



Government of the District of Columbia
Department of For-Hire Vehicles



Request for Applications (RFA):

FY 2021 Centralized Dispatch for Wheelchair Accessible Vehicle (WAV) Taxis Under Transport DC

Release Date of RFA: **August 24, 2020**

Submission Deadline: **September 21, 2020**

Submission Details: **Online submissions only**

Availability of RFA: <https://dfhv.dc.gov/page/grant-funding>

Point of Contact: Wendy Klancher, Senior Policy Advisor, Phone: 202-645-4051
Email: Wendy.Klancher@dc.gov.

DFHV reserves the right to issue addenda and/or amendments subsequent to the issuance of the NOFA or RFA or to rescind the NOFA or RFA. DFHV will post addenda or amendments to the online application. Applicants are responsible for reviewing and adhering to any RFA addenda or amendments.



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Part 1: Program Guidelines, Application Process, and Submission Instructions

A. DESCRIPTION OF FUNDING OPPORTUNITY AND SCOPE OF SERVICES

The Government of the District of Columbia, Department of For-Hire Vehicles (DFHV), is soliciting applications from eligible DFHV licensed taxicab companies (Taxicab Companies) to operate DFHV's FY 2021 Centralized Dispatch Program for WAV (wheelchair accessible vehicles) taxis under its Transport DC program to eligible DC residents. Eligible entities must have a DFHV taxicab company operating authority and meet all of the requirements to be a Transport DC provider. Entities may include partners (e.g., technology companies or call centers) in their application that will assist in delivering service. The successful applicant awarded this grant will not be precluded from being a Transport DC provider, and Transport DC providers will not be precluded from the grant award. The successful applicant will be expected to provide centralized dispatch for all WAV taxi requests outside of the Transport DC program at regular metered rates for the general public and all customers as a recipient of this grant after the successful implementation of centralized dispatch for the Transport DC program.

The selected applicant must be located within the District of Columbia and must comply with Title 31 of the District of Columbia Municipal Regulations, in its entirety with an emphasis on: Chapter 18, Wheelchair Accessible Paratransit Taxicab Services; Chapter 9, Insurance Requirements for Public Vehicles-For-Hire in its entirety with a special focus on Applications and Scope pertaining to WAV vehicles; and Chapter 16, Dispatch Services and District of Columbia Taxicab Industry CO-OP.

The application submission deadline is **September 21, 2020 at 5:00 p.m.** Any applications submitted after that deadline will not be reviewed or considered for this grant.

Scope of Services for Centralized Dispatch for WAV Taxis Under Transport DC is as follows:

Transport DC is an alternative same-day service for DC residents eligible for MetroAccess, WMATA's paratransit service. Currently, users request a ride by calling a toll-free number, then the calls are distributed "round robin" to one of three taxi company providers. The companies then dispatch the trip to either a regular taxi or WAV taxi. The service is available 24 hours a day, 7 days a week. Transport DC provides unrestricted rides within DC for the first 15 days of the month and rides for only employment and medical destinations in DC during the remainder of the month. Users pay a \$5.00 fare and the standard reimbursement rate for the providers is \$20.50. DFHV provides an additional \$5.00 to drivers for each wheelchair passenger transported.

The purpose of this opportunity is to create a central point of taxi access for passengers in wheelchairs and WAV drivers under the Transport DC program, as well as a single party that is responsible for all aspects of WAV rides including booking, dispatching, customer service and driver management. DFHV desires for wheelchair-users to experience reasonable wait times and have a consistent experience every time they book a WAV taxi

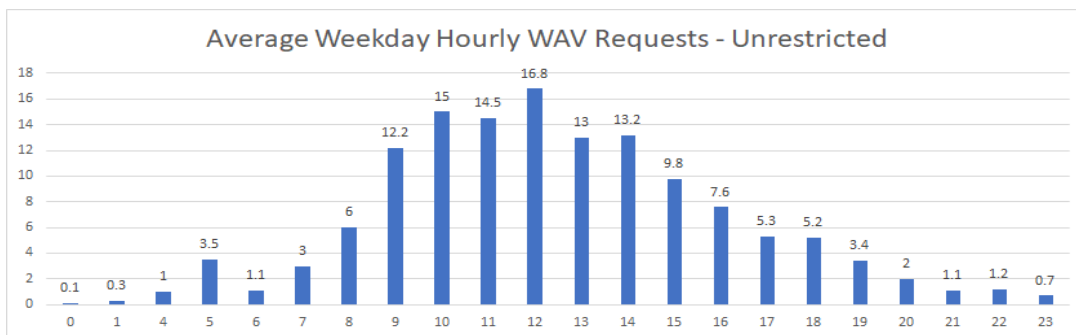
ride. DFHV desires that drivers of WAV taxis are connected to a steady pipeline of WAV trips. DFHV seeks a centralized dispatcher to provide oversight and management, and experienced staff trained for this specialized and critical transportation service. This initiative will start in the Transport DC program, and the successful applicant will need to include other DFHV and District-sponsored programs and private pay requests from the general public for WAV taxi services by Quarter 3 in FY 2021.

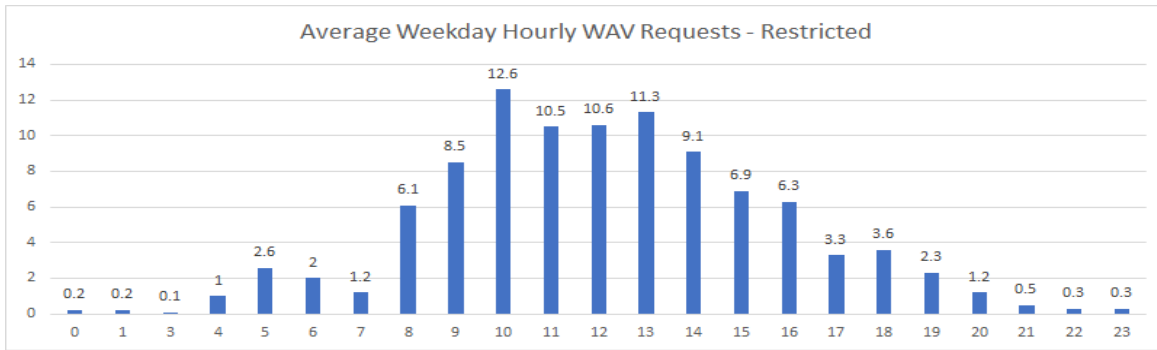
Between July 2019 and June 2020, 226,843 trips were provided under the Transport DC program of which 24,343 were wheelchair passenger trip (per Table 1), totaling about 10% of all Transport DC trips. Approximately 100 WAV taxis provide wheelchair passenger service in the Transport DC program. DC has about 265 WAV taxis owned by over 15 different companies, but most WAV taxis are independently owned and operated. WAV requests in Transport DC are highest on weekdays, between the hours of 8:00 a.m. and 2:00 p.m. (Table 2 & 3).

Table 1: Wheelchair Accessible Vehicle (WAV) Transport DC Trips by Month (July 2019 to June 2020)

	19-Jul	19-Aug	19-Sep	19-Oct	19-Nov	19-Dec	20-Jan	20-Feb	20-Mar	20-Apr	20-May	20-Jun	Total
WAV Trips	2,297	2,379	2,046	2,274	2,245	2,439	2,674	2,740	2,211	888	1,170	980	24,343
Non-WAV Trips	18,977	19,223	18,148	20,004	18,828	19,346	19,894	19,030	15,927	9,170	10,801	13,152	202,500
Total	21,274	21,602	20,194	22,278	21,073	21,785	22,568	21,770	18,138	10,058	11,971	14,132	226,843

Table 2 & 3: Illustrative Average Hourly Weekday WAV Requests (Restricted and Unrestricted) (Pre-Pandemic)





Under the Centralized Dispatch pilot program, Transport DC users will call a centralized telephone number (the current 1-844 number) or request a ride through an app or online set up by the Centralized Dispatch grantee. The Centralized Dispatcher will then dispatch the trip to a WAV taxi.

It is important to realize that the Centralized Dispatch program for DC is a new initiative. This will be an unprecedented, new service in the Washington, DC region. The successful applicant will need to work cooperatively with DFHV, DC taxi companies, the drivers and users of the new centralized dispatch service to build the project, test its parameters and work toward its success. The project will require:

- *Commitment* to the objective of providing effective accessible taxi service in DC for Transport DC customers using wheelchairs;
- *Flexibility* in working out the early “bugs” typical of any new project;
- *A cooperative spirit* in working with the various organizations and parties involved with the project; and
- The ability to *document and report* experience with the project that will help the DFHV and other entities involved learn from the project’s early weeks and months of operation and make any needed adjustments and improvements to ensure success.

The parameters of the Centralized Dispatch program are described in more detail below; a summary of responsibilities include but are not limited to:

- Project Implementation, Oversight, And Management for the Centralized Dispatch: ensuring wheelchair trips are delivered within an average of 30 minutes;
- Customer Experience: A call center with customer phone access 24/7 is required, an app or web-based reservation system is preferred but must be accessible to people with a variety of disabilities;
- Driver Management: recruitment, incentives and payment;
- Dispatch Function and Technology (telephone and digital);
- Data Integration and Reporting; and
- Communication and Coordination with DFHV, taxi companies and drivers on a frequent basis.

The selected applicant must be located within the District of Columbia and must comply with Title 31 of the District of Columbia Municipal Regulations, in its entirety with an emphasis on:

Chapter 18, Wheelchair Accessible Paratransit Taxicab Services; Chapter 9, Insurance Requirements for Public Vehicles-For-Hire in its entirety with a special focus on Applications and Scope pertaining to WAV vehicles; and Chapter 16, Dispatch Services and District of Columbia Taxicab Industry CO-OP.

Since this is a new project without local experience, DFHV is looking to proposers to build upon their own experiences with dispatch operations and providing accessible service to develop proposals that will help ensure a feasible and effective Centralized Dispatch. **Applicants must also propose how they scale this project to test for potential “bugs,” a timeframe for partial to full implementation, and how the applicant would troubleshoot a variety of potential challenges.**

Required Parameters

In developing a proposal, each applicant must address each of the six parameters identified below.

1. Project Implementation, Management, and Oversight

- The centralized dispatcher must provide all components to ensure service delivery of requests for WAV in the Transport DC, and within the prescribed service standard. This includes call center operations (reservationists, support staff, dispatchers, and managers), a program analyst dedicated to the project, WAV driver recruitment and trip fulfillment, and dispatching equipment and/or software, etc. The centralized dispatcher can partner with other companies or contractors to provide the complete bundle of services needed to deliver the service.
- The successful applicant will be expected to provide centralized dispatch for all WAV taxi requests outside of the Transport DC program at regular metered rates for the general public and all customers as a recipient of this grant after the successful implementation of centralized dispatch for the Transport DC program. The metered rate (fare) is paid to the driver. The applicant must describe how they will accomplish this within the existing financial reimbursement structure.
- The centralized dispatcher has end-to-end responsibility for filling all WAV under the Transport DC program, including:
 - a. Accepting bookings through phone and e-hailing modes;
 - b. Accepting bookings for both on-demand rides and for pre-scheduled rides;
 - c. Monitoring WAV availability at all times;
 - d. Matching ride requests with nearest available drivers and ensuring customers response time is within the prescribed service standard;
 - e. Provide ongoing communication with passengers and drivers through the ride fulfillment process;
 - f. Provide wait time estimates for passengers;

- g. Use escalation procedures (such as incentives) to match drivers with hard-to-fill requests (such as late nights, periods of heavy use, etc.);
 - h. Provide a feedback mechanism for all passengers to submit complaints or other input; and
 - i. Provide equal service to all passengers without regard to frequent rider status or any other rider characteristics.
- The centralized dispatcher must provide active management and oversight for the centralized dispatch, ensuring wheelchair trips are delivered within an average of 30 minutes.
- The centralized dispatcher must provide hands on, active managers and/or dispatchers that interact daily with both the drivers and customers.
- The centralized dispatcher will handle payments to drivers, including trip reimbursement and any incentive or bonus payments made available to the drivers, detailed under parameter III below.
- The centralized dispatcher must provide a plan to ensure seamless transition from the current system to the fully realized centralized dispatch operation. The centralized dispatcher must be able to demonstrate live service within 14 days from grant award with an initial group of drivers. Additional WAV drivers will be onboarded after launch (more details included under parameter III below).
- The centralized dispatcher must have experience in dispatch operations and e-experience in providing accessible service.
- The centralized dispatcher will develop a budget with costs that adhere to the per trip reimbursement rate allowed under the grant. The budget must also identify the costs for adequate driver incentives, technology, equipment, training, call center staffing, and what level of compensation will be provided to TDC providers with WAVs on their dispatch.

II. Customer Experience (Service Hours and Customer Access)

- The centralized dispatcher must operate 24 hours per day, 365 days per year. Staff must be provided to answer the centralized dispatch dedicated phone number and to dispatch accessible taxis 24 hours per day, 365 days per year.
- All calls must be answered by a call taker with response times comparable to calls regarding non-WAV taxi service. All call takers will use call scripts and processes that are approved by DFHV. Calls cannot be directed to a voicemail.
- An app or web-based option for customers to request trips in addition to the phone reservation system is preferred, but not required. The centralized dispatcher may

propose an app or web-based reservation system that is accessible to people with a variety of disabilities. The app or website must have capability for customers to enter a valid MetroAccess ID in order to reserve a trip.

- The centralized dispatcher must maintain an emergency operations plan in the event of emergency (e.g., power or system failure).
- The centralized dispatcher must provide an accessible method of communication for people who are deaf, hard-of-hearing, mute, blind, experience other physical disabilities, or translation services to effectively communicate a WAV request by phone, website, or app. Acceptable accessible methods of communications include, but are not limited to, text messaging, email, DC 3-1-1 transfers, Language Line interpretation, and TTY/Text Telephone communiques. This method is in addition to web-bookings, upon DFHV's review and approval. The app and website must be 508 compliant, but WCAG 3.0 is preferred.
- The applicant must describe how they will accept calls from the 1-844 number Transport DC customers currently use. DFHV plans to add an option on that line to for customers to request a WAV and the call will be directed to the grantee's phone number.
- The centralized dispatcher must ensure that those communicating with the Transport DC Users are trained in customer service skills and disability awareness to serve TDC passengers. The centralized dispatcher will provide DFHV with their training plan and materials.
- Centralized dispatch must have at a minimum one dedicated phone line with roll over capability so that the average speed of answer is equivalent to that experienced by callers for conventional taxi service in DC. Proposers must indicate what their average speed of answer will be for the centralized dispatch line.

III. Driver Management (Recruitment, Training, Incentives, and Payment)

- The centralized dispatcher will make all dispatch services free to drivers of WAVs that are licensed by DFHV. The centralized dispatcher must provide any software, technology integrations or enhancements, or equipment that will be used by drivers in the program.
- The centralized dispatcher must onboard all WAV drivers, including those that may be using a different Digital Taxicab Solution (DTS) than used by the applicant's company. It is preferred that all dispatches are integrated with the equipment (e.g., DTS) that is already in a driver's vehicle. If an applicant uses additional software, equipment, or devices, then the applicant must explain how participating drivers will operate both systems and the applicant must explain its plan to ensure success of this alternative approach.

- The centralized dispatcher must describe their outreach approach to WAV drivers, including those that might already be part of their DTS, and those that are under a different DTS. (DFHV will provide a list of WAVs to the successful applicant.)
- The centralized dispatcher must provide regular ongoing communications with drivers enrolled in the centralized dispatch program to apprise them of service changes or enhancements, policy, or program updates.
- The centralized dispatcher must use the per trip reimbursement rate for the driver incentives to ensure an adequate supply of WAV drivers to meet the response time of 30 minutes. WAV drivers receive approximately \$23 per WAV trip under Transport DC currently (\$5 from passenger, \$5 wheelchair-passenger incentive and \$13 from the provider).
- The funding available must be used to provide the right level of driver incentives to ensure adequate supply and response time and the applicant must propose what per trip incentives will be provided – both as a baseline and performance-based (e.g., additional financial incentives, specifying amounts for a minimum number of hours signed on to centralized dispatch, performance-based incentives for good response time, or incentives for late night or East of the River trips).
- The centralized dispatcher must provide a driver support resource (for example a staff driver liaison) that is available at least 40 hours per week to answer questions, solve disputes, provide payments, etc.
- The centralized dispatcher must maintain driver policies, which will be approved by DFHV.
- The centralized dispatcher will be responsible for directly paying the drivers within 24 hours of completing the trip, regardless of whether the driver is part of their DTS or not. The proposer must describe what secondary payment methods will be established for drivers not on the grantee’s DTS to accomplish this.
- The centralized dispatcher must recruit WAV drivers throughout the grant period.
- The centralized dispatcher must include the specific WAVS and drivers (by H-Tag, PVIN and Face ID) that will be available on the centralized dispatch on Day 1 in addition to the number of WAVs they expect to be signed up by:
 - Month 1;
 - Month 3; and
 - Month 6.
- The centralized dispatcher must provide incentives they will use to recruit, retain, and compensate WAV drivers with higher incentives based on performance

(primarily response time and good customer service).

- The centralized dispatcher must train the drivers on the technology used to accept WAV trips, the incentives for taking trips and meeting performance standards, and consequences for not signing into dispatch or accepting trips. For poor performance (response time and customer service), the centralized dispatcher will be responsible for ensuring equipment on the WAVs is properly working (ramps and securement systems) and will ensure drivers are properly trained.

Regarding incentives:

- Potential conflicts of interest must be disclosed and kept current with DFHV to ensure the selected applicant is not receiving financial benefits in providing the dispatch services beyond being paid by DFHV.
- The incentives program cannot be used for the selected applicant's company or managers' personal gain. Employees may not use vouchers or incentives for personal gains.

IV. Dispatch Function and Technology

- The centralized dispatcher shall dispatch each trip in an equitable manner. For example, to the closest available accessible taxi driver as determined by GPS. If no driver currently signed into centralized dispatch accepts a trip when dispatched by centralized dispatch, whether for immediate or advance service, centralized dispatch must determine the next most available driver and at what time that driver will be available to fill the trip order. Centralized dispatch must then relay that information to the customer requesting the trip.
- The centralized dispatcher shall supply necessary hardware and software for receiving calls, locating drivers, dispatching requests to drivers, and reporting trip and call information to DFHV. The grantee may use drivers' existing meter and cell phones. If the centralized dispatcher chooses to use equipment above and beyond what is in use in taxis, then the centralized dispatcher is responsible for the cost of software, devices, or hardware.
- The selected applicant must describe the technology they propose to receive trip requests, dispatch the trip, and collect and submit required data regardless how the trip was requested (via phone or e-hail).
- DFHV requires every taxi to use an approved taximeter from one of several approved DTS providers. DTS providers currently supply taximeters such as iCabbi, Curb, Koach, ezMetr, and Flywheel.
- DFHV requires DTS providers to report trip, location, and availability data to DFHV through the agency's Integration Data API (the specs are available at:

dctcdata.portal.azure-api.net/docs/services/). DFHV stores the data that DTS providers submit through the API in the agency's SQL database. DFHV will provide the grantee limited access to query the database for the purposes of performing duties necessary for this centralized dispatch project.

- The database that the grantee will have limited access includes the following:
 - **Trip Data:** DFHV requires DTS providers to submit data for completed trips, including: Start time and location, End time and location, Vehicle ID (PVIN), Driver ID (Face ID) Fare breakdown, Distance, and Duration.
 - **Location Data:** DFHV requires DTS providers to submit data for on-duty taxicab locations every 5 seconds, including Vehicle ID (PVIN), Driver ID (Face ID), and Location (latitude and longitude).
 - **Availability Data:** DFHV requires DTS providers to submit taxi availability data when the meter changes states. Fields include Vehicle ID (PVIN), Driver ID (Face ID), Status, Available for hire, Hired (unavailable), On call (en route to passenger pick up and thus unavailable), and Off duty (unavailable)
- By querying this database, the grantee can determine in real time the location of available WAVs and on-duty drivers. To protect privacy, DFHV will work with the grantee to provide access only to the data necessary for performing this project.
- Alternatively, the grantee may propose another solution for monitoring the availability and location of drivers and WAVs participating in the project.
- The centralized dispatcher must describe how they will know the locations and availability of WAVs:
 - To dispatch a trip for immediate response service, each accessible taxi driver shall be responsible for ensuring that centralized dispatch knows when that driver is available to accept a trip and when that driver is not available. Applicants must describe how they will monitor taxi driver availability.
 - For advance service trips, centralized dispatch shall have the ability to determine daily accessible taxi availability so that it can schedule advance service trips based on this known availability. It is anticipated that customers will be able to reserve an accessible trip up to 2 days in advance. Proposers shall describe how they will determine daily accessible taxi service availability.
 - Requests for immediate service are to be dispatched over the Centralized Dispatch's dispatching system. Based on the availability of accessible taxi drivers, centralized dispatch shall tell the customer with the trip order the

estimated pick-up time and name of the taxi company that will respond to the trip order.

- Requests for advance service are to be dispatched over the centralized dispatch's dispatching system at the appropriate time so that a taxi can respond to the customer's request in a timely fashion.
- Trip requests are to be dispatched on a real time basis and in a manner that is equitable to participating DC taxi companies and all participating accessible taxi drivers.
- There is different technology that can be used for the Centralized Dispatch project. DFHV asks proposers to detail the technology proposers will use for centralized dispatch **with the preference of the request being dispatched through the drivers existing equipment (via the meter the DTS provides).**
- Communications technology that allows centralized dispatch to communicate with the accessible taxi drivers. This technology must ensure immediate access to the drivers of accessible taxis, so that centralized dispatch has priority access to the driver, primary over any other communications system that might be used by the taxi driver and its company for the company's non-accessible taxi service.
- Proposers must describe in detail the technology they propose using and must describe how they will dispatch the accessible taxi vehicles to meet the performance identified (a 30-minute response time).
- The successful applicant must describe the process, technology and timeframe for adding ALL wheelchair accessible vehicle (WAV) taxi requests to central dispatch – those outside of the Transport DC program-- at regular metered rates. The metered rate (fare) is paid to the driver.
- Any technology equipment acquired through this grant project will be owned by the selected contractor.
- DFHV may request a demonstration of the proposed technology, as part of the DFHVs evaluation process for this RFA.

V. Data Integration and Reporting

- The centralized dispatcher must maintain complete records on requests received AND use trip records that monitor WAV trip performance. Trip records are recorded by the taximeter and submitted to DFHV's Event Hub by the Digital Taxi Cab Solution.
 - Each **trip request record** must be generated by the centralized

dispatcher and include:

- Identifying contact information for each trip (address, telephone number, etc.)
 - Date and time of customer's call
 - Date and time of customer's trip order, if an advance service request
 - Date and time that the order is dispatched
 - Date and time that trip order is accepted
 - Identifying information of the taxi company and driver accepting or rejecting the trip order
 - Date and time and location the customer is picked up
 - Date and time and location the customer is dropped off
 - Date and time of any customer call-backs and details of any such calls
 - PVIN
 - HTAG #
 - Face ID
 - The AWS record locator number
 - Trip requests records must be made available to DFHV the following business day.
- The data standard for a **complete trip record** submitted by the DTS is available here: dctcdata.portal.azure-api.net/docs/services/dfhv-api-prod/operations/Trips>Create.
 - The centralized dispatcher will submit a trip request record and a trip record to receive payment for rides.
 - The centralized dispatcher will receive database access via [the DFHV API](#) and shall submit its own trip data and update other DTS providers' trip data for trips dispatched as part of this project.
 - Each passenger participating in Transport DC has a MetroAccess ID (sometimes called a WMATA ID). Additional data required include the passenger's MetroAccess ID and call record locator, if applicable. Amazon Web Services (AWS) Connect, through the Transport DC 1-844 number, generates a unique locator for each call and DFHV provides this unique locator in real-time to Transport DC providers.
 - The centralized dispatcher must prepare a report ('Failed trip request report') on every instance in which a driver fails to respond in a timely manner to a dispatched request for WAV taxicab service or if a trip request goes unfulfilled. A report for each instance shall be sent to DFHV within 48 hours of a failed trip request. That report shall include:

- (1) the taxicab PVIN number dispatched;
 - (2) the Face ID number of the WAV taxicab driver assigned to the call for service; and
 - (3) the facts surrounding the failure to respond to the request for service.
- The centralized dispatcher must submit a report for every unusual incident that occurs during a ride, such as accidents, crimes, police or ambulance calls, medical emergencies, etc. Unusual incident reports are due to DFHV 48 hours after the incident.
 - The centralized dispatcher must track and submit to DFHV a bi-weekly operations report. The operations report will include:
 - The WAV taxicab drivers (by Face ID) logged on platforms by time, date, and day of the week;
 - The number of trips rejected by WAV drivers (by Face ID);
 - The trip activity by taxicab driver and taxicab – trips accepted and completed or trips accepted but not completed;
 - Training Sessions: track the number of driver trainings and attendees at each training;
 - The number of WAV taxis inspected for proper working equipment (e.g., ramp and securement system);
 - The number of incentives offered to drivers, including, but not limited to per trip incentives and gas cards. The incentives shall be greater for top-performing drivers measured by response time and other metrics;
 - Taxicab driver and basis of “earning” the incentives, incentives definition approved by DFHV; and
 - Tracking any other form of incentive – who earns and how earned definitions approved by DFHV.
 - The centralized dispatcher must provide DFHV real-time access to the software dashboards the grantee uses for scheduling, dispatching, and monitoring trips. DFHV will use this access for review and performance evaluation purposes only. The grantee, either through its dashboard or other reporting service, shall provide daily performance figures, such as daily completed trip counts, daily scheduled trip counts, and daily average wait-times.
 - All data collected or created by the dispatch service will be considered property of the District of Columbia and DFHV and must be made available in an efficient, electronic manner. The nature of the proposed mechanisms to meet this requirement will be a component of the evaluation and selection process.
 - Applications that involve non-exclusive access to the data to meet the legitimate needs of the Awardee will be considered. Applications that limit access by the District of Columbia or DFHV in narrowly tailored ways to protect privacy, trade

secrets, or other important needs will be considered but should involve the minimum limits necessary to meet those needs. The most preferred approaches will involve direct database access, regular, complete extracts in Comma Separated Value or similar Microsoft Excel format(s), or other mechanisms that allow for complete and timely access to the raw data that DFHV can verify with DTS records.

- Sufficient documentation to understand the data and manipulate it efficiently is a requirement. Report generation features/tools or other secondary mechanisms to work with the data are desirable and will be considered in evaluating and scoring applications.
- Complaints or issues by the public and passengers must be tracked and updated with resolutions. Upon DFHV's request, the selected applicant must submit a complaint resolution form detailing the complaint, investigation, and resolution found within seventy-two (72) hours of a complaint/public issue being lodged.
- The centralized dispatcher must maintain trip and business records for a minimum of three (3) years as required by District law.
- The centralized dispatcher shall make the call center and all records available for inspection by DFHV Project Lead or designated staffers during normal business hours and be prepared for possible anonymous customer testing of the system at any time during service operations.
- The centralized dispatcher shall provide copies of requested records within three (3) business days of the request to the DFHV, unless DFHV has granted an extension for the production of records.

VI. Communication and Coordination with DFHV, Taxi Companies, and Taxi Drivers

- The centralized dispatcher must work cooperatively and in coordination with DFHV, taxicab companies that are Transport DC providers, drivers, and users. Daily communications in addition to participation in weekly, monthly or quarterly coordination meetings with DFHV will be required and attending monthly Transport DC User Group meetings.
- The centralized dispatcher must build relationships with all segments of the taxicab industry that participate in WAV service, including Transport DC providers, Digital Taxicab Solution (DTS) providers, taxicab companies, taxicab associations, and independent operators and drivers.
- The centralized dispatcher will need to ensure that communication with the DC taxicab industry is clear and concise, in addition, with the Transport DC users, third-party contractors, and DFHV staff.

- The centralized dispatcher will provide an emergency contact and contact information. A selected applicant must maintain and provide to DFHV Project Lead and Program Manager a cell phone number and email to allow DFHV staffers to reach a program manager or ownership within sixty (60) minutes during an emergency or customer service complaint situations.
- Selected applicant must dedicate at least one phone line to the centralized dispatch program (calls will be transferred from DFHV's AWS line) with hold time less than fifteen (15) minutes. The applicant can also offer a Smart Phone Application or web-based booking system for Transport DC Users to connect to the Centralized Dispatch system to request services and ask "Where's My Ride" on a 24-hour basis.
- All policies regarding how to incorporate the DC taxicab industry into a centralized dispatch program serving Transport DC customers will have policies presented to DFHV, including a required outreach plan to WAV drivers, in writing, especially any program enhancements, driver subsidies, telecom platform updates, or customer service improvements that will impact the operations, customer booking mechanism, or funding for the program.

Financial/Reimbursement Structure

The maximum amount reimbursable to the centralized dispatch grantee for each successfully completed Transport DC trip is \$50, broken out as follows:

- \$28 Trip reimbursement
- \$17 Per trip incentive payment
- \$5 existing wheelchair-passenger trip incentive for the driver
- (Note that the \$5 fare is paid by the user to the driver)

Both the per trip reimbursements and incentive payments must cover all costs for the central dispatch service, including but not limited to:

- Driver payment per trip;
- Additional performance-based driver incentives for response time and hard to serve trips;
- Payment to Transport DC providers for completed WAV trips whose WAV is on their DTS and/or for vehicles owned or rented by that Transport DC provider;
- Call center with 24/7 customer phone support, 365 days a year;
- Technology for requesting and dispatching trips and data integration and submission; and
- Oversight, management, overhead/administrative, and all staffing costs.

The successful applicant will include in their proposal how ALL wheelchair accessible vehicle (WAV) taxi requests – not only from the Transport DC program but the general

public who pay privately at regular metered rates – will be incorporated into the program under the financial reimbursement structure (which is for Transport DC trips only).

DFHV will verify successfully completed trips monthly with the complete trip records, including customers MetroAccess ID.

The centralized dispatcher will develop a budget with costs within their application. The budget must also identify the costs for adequate driver incentives, technology, equipment, training, call center staffing, and what level of compensation will be provided to TDC providers with WAVs on their dispatch.

The total value of the grant is not to exceed one million, three hundred fifty thousand dollars (\$1,350,000) for completed trips including up to \$100,000 for startup and implementation. Each applicant must detail costs and staff hourly rates for startup and implementation.

The successful applicant must track financial activity in addition to detailed invoices and data submissions, in order to track costs to perform contractual obligations, including but not limited to: staff costs, technology costs, driver incentives, equipment costs and overhead, administration, or operational costs.

DFHV published the Notice of Funding Availability (“NOFA”) which is available at dfhv.dc.gov/page/grant-funding and The Mayor’s Office of Volunteerism and Partnerships electronic clearinghouse at opgs.dc.gov/page/opgs-district-grants-clearinghouse.

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B. GRANT MAKING AUTHORITY

Subject to regulatory requirements and amendments, DFHV is authorized to provide grants to owners of licensed taxicabs legally operating and incorporated in the District for purposes outlined in D.C. Official Code § 50-301.20(b)(1).

C. ELIGIBLE APPLICANTS

DFHV licensed taxicab companies that have current and valid operating authority and meet all the requirements to be a Transport DC provider. Eligible taxi companies can partner with technology companies or call centers in applying.

D. ADDITIONAL ELIGIBILITY CRITERIA

The District requires all grant recipients to meet the requirements listed below. To learn more about citywide grant requirements, visit the Office of Partnership and Grant's Citywide Grants Manual and Sourcebook (opgs.dc.gov/book/citywide-grants-manual-and-sourcebook).

1. Clean Hands Certificate: Compliance status will be checked by DFHV. Only compliant DTS and DDS providers at the time of submission will be forwarded to the panel for review.
2. Promises, Certifications, and Assurances: Appendix I must be signed and dated.
3. Insurance Affidavit: Appendix II must be signed and dated.
4. Insurance Policy must be uploaded with grant application.
5. IRS W-9 form. A completed IRS (2017) form W-9.

E. APPLICATION PROCESS

Eligible applicants must complete and submit their application electronically via Zoomgrants.com. The application link is at [ZoomGrants](#) . DFHV will not accept applications submitted via hand delivery, mail or courier service. Late submissions and incomplete applications will not be reviewed.

Online Application will be open on August 24, 2020.
Submission deadline is 5:00 pm EST on September 21, 2020.

RESERVATIONS

Funding for any grant award is contingent on continued grantor funding. The publication of this grant application does not commit DFHV to make any awards.

DFHV reserves the right to issue addenda and/or amendments subsequent to the issuance of the NOFA and RFA and to rescind the NOFA or RFA.

DFHV may suspend or terminate an outstanding RFA pursuant to its own grant making rule(s) or any DFHV, District, or Federal regulation or requirement.

DFHV reserves the right to accept or deny any or all applications if DFHV determines that it is in the best interest of the District to do so. DFHV shall notify the applicant if it rejects the applicant's proposal. DFHV may suspend or terminate an outstanding RFA pursuant to its own grantmaking rules(s) or any applicable federal regulation or requirement.

DFHV shall not be liable for any costs incurred by an applicant in the preparation of one or more grant applications for this Program. The applicant understands and agrees that all costs incurred in developing and preparing any grant application shall be the applicant's sole responsibility.

DFHV may conduct pre-award on-site visits to verify information submitted in a grant application.

DFHV serves as its own reference in evaluating applications. Applicants' performance in managing previous grants will be factored into grant decisions.

DFHV may enter into negotiations with an applicant and adopt a firm funding amount or other revision of the awardee's proposal that may result from the negotiations and/or contingent of funding availability.

In the event of a conflict between the terms and conditions of the grant application and any applicable federal or local law or regulation, or any ambiguity related thereto, then the provisions of the applicable law or regulation shall control, and it shall be the responsibility of the applicant to ensure compliance.

Pre-application Conference

Applicants interested in learning more or who would like to ask questions about the RFA are strongly encouraged to participate in the information session scheduled on **THURSDAY, AUGUST 27 at 10 a.m.** During the session, applicants will be walked through the Zoomgrants.com online application portal, and DFHV staff will clearly explain the requirements for the FY21 Centralized Dispatch WAV Taxi program and answer all related question.

The sessions will be held virtually (WebEx info below):

WebEx Info for Pre-Application Conference on August 27, 2020 at 10 a.m.
Meeting number: 160 713 6810

Join by Computer

Password: 12345

<https://dcnet.webex.com/dcnet/j.php?MTID=ma5941171058da0224763a9ee47d9be3a>

OR

Join by phone

1-650-479-3208 Call-in toll number (US/Canada)
+1-202-860-2110 United States Toll (Washington D.C.)
Access code: 160 713 6810

If you are unable to attend the pre-application information session, we encourage you to email your questions before August 26, 2020 at 5:00 p.m. EDT to DFHV.Grants@dc.gov.

Part 2: Application Questions and Evaluation Criteria

DFHV will select grant recipient(s) through a competitive application process. A review panel will review the applications received by the submission deadline and score them against the criteria listed below with respective weight. Applicants who best demonstrate that they are qualified to achieve the program objectives will be awarded the grant.

Applications that do not comply with the application instructions will not be considered. DFHV reserves the right to accept or deny any or all applications if DFHV determines it is in its best interest to do so. DFHV shall notify the applicant if it rejects that applicant's proposal. DFHV may suspend or terminate an outstanding RFA pursuant to its own grantmaking rule(s) or any applicable federal regulation or requirement.

Application Questionnaire (Applications will be evaluated on a 100-point scale)

I. Project Implementation, Management, and Oversight (20 points)

1. Describe your plan for project implementation, active hands-on management and oversight, including personnel dedicated to the project and experience with similar projects.
2. How do you propose to scale this project to test for potential “bugs,” including a timeframe for partial to full implementation?
3. Describe the management experience and resources your company (and any partners you propose working with) has to troubleshoot a variety of potential challenges with providing wheelchair accessible taxi service.
4. Describe your company’s (and any partners you propose working with) experience with accessible taxi services, including reservations, dispatching, trip delivery, average wait times, and serving and interacting with customers with disabilities.
5. Describe your company’s (and any partners you propose working with) experience in providing Transport DC service.
6. Please describe your plan to ensure seamless transition from the current system to the fully realized centralized dispatch operation. List action steps and timeline (e.g., 100 WAV drivers recruited by month 3) and describe how your company would be ready to launch on Day 1.
7. Describe any partnerships or sub-grantee/contract arrangement in your proposal, including roles and responsibilities and financial payment arrangements.
8. Please provide your company’s last quarterly earnings and last year’s financial statements.
9. Provide a detailed budget with the following components itemized (include per trip and total cost for all components) staying within the allowable per trip reimbursement:
 - a. Driver payment per trip;
 - b. Additional performance-based driver incentives for response time and hard to serve trips;
 - c. Payment to Transport DC providers for completed WAV trips whose WAV is on their DTS and/or for vehicles owned or rented by that Transport DC provider;

- d. Call center with 24/7 customer phone support, 365 days a year;
- e. Technology for requesting and dispatching trips and data integration and submission; and
- f. Oversight, management, overhead/administrative, and all staffing costs.

10. Provide a detailed budget for proposed start-up and implementation costs, including any technology investments and personnel hourly rates and estimated hours (not to exceed \$100,000).

11. Describe the process, technology and timeframe for adding ALL wheelchair accessible vehicle (WAV) taxi requests to central dispatch – requests from the general public, outside of the Transport DC program, at regular metered rates.

II. Customer Experience (Service hours and Customer Access) (20 points)

1. How will your company provide a 24/7 call center, 365 days a year (reservationists, support staff, dispatchers and managers), a program analyst dedicated to the project) including projected costs?
2. What is your company's current experience with a call center?
 - a. How many staff?
 - b. What is the average speed of answering (in seconds and/or minutes)?
 - c. Are phone calls recorded?
 - d. If calls are handled differently (e.g., by a third-party service) in outside hours (e.g., late nights or weekends) describe those operations. Also describe how you will ensure consistent quality and service delivery in this scenario.
 - e. Is your call center domestic, international or a combination of both? Please describe.
3. What performance level for speed of answering (in seconds and/or minutes) can your company commit to for the WAV customers?
4. Describe the plans or existing app or website that will be used in the project for customers to reserve and pay. Describe how the app and website is 508 compliant and plans to make it WCAG 3.0 compliant.
5. Describe the capability of the app or website to require that customers enter a valid MetroAccess ID before being able to request a trip.
6. Describe your company's experience with providing app- or web-based services under a grant or contract with DFHV.

7. How will your company ensure accessible methods of communication for people who are deaf, hard-of-hearing, mute, blind, or translation services to effectively communicate a WAV request by phone, website, or app?
8. Describe how the applicant will accept calls from the 1-844 number Transport DC customers currently use.
9. How will your company ensure that the staff communicating with the Transport DC users are trained in customer service skills and disability awareness? What will your training plan and materials be?
10. Describe your mechanisms for receiving and resolving customer feedback, including complaints.

III. Driver Management (Recruitment, Training, Incentives, and Payment) (20 points)

1. Describe your plan to conduct outreach to the drivers, recruit drivers, and the financial incentives that will be offered (the incentive should be competitive with what is provided now, and the proposal must describe how additional incentives will be performance-based).
2. Describe your outreach approach recruit to WAV drivers under different a DTS.
3. Describe the software, technology integrations or enhancements, or equipment that will be used by reservationists, dispatchers and drivers in the program.
4. What is your plan to onboard all WAV drivers, including those that may be using a different Digital Taxicab Solution (DTS) than used by the applicant's company?
5. What would be your driver policies to maintain high customer service and ensure fair treatment of drivers?
6. Describe how will you pay drivers within 24 hours of a completed trip.
7. Describe the secondary payment methods that will be established for drivers not on the grantee's DTS to accomplish this.
8. Describe your company's financial resources and cash on hand available to manage the project, cover costs and driver payments within any given month since this grant is reimbursement-only.

9. What are the specific WAVS and drivers (by H-Tag, PVIN and Face ID) that will be available on Centralized Dispatch on Day 1?
10. How many WAVs can your company commit to having signed up to centralized dispatch by:
 - a. Month 1?
 - b. Month 3?
 - c. Month 6?
11. Describe your training plan and material for drivers on the technology used to accept WAV trips, the incentives for taking trips and meeting performance levels.
12. How will your company monitor equipment on the WAVs is properly working (ramps and securement systems) and ensure drivers are properly trained?
13. How will your company maintain ongoing communications with drivers about program changes, policy updates, etc.?
14. Specify the driver incentives you will use to ensure to meet critical program goals of:
 - a. Ensuring all rides – even difficult to complete rides – are filled within the service expectations. Examples include dead head incentives, bonuses for long rides, or late-night rides, etc.
 - b. Ensure that high performing drivers are rewarded and continue to participate in the program. Examples include an incentive for meeting performance criteria, driver of the month awards, etc.

IV. Dispatch Function and Technology (20 points)

1. What technology will you use to receive trip requests, dispatch the trip, and collect and submit required data regardless how the trip was requested (via phone call or e-hail)?
2. How will you dispatch trips to WAV drivers who use different DTS Providers than your own DTS?
3. If you do not plan to use the existing DTS already in driver’s vehicle to dispatch trips, please describe the system, equipment, or devices, and how participating drivers will operate both systems. What plan do you have to ensure success of this alternative approach?
4. What steps will your company take to meet the performance criterion of an average of 30-minute response time for all WAV trips?

5. How will your company dispatch trips in an equitable manner to WAV drivers and all Transport DC providers?
6. Describe the hardware and software your company would use for receiving calls, locating drivers, dispatching requests to drivers, and reporting trip and call information to DFHV.
7. How will your company integrate with and use DFHV's SQL database of availability and location of WAVs and for reporting for all WAVs (including those not on your company's DTS)? If your company does not intend to use DFHV's SQL database for this, please propose how your company will get real-time WAV availability and location, and submit required data to DFHV on a daily basis.

V. Data Integration and Reporting (10 points)

1. How will your company ensure that all Trip records (with all required data points) are recorded by the taximeter and submitted to DFHV's Event Hub by the Digital Taxi Cab Solution and made available to DFHV the following business day (for WAVs on your DTS and those that are not)?
2. Describe your company's ability and capacity to provide a sample bi-weekly operation report and please provide a template of the bi-weekly operations report including the items listed under the parameters section "Data Integration and Reporting."
3. How will your company provide DFHV real-time access to the software dashboards the grantee uses for scheduling, dispatching, and monitoring trips?
4. How will you provide daily performance figures, such as daily completed trip counts, daily scheduled trip counts, and daily average wait-times?
5. Describe and/or provide documentation on the data your company will be required to provide and any report generation features/tools or other secondary mechanisms to work with the data.

VI. Communication and Coordination with DFHV, taxi companies, and drivers (10 points)

1. Describe your company's experience with and approach to communicating with WAV taxi drivers and with other taxi companies.
2. Describe you company's experience with, and approach to communication with, government agencies and clients.

3. Describe your company's experience with DFHV on grants or contacts.
4. DFHV expects all communications with drivers, customers, Transport DC providers, and DFHV to be clear, concise, and professional. What steps will your company take to ensure this?
5. Please provide 3 references from agencies or companies that can speak to your company's performance in dispatch of on-demand or taxi services under a grant or contract.

Criteria for Evaluating the Centralized Dispatch for WAV Taxis Under Transport DC Program (Applications will be evaluated on a 100-point scale by an independent grant review panel)

Applicants will be evaluated on following criteria (per the questions above):

- I. Project Implementation, Oversight and Management (20 points)
- II. Customer Experience (20 points)
- III. Driver Management (20 points)
- IV. Dispatch and Technology (20 points)
- V. Data Integration and Reporting (10 points)
- VI. Communication and Coordination (10 points)

Part 3: Award Information

A. Permissible Use of Grant Funds - Grantees may use grant funds only for allowable grant project expenditures. Grant funds will be provided on a reimbursement basis, except that an advance of funds may be provided in limited circumstances with prior written approval from the DFHV.

B. Period of Awards - The performance period will begin in October 1, 2020 and end on September 30, 2021. DFHV may elect to continue the funded program for two additional 1-year option periods. Continued funding would be determined based upon satisfactory program performance, grant compliance, operating authority status, the availability of funding, and regulatory requirements.

C. Non-Allowable Costs of Grant Funds - Non-Allowable Costs for this Grant include for such long-term items as real estate, and other expenditures including:

1. Lobbying, including salaries and overhead and out-of-pocket expenses;
2. Entertainment;
3. Most food;
4. Land purchases;

5. Rental of office space, some vehicles, and some equipment;
6. Employee salaries and benefits;
7. Contractor labor, including professional services;
8. Accounting and bookkeeping services;
9. Communications, including telephone and data services;
10. Printing, reproduction, including signage;
11. Many computers and printers;
12. Plants and tree plantings;
13. Small tools;
14. Some field equipment, typically below \$5,000 in value;
15. Postage, shipping;
16. Some travel, meals and lodging; and
17. Insurance.

APPENDIX I: PROMISES, CERTIFICATIONS, AND ASSURANCES

Certifications Regarding Lobbying, Debarment, and Suspension, Other Responsibility Matters, and Requirements for a Drug-Free Workplace.

Grantees should refer to the regulations cited below to determine the certification to which they are required to attest. Grantees should also review the instructions for certification included in the regulations before completing this form. Signature on this form provides for compliance with certification requirements under 28 CFR Part 69, "New Restrictions on Lobbying" and 28 CFR Part 67, "Government-wide Debarment and Suspension (Non-procurement) and Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications shall be treated as a material representation of fact.

1. Lobbying

As required by Section 1352, Title 31 of the U.S. Code and implemented at 28 CFR Part 69, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 28 CFR Part 69, the Grantee certifies that:

(a) No Federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress; an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;

(b) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-III, "Disclosure of Lobbying Activities," in accordance with its instructions;

(c) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers including subgrants, contracts under grants and cooperative agreements, and subcontracts and that all sub-recipients shall certify and disclose accordingly;

(d) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-III, "Disclosure of Lobbying Activities," in accordance with its instructions;

(e) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers including subgrants, contracts under grants and

cooperative agreements, and subcontracts and that all sub-recipients shall certify and disclose accordingly.

2. Debarments and Suspension, and Other Responsibility Matters

As required by Executive Order 12549, "Debarment and Suspension," and implemented by 2 CFR 180, for prospective participants in primary covered transactions and is not proposed for debarment or presently debarred as a result of any actions by the District of Columbia Contract Appeals Board, the Office of Contracting and Procurement, or any other District contract regulating Agency.

The Grantee certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public Federal, State, or local transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) That the applicant is not proposed for debarment or presently debarred, suspended, or declared ineligible;
- (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or Local) terminated for cause or default; and
- (e) Where the Grantee is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.

3. Drug-Free Workplace (Awardees Other Than Individuals)

As required by the Drug Free Workplace Act of 1988, and implemented at 28 CFR Part 67, Subpart F. for Awardee as defined at 28 CFR Part 67 Sections 67.615 and 67.620:

The Grantee certifies that it will or will continue to provide a drug-free workplace by:

- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition.
- (b) Establishing an on-going drug-free awareness program to inform employees about the dangers of drug abuse in the workplace; the Grantee's policy of maintaining a drug-free workplace; any available drug counseling, rehabilitation, and employee assistance programs; and the penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.

(c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a).

(d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee would abide by the terms of the statement; and notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction.

(e) Notifying the agency, in writing, within ten (10) calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title to: The DC Department of For-Hire Vehicles Operator Services, DC Department of For-Hire Vehicles, 2235 Shannon Place, SE, Suite 3001, Washington DC 20020. Notice shall include the identification number(s) of each effected grant.

(f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted;

- i. Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
- ii. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by Federal, State, or local health, law enforcement, or other appropriate agency.
- iii. Making a good faith effort to continue to maintain a drug-free workplace through implementation of the above paragraphs.

(g) The Grantee may insert (in the space provided below) the sites for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

Drug-Free Workplace Requirements (Awardees who are Individuals)

As required by the Drug-Free Workplace Act of 1988, and implemented at 28 CFR Part 67, subpart F, for Awardees as defined at 28 CFR Part 67; Sections 67.615 and 67.620.

(h) As a condition of the grant, I certify that I will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant; and

(i) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, I will report the conviction, in writing, within ten (10) calendar days of the conviction, to: District of Columbia Department of For-Hire Vehicles, 2235 Shannon Place, SE, Suite 3001 Washington, DC 20020.

4. Assurances and Certifications Assurances

- Funding for this award is contingent on continued funding from the grantor. The RFA does not commit the Agency to make an award.
- The Agency reserves the right to accept or deny any or all applications if the Agency determines it is in the best interest of the Agency to do so.
- The Agency shall notify the applicant if it rejects that applicant's proposal.
- The Agency may suspend or terminate an outstanding RFA pursuant to its own grant making rule(s) or any applicable federal regulation or requirement.
- The Agency reserves the right to issue addenda and/or amendments subsequent to the issuance of the RFA, or to rescind the RFA.
- The Agency shall not be liable for any costs incurred in the preparation of applications in response to the RFA. Applicant agrees that all costs incurred in developing the application are the applicant's sole responsibility.
- The Agency may conduct pre-award on-site visits to verify information submitted in the application and to determine if the applicant's facilities are appropriate for the services intended. • The Agency may enter into negotiations with an applicant and adopt a firm funding amount or other revision of the applicant's proposal that may result from negotiations.
- The Agency shall provide the citations to the statute and implementing regulations that authorize the grant or subgrant; any applicable federal and District regulations, such as OMB Circulars A- 102, A133, 2 CFR 180, 2 CFR 225, 2 CFR 220, and 2 CFR 215; payment provisions identifying how the grantee will be paid for performing under the award; reporting requirements, including programmatic, financial and any special reports required by the granting Agency; and compliance conditions that must be met by the grantee.
- If there are any conflicts between the terms and conditions of the RFA and any applicable federal or local law or regulation, or any ambiguity related thereto, then the provisions of the applicable law or regulation shall control, and it shall be the responsibility of the applicant to ensure compliance.
- Statement of certification signed by the duly authorized officer of the applicant organization, the truth of which is sworn or attested to by the applicant, which states:
 - The individuals, by name, title, address, and phone number who are authorized to negotiate with the Agency on behalf of the organization;
 - That the applicant is able to maintain adequate files and records and can and will meet all reporting requirements;
 - That all fiscal records are kept in accordance with Generally Accepted Accounting Principles ("GAAP") and account for all funds, tangible assets, revenue, and expenditures whatsoever; that all fiscal records are accurate, complete and current at all times; and that these records will be made available for audit and inspection as required;
 - That the applicant is current on payment of all federal and District taxes, including Unemployment Insurance taxes and Workers' Compensation premiums. This statement of certification shall be accompanied by a certificate from the District of Columbia Office of Tax and Revenue ("OTR") stating that the entity has complied with the filing requirements of District of Columbia tax laws and has paid taxes due to the District of Columbia, or is in compliance with any payment agreement with OTR;
 - That the applicant has the demonstrated administrative and financial capability to provide and manage the proposed services and ensure an adequate administrative, performance and audit trail;
 - That, if required by the grant making Agency, the applicant is able to secure a bond, in an amount not less than the total amount of the funds awarded, against losses of money and other property caused by fraudulent or dishonest act committed by any employee, board member, officer, partner, shareholder, or trainee;
 - That the applicant is not proposed for debarment or presently debarred, suspended, or declared ineligible, as required by Executive Order 12549, "Debarment and Suspension," and

- implemented by 2 CFR 180, for prospective participants in primary covered transactions (<https://www.sam.gov/index.html/#1>) and is not proposed for debarment or presently debarred as a result of any actions by the District of Columbia Contract Appeals Board, the Office of Contracting and Procurement, or any other District contract regulating Agency;
- That the applicant has the financial resources and technical expertise necessary for the production, construction, equipment, and facilities adequate to perform the grant or the ability to obtain them;
- That the applicant has the ability to comply with the required or proposed delivery or performance schedule, taking into consideration all existing and reasonably expected commercial and governmental business commitments;
- That the applicant has a satisfactory record performing similar activity as detailed in the award or, if the grant award is intended to encourage the development and support of organizations without significant previous experience, that the applicant has otherwise established that it has the skills and resources necessary to perform the grant. In this connection, Agencies may report their experience with an applicant’s performance to the Office of Partnerships and Grant Services (“OPGS”) which shall collect such reports and make the same available on its intranet website;
- That the applicant has a satisfactory record of integrity and business ethics;
- That the applicant has the necessary organization, experience, accounting and operational controls, and technical skills to implement the grant, or the ability to obtain them;
- That the applicant complies with all District licensing and tax laws and regulations;
- That the applicant complies with provisions of the Drug-Free Workplace Act;
- That the applicant meets all other qualifications and eligibility criteria necessary to receive an award under applicable laws and regulations; and

The grantee agrees to indemnify, defend and hold harmless the Government of the District of Columbia and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages, and/or liability arising out of this grant from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the District on account of any claim therefore, except where such indemnification is prohibited by law.

As the duly authorized representative of the applicant/grantee organization, I hereby certify that the applicant or Grantee, if awarded, will comply with the above certifications.

Applicant/Grantee Name

Street Address

City, State, ZIP Code

Application Number and/or Project Name

Grantee IRS/Vendor Number

Typed Name and Title of Authorized Representative

Signature _____

Date _____

APPENDIX II: INSURANCE POLICIES AFFIDAVIT

Insurance Policies Affidavit

As the duly authorized officer of _____, a _____ [LLC, corporation, etc.] (“Applicant”), with a business address of _____, an applicant for the _____ Grant with the Department of For-Hire Vehicles “DFHV”), I certify that the following are the names of the Applicant’s current insurance carriers with the type of insurance coverage under each policy:

Insurance Carrier	Type of Coverage
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

By signing this form, the Applicant agrees that if DFHV decides to award Applicant a grant under this Grant Program/RFA, Applicant will provide DFHV with the following insurance documents if requested:

- (i) A copy of the binder or cover sheet of each current policy that covers activities that might be undertaken in connection with the performance of the grant;
- (ii) Endorsements for each of these policies - except for Worker’s Compensation, Errors and Omissions, and Professional Liabilities - that name the Government of the District of Columbia and its officers, employees, agents, and volunteers as additional named insured for liability arising out of performance of the award; and
- (iii) A written waiver of subrogation against the Government of the District of Columbia and its officers, employees, agents, volunteers, contractors, and subcontractors from each of the applicant’s insurance carriers providing coverage for activities that might be undertaken in connection with the performance of the grant.

Applicant Name _____ Date _____

Appendix III: Insurance Policy Coverage Minimums

The Grantee shall comply with all applicable local and federal insurance requirements and all insurance required within this section shall include a waiver of subrogation endorsement for the benefit of Government of the District of Columbia.

The selected applicant shall comply with all applicable local and federal insurance requirements and all insurance required within this section shall include a waiver of subrogation endorsement for the benefit of Government of the District of Columbia. This will include the following liability coverage:

- A. All required policies shall contain a waiver of subrogation provision in favor of the District of Columbia, and all insurance policies mentioned hereafter will be requested of selected applicant by submitting a Certification of Insurance for the following:
 - i. Professional Liability: When any project managers/administrators, training professionals and other professional consultants perform work or dispatch services in connection with this project, Professional Liability Insurance covering acts, errors, or omissions must be maintained with limits of not less than \$1,000,000. When policies are renewed or replaced, the policy retroactive date must coincide with, or precede start of work. A claims-made policy which is not renewed or replaced must have an extended reporting period of two (2) years.
 - ii. Commercial General Liability: Workers Compensation Insurance, as prescribed by applicable law covering all employees who are to provide work under this Agreement and Employers Liability coverage with limits of not less than \$100,000 each accident, illness or disease.
 - iii. Automobile Insurance: If selected applicant uses any motor vehicles (owned, non-owned and hired) in connection with work to be performed, the selected applicant must provide Automobile Liability Insurance with limits of not less than \$1,000,000 per occurrence for bodily injury and property damage.
 - iv. Workers' Compensation: Workers' Compensation Insurance, as prescribed by applicable law covering all employees who are to provide work under this Agreement and Employers Liability coverage with limits of not less than \$100,000 each accident, illness or disease.
 - v. Sexual/Physical Abuse and Molestation insurance.
- B. The Grantee shall comply with DCM.R. Title 31, Chapter 31 - 9 et. al. and produce to the Grant Monitor all current bonds, insurance policies, company contacts, and the minimum coverages under this requirement.
- C. **CERTIFICATES OF INSURANCE:** The Grantee shall submit certificates of insurance giving evidence of the required coverage as specified in this section prior to commencing work. Certificates of insurance must reference the corresponding contract number. Evidence of insurance shall be submitted to:

The Department of For-Hire Vehicles (DFHV)
Attn: Mr. Gerald Kasunic Administration Officer
2235 Shannon Place, SE Washington, DC 20020
202-671-1804 or Gerald.kasunic3@dc.gov

The Grant Administration Specialist may request, and the Grantee shall promptly deliver updated certificates of insurance, endorsements indicating the required coverages, and/or certified copies of the insurance policies. If the insurance initially obtained by the Grantee expires prior to completion of the contract, renewal certificates of insurance and additional insured and other endorsements shall be furnished to the Grant Monitor prior to the date of expiration of all such initial insurance. For all coverage required to be maintained after completion, an additional certificate of insurance evidencing such coverage shall be submitted to the Grant Monitor on an annual basis as the coverage is renewed (or replaced).

APPENDIX IV: SPECIAL CONDITIONS

NOTICE TO APPLICANTS OF DFHV GRANT PROGRAMS – 3/16/2020, updated on March 30, 2020.

DC Government and DFHV Operating Status

On March 11, 2020, Mayor Muriel Bowser declared a state of emergency and a public health emergency for the District of Columbia due to the coronavirus (COVID-19).

On March 13, 2020, the Mayor adjusted the District of Columbia Government's operating status beginning Monday, March 16, through Tuesday, April 24, to mitigate the spread of COVID-19.

On June 22, 2020, Mayor Muriel Bowser announced Phase Two would begin June 22, 2020, allowing certain businesses to reopen and activities to resume under specified conditions outlined at coronavirus.dc.gov/phasetwo.

DFHV remains operational, with most DFHV staff teleworking.

DFHV is in close communication with the Office of the Mayor, the District Department of Transportation (DDOT) and WMATA regarding the fluid situation of COVID-19 and operating status.

Contact Information for DFHV Staff:

Michael Tietjen, Chief Performance Officer, Cell (202) 740-5584, or michael.tietjen@dc.gov
Gerald "Jerry" Kasunic, Administrative Officer, Cell (202) 253-3233, or gerald.kasunic3@dc.gov

Requirements for DFHV Grant Program Operations During COVID-19 Emergency – beginning March 16, 2020 to Present Date:

All DFHV applicants who receive grant awards for FY21 must instruct drivers and operators not to work if they are sick, received a diagnosis of COVID-19, have been told to quarantine, or have come in contact with anyone with COVID-19.

Throughout FY20 or until further notified by Mayor Bowser or the Director of DFHV, if a passenger is known to have been tested for COVID-19, is in quarantine, or has been diagnosed with COVID-19, the vehicle the passenger rode in must be taken immediately out of service for deep cleaning and only returned to service after cleaning is completed.

Awardees will inform and ensure drivers, vehicle owners and operators providing DFHV grant program services, must clean their vehicles at least daily:

- Standard cleaning and disinfection products must be used (e.g., bleach, Peroxide multi-purpose cleaner); and
- Surfaces and objects that are touched often, such as door handles, arm rests, and seatbelts, in the vehicle, credit card machines, tablets, phones, etc., must be disinfected at least daily, and after every passenger who showed signs of being sick.

THE DC MAYOR, DC HEALTH OR OTHER AGENCY MAY CHANGE THE OPERATING STATUS OF THE AGENCY AND GRANT PROGRAMS AS THE SITUATION EVOLVES.

Stay up to date with the latest information at coronavirus.dc.gov and dfhv.dc.gov.