitted as part of any offer to the City.

2.28 Price Reduction

It is understood and agreed that should any price reductions occur between the opening of the bid offers and the completion of the delivery of goods or services that the benefit of all such reductions will be extended to City.

2.29 Governing Law

The offer and any Contract which may ensue shall be governed by the Laws of the Commonwealth of Massachusetts.

2.30. Enforceability

In the event that any provision of this offer or Contract is found to be legally unenforceable, such legal unenforceability shall not prevent enforcement of any other provisions of a Contract.

2.31 Samples

Any qualified bidder may be required to submit samples of the goods offered at the request of the Purchasing Agent. Evaluation for acceptability will be a determining factor in the selection process.

2.32 Discrimination

It is understood and agreed that it shall be a material breach of Contract resulting from this bid offer for the Contractor to engage in any practice which shall violate any provision of M.G.L., Ch.151B, relative to discrimination in hiring, discharge, or, terms or conditions of employment.

CERTIFICATIONS

Statements below shall be submitted with each Bid or Proposal and shall be duly dated and signed with an **original signature** and all other information, or, the Bid or Proposal will be **rejected.**

In witness whereof, the undersigned certifies, under the pains and penalties of perjury that:

1.STATE TAXES PAID: Pursuant to M.G.L. Chapter 62C, s. 49A, the undersigned certifies that, to the best of my knowledge and belief, have complied with all the laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting of child support.

2.CERTIFICATE OF NON-COLLUSION: M.G.L. C. 30, s. 39M and/or C. 30B, s.10 : Any person submitting a bid or proposal for the procurement or disposal of supplies or services to any governmental body shall certify in writing, on the bid or proposal, as follows: The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.

3.PUBLIC CONTRACTS - DEBARMENT: M.G.L. C. 550, Acts of 1991: The undersigned certifies that the said "person" is not presently debarred from doing public construction work in the Commonwealth of Massachusetts under the provisions of C. 29, s. 29F, or any other applicable debarment provision of any other Chapter of the General Laws, or any Rule or Regulation promulgated there under. Additionally, the undersigned is not presently debarred by any Agency of the Federal Government.

4. HEALTH & SAFETY ON PUBLIC CONSTRUCTION PROJECTS OVER $ 10000: Chapter 306 of the Acts of 2004: The undersigned certifies that the firm is able to furnish labor that can work in harmony with all other elements of labor employed or to be employed in the work;(2) that all employees to be employed at the worksite will have successfully completed a course in construction safety and health approved by the U.S. OSHA that is at least 10 hours in duration at the time that the employee begins work and who shall furnish documentation of successful completion of said course with the first certified payroll report for each employee; and(3) that all employees to be employed in the work subject to this bid have successfully completed a course in construction safety and health approved by the U.S. OSHA that is at least 10 hours in duration.

5. COMPLIANCE : The undersigned is in compliance with all of the provisions, and shall remain in full compliance with the provisions for the life of any Contract resulting from this solicitation. That the bidder is qualified to perform any such Contract and possesses, or shall obtain, all requisite licenses and/or permits to complete performance; shall maintain all

unemployment, workers' compensation, professional and personal liability insurance policies sufficient to cover its performance under any such Contract; and shall comply with relevant prevailing wage rates and employment laws. To the best of its knowledge and belief has paid all local taxes, tax titles, utilities, motor vehicle excise taxes, water and wastewater bills in MA as required by Law.

Print Name _____

Circle: Corporation Partnership Individual

Authorized Signature _____

Print Name _____

Email: _____

Title of Person Signing Bid or Proposal _____

Date _____

Company Federal ID # or Social Security # _____

State of Incorporation _____

Approval of a Contract, or other Agreement, will not be granted unless this form is signed and fully complete.

SECTION 3.0
INVOICING REQUIREMENTS

3.1 General

Each invoice shall be mailed to the designated billing office at the following address after completion of service on a bi-monthly schedule, which includes the first (1st) to the fifteenth (15th) of the month and the sixteenth (16th) to the end of the month:

Woburn Council on Aging
Attn: Marie Lingblom
144 School Street
Woburn, MA 01801
mlingblom@cityofwoburn.com

To ensure a proper invoice, the invoice must include the following information and/or attached documentation:

1) Name of the business concern, invoice number and invoice date;
2) Contract number, or authorization for delivery of property or performance of services;
3) Description, price, and quantity and services actually delivered or rendered;
4) All invoices must clearly specify service performed, i.e. description, location, name;
5) Name (where practicable), title, phone number, and complete mailing address of responsible official to whom payment is to be sent; and
6) Other substantiating documentation or information as required by the contract.

To be included with invoicing, an example of the voucher program breakdown report can be found enclosed in Appendix C. Please use this format when submitting the voucher breakdowns.

SECTION 4.0
SCOPE OF WORK (SOW)

4.1 Background

The City of Woburn seeks to contract with a transportation company to provide subsidized taxi services within Woburn City limits for any reason, and to select surrounding communities for trips to hospitals/clinics medical appointments, nursing homes, and specified shopping locations. The transportation is for Woburn residents who are sixty (60) years of age and over, and who have a yearly income of less than $48,800 ($55,800 for married couples). The end result of this service is to ensure the safety, needs, and convenience of the City's senior population are successfully met.

4.2 Scope

The City requires contractor support to provide transportation for seniors and any reasonable passenger assistance necessary. Contractor will provide regular curb to curb taxi service and non-motorized wheelchair service, (i.e. assist senior in and out of taxi, and in and out of wheelchair), and put wheelchair in and out of trunk of taxi, from any pick-up point, to or from any nursing home, senior residence, medical center, or authorized clinic appointment location listed herein. All services are to be provided without regard to race, color, religion, national origin, sex, or disability. The Contractor will be responsible for the scheduling, coordinating data collection, reporting, dispatching, and transporting of eligible residents.

The City of Woburn Council on Aging is seeking rates for one-way rides within the City of Woburn and one-way rides outside of Woburn for trips to hospitals, clinics, medical appointments, nursing homes, and/or shopping in specific cities and towns listed here within.

The Contractor must have the capacity and capability to provide transportation services to the Woburn Seniors at the volume of 750+ curb to curb rides per month. Within these trips, Contractor must provide whatever reasonable passenger assistance is necessary, i.e. carrying groceries or assisting riders to their doors, etc. One additional passenger, i.e. relative, caregiver, or attendant, assisting the senior to a doctor's appointment, hospital visit, obtaining prescriptions or food shopping, etc., will be allowed at no extra charge to the City.

4.3 Description of Work Required

The following items are considered specific requirements for the successful completion of this contract.

4.3.1 Hours of Service

Contractor must be available to provide taxi services, from 5:00 a.m. to midnight, seven (7) days per week during the contract period.

4.3.2 Services Required
Contractor is expected to provide curb to curb and non-stop service, unless authorized in advance by the Council on Aging.

4.3.2.1 Voucher Required Service
The Council on Aging requests the contractor provide a discounted rate to Taxi Program members The area in which the taxi service will be provided includes:

- Within the City of Woburn for any reason

The Council on Aging requests the contractor provide a discounted rate to Taxi Program members for <u>medical trips only</u> to the locations below:

- Lahey Clinic and Burlington Medical/Doctor's Offices
- Winchester Hospital and Winchester Medical/Doctor's Offices
- Stoneham Medical/Doctor's Offices
- Boston Mass Eye and Ear and Mass General Hospital
- Boston Medical Center, St. Elizabeth's
- Brigham and Women's, Beth Israel, Children's
- Dana Farber, Deaconess, and New England Medical
- Medical Center: 3 Woodland Rd., Stoneham
- Burlington Medical Associates: 790 Boston Rd., Billerica
- Bedford Veterans Administration Hospital
- Lahey Arlington and Medical/Doctor's Offices in Arlington Center
- Jamaica Plain Veterans Administration Hospital
- Winchester Hospital Family Medical Center and Medical/Doctor's Offices in Wilmington

The rates set for destinations in Section 4.3.2.1, would be part of the Senior Discount Taxi Voucher Program and reimbursed by the Council on Aging as indicated within the contract.

4.3.2.2 Non-Voucher Service
The Council on Aging requests that the contractor provide a discounted rate to Taxi Program members for the following trips. These trips will be paid directly to the Contractor, without the requirement of a voucher, and not to be billed to the Woburn Council on Aging.

4.3.2.2.1 Medical/Doctor's Offices

- Beth Israel Deaconess Medical Center, Lexington
- Lahey-Lexinton
- Peabody North Lahey
- Lexington Medical/Doctor's Offices except Lahey-Lexington
- Medford Medical/Doctor's Offices and Lawrence Memorial Hospital
- Malden Hospital and Malden Medical/Doctor's Offices
- Melrose & Wakefield Medical/Doctor's Offices, Melrose-Wakefield Hospital
- Reading Medical/Doctor's Offices
- North Reading Medical/Doctor's Offices
- MA General Hospital West, Waltham

4.3.2.2.2 Nursing Homes

The cities and towns of the nursing homes that a senior can receive a discount rate for are:

- Arlington
- Burlington
- Lexington
- Reading
- Stoneham
- Wakefield
- Wilmington
- Winchester

4.3.2.2.3 Shopping Locations

The shopping locations that a senior can receive a discount rate for are:

- Burlington Mall (Burlington, MA)
- Shaw's (Burlington, MA)
- Market Basket (Burlington, MA)
- Redstone Shopping Center (Stoneham, MA)
- BJ's (Stoneham, MA)

4.3.2.3 Referrals

For seniors who call for rides who are not members of the Taxi Discount Program, the Council on Aging requests that the contractor refer such seniors to the Senior Center during business hours for more information.

4.3.3 Scheduling

The Contractor will receive and log telephone ride requests from seniors, and will schedule these transportation requests efficiently to maximize the number of trips per hour. All calls will be made directly to the contractor unless told otherwise. Ride reservations can be made the night before, up until three (3) hours prior to requested pick-up time. Passengers may be grouped for efficiency. One (1) to three (3) individuals, including the senior, can be transported on a trip unless otherwise specifically authorized by the Council on Aging. A rider will not be required to ride for more than fifteen (15) minutes due to grouping. The Contractor will accept one voucher if the destination is the same and/or receive multiple payments for multiple destinations within group ride. This is regardless of the number of individuals, including the seniors, being transported at the same time, on a single trip.

4.3.3.1 Response and Arrival Time

Upon contractor's receipt of call, the Council on Aging requires transport arrival to be within fifteen (15) minutes to thirty (30) minutes of the scheduled ride, and forty-five (45) minutes to one (1) hour for the unscheduled calls received.

4.3.3.2 Cancelled Calls and Non Pick-Up

Cancellations can be made thirty (30) minutes prior to scheduled pick-up. In the event of a subscriber being a "No Show", the Contractor must notify the Woburn Council on Aging so that proper authorization for billing can be given. Once authorization is granted, the Contractor will be reimbursed the set rate for a Woburn fare, or the rate set for a ride outside of Woburn as indicated at ride scheduling. Any call dispatched which has arrived at a destination and is cancelled, shall be reimbursed to the Contractor as a one-way trip labeled the specific destination of that scheduled ride.

4.4 Reimbursement

The Council on Aging requests the Contractor to honor any remaining outstanding vouchers held by seniors, who are enrolled in the Woburn Senior Discount Taxi Program prior to this contract period, to be reimbursed at the new rate set by contract agreement between the Contractor and the Woburn Council on Aging. Reimbursement is on rates per unit of specified service to be established, i.e. trips to Woburn, Burlington, Winchester, Stoneham, etc.

4.5 Contractor Personnel Requirements

All drivers are required to honor senior and passenger rights to privacy and information security. Drivers shall be courteous, considerate, and mindful of language and tone when interacting with passengers. The Contractor must have a program or system in place that formally screens potential new employees for records of motor vehicle violations, chemical dependency, and the presence of criminal activity. The Contractor must be able to, upon request by the City, provide documentation of current ongoing policies and procedures pertaining to the screening of new and existing employees for motor vehicle violations, chemical dependency and the presence of criminal activity to ensure compliance with the applicable law. Contractor must maintain and make available for inspection, upon request, records of each employee as to the character and physical capabilities of performing the duties. No employee will be allowed to work on the contract until all training and background checks have been completed. Failure to comply will result in non-payment for that trip.

4.5.1 License Requirements

It is the responsibility of the contractor to have all the required licensing and permits necessary to perform this service. All drivers providing services to the Woburn Council on Aging seniors, must hold valid licenses and accreditations and/or certifications to provide transportation services and other taxi services as required by the contract or as otherwise required by applicable law. The Contractor agrees to have a formal system in place to identify existing employees who acquire motor vehicle violations. Contractor further agrees to have an aggressive policy and procedure in place which describes how the organization will take action upon these identified situations within the standards of the legal system. Before award will be made, the potential contractor will be required to provide copies of current permits and licensure.

4.5.2 Criminal Background Check Requirements

Contractor will be responsible to have a formal process in place to evaluate all new and current employees and their records. All drivers must fill out and complete the CORI checks prior to being a driver for this contract. No employee will be allowed to work on the contract until background check has been completed.

4.5.3 Drug Testing Requirements

The Contractor must submit with the bid a copy of their drug testing policy, if any. Contractor agrees to have an established policy and procedure in place for pre-employment drug screening with a provision for screening existing employees "for cause".

4.6 Quality Control/Quality Assurance and Reporting Requirements

Contractor shall ensure that all vehicles used in transporting seniors are air conditioned/heated, clean, and in proper operational conditions which includes passenger seat belts. The Contractor agrees to cooperate with the Council on Aging to address and resolve issues or complaints regarding reported mistreatment, i.e. verbal, physical, or other, of seniors by drivers or drivers by seniors.

Contractor will provide one (1) taxi specifically assigned for senior services only, and will add others to the service as needed. The Contractor and the City of Woburn will evaluate the program and quality of service from time to time. The Council on Aging holds the right to provide a survey to the seniors in regards to the performance of the Contractor within this contract, at any time of the contract period. An example of the survey can be found enclosed in Appendix B. If required, a joint meeting at a mutually agreed upon time will be held to discuss any issues that may result from these evaluations.

4.6.1 Service Plan

The bidding contractor must submit a service plan. The final plan details will be negotiated at time of award. The plan should include:

- A proposed client payment system
- A description of individual and grouped services
- A sample of monthly reports to be used

4.6.2 Trip Documentation

The Contractor will maintain a log with an appropriate document in which the person receiving the calls specifies the date, the rider's name and time of pick up, destination, time of drop off, and any notes regarding issues particular to the specific ride. The Council of Aging requests the right to review this log in the event a problem arises.

4.6.3 Statistical Reports

The Council on Aging requests the Contractor will submit bi-monthly reports with the billing including the tabulated statistics on the services delivered. The report should include the total number of rides provided by voucher type, i.e. 500 one-way rides within Woburn, 250 for Medical appointments to Burlington, Stoneham, and Winchester, and 25 to additional medical sites.

4.7 Period of Performance

The contract period shall be for one (1) year, in effect from July 1, 2022 and to expire on June 30, 2023 with the City having the sole option of renewing the contract for two (2) additional one (1) year terms.

Option Year 1 07-01-23 to 06-30-24

Option Year 2 07-01-24 to 06-30-25

SECTION 5.0
PRICING

The undersigned proposes to supply the services specified below in full accordance with the Contract Documents supplied by the City of Woburn entitled:

Senior Discount Taxi Program for the Woburn Council on Aging

Contractor is to expect to make an annual estimate of about 10,300 trips, with about 80% being within the City of Woburn and 20% outside of the City of Woburn; an estimate of about 8,000 orange vouchers, 2,000 blue vouchers, and 300 white vouchers. All CLIN are for one-way trips to specified destination and with senior located **anywhere** within Woburn City limits.

The Offeror proposes to deliver the services specified at the following prices. Prices shall change after each contract period, if agreed upon to exercise a renewed option year.

COMPLETE THE ATTACHED PRICE FORMs FOR ALL YEARS AND
SUBMIT WITH YOUR BID

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS:_____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL:

X_____

ACKNOWLEDGEMENT OF ADDENDUMS:

Addendum #1 _____ #2 _____ #3_____ #4 _____

IFB 22-15 **Price Sheet: Base Year July 1, 2022 to June 30, 2023**
Senior Discount Taxi Services

Base Year

CLIN	Description	Qty	Unit Price	Total Price
	ORANGE VOUCHER (estimated 8,000 total trips/yr)			
001	City of Woburn for any reason	1		
	BLUE VOUCHER (estimated 2,000 total trips/yr)			
002	Lahey Clinic and Burlington Medical/Doctor's Office	1		
003	Winchester Hospital and Winchester Medical/Doctor's Offices	1		
004	Stoneham Medical/Doctor's Offices	1		
	WHITE VOUCHERS (estimated 300 total trips/yr)			
005	Boston Mass Eye and Ear	1		
006	Mass General Hospital	1		
007	Boston Medical Center	1		
008	Saint Elizabeth's	1		
009	Brigham and Women's	1		
010	Beth Israel	1		
011	Children's Hospital	1		
012	Dana Farber	1		
013	Deaconess	1		
014	New England Medical	1		
015	Medical Center @ 3 Woodland Rd. Stoneham	1		
016	Burlington Medical Associates @ 790 Boston Rd. Billerica and Medical/Doctor's Offices	1		
017	Bedford Veterans Administration Hospital	1		
018	Lahey Arlington & Medical/Doctor's Offices Arlington	1		
019	Jamaica Plain Veterans Administration Hospital	1		
020	Winchester Hospital Family Medical Center & Medical/Doctor's Offices in Wilmington	1		
	Medical/Doctor's Offices paid directly to contractor: (NO VOUCHERS REQUIRED)			
021	Beth Israel Deaconess - Lexington	1		
022	Lahey - Lexington	1		
023	Peabody North Lahey	1		
024	Lexington Medical/Doctor's except Lahey	1		
025	Medford & Lawrence Memorial Hospital	1		
026	Malden Hospital & Malden Medical	1		
027	Melrose & Wakefield, Melrose - Wakefield Hospital	1		
028	Reading	1		
029	North Reading	1		
030	Mass General Hospital West - Waltham	1		
	Nursing Homes: (NO VOUCHERS REQUIRED)			
031	Arlington	1		
032	Burlington	1		
033	Lexington	1		
034	Reading	1		
035	Stoneham	1		
036	Wakefield	1		
037	Wilmington	1		
038	Winchester	1		
	Shopping Locations: (NO VOUCHERS REQUIRED)			
039	Burlington Mall	1		
040	Roche Bros - Burlington	1		
041	Shaw's - Burlington	1		
042	Market Basket - Burlington	1		
043	Redstone Shopping Center - Stoneham	1		
044	BJ's - Stoneham	1		
	TOTAL			

CLIN	Description	Qty	Unit Price	Total Price
	ORANGE VOUCHER (estimated 8,000 total trips/yr)			
101	City of Woburn for any reason	1		
	BLUE VOUCHER (estimated 2,000 total trips/yr)			
102	Lahey Clinic and Burlington Medical/Doctor's Office	1		
103	Winchester Hospital and Winchester Medical/Doctor's Offices	1		
104	Stoneham Medical/Doctor's Offices	1		
	WHITE VOUCHERS (estimated 300 total trips/yr)			
105	Boston Mass Eye and Ear	1		
106	Mass General Hospital	1		
107	Boston Medical Center	1		
108	Saint Elizabeth's	1		
109	Brigham and Women's	1		
110	Beth Israel	1		
111	Children's Hospital	1		
112	Dana Farber	1		
113	Deaconess	1		
114	New England Medical	1		
115	Medical Center @ 3 Woodland Rd. Stoneham	1		
116	Burlington Medical Associates @ 790 Boston Rd. Billerica and Medical/Doctor's Offices	1		
117	Bedford Veterans Administration Hospital	1		
118	Lahey Arlington & Medical/Doctor's Offices Arlington	1		
119	Jamaica Plain Veterans Administration Hospital	1		
120	Winchester Hospital Family Medical Center & Medical/Doctor's Offices in Wilmington	1		
	Medical/Doctor's Offices paid directly to contractor: (NO VOUCHERS REQUIRED)			
121	Beth Israel Deaconess - Lexington	1		
122	Lahey - Lexington	1		
123	Peabody North Lahey	1		
124	Lexington Medical/Doctor's except Lahey	1		
125	Medford & Lawrence Memorial Hospital	1		
126	Malden Hospital & Malden Medical	1		
127	Melrose & Wakefield, Melrose - Wakefield Hospital	1		
128	Reading	1		
129	North Reading	1		
130	Mass General Hospital West - Waltham	1		
	Nursing Homes: (NO VOUCHERS REQUIRED)			
131	Arlington	1		
132	Burlington	1		
133	Lexington	1		
134	Reading	1		
135	Stoneham	1		
136	Wakefield	1		
137	Wilmington	1		
138	Winchester	1		
	Shopping Locations: (NO VOUCHERS REQUIRED)			
139	Burlington Mall	1		
140	Roche Bros - Burlington	1		
141	Shaw's - Burlington	1		
142	Market Basket - Burlington	1		
143	Redstone Shopping Center - Stoneham	1		
144	BJ's - Stoneham	1		
	TOTAL			

CLIN	Description	Qty	Unit Price	Total Price
	ORANGE VOUCHER (estimated 8,000 total trips/yr)			
201	City of Woburn for any reason	1		
	BLUE VOUCHER (estimated 2,000 total trips/yr)			
202	Lahey Clinic and Burlington Medical/Doctor's Office	1		
203	Winchester Hospital and Winchester Medical/Doctor's Offices	1		
204	Stoneham Medical/Doctor's Offices	1		
	WHITE VOUCHERS (estimated 300 total trips/yr)			
205	Boston Mass Eye and Ear	1		
206	Mass General Hospital	1		
207	Boston Medical Center	1		
208	Saint Elizabeth's	1		
209	Brigham and Women's	1		
210	Beth Israel	1		
211	Children's Hospital	1		
212	Dana Farber	1		
213	Deaconess	1		
214	New England Medical	1		
215	Medical Center @ 3 Woodland Rd. Stoneham	1		
216	Burlington Medical Associates @ 790 Boston Rd. Billerica and Medical/Doctor's Offices	1		
217	Bedford Veterans Administration Hospital	1		
218	Lahey Arlington & Medical/Doctor's Offices Arlington	1		
219	Jamaica Plain Veterans Administration Hospital	1		
220	Winchester Hospital Family Medical Center & Medical/Doctor's Offices in Wilmington	1		
	Medical/Doctor's Offices paid directly to contractor: (NO VOUCHERS REQUIRED)			
221	Beth Israel Deaconess - Lexington	1		
222	Lahey - Lexington	1		
223	Peabody North Lahey	1		
224	Lexington Medical/Doctor's except Lahey	1		
225	Medford & Lawrence Memorial Hospital	1		
226	Malden Hospital & Malden Medical	1		
227	Melrose & Wakefield, Melrose - Wakefield Hospital	1		
228	Reading	1		
229	North Reading	1		
230	Mass General Hospital West - Waltham	1		
	Nursing Homes: (NO VOUCHERS REQUIRED)			
231	Arlington	1		
232	Burlington	1		
233	Lexington	1		
234	Reading	1		
235	Stoneham	1		
236	Wakefield	1		
237	Wilmington	1		
238	Winchester	1		
	Shopping Locations: (NO VOUCHERS REQUIRED)			
239	Burlington Mall	1		
240	Roche Bros - Burlington	1		
241	Shaw's - Burlington	1		
242	Market Basket - Burlington	1		
243	Redstone Shopping Center - Stoneham	1		
244	BJ's - Stoneham	1		
TOTAL				

APPENDIX A
PAST PERFORMANCE

The City requires that the Contractor demonstrates experience providing similar services in **size, scope and completely** for a minimum of three (3) projects. Three (3) references shall be provided for past performance.

Please use the below format for all references submitted and provide as much detail as possible in the Summary section.

Past Performance/Reference Title:	
Period of Performance	
Contract $ Value	
Technical & Contractual POC Names & Titles	
Telephone Numbers	
Email Addresses	
Detailed summary of services provided	

APPENDIX B
SURVEY EXAMPLE

Below is an example of a survey that will be provided to the seniors if they wish to evaluate the service and program, from their personal experience and perspective.

See Attached

Senior Discount Taxi Program Service

Survey of Program Performance

The questions below are to better understand the program service we are providing to our seniors. Please be aware that this is just for research purposes only, and it is not a requirement but rather if you wish to partake in the information gathering, it will be greatly appreciated.

1) How courteous and pleasant do the DISPATCH answer the phone?

[] Extremely courteous and pleasant
[] Very courteous and pleasant
[] Moderately courteous and pleasant
[] Slightly courteous and pleasant
[] Not at all courteous and pleasant

2) How often do you have to wait on hold when calling the DISPATCH?

[] Always [] Very often [] Never
[] Sometimes [] Rarely

3) How accurate did the DISPATCH estimate the wait time for your taxi to arrive?

[] Very accurate
[] Moderately accurate
[] Slightly accurate
[] Not at all accurate
[] Not applicable

4) What level of DRIVER professionalism (attire, courtesy, politeness, attitude, assistance with wheelchair/walker, etc) did you experience?

[] Extremely professional
[] Very professional
[] Moderately professional
[] Slightly professional
[] Not at all professional

5) How knowledgeable were the DRIVERS of the city or location you were being transported to?

[] Extremely knowledgeable [] Very knowledgeable
[] Moderately knowledgeable [] Slightly knowledgeable
[] Not at all knowledgeable

6) At any time during your taxi ride experience, did the DRIVER or his/her behavior make you feel uncomfortable or unsafe? Please **circle** the answers that apply.

Driver: Uncomfortable
Extremely Very Somewhat Not at all
Driver: Unsafe
Extremely Very Somewhat Not at all
Driving Behavior: Uncomfortable
Extremely Very Somewhat Not at all
Driving Behavior: Unsafe
Extremely Very Somewhat Not at all

7) What time(s) and day(s) of the week do you normally use our services? Check all that apply.

TIMES:	DAYS:	
__ Early Morning	__ Sunday	__ Thursday
__ Morning	__ Monday	__ Friday
__ Afternoon	__ Tuesday	__ Saturday
__ Evening	__ Wednesday	

8) Please use the back of this page for any suggested changes you feel will improve the taxi service, why these changes, and any other comments in regards to the service we provide.

Comments/Changes/Suggestions:

APPENDIX C
VOUCHER PROGRAM BREAKDOWN FORM

The voucher program is a great incentive for seniors to take part in for convenience and efficiency. Contractor is responsible for collecting vouchers from the members of the program and when advised, submitting them with the invoicing. Below is an example of how the voucher program distribution breakdown should be presented upon invoice submittal.

See Attached

Senior Discount Taxi Program
Voucher Breakdown

Date	Orange Vouchers	Total	Blue Vouchers	Total	White Vouchers	Total	Day's Total