

DFHV

DEPARTMENT OF
FOR-HIRE VEHICLES

THE DISTRICT OF COLUMBIA
DEPARTMENT OF
FOR-HIRE VEHICLES
(DFHV)

**Request for
Applications (RFA)**

TRANSPORT DC SERVICE (TDC)
Fiscal Year 2018

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

A. DESCRIPTION OF FUNDING OPPORTUNITY

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 be TRANSPORT DC service providers as part of the DFHV’s TRANSPORT DC Program (“Program”). The application submission deadline is **Monday, September 18, 2016, at 4:00 p.m.** The submission link will be deactivated at that time.

Transport DC Program **Objectives** are as follows:

1. Provide a cost-effective, high-quality MetroAccess paratransit service alternative to MetroAccess customers.
2. Provide transportation service to and from various locations within the District of Columbia for individuals with disabilities including those who are non-ambulatory.
3. A TRANSPORT DC trip shall not exceed a flat rate of twenty eight (28) dollars of which the customer shall not pay more than five (5) dollars for each one-trip with the remaining amount to be reimbursed by DFHV. Each trip must start and end within the District of Columbia.

DFHV published the Notice of Funding Availability (“NOFA”) is available at <https://dfhv.dc.gov/page/grant-funding> and The Office of Partnerships and Grant Services electronic clearing house at <https://opgs.dc.gov/publication/fy-2018-transport-dc-transportation-service>.

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 in the online application. Applicants are responsible for reviewing and adhering to any RFA addenda or amendments.

DFHV will make available, **no later than October 2, 2017**, four million ninety-five thousand three hundred ninety-seven dollars (**\$4,095,397**) in grant funds for eligible approved Taxicab Companies to provide transportation service for MetroAccess clients.

B. DFHV’s Authority to Make Grants

The DFHV is authorized to “develop a program to provide grants, loans, and other types of financial assistance and incentives to applicants and owners of licensed taxicabs to offset the cost of buying, retrofitting, maintaining, and operating a vehicle for use as a wheelchair-accessible taxicab.” D.C. Official Code § 50-301.20 (b) (1) (B). The DFHV has additional authority under D.C. Official Code §§ 50-301.07 (c) (3), (10), and (12), and 50-301.25 (c).

C. ELIGIBILITY INFORMATION

Eligibility Requirements for Which Applicants Must Submit Documentation

DC Government requires all organizations receiving grants to meet these requirements. To learn more about citywide grant requirements, visit the Office of Partnership and Grant's Citywide Grants Manual and Sourcebook (<http://opgs.dc.gov/book/citywide-grants-manual-and-sourcebook>).

1. **Current with DC and Federal taxes and regulatory fees** – Applicants must submit the following documentation.
 - a. **DCRA Certificate of Good Standing** issued by the Department of Consumer and Regulatory Affairs (“DCRA”) dated no later than **August 2017**. NOTE: DCRA’s self-certification form is not the same as Good Standing Certificate and will not be accepted. It is also not the same thing as the OTR Certificate of Clean Hands.
 - b. **Clean Hands Certificate** issued by the Districts Office of Tax and Revenue (“OTR”) date no later than **August 2017**.
2. **No Criminal indictments or prior criminal charges** - Applicant must sign the Arrest and Convictions Form. *attached*
3. **Insurance Affidavit** - *attached*.
If selected for the grant award, an Organization must provide proof of General Liability insurance, with D. C. Government endorsement language, (insurance policy binders or cover pages) and Auto Insurance (for Vehicles used to implement Program) within 10 days of notification of Grant award.
4. **IRS W-9 form**. Grantee must provide a completed IRS form W-9. The current W-9 form is available at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>.
5. **Data Universal Number System Number-(D-U-N-S)** - To apply for or retrieve your business' DUNS number, please visit <http://fedgov.dnb.com/webform> or call (866) 705-5711.

D. Eligible Applicants

Licensed District of Columbia taxicab companies that have met their 12% wheelchair accessibility vehicle requirement may apply for this grant opportunity. No private vehicle for-hire company shall participate in a TRANSPORT DC trip(s). Applicants must be current taxicab companies in good standing with the DFHV and be in compliance with all laws and regulations including Title 31 of the DCMR and DCRA licensing requirements to apply for and participate in TRANSPORT DC.

Each company providing TRANSPORT DC transportation service shall be in compliance with, or ready to comply, with all program operating requirements contained in Chapter 18 of Title 31 of the DCMR and the 10 items listed below:

1. Maintain appropriate business records for five (5) years;

2. Prioritize use of WAVs to provide service first to TRANSPORT DC passengers, second to any passenger requesting a wheelchair accessible vehicle and third to any other passenger;
3. Already have met their 12% wheelchair accessible vehicle requirement;
4. Make TRANSPORT DC services available as any TRANSPORT DC passenger
5. Accept each booking for TRANSPORT DC trip anywhere within the District of Columbia made up to one hour prior to service;
6. Provide invoices and reports of TRANSPORT DC trips and reports demonstrating its compliance with §31 DCMR, Chapter 18 as directed by the DFHV;
7. Ensure that all participating taxicab company operators are properly licensed with the DFHV to operate a wheelchair accessible vehicle (WAV);
8. Ensure that participating WAV operators complete all requirements to obtain an Accessible Vehicle Identification (AVID) license, including training in a DFHV-approved wheelchair service training curriculum and passing a written examination;
9. Provide the DFHV with a current and accurate inventory, as defined by rule, of all active taxicab company operators and vehicles that will be providing TRANSPORT DC services; and,
10. Ensure that participating taxicab companies and independent owner-operators providing Transport DC services through a dispatch agreement are in compliance with all Title 31 requirements, including maintaining functional credit card machines to accept payments.

E. Application Process

To view and complete the online application email Gladys.Kamau@dc.gov and have *Expression of Interest* in the subject line. DFHV will activate your online access within two business days and notify them via email. Access will be granted to one e-mail per Taxicab Company.

Interested applicants must complete an online application and submit it electronically via Quick Base on or before **Monday, September 18, 2017, at 4:00 p.m.** The application link can be found on the DFHV website at <http://bit.ly/TDC2018>. You will receive a confirmation email message after you submit the application.

Applications must be made through the QuickBase online portal which can be found on the DFHV website at <https://dfhv.dc.gov/page/grant-funding>. During the information session, applicants will be walked through the online portal.

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

DFHV will **not** accept applications submitted via hand delivery, mail or courier service. Late submissions and incomplete applications will not be reviewed.

F. Pre- Application Information Session

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 **Wednesday, September 06, 2017 4:30 p.m.** During the session, applicants will be walked through the QuickBase online application portal.

The sessions will be held at DFHV's hearing office (2235 Shannon Place, SE, Washington DC 20020). A photo ID is required to enter the building.

If you are unable to attend the information session, we encourage you to email your questions **before Thursday, September 14th at 5:00 pm EST** to Gladys Kamau (Gladys.Kamau@dc.gov)

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 or RFA or to rescind the NOFA or RFA. Funding for this award is contingent on continued funding from the grantor. The RFA does not commit the Agency to make an award.

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 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 awardee and adopt a firm funding amount or other revision of the awardee's proposal that may result from the negotiations.

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.

Part 2: Application and Application Review

DFHV will select a 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 (See Part 1 paragraph A above), will be awarded the grant.

Applications that do not comply with the application instructions will not be considered. The DFHV 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 grantmaking rule(s) or any applicable federal regulation or requirement.

Criteria for Evaluating "TDC Transportation Service" Proposals (Applications will be evaluated on a 100-point scale):

A. Organizational Capacity (20 Points)

Describe your organization's ability to perform the following:

1. Ability to provide monthly trip data reports and access to DFHV staff with an interface or data stream to track vehicles in real time when in service, and demonstrate how your company will utilize trip data to ensure operators/drivers do not circumvent the TRANSPORT DC program guidelines for any other purpose. **(5 points)**
2. Provide bullet points describing your company's guidelines for drivers, call center, and dispatch staff for providing service in the TRANSPORT DC program. Explain your company's policies for handling wheelchair accessibility vehicle (WAV) trip requests, how priority will be provided to customers in need of a WAV, how drivers with WAVs will receive priority on trip requests, and routing capabilities to ensure trips are optimized **(10 points)**
3. Provide vehicle inventory at the time of application information including PVINs for (a-e) **(5 points)**
 - a) Number of vehicles in your fleet
 - b) Number of active (taking trips) vehicles in your fleet
 - c) Number of the WAVs in your fleet
 - d) Number of the WAVs are active (taking trips)
 - e) Number of the WAVs that will be dedicated to this Program

B. Service Deliveries (20 Points)

1. Please explain how your company will have the ability to dispatch with other public vehicles for hire companies or independent operators that are willing to assist your company with providing transportation service to meet the service demand of the TRANSPORT DC program and meet the 10-minute requirement for assigning a driver. **(10 points)**
2. Ability to provide current copies of your dispatch service agreements with other public vehicle for hire companies or independent operators, and describe how you will prioritize requests among the participating companies and independents. Describe any fees independent operators not affiliated with your company have to pay in order to receive Transport DC dispatch requests. The department may assign more to applicants that don't have burdensome equipment and dispatch fees. **(10 points)**

C. Quality of Service & Customer Service (25 Points)

1. Please explain how your company will provide effective, safe, and timely transportation service for more than 300 customer requests daily. **(5 points)**
2. What systems does your company have in place to prevent a client from arriving late to their destination? **(5 points)**
3. Describe how your company resolves problems or your policies for dealing with customer service issues. **(5 points)**
4. How does your company ensure that drivers deliver excellent service for the duration of the trips pickups and drop-offs? **(5 points)**
5. Please explain the type of training drivers would receive prior to providing services for this program. **(5 points)**

D. Financial Management (10 Points)

1. Describe your company's ability to adequately compensate drivers for each trip. **(5 points)**
2. Please describe how your company would prevent overcharging and undercharging Program trips. **(5 points)**

E. Program Management (10 Points)

1. Describe in detail the roles and responsibilities of the following key personnel for this Program:
 - a) Persons overseeing the Program
 - b) Persons responsible for completing the monthly reports
 - c) Persons responsible for customer service including dispatch

F. Ride Sharing Scenario (15 Points)

For the purposes of this scenario, the term dynamic ridesharing is used to describe an automated system that facilitates matching riders to drivers to share one-time trips close to riders' desired departure times. The hallmarks of a dynamic service are flexibility and

convenience. A key component of the concept is the ability to connect passengers with similar geographic origins and destinations to a single vehicle.

Propose an efficient and effective ridesharing TRANSPORT DC scenario. Describe the following (1-5):

1. Ability to predict supply and meet demand?
2. Ability to reduce response times?
3. Ability to increase the coverage areas with fewer dedicated resources?
4. Ability to decrease customer costs through cost sharing?
5. Ability to increase the driver's revenue?

Part 3: Award Information

- A. **Total Funding**- Total funding for Fiscal Year (FY) 2018 is, four million ninety-five thousand three hundred ninety-seven (**4, 095,397**).
- B. **Anticipated Start Dates and Period of Performance** - Successful applicants should expect to begin work by **October 1, 2017**. The Grant is a **multi-year**, renewable grant. DFHV may elect to continue the funded program with Grantee. Continuations would be determined based upon satisfactory program performance, grant compliance, and the availability of funding.
- C. **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 approval of DFHV.
- D. **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

Part 4: Award Administration

A. **Award Notices** - DFHV will notify applicants by email of its decision by **September 25, 2017**, and send a Notice of Award to the selected grant recipient(s). If you are selected for a grant award, you **must attend a mandatory onboarding training scheduled for Friday, September 29th 2:00 p.m. and** submit the following documents which will be emailed with the Notice of Award.

1. **Statement of Certification** - Submit a statement signed by the duly authorized officer of the applicant organization, the truth of which is sworn or attested to by the applicant.
2. **Electronic Fund Transfer Form for Bank Account** - Grantees will receive grant disbursements via an electronic transmission to their bank account designated for this grant. To establish this transfer, Grantees must complete, sign and return an ACH form and MSS Supplier form. Applicants may download and review these forms in the online application.
3. **Fiscally Responsible-** Grantees must provide either **A) Audited Financial Statements-** Certified financial statements, which were reviewed and certified by an independent CPA within the past 2 years. Or **B) IRS filings** and correspondence for 3 years before the date of the grant application.
4. **Proof of Insurance**—Selected Applicants must demonstrate that they are insured throughout the grant period of performance (October 1, 2017, through September 30, 2018) by providing proof of insurance (insurance policy binders or cover pages) for each of the three types of insurance listed below:
 - i. **General Liability Insurance** with DC Government endorsement language in the name of the Applicant Organization. A sample binder with the endorsement language is available in the online application home page.
 - ii. **IRS W-9 Form** – Grantee must provide a completed and signed IRS form W9 with a current date. The current W-9 form is available on the online application or at <http://www.irs.gov/Forms-&-Pubs>.

- B. **Language Access** – If awarded a grant, Grantee and their subcontractors would need to comply with the Language Access Act of 2004, D.C. Law 15-167, (D.C. Official Code §§2-1931 - 1937) (“Language Access Act.”). A person with “Limited or no-English proficiency” (“LEP/NEP”) means the inability to adequately understand or to express oneself in the spoken or written English language. The Grantee/subcontractor shall provide a means of communicating with LEP/NEP persons (e.g., oral or written translation) as required by the Language Access Act.
- C. **Reporting** – Grantees will submit monthly reports online. Reporting training will take place during the **mandatory onboarding** session that will be held once Awards have been signed by the Grantee.
- D. **Payment** – DC Government pays all invoices within 30 days of receipt of invoice if the Grantee is current with all its reporting. Disbursements will be sent via electronic fund transfer to the Grantee’s separate bank account for the Program grant funds.

Part 5: Submission Tips

1. Save your entries into QuickBase frequently, (green button in the upper right corner of each page).
2. Create narrative responses offline (e.g., in Word) and then copy into the online form fields.
3. Allow ample time to upload large documents (i.e., attachments greater than 10MB in size), which may take longer to upload.
4. Build in time to review final responses to make sure last changes are reflected in the application submitted.
5. Do not wait until the last day to apply. Your computer could run into technical issues. There could be an emergency at your organization. None of these problems will change the deadline.