



Addendum No. 1
Problem Solving Court Taxi Services for Howard County
K22-0060-25U

02/25/2022

The purpose of this addendum is to amend and clarify certain portions of the above-referenced solicitation with all prospective bidders/offerors.

Clarifications:

- C1.** Delete: Closing Date & Time: March 2, 2022 at 4:30PM
Replace with: Closing Date & Time: March 7, 2022 at 4:30PM

Questions:

Q1. Is there an incumbent currently providing Taxi Services? If so, what is the current contract name, number, contract award date/value and is the incumbent able to submit a bid?

A1. No.

Q2. Can historical data be provided on the most frequently visited locations, estimated distance, missed trips, wheelchair accessible trips and average trips lengths?

A2. Most frequent trips are to the courthouse, drug testing, and management meetings. There have not been any missed trips and the need for wheelchair accessibility is not currently needed. The program averages 36 trips every two weeks.

Q3. Will the passenger phone number be provided on the Trip Request Voucher?

A3. The passenger phone number is on the request form.

Q4. What is the AOC's policy on cancellation of services due to bad weather, emergencies, etc.?

A4. Howard County District Court will announce closures and delays on local TV stations (WBAL Channel 11 and WJZ Channel 13). Closures can also be found at <https://mdcourts.gov/administration/closingsdelays>.

Q5. What is the procedure for no-show or cancelled trips?

A5. The Successful Bidder shall provide a substitute vehicle at no additional cost to the District Court and make every attempt to ensure the participants arrive at their destination on-time. The Successful Bidder shall notify the District Court as soon as possible if they are unable to provide transportation.

In the event the District Court/Participant is a no-show, the Successful Bidder shall perform in accordance with Section III.D.2.c. of the RFP. In the event the District Court/Participant cancels, notification to the Successful Bidder will take place as soon as possible.

Q6. Is there billing for cancelled trips?

A6. No.

Q7. In the event of a significant and unexpected price increase in the cost of doing business (e.g., fuel increases) can the contractor expect that a supplemental cost invoice will be honored?

A7. No.

Q8. Would the AOC be open to innovative approaches that utilizes TNC/rideshare services to provide comfortable, reliable rides for participants? The innovative solution is fully transparent for participants to track their vehicle.

A8. No.

- Q9. Would the AOC review a different price proposal structure that is more innovative and cost effective?
A9. No.
- Q10. Can the contractor submit an alternative price structure for review along with the Bid response?
A10. No.
- Q11. What is the anticipated time frame from notice to proceed until the service start date?
A11. The AOC expects services to start after the Purchase Order is issued.
- Q12. What are the top three (3) complaints received by passengers for this service?
A12. There have not been any complaints.
- Q13. Will the AOC offer a post award debriefing to successful and unsuccessful offerors?
A13. The AOC does not conduct debriefs for IFBs. See Section II.C for award basis.
- Q14. Would the AOC be opened to adapting industry standards pricing structure?
A14. Pricing is based on the standard taxicab rates set by the Howard County Department of Inspections and Permits rate chart
- Q15. What are the maximum participants on one voucher?
A15. One (1).
- Q16. Can the automobile insurance requirements be lowered? The state of Maryland has a statutory minimum and the AOC's is higher than we are required to carry.
A16. No.

All addenda will be incorporated into the final contract documents and will be binding on all bidders/offerors responding to this solicitation. Each bidder/offeror submitting a bid/proposal must acknowledge receipt of all addenda by completing and forwarding Attachment H (included in bid/proposal package) with the bid/proposal response; failure to acknowledge addenda may result in the bid/proposal rejection.

If you have any questions regarding this addendum, please contact me at (410) 260-3591 or email me at valerie.l.mitchell@mdcourts.gov

Valerie L. Mitchell
Procurement Officer

