NOTICE OF CONTRACT AWARD

TO: RED TOP CAB COMPANY OF ARLINGTON
3251 WASHINGTON BLVD.
ARLINGTON, VA 22201

DATE ISSUED: APRIL 15, 2014
CURRENT CONTRACT NO: 603-13-1
CONTRACT TITLE: PARATRANSIT SERVICES
PRIOR CONTRACT NO: 100-11-1 / 109-11-2

THIS IS A NOTICE OF AWARD OF CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

The contract term covered by this Notice of Award is effective JUNE 1, 2014 and expires on MAY 31, 2019.

This is the FIRST year award notice of a possible FIVE year contract.

The contract documents consist of the terms and conditions of ITB-BV 603-13, including all amendments and exhibits thereto, and the Bid Documents submitted by Red Top Cab Company of Arlington (CONTRACTOR), including any exhibits, attachments or amendments thereto.

CONTRACT PRICING:

1) REFER TO INVITATION TO BID NO. 603-13 REVISION #2 BID FORM (ATTACHED)


ATTACHMENTS:

1) INVITATION TO BID NO. 603-13 REVISION #2 BID FORM SUBMITTED BY RED TOP CAB COMPANY OF ARLINGTON

2) SOLICITATION DOCUMENT FOR ITB-BV 603-13 AND ITS AMENDMENTS 1 - 3

3) BID SUBMITTED BY THE RED TOP CAB COMPANY OF ARLINGTON DATED MARCH 24, 2014 (INCLUDED BY REFERENCE)

EMPLOYEES NOT TO BENEFIT:

NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: JACK A. WEINER
TELEPHONE NO.: 703-525-0900
EMAIL ADDRESS: jweiner@redtopcab.com

VENDOR PAYMENT TERMS: NET 30 DAYS

COUNTY CONTACT: STEVE YAFFE
TELEPHONE NO.: 703-228-3690
EMAIL ADDRESS: SYAFFE@ARLINGTONVA.US

CONTRACT AUTHORIZATION

Richard D. Warren, Jr. CPPB
Purchasing Agent
ATTACHMENT 1

INVITATION TO BID NO. 603-13 REVISION #2 BID FORM SUBMITTED BY RED TOP CAB COMPANY OF ARLINGTON
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT

INVITATION TO BID NO. 603-13
REVISION #2 BID FORM
PAGE 1 OF 7

SUBMIT FIVE (5) FULLY-COMPLETED AND SIGNED REVISION #2 BID FORMS TO THE OFFICE OF THE BID CLERK, SUITE 511, 2100 CLARENDON BLVD., ARLINGTON, VIRGINIA, 22201 (ONE FORM SHALL CONTAIN AN ORIGINAL LONGHAND SIGNATURE; THE OTHERS SHALL BE PHOTOCOPIES OF THE SIGNED ORIGINAL). BIDDERS MAY SUBMIT ONE OR MORE PRICE SHEET (SHEET A, B, OR C, OR ANY COMBINATION) FOR THE SERVICES THEY WISH TO PROVIDE. EACH PRICE SHEET THEY SUBMIT MUST BE FULLY COMPLETED TO BE CONSIDERED RESPONSIVE.

BIDS WILL BE OPENED 3:30 P.M. ON THE 24th DAY OF MARCH, 2014
FOR PROVIDING CURB TO CURB AND/OR HAND TO HAND TRANSPORTATION SERVICES FOR THE OPERATION OF PARATRANSIT SERVICES PER THE TERMS, CONDITIONS AND SPECIFICATIONS OF THIS SOLICITATION:

A. PRICE SHEET – TAXI DISPATCH – STAR/SAP AND IDDS SERVICES BID FORM
Bid for STAR/SAP Services Only [✓] Bid for IDDS Services Only [ ]
Bid for Both STAR/SAP and IDDS Services [ ]

<table>
<thead>
<tr>
<th>Description</th>
<th>Units</th>
<th>Estimated # Units in Fiscal Year 2015</th>
<th>Firm Rate Year 1</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Taxi-Dispatch Charge per Ride</td>
<td>Per Ride</td>
<td>47,701</td>
<td>As per the Arlington County Taxi Ordinance Meter Rate</td>
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<td>Taxi-Dispatch Added Charge per Ambulatory Passenger</td>
<td>Per Ride</td>
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<td>Taxi-Dispatch Added Charge per Passenger Using Wheelchair</td>
<td>Per Ride</td>
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<td>Taxi-Dispatch STAR Passenger No-Show/Late Cancellation Fee</td>
<td>Per Ride</td>
<td>7,766</td>
<td>$5.00</td>
<td>$38,830.00</td>
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<tr>
<td>STAR Assisted Transportation Services Charge for Door-to-Door Service *</td>
<td>Per Stop Per Ride</td>
<td>900</td>
<td>$5.00</td>
<td>$4,500.00</td>
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</table>

* Some riders may only need assistance at the home location, not at the destination. STAR carries about 1,000 Assist trips annually – and most of the riders need assistance at both ends of the trip.
<table>
<thead>
<tr>
<th>Description</th>
<th>Units</th>
<th>Estimated # Units in Fiscal Year 2015</th>
<th>Firm Rate Year 1</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly Rate for Dedicated Vehicle Hours of Service, Non CDL Accessible Vehicles</td>
<td>Revenue Hours</td>
<td>24,667</td>
<td>$30.61</td>
<td>$755,056.87</td>
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<td>Hourly Rate for Dedicated Vehicle Hours of Service, CDL Vehicles</td>
<td>Revenue Hours</td>
<td>8,469</td>
<td>$38.61</td>
<td>$926,040.60</td>
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<td>Bus Attendant Rate</td>
<td>Revenue Hours</td>
<td>9,826</td>
<td>$15.00</td>
<td>$147,390.00</td>
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<td>Administration Rate</td>
<td>Per Month</td>
<td>12</td>
<td>$9,170.00</td>
<td>$110,040.00</td>
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<tr>
<td>Vehicle Insurance</td>
<td>Per Month</td>
<td>12</td>
<td>$11,907.84</td>
<td>$142,894.08</td>
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<td>Maintenance Rate per Total Mile</td>
<td>Per Mile</td>
<td>371,992</td>
<td>$0.10</td>
<td>$37,199.20</td>
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<td>STAR Assisted Transportation</td>
<td>Per Stop</td>
<td>900</td>
<td>$5.00</td>
<td>$4,500.00</td>
</tr>
</tbody>
</table>

* Some riders may only need assistance at the home location, not at the destination. STAR carries about 1,000 trips annually – and most of the riders need assistance at both ends of the trip.
This is a snapshot of the routes and riders on 10/15/13. Riders on the routes change occasionally due to many reasons, such as new client entering service; current client moving or retiring; changing day placements, etc.) The riders are generally fairly stable but the successful bidder will need to make adjustments within the existing routes to accommodate rider changes within 72 hours of notice of change.

Arrivals and departures may occur up to, but not more than, 15 minutes prior to and/or after stated times. All routes must have wheelchair transportation available upon request.

<table>
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<tr>
<th>IDDS Route #</th>
<th>Van capacity</th>
<th>Wheelchair, Ambulatory</th>
<th>Aide</th>
<th>Expected Annual Revenue Hours</th>
<th>Fixed Price Bid (Dollars per Month for Route)</th>
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<td># 4</td>
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**SAP Route #14** - Ridership varies from 9 to 14 individuals per day, usually 3 days per week. This route is assigned to one of the IDDS Route vehicles listed above.
C. BID SUBMISSION REQUIREMENTS

Provide documents listed under the “Best Value Bid Submission Requirements” paragraphs on pages 7 through 10.

BIDS SUBMITTED WITHOUT THE INFORMATION ABOVE WILL BE DEEMED NON-RESPONSIVE.

The undersigned understands and acknowledges the following:
The official, true, and complete copy of the solicitation documents, WHICH SHALL INCLUDE ALL AMENDMENTS THERETO, is the hard copy of the documents available from the Office of the Purchasing Agent.
An electronic copy of the solicitation documents provided at the County Purchasing Agent’s website (http://www.arlingtonva.us/purchasing) is subject to an important disclaimer which must be acknowledged online before the documents can be downloaded.
Each bidder is responsible for determining the accuracy and completeness of ALL solicitation documents they receive, including documents obtained from the County by either of the methods described above, and documents obtained from all other sources.

TRADE SECRETS OR PROPRIETARY INFORMATION:
Trade secrets or proprietary information submitted by a bidder in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, Section 4-111 of the Arlington County Purchasing Resolution states that the bidder must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.
Please mark one:

☐ No, the bid I have submitted does not contain any trade secrets and/or proprietary information.

☑ Yes, the bid I have submitted does contain trade secrets and/or proprietary information.

If Yes, you must clearly identify below the exact data or other materials to be protected and list all applicable page numbers of the bid containing such data or materials:

Exhibit 9-Training (Pages 1 through 51) and Exhibit 10 - Continuity of Operations Plan in its entirety.

State the specific reason(s) why protection is necessary:
Exhibits 9 & 10 contain material that is specific to our business operations and could be harmful if openly disseminated. Materials contained in the COOP Plan are highly confidential in nature and are not authorized for publication.
If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of Section 4-111 of the Purchasing Resolution. Accordingly, effective upon the award of contract, the bid will be open for public inspection consistent with applicable law.

BIDDERS NAME: Transportation, Inc. T/A Red Top Cab Company
CERTIFICATION OF NON-COLLUSION:
The undersigned certifies that this bid is not the result of, or affected by, any act of collusion with another person (as defined in the Code of Virginia § 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.).

CONTACT PERSON AND MAILING ADDRESS FOR DELIVERY OF NOTICES
Provide the name and address of the person designated by the Bidder to receive notices and other communications (Refer to section headed Notices in the Contract Terms and Conditions of this solicitation for further details):

Jack A. Weiner, Chief Operating Officer
3251 Washington Blvd., Arlington, VA 22201

THE PROPER LEGAL NAME OF THE FIRM OR ENTITY SUBMITTING THIS BID MUST BE WRITTEN IN THE SPACE PROVIDED BELOW. THIS REVISION #2 BID FORM, AND ALL OTHER DOCUMENTS REQUIRED BY THE INVITATION TO BID TO BE SUBMITTED WITH THIS REVISION #2 BID FORM, INCLUDING, BUT NOT LIMITED TO ALL ISSUED AMENDMENTS, MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY BIND THE BIDDER, OR THE BID MAY BE REJECTED:

AUTHORIZED SIGNATURE

PRINT NAME AND TITLE Charles O. King, Vice President
Transportation, Inc. T/A Red Top Cab Company
INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO ANY QUESTIONS REGARDING THIS BID (I.E. PROJECT MANAGER):

NAME (PRINTED): Jack A. Weiner
TITLE: Chief Operating Officer
E-MAIL ADDRESS: jweiner@redtopcab.com
TEL. NO.: 703-247-5100

SUBMITTED BY: (LEGAL NAME OF ENTITY) Transportation, Inc.
ADDRESS: 3251 Washington Blvd.
CITY/STATE/ZIP: Arlington, VA 22201
TELEPHONE NO.: 703-525-0900
FACSIMILE NO.: 703-525-0908

THIS FIRM IS A: □ CORPORATION, □ GENERAL PARTNERSHIP, □ LIMITED PARTNERSHIP, □ UNINCORPORATED ASSOCIATION, □ LIMITED LIABILITY COMPANY, □ SOLE PROPRIETORSHIP

IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA? YES

IDENTIFICATION NO. ISSUED TO THE FIRM BY THE SCC: 0099461-6

ANY BIDDER EXEMPT FROM SCC AUTHORIZATION REQUIREMENT SHALL INCLUDE A STATEMENT WITH ITS BID WHY THEY ARE NOT REQUIRED TO BE SO AUTHORIZED

IS YOUR FIRM OR ANY OF ITS PRINCIPALS CURRENTLY DEBARRED FROM SUBMITTING BIDS TO ARLINGTON COUNTY, VIRGINIA, OR ANY OTHER STATE OR POLITICAL SUBDIVISION? NO

BIDDER STATUS: □ MINORITY OWNED: □ WOMAN OWNED: □ NEITHER: X

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Metropolitan Washington Council of Governments Rider Clause

USE OF CONTRACT(S) BY MEMBERS COMPRISING THE METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS PURCHASING OFFICERS’ COMMITTEE.

A. If authorized by the bidder(s), resultant contract(s) will be extended to any or all of the listed members as designated by the bidder to purchase at contract prices in accordance with contract terms.

B. Any member utilizing such contract(s) will place its own order(s) directly with the successful contractor. There shall be no obligation on the part of any participating member to utilize the contract(s).

C. A negative reply will not adversely affect consideration of your bid/proposal.

D. It is the awarded vendor’s responsibility to notify the members shown below of the availability of the Contract(s).

E. Each participating jurisdiction has the option of executing a separate contract with the awardee. Contracts entered into with a participating jurisdiction may contain general terms and conditions unique to that jurisdiction including, by way of illustration and not limitation, clauses covering minority participation, non-discrimination, indemnification, naming the jurisdiction as an additional insured under any required Comprehensive General Liability policies, and venue. If, when preparing such a contract, the general terms and conditions of a jurisdiction are unacceptable to the awardee, the awardee may withdraw its extension of the award to that jurisdiction.

F. The issuing jurisdiction shall not be held liable for any costs or damages incurred by another jurisdiction as a result of any award extended to that jurisdiction by the awardee.

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BIDDER’S NAME: Transportation, Inc.

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NON-DISCLOSURE FORM

ARLINGTON COUNTY
NON-DISCLOSURE AND DATA SECURITY AGREEMENT (NDA)

AGREEMENT NO. 603-13
EXHIBIT A TO REVISION #2 BID FORM

NONDISCLOSURE AND DATA SECURITY AGREEMENT (CONTRACTOR)

The undersigned, an authorized agent of the Contractor and on behalf of [Transportation, Inc.], hereby agree that the Contractor will hold County provided information, documents, data, images, records and the like (hereafter "information") confidential and secure and to protect it against loss, misuse, alteration, destruction or disclosure. This includes but is not limited to the information of the County, its employees, contractors, residents, clients, patients, taxpayers and property as well as information that the County shares with Contractor for testing, support, conversion or other services provided under Arlington County Agreement No.603-13 (the "Project" or "County Agreement" as applicable) or which may be accessed through other County owned or controlled databases (all of the above collectively referred to herein as "information" or "County information").

In addition to the DATA SECURITY obligations set in the County Agreement, the Contractor agrees that it will maintain the privacy and security of the County information, control and limit internal access and authorization for access to such information and not divulge or allow or facilitate access to County information for any purpose or by anyone unless expressly authorized. This includes but is not limited to information that in any manner describes, locates or indexes anything about an individual including, but not limited to, his/her (hereinafter "his") Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings, and his education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth, address, phone number or that affords a basis of inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, and the record of his presence, registration, or membership in an organization or activity, or admission to an institution (also collectively referred to herein as "information" or "County information").

Contractor also agree that it will not directly or indirectly use or facilitate the use or dissemination of information (whether intentionally or by inadvertence, negligence or omission verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly associated with its work under the
Project. Contractor acknowledges that any unauthorized use, dissemination or disclosure of information is prohibited and may also constitute a violation of Virginia or federal laws, subjecting it or its employees to civil and/or criminal penalties.

The Contractor agrees that it will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person, for any purpose, of any information obtained directly, or indirectly, as a result of its work on the Project. Contractor shall coordinate closely with the County Project Officer to ensure that its authorization to its employees or approved subcontractors is appropriate, tightly controlled and that such person/s also maintain the security and privacy of information and the integrity of County networked resources.

Contractor agrees to take strict security measures to ensure that information is kept secure, properly stored, that if stored that it is encrypted as appropriate, stored in accordance with industry best practices and otherwise protected from retrieval or access by unauthorized persons or unauthorized purpose. Any device or media on which information is stored, even temporarily, will have strict security and access control. Any information that is accessible will not leave the Contractor’s work site or the County’s physical facility, if working onsite, without written authorization of the County Project Officer. If remote access or other media storage is authorized, Contractor is responsible for the security of such storage device (or paper files).

Contractor will ensure that any laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices, as approved by the County, and connected to the County network are secure and free of all computer viruses, or running the latest version of an industry standard virus protection program. Contractor will ensure that all passwords used by its employees or subcontractors are robust, protected and not shared. No information may be downloaded expect as agreed to by the parties and then only onto a County approved device. Downloading onto a personally owned device is prohibited. Contractor agrees that it will notify the County Project Officer immediately upon discovery, becoming aware or suspicious of any unauthorized disclosure of information, security breach, hacking or other breach of this Agreement, the County Contract, County policy, Contractor’s security policies, or any other breach of Project protocols. The Contractor will fully cooperate with the County to regain possession of any information and to prevent its further disclosure, use or dissemination. The Contractor also agrees, if requested, to promptly notify others of a suspected or actual breach.

Contractor agrees that all duties and obligations enumerated in this agreement also extend to its employees, agents or subcontractors who are given access to County information. Breach of any of the above
conditions by Contractor’s employees, agents or subcontractors shall be treated as a breach by Contractor. Contractor agrees that it shall take all reasonable measures to ensure its employees, agents and subcontractors are aware of and abide by the terms and conditions of this Agreement and related data security provisions in the County Agreement.

It is the intent of this NonDisclosure and Data Security Agreement to ensure that the Contractor has the highest level of administrative safeguards, disaster recovery and best practices are in place to ensure confidentiality, protection, privacy and security of County information and County networked resources and to ensure compliance with all applicable local, state and federal law or regulatory requirements. Therefore, to the extent that this NonDisclosure and Data Security Agreement conflicts with the County Agreement or with any applicable local, state, or federal law, regulation or provision, the more stringent County Contract requirement, law, regulation or provision shall control.

At the conclusion of the Project, Contractor agrees to return all County information to the County Project Officer. These obligations remain in full force and effect throughout the Project and shall survive any termination of the County Agreement.

Authorized Signature: [Signature]

Printed Name and Title:
Charles O. King, Vice President

Date: March 24, 2014
AGREEMENT NO. 603-13
EXHIBIT A TO REVISION #2 BID FORM

NONDISCLOSURE AND DATA SECURITY AGREEMENT

(INDIVIDUAL)

I, the undersigned, agree that I will hold County provided information, documents, data, images, records and the like (hereinafter "information") confidential and secure and protect it against loss, misuse, alteration, destruction or disclosure. This includes but is not limited to the information of the County, its employees, contractors, residents, clients, patients, taxpayers, and property as well as information that the County shares with my employer or prime contractor for testing, support, conversion or the provision of other services under Arlington County Agreement No. 603-13 (the "Project" or "County Agreement", as applicable) or which may be accessed through County owned or controlled databases (all of the above collectively referred to herein as "information" or "County information").

I agree that I will maintain the privacy and security of County information and I will not divulge or allow or facilitate access to County information for any purpose or by anyone unless expressly authorized to do so by the County Project Officer. This includes but is not limited to information that in any manner describes, locates or indexes anything about an individual including, but not limited to, his/her (hereinafter "his") Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings, education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth or that otherwise affords a basis of inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, and the record of his presence, registration, or membership in an organization or activity, or admission to an institution (as also collectively referred to herein as "information" or "County information").

I agree that I will not directly or indirectly use or facilitate the use or dissemination of information (whether intentionally or by inadvertence, negligence or omission verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly authorized and associated with my designated duties on the Project. I understand and agree that any unauthorized use, dissemination or disclosure of information is prohibited and may also constitute a violation of Virginia or federal law/s, subject to civil and/or criminal penalties.

I also agree that I will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person for any purpose of the information obtained directly, or indirectly, as a result of my work on the Project. I agree to view, retrieve or
access County information only to the extent concomitant with my
assigned duties on the Project and only in accordance with the
County’s and my employer’s access and security policies or protocols.

I agree that I will take strict security measures to ensure that
information is kept secure, properly stored, that if stored that it is
encrypted as appropriate, stored in accordance with industry best practicess, and otherwise protected from retrieval or access by
unauthorized persons or unauthorized purpose. I will also ensure that
any device or media on which information is stored, even temporarily,
will have strict security and access control and that I will not
remove, facilitate the removal of or cause to be removed any
information from my employer’s worksite or the County’s physical
facility without written authorization of the County Project Officer.
If so authorized, I understand that I am responsible for the security
of the electronic equipment or paper files on which the information is
stored and agree to promptly return such information upon request.

I will not use any devices, laptops, PDAs, netbooks, tablets, thumb
drives or other media storage devices ("Device") during my work on the
Project without pre-approval. I will ensure that any Device connected
to the County network shall be free of all computer viruses or running
the latest version of an industry standard virus protection program.
I will also ensure that my password, if any, is robust, protected and
not shared. No information may be downloaded except as authorized by
the County Project Officer and then only onto a County-approved
Device. Downloading onto a personally owned Device is prohibited.

I agree that I will notify the County Project Officer immediately upon
discovery, becoming aware of or suspicious of any unauthorized
disclosure of information, security breach, hacking or other breach of
this Agreement, County policy, my employer’s security system or any
other breach of Project protocols. I will fully cooperate with the
County to help regain possession of any information and to prevent its
further disclosure, use or dissemination.

It is the intent of this NonDisclosure and Data Security Agreement to
ensure that the highest level of administrative safeguards and best
practices are in place to ensure confidentiality, protection, privacy
and security of County information and County networked resources and
to ensure compliance with all applicable local, state and federal law
or regulatory requirement. Therefore, to the extent that this
Nondisclosure and Data Security Agreement conflicts with the
underlying County Agreement or any local, state or federal law,
regulation or provision, the more stringent County Contract provision,
law, regulation or provision shall control.

Upon completion or termination of my work on the Project, I agree to
return all County information to the County Project Officer. I
understand that this Agreement remains in full force and effect
throughout my work on the Project and shall survive my reassignment
from the Project, termination of the above referenced Project or my departure from my current employer.

Signed: ____________________________________________
Printed Name: ________________________________________
Date: ____________________

Witnessed:

Contractor’s Project
Manager: ____________________________________________
Printed
Name: ____________________________________________
Date: ____________________

TO BE COMPLETED PRIOR TO BEGINNING WORK ON THE PROJECT

END OF REVISION #3 BID FORM
ATTACHMENT 2

SOLICITATION DOCUMENT FOR ITB-BV 603-13 AND ITS AMENDMENTS 1 - 3
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
2100 CLARENDON BOULEVARD, SUITE 500
ARLINGTON, VA 22201
(703) 228-3410

INVITATION TO BID NO. 603-13

SEALED BIDS WILL BE RECEIVED IN HAND IN THE OFFICE OF THE BID CLERK, SUITE 511, 2100
CLARENDON BOULEVARD, ARLINGTON, VIRGINIA 22201, UNTIL 3:30 P.M. ON THE 12TH DAY OF
MARCH, 2014 FOR:

PROVISION OF CURB TO CURB AND/OR HAND TO HAND TRANSPORTATION SERVICES FOR THE
OPERATION OF PARATRANSIT SERVICES UTILIZING WHEELCHAIR ACCESSIBLE VEHICLES SUCH AS VANS,
SEDANS, AND/OR TAXICABS FOR AMBULATORY AND NON-AMBULATORY SERVICES IN THE
WASHINGTON METROPOLITAN AREA, PRIMARILY IN THE NORTHERN VIRGINIA AREA FOR UP TO A TEN
(10) YEAR PERIOD.

At the time, date and place stated above, bids will be publicly opened.

Arlington County reserves the right to reject any and all bids, cancel this solicitation, and to waive any
informalities or irregularities in procedure. A bidder's submission of a bid indicates acceptance of these
terms.

Arlington County, Virginia
Office of the Purchasing Agent

James Pearson
Procurement Officer
jpearson@arlingtonva.us
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I. INSTRUCTIONS TO BIDDERS

1. ADDITIONAL INFORMATION
All questions relating to this solicitation shall be submitted via e-mail to James Pearson in the Office of the Purchasing Agent, at jpearson@arlingtonva.us. For a question to be considered, the subject line of the e-mail must state the following: ITB No. 603-13 Questions. Questions should be succinct and must include the submitter’s name, title, company name, company address, and telephone number. Prior to the award of a contract resulting from this solicitation, bidders are prohibited from contacting County staff other than the Office of the Purchasing Agent.

NO QUESTIONS WILL BE CONSIDERED IF THEY ARE SUBMITTED WITHIN THE TEN (10) CALENDAR DAYS IMMEDIATELY PRECEDING THE DEADLINE FOR RECEIPT OF BIDS.

This solicitation relates to the provision of the County’s Specialized Transit for Arlington Residents and Senior Adult Program (STAR/SAP) curb to curb services, and Intellectual and Developmental Disabilities (IDDS) hand to hand services. Bidders may choose to bid just on the STAR/SAP curb to curb services, on only the IDDS hand to hand services, or both. Bidders should fill out the appropriate Bid Forms for the services they wish to provide. If any questions or responses require revisions to this solicitation as it was originally published, such revisions will be by formal amendment only. Bidders are cautioned that any written, electronic, or oral representations made by any County representative or other person that appear to change materially any portion of the solicitation shall not be relied upon unless subsequently ratified by a written amendment to this solicitation issued by the Office of the Purchasing Agent.

2. COMPETITION INTENDED
It is the County’s intent that this solicitation promotes competition. It shall be the bidder’s responsibility to advise Arlington County if any language, requirements or specifications restrict or limit the purchase to a single source. Such notification must be received by the Arlington County Purchasing Agent not later than fifteen (15) calendar days prior to the date and time set for bid opening. A review of such notifications will be made and the bidder notified of the results of the review.

3. BID FORM SUBMISSION
The required Bid Form is provided in the solicitation. One (1) fully-completed Bid Form with an original longhand signature, and four photocopies of the signed original (five (5) copies total), shall be submitted by hand, in a sealed envelope or package, to the Office of the Bid Clerk, Suite 511, 2100 Clarendon Boulevard, Arlington, Virginia, 22201, no later than the date and time deadline specified in the Invitation to Bid above. Timely submission is solely the responsibility of the bidder. Bid Forms received after the specified date and time will be rejected. The exterior of the envelope or package shall indicate the name of the bidder, the scheduled bid opening date and time, and the number of the invitation To Bid. Bids submitted by facsimile or electronically will not be accepted.

A bidder’s failure to submit a bid with a fully-completed Bid Form, using the Bid Form provided in this solicitation, shall be cause for rejection of that bidder’s bid. A bid will be rejected if its corresponding Bid Form is not signed in the designated space by a person authorized to legally bind the bidder.

Modification of or additions to the Bid Form may be cause for rejection of the bid; however, Arlington County reserves the right to decide, on a case by case basis, in its sole discretion, whether or not to reject such a bid as nonresponsive. As a precondition to bid acceptance, Arlington County may, in its sole discretion, request that the bidder withdraw or modify any such modifications or

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INVITATION TO BID NO. 603-13
additions which do not affect quality, quantity, price, or delivery. Bids and all documents related to
this solicitation submitted to Arlington County by a bidder or a prospective bidder shall, upon
receipt by Arlington County, become the property of the County.

4. **BIDDER CERTIFICATION**
Submission of a signed Bid Form is certification by the respective bidder that it is registered with the
Virginia State Corporation Commission, if applicable, it is the legal entity authorized to enter into an
agreement with the County, and that it will accept any award made to it as a result of the
submission.

5. **EXCEPTIONS**
Bidders taking exception to any part or section or term of this solicitation, including, by way of
illustration and not limitation, the Scope of Services, the Special Conditions, and any attachments or
references hereto or thereto, shall indicate such exceptions on the Bid Form. Failure to indicate any
exceptions shall be interpreted as the bidder's intent to fully comply with the solicitation as written.
However, conditional or qualified bids with such exceptions, unless specifically allowed in this
solicitation, are subject to rejection in whole or in part as nonresponsive.

6. **NONCONFORMING TERMS AND CONDITIONS**
If a bidder submits with its bid alternate terms and conditions that do not conform to the terms and
conditions in this solicitation, the bid will be subject to rejection for unresponsiveness. Arlington
County reserves the right to permit the bidder to withdraw nonconforming terms and conditions
from its bid prior to a determination by the County of unresponsiveness as a result of the
submission of nonconforming terms and conditions.

7. **ERRORS IN EXTENSION**
Where the unit price and the extension price are at variance, the unit price will prevail.

8. **DISCOUNTS**
Discounts contingent on payment of invoices by Arlington County within a stipulated period of time
will be accepted as a component of a bid, but will not be considered by Arlington County when
evaluating bid prices or when making an award.

9. **EXPENSES INCURRED IN PREPARING BID**
Arlington County accepts no responsibility for any expense incurred by any bidder in the preparation
and presentation of a bid. All expenses related to a bid are the sole responsibility of the bidder.

10. **BIDDER INVESTIGATIONS**
Before submitting a bid, each bidder must make all investigations and examinations necessary to
ascertain all conditions and requirements affecting the full performance of the contract and to verify
any representations made by Arlington County that the bidder will rely upon. No pleas of ignorance
of such conditions and requirements resulting from failure to make such investigations and
examinations will relieve the successful bidder from its obligation to comply in every detail with all
provisions and requirements of the contract documents or will be accepted as a basis for any claim
whatsoever for any monetary consideration on the part of the successful bidder.

11. **INCOMPLETE DOCUMENTS**
Each bidder is responsible for having determined the accuracy and/or completeness of the
solicitation documents upon which it relied in making its bid, and has an affirmative obligation to
notify the Arlington County Purchasing Agent immediately upon discovery of an apparent or
suspected inaccuracy, error in, or omission of any pages, drawings, sections, or addenda whose
omission from the documents was apparent from a reference or page numbering or other indication
in the solicitation documents.

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If a potential bidder downloaded an electronic version of the solicitation documents, that potential bidder is responsible for determining the accuracy and/or completeness of the electronic documents.
If the successful bidder proceeds with any activity that may be affected by an inaccuracy, error in, or omission in the solicitation documents of which it is aware but has not notified the Arlington County Purchasing Agent, the bidder hereby agrees to perform any activity described in the missing or incomplete documents at bidder's sole expense and at no additional cost to Arlington County.

12. QUALIFICATION OF BIDDERS
Each bidder may be required, before the award of contract, to show to the complete satisfaction of the Purchasing Agent that it has the necessary facilities, ability, and financial resources to comply with the contract and furnish the service, material or goods specified herein in a satisfactory manner. Each bidder may also be required to provide past history and references which will enable the Purchasing Agent to be satisfied as to the bidder's qualifications. Failure to qualify according to the foregoing requirements will result in bid rejection by Arlington County.

13. DEBARMENT STATUS
The bidder shall indicate in the space provided on the Bid Form, whether or not it, or any of its principals, is/are currently debarred from submitting bids to Arlington County, Virginia, or any other state or political subdivision, and whether or not it is an agent of any person or entity that is currently debarred from submitting bids to Arlington County, Virginia, or any other state or political subdivision. An affirmative response may be considered grounds for rejection of the bid.

14. ALTERNATE BID
Bidders who have other items they wish to offer in lieu of, or in addition to, what is required by this solicitation shall submit a separate bid clearly marked “ALTERNATE BID”. Alternate bids will be automatically deemed nonresponsive and will not be considered for award. Such bids will, however, be examined prior to awarding the contract contemplated herein and may result in either cancellation of all bids in order to permit rewriting of the solicitation to include the alternate item in a rebid or the alternate item may be considered for future requirements.

15. INFORMALITIES
Arlington County reserves the right to waive minor defects or variations from the exact requirements of the solicitation in a bid insofar as those defects or variations do not affect the price, quality, quantity, or delivery schedule of the services being procured. If insufficient information is submitted for Arlington County to properly evaluate the bid by a bidder; Arlington County reserves the right to require such additional information as it may deem necessary after the bid opening time and date, provided that the information requested does not change the price, quality, quantity, or delivery schedule for the services being procured.

16. ARLINGTON COUNTY BUSINESS LICENSES
The successful bidder must comply with the provisions of Chapter 11 (“Licenses”) of the Arlington County Code, if applicable. For information on the provisions of that Chapter and its applicability to this solicitation, contact the Arlington County Business License Division, Office of the Commissioner of the Revenue, 2100 Clarendon Blvd., Suite 200, Arlington, Virginia, 22201, telephone number (703) 228-3060.

17. AUTHORITY TO TRANSACT BUSINESS
Any bidder organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to

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transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia, or as otherwise required by law. The proper full and legal name of the firm or entity and the identification number issued to the bidder by the State Corporation Commission must be written in the space provided on the Bid Form. Any bidder that is not required to be authorized to transact business in Virginia shall include in its bid a statement describing why the bidder is not required to be so authorized. The County may require a firm to provide documentation prior to award which: 1) clearly identifies the complete name and legal form of the firm or entity (i.e. corporation, limited partnership, etc.), and 2) establishes that the firm or entity is authorized by the State Corporation Commission to transact business in the Commonwealth of Virginia. Failure of a prospective and/or successful bidder to provide such documentation shall be grounds for rejection of the bid or cancellation of the award. For further information refer to the Commonwealth of Virginia State Corporation Commission website at: www.scc.virginia.gov.

18. BID WITHDRAWAL PRIOR TO BID OPENING
No bid can be withdrawn after it is filed with the Bid Clerk unless the bidder makes a request in writing to the Purchasing Agent prior to the time set for the opening of bids.

19. WITHDRAWAL OF BID FROM CONSIDERATION AFTER BID OPENING
After the opening of a bid, a bidder may withdraw its bid from consideration if the price of the bid is substantially lower than other bids due solely to a mistake therein, provided the bid is submitted in good faith, the mistake is a clerical mistake as opposed to a judgment mistake, and is actually due to an unintentional arithmetic error or an unintentional omission of a quantity of work, labor or material made directly in the compilation of the bid, which unintentional error or unintentional omission can be clearly shown by objective evidence drawn from inspection of original work papers, documents and materials used in the preparation of the bid sought to be withdrawn. No partial withdrawals of bids will be permitted after the time and date set for the bid opening. The bidder must give notice in writing to the Arlington County Purchasing Agent of a claim of right to withdraw a bid and provide all original work papers, documents and other materials used in the preparation of the bid sought to be withdrawn, within two (2) business days after the date of bid opening. A bid may also be withdrawn if the Arlington County fails to award or issue a notice of intent to award the bid within ninety (90) days after the date fixed for opening bids.

20. PARKING
At most Arlington County government facilities, parking for contractors' vehicles is not provided by Arlington County. A contractor is responsible for the payment of any parking charges or fines resulting from illegal parking at any worksite(s).

21. REQUIREMENTS CONTRACT AND ACKNOWLEDGEMENT
Bidders acknowledge that the contract that will be entered into as a result of this solicitation will be a requirements contract. Arlington County will have no obligation to the successful bidder if no items or services are required. Any quantities which are included in this solicitation are the present expectations of those who are planning for Arlington County for the period of the contract. The amount is only an estimate and each bidder understands and agrees that Arlington County is under no obligation to the successful bidder to buy any amount as a result of having provided this estimate or of having had any normal or otherwise measurable requirement in the past. Each bidder further understands that Arlington County may require services in excess of the estimated annual contract amount and that such excess shall not give rise to any claim for compensation other than at the unit prices in the contract.

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22. **TRADE SECRETS OR PROPRIETARY INFORMATION**
   Trade secrets or proprietary information that is submitted by a bidder or contractor in connection with a procurement transaction or prequalification application submitted pursuant to subsection 4-101(2) of the Arlington County Purchasing Resolution may be exempted from public disclosure under the Virginia Freedom of Information Act ("VFOIA"). However, the bidder or contractor must invoke the protection of this subsection prior to or upon submission of the data or other materials, and must identify clearly and in writing, on the Bid Form, the data or other materials to be protected and state the reasons why protection is necessary or falls within the exception to the VFOIA. It is the bidder's sole responsibility to defend such exemptions if challenged in a court of competent jurisdiction.

23. **INTEREST IN MORE THAN ONE BID AND COLLUSION**
   Multiple bids received in response to this solicitation from an individual, firm, partnership, corporation, affiliate, or association under the same or different names will be rejected. Reasonable grounds for believing that a bidder is interested in more than one (1) bid for a solicitation both as a bidder and as a subcontractor for another bidder will result in rejection of all bids in which the bidder is interested. However, a firm acting only as a subcontractor may be included as a subcontractor for two (2) or more bidders submitting a bid for the work. Any or all bids may be rejected if reasonable grounds exist for believing that collusion exists among any bidders. Bidders rejected under the above provisions shall be disqualified if they respond to a re-solicitation for the same work.

24. **BEST VALUE APPROACH**
   This solicitation is issued under the “Best Value” approach, as it is defined in the Arlington County Purchasing Resolution. The County will consider qualifications, experience and pricing for distinct types of services, including the Specialized Transit for Arlington Residents and Senior Adult Program (STAR/SAP) curb to curb services, and Intellectual and Developmental Disabilities (IDDS) hand to hand services. Under this approach, in determining the "lowest responsible bidder(s)", the County may consider, in addition to price, any of the following:

   a. The ability, capacity, skill and financial resources of the bidder to perform the contract or to provide the service required;

   b. The character, integrity, reputation, judgment, experience, and/or efficiency of the bidder;

   c. The quality of work and of performance under previous contracts or services, including compliance to laws and regulations;

   d. Whether the bidder can perform the contract or provide the service promptly, or within the time specified, without delay or interference;

   e. The quality of the safety and quality control program presented by the bidder

   f. Whether the bidder is in arrears to the County on a debt or contract or is a defaulter on surety or whether the bidder’s taxes or assessments are delinquent;

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INVITATION TO BID NO. 603-13
g. Whether the bidder meets the experience requirements for the awarded services set forth in Section 26.b. of this Invitation to Bid.

25. BEST VALUE BID SUBMISSION REQUIREMENTS
   In addition to the completed and properly executed Bid Form, bidders shall provide the following information with their bids:

   a. SECTION A – FIRM DESCRIPTION AND HISTORY
      Bidder(s) shall submit information to describe its firm as required below.
      
      1. Provide the address(es) for the location(s) of the firm’s main office(s).
      
      2. Describe in one page the current business culture of the bidder’s firm. The description shall include date of establishment of the business, the ownership, management, and administrative structure of the company.
      
      3. Describe in one page the facility managed by the Bidder, including the facility’s computer and communications capability, equipment software as well as data and voice transmission media.

   b. SECTION B - EXPERIENCE & QUALIFICATIONS OF FIRM AND STAFF
      Bidder(s) shall submit evidence of experience for both the firm and its staff, as required below. Such information shall clearly identify the experience and qualifications in performing the type of work covered by this solicitation.
      
      1. FIRM EXPERIENCE FOR THE STAR/SAP SERVICES:
         a. Bidders shall provide evidence of having a minimum of seven (7) years of experience in operating a fleet of five (5) or more vehicles in regular weekday service transporting seniors and people with disabilities, including wheelchair users. These seven years should have occurred after January 1, 2000, and have occurred before the date of issuance of this Invitation to Bid.
         
         b. Bidders shall provide references for three (3) current or past contracts of similar type contracts to this solicitation. The contact information for each reference shall include the name, company, telephone number and email address of a responsible contact person who can verify the information provided for each identified contract. These contact numbers and emails must be current and operational to count as a valid reference submission.

         c. Bidders shall list and describe the types of vehicle(s) that the Bidder intends to use for performance of STAR/SAP paratransit transportation services including accessibility equipment and vehicle specifications used in the taxi fleet including accessibility equipment. For dedicated vehicles, the list shall include the vehicle type, the vehicle number, vehicle capacity for ambulatory riders, vehicle capacity for wheelchair riders, vehicle age,
vehicle mileage, month and year of current Virginia safety inspection and specify if the vehicle is a primary or backup vehicle.

d. Bidders shall provide a list of current Arlington County taxi certificates for standard taxis and also for wheelchair-accessible taxis, if proposing to provide paratransit taxi-dispatch service.

2. FIRM EXPERIENCE FOR THE IDDS FIXED ROUTE SERVICES:

a. Bidders shall provide evidence of having a minimum of seven (7) years of experience in the provision of hand to hand transportation services for ambulatory and non-ambulatory individuals with Intellectual and Developmental Disabilities for a local, state or Federal Agency. These seven years should have occurred after January 1, 2000, and have occurred before the date of issuance of this Invitation to Bid.

b. Bidders shall provide references for three (3) current or past contracts of similar type contracts to this solicitation. The contact information for each reference shall include the name, company, telephone number and email address of a responsible contact person who can verify the information provided for each identified contract. These contact numbers and emails must be current and operational to count as a valid reference submission.

c. Bidders must provide proof of being an approved Virginia Medicaid transportation services provider. Please provide a letter from the DMAS Medicaid broker, LogistiCare attesting that Bidder is still under contract with LogistiCare for service provision in Virginia.

d. Bidders shall provide a list of the mandatory training they require internally, and the frequency of renewal of each training for all drivers that shall perform work under the IDDS program.

e. Bidders shall provide a list of all mandatory training they require internally and the frequency of renewal for each aide that shall perform work under the IDDS program.

f. Bidders shall provide a list of and describe the types of vehicle(s) that the Bidder intends to use for performance of paratransit transportation services including accessibility equipment and vehicle specifications used in the taxi fleet including accessibility equipment. For dedicated vehicles, the list shall include the vehicle type, the vehicle number, vehicle capacity for ambulatory riders, vehicle capacity for wheelchair riders, vehicle age, vehicle mileage, month and year of current Virginia safety inspection and specify if the vehicle is a primary or backup vehicle.

g. Bidder shall provide a list of current Arlington County taxi certificates for standard taxis and also for wheelchair-accessible taxis, if proposing to provide paratransit taxi-dispatch service.
3. **STAFF EXPERIENCE FOR ALL PROGRAMS:**
   Bidders shall detail the experience and training of proposed staff, as follows:
   
   a. Describe in narrative form or in enclosed resumes how the General Manager, Maintenance Manager, Operations Manager, Safety and Training Manager, and dispatchers are/will be qualified in terms of education, training, or prior experience.
   
   b. Describe the project team’s collective experience in collecting and processing data and developing descriptive narratives to be used for reporting and billing purposes; and
   
   c. Describe the documented processes for recruitment, hiring, and training of all drivers and employees involved in customer service. In addition, describe the training plan on providing services to persons with disabilities and older adults.
   
   d. Please provide a list of all traffic or other violations issued to your company’s employees in the period January 1, 2013 – December 31, 2013. Please list the date, nature of the violation, and its status (e.g., paid, dropped, on-going, convicted).

4. **STAFF EXPERIENCE FOR THE IDDS SERVICES:**
   
   a. Name, title, and experience of the individual designated by the Bidder as the contact person for all issues with regard to the safe and responsive transport of the passengers.
   
   b. Name, title, and length of services for all drivers, aides, backup drivers, and backup aides to be assigned to this contract.
   
   c. **SECTION C – PROJECT APPROACH AND METHOD**
   Bidder(s) shall submit their project approach for this contract, which at a minimum shall contain the following:
   
   1. Provide an understanding of the scope of services and the approach used to successfully complete all the required tasks for this work.
   
   2. For the STAR/SAP Services:
   
   a. Provide a project schedule that includes an estimation of the time required to complete and test functionality of start-up activities including vehicle acquisition; personnel hiring, training and related human resource support; preparation of maintenance schedules, and software; completion of manuals and other documentation; meeting with County and Call Center staff to coordinate procedures; accounting; and other tasks necessary to be prepared to commence operations.

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b. Use the estimated usage figures in the STAR/SAP Bid Form - Price Sheet to explain in detail how your company will provide and schedule services to meet the estimated on-going demand.

3. For the IDDS Services:

a. Written procedures for notifying appropriate persons (Site Coordinators, Caretakers, Program Staff and/or families) when delays and late arrival times occur for the IDDS programs.

b. Written procedures that address medical, behavioral, traffic, and mechanical emergencies in addition to accidents. The written procedures shall describe the circumstances under which 911 would be called for emergency response for the IDDS programs.

c. Copy of the materials in the Contractors Operations Manual which documents all operating procedures and policies including, but not limited to: vehicle and radio procedures; driver work rules; driver conduct; “where’s my ride” calls; safety; driver concerns about vehicle condition or manifest error; schedule adherence problems; customer behavior problem; customer or address identification problem; public relations; dispatch procedures; security; accident investigation and prevention; daily trip records; complaint investigation; quality control procedures including periodic monitoring; and a Continuity of Operations Plan in the event of emergencies for the IDDS programs.

d. **SECTION D – SAFETY AND QUALITY CONTROL PROGRAMS**

Bidder(s) shall submit information regarding their safety and quality control programs which at a minimum shall include the following:

1. Bidder(s) shall describe written and implemented procedures for monitoring and quality control.

2. Bidder(s) shall submit written and implemented procedures for service operations and vehicle preventative maintenance.

3. Bidder(s) shall submit in writing their Continuity of Operations Plan in the event of emergencies.

4. Bidder(s) shall submit a copy of their safety policies and procedures.

5. For the IDDS Services:

   c. Written plan to ensure the safe and timely pick-up and discharge of passengers for the IDDS programs.

   d. Written plan which provides for vehicle and personnel back-up capability for the IDDS programs.
e. **SECTION E – PRICING & CONTACT INFORMATION**
Bidder(s) shall submit a properly completed Bid Form, for each service upon which it wishes to bid, completed in its entirety.

26. **BEST VALUE AWARD PROCESS**
At the time of the bid opening, a Bid Evaluation Form, enclosed in a sealed envelope, will be made a public record. The Bid Evaluation Form shall include the criteria applicable to the contract weighted according to the value of those criteria under this solicitation.

For each bid received, and for each criterion listed, County staff will assign a number of points reflecting, in their sole opinion, the degree by which the bid satisfies each criterion. The assigned number of points will then be multiplied by the weight assigned to each criterion. A sum of the resulting numbers will identify the bid(s) which represent the best value under this solicitation.

The work shall include provision of transportation for dedicated vehicles, fixed route services, and taxi-dispatch rides. One Contractor will be selected for STAR/SAP dedicated services – this will be the awarded to the top ranked Best Value Bid for these services. One Contractor will be selected for IDDS fixed route services – this will be the awarded to the top ranked Best Value Bid for these services. Multiple Contractors for taxi-dispatch services may be selected under this procurement. The bidders for the Taxi services with the highest total evaluation points will be ranked, and the top two ranked bidders may be awarded the contracts for the Taxi services.

27. **INSURANCE REQUIREMENTS**
Each bidder must review the insurance requirements section carefully with its insurance agent or broker prior to submitting a bid to ensure they can provide the specific coverage requirements and limits applicable to this solicitation. If the bidder is not able to meet the insurance requirements of the solicitation, alternate insurance coverage satisfactory to Arlington County may be proposed by the bidder and considered by the County. Written requests for consideration of alternate coverage must be received by the County Purchasing Agent at least ten (10) working days prior to the date set for receipt of bids. If the County denies the request for alternate coverage, the coverage required by the Insurance Requirements section must be provided. If the County permits alternate coverage, an amendment to the Insurance Checklist will be issued prior to the time and date set for receipt of bids. The insurance requirements herein shall neither operate as a limitation of the Contractor’s liability to the County nor as a limitation of the Contractor’s duty of indemnification, as set forth in this solicitation and any resulting Contract.

28. **NOTICE OF DECISION TO AWARD**
When the County has made a decision to award a contract(s), an e-mail with a Notice of Decision to Award will be sent to all bidders, using the email address provided in the Bid Form.

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INVITATION TO BID NO. 603-13
II. SCOPE OF SERVICES

A. **GENERAL**

Arlington County is seeking proposals from Bidders for the provision of transportation services within the County's paratransit operation for the Specialized Transit for Arlington Residents (STAR) program, other County paratransit services associated with the County's STAR Call Center (CC) including the County's Senior Adult Program (SAP) programs, and the Intellectual and Developmental Disabilities (iDDS) program. iDDS services are not dispatched by the STAR Call Center as it operates fixed route services.

The work shall include provision of transportation for dedicated vehicles, fixed route services, and taxi-dispatch rides. One Contractor will be selected for STAR/SAP dedicated services, one Contractor will be selected for iDDS fixed route services, and multiple Contractors for taxi-dispatch services may be selected under this procurement. The method of award is described in Section I.26. in this Solicitation.

1. **STAR Services Description**

The County offers specialized transportation services for County residents who have difficulty using fixed route public transit due to the effects of weather, age, and cognitive and/or physical disabilities through the STAR program. These services are established in compliance with the Americans with Disabilities Act, USDOT regulations as a form of paratransit services to serve elderly and individuals with various types of disabilities.

The STAR paratransit services offered by the County are curb-to-curb type services intended to provide a comparable level of transportation services provided by Arlington Transit (ART), Metrobus and Metrorail. Most of the rides are used by residents that are certified by Metro Access. There are two other STAR supplemented programs - STAR Assist door-to-door escort services and Temporary STAR for those who have a disability but have not completed the Metro Access eligibility certification process.

All rides are arranged and dispatched through the CC, in advance (by calling, utilizing STAR on the Web or STAR Interactive Voice Response (IVR). STAR CC will call the appropriate vendor for each service, as awarded under this Solicitation. In the case of Taxi services where there may be multiple awards, STAR CC shall call the Taxi Provider who ranked first, then if they are unable to take the trip, may call the next ranked vendor(s) to provide the trip. In the event of an emergency, the residents may book same day trips with the CC. Distribution of Demand for STAR services is shown in Attachment 2. Services supported by the CC are listed in Attachment 3. Sample manifests for the CC appear in Attachment 4.

STAR rides are available between the hours of 5:30 a.m. to midnight, seven (7) days a week, with no restrictions on trip purpose. All daily trip plans on STAR shall begin or end in Arlington with capacity for a limited number of weekday midday trips (approximately 10:00 AM - 2:30 PM) entirely outside Arlington County within a certain Fare Zone. STAR customers may ride anywhere Metro Bus or Rail service is available; all pickup and destination addresses must be within 3/4 mile of a transit route.
The STAR service area allows Arlington County residents to travel to and from destinations in Washington DC, Fairfax County and the Cities of Alexandria, Falls Church and Fairfax in Virginia, and Montgomery County and Prince George’s County in Maryland. Service is provided from 5:30 am to 12:00 midnight, seven (7) days a week in the Virginia jurisdictions and the District of Columbia. Service is provided from 5:30 am to 12:00 midnight Mondays through Fridays in the Maryland jurisdictions. Hours of operation may be changed upon request of the County Project Officer. However, STAR does not provide service to or from Prince George’s County on weekends and holidays.

Currently, thirteen (13) vehicles are dedicated to weekday STAR paratransit services, two (2) on Saturdays, with no service availability on Sundays or holidays. The number of dedicated vehicles may change as required by the County to accommodate service needs. During severe weather emergencies, four (4) dedicated vehicles staffed by a bus attendant as well as a driver may be required. The number of dedicated vehicles required for STAR services on a daily basis is at the discretion of the STAR CC and may decrease with twenty eight (28) calendar-days minimum notice or increase with seven (7) calendar day-notices. Vehicles to be dedicated to STAR services shall include three units, each of which can accommodate a minimum of three (3) wheelchair securement places, a permanent seat for one ambulatory passenger and flip-seats for a minimum of four (4) ambulatory riders.

2. SAP Services Description

Paratransit services are essential for programs offered by various County departments, such as Department of Human Services (DHS) Divisions of Aging and Disability Services and the County’s Department of Parks and Recreation (DPR) Office of Senior Adult Programs. The services within this scope include providing Senior Loop group grocery trips; trips to the Walter Reed Adult Day Health Care Center (ADHC); Senior Center Adult Transportation (SCAT) and Senior Center Nutrition Program (SCNP) transportation. A list of the monthly Senior Loop trips is shown in Attachment 5.

3. IDDS Fixed Route Services Description

The Contractor shall be responsible for the provision of all technical expertise, qualified personnel, wheelchair accessible vehicles, communication equipment, tools and materials to safely provide hand to hand transportation services for the operation of paratransit services for individuals in the IDDS program. A listing of the routes for IDDS service requirements can be found in IDDS Route Schedule Attachment 7. The IDDS riders are generally stable but change periodically. There are many reasons for changes in ridership including an individual beginning in a day program, moving, changing day programs, ceasing participation in a day program, etc. Adjustments within the existing routes to accommodate rider changes shall be made within 72 hours of notice of change. Arrivals and departures may occur up to, but not more than, 15 minutes prior to and/or after stated times. All routes must have wheelchair transportation available upon request.

Individuals referenced in this document shall be defined as follows:

Transportation Coordinator- IDDS - The Program Manager of Senior Centers, who is responsible for transportation services for seniors; or, the Transportation Coordinator, in the County’s Intellectual and Developmental Disabilities Services (IDDS).
Site Coordinator - Designated person at a Senior Center.

Program Staff - The persons with direct supervision and support responsibilities for the senior participants and other adults at the Senior Centers, and for participants with intellectual and developmental disabilities at their day programs.

IDDS Passengers - Also referred to as clients, consumers, participants, passengers, and riders are the Arlington senior participants and persons with intellectual and developmental disabilities designated by the appropriate Transportation Coordinator to be transported by the Contractor.

Caretakers - Individuals who provide supervision and assistance to IDDS Passengers at their residence, including family members and group home staff.

IDDS Aides - An IDDS Aide accompanies a member or a group of members during transport only. The IDDS Aide is on the vehicle to ensure the safe operation of the vehicle and the safety of the members. An IDDS Aide is an employee of the company that provides transportation services for a member. An IDDS Aide is not a personal assistant, an escort, a parent, caretaker, relative or friend. An IDDS Aide is not a medical professional, and does not offer professional medical services. An IDDS Aide shall be provided for a member or a group of members when it is necessary for the safety of the member(s), to ensure timeliness of the trip and to reduce behavioral problems en route.

IDDS Driver - An employee of the Contractor who drives a vehicle that transports IDDS Passenger(s).

IDDS Contract Manager - The individual designated by the Contractor as the contact person for all issues with regard to the transportation of IDDS Passenger(s).

Services referenced in this document shall be defined as follows:

Hand-to-Hand Service - Escorted paratransit service where the driver or aide meet a responsible individual at the door of the passenger’s home or day program and delivers and transfers the passenger to the care of a responsible individual at the door of the passenger’s day or home.

Door-to-Door Service - Escorted paratransit service that includes passenger assistance between the vehicle and the door of the passenger’s home and the door of the day program.

Transportation shall be provided five (5) days per week, except certain holidays, program closings, and snow days, per the Holiday and Inclement Weather Attachment 6. The Contractor shall transport persons with intellectual and developmental disabilities and senior participants from their homes to designated locations on pre-determined routes, unless otherwise directed by the appropriate Center Director or Transportation Coordinator, and return them to their homes. In addition to the site locations listed, future service site locations may be added, upon mutual agreement of the Contractor and the County.

Specific IDDS Passenger arrival and departure times are specified by the County. The approximate current passenger round trips per day, and specific arrival and departure times for each current site, are listed in IDDS Route Schedule Attachment 7.
B. COUNTY OVERSIGHT

The performance of the Contractor(s) under this contract is subject to the review, supervision and approval of the County Project Officer, to be appointed by the Directors of Arlington County’s Division of Transportation and the IDDS Program or their designee. Additionally, there are two (2) other County Project Officers that oversee specific aspects within the STAR/SAP Programs’ Scope of Services within this contract: representatives of the DPR’s Office of Senior Adult Programs and the DHS’s Aging and Disability Services Division. The County may, at its option, designate additional staff that will be identified to the Contractor(s) in writing.

The County will:

1. Perform overall project budgeting functions;
2. Service contracts with the STAR/SAP Operator(s) and the IDDS Operator(s);
3. Monitor the Contractors’ performance;
4. Modify STAR/SAP and / or IDDS Policies and Procedures and CC operating hours, if necessary;
5. Receive reports, inquiries, and notices as required in this Contract
6. Provide official notices, giving instructions, conducting inspections and addressing public comments and complaints; and
7. Maintain a database of riders, noting as necessary to their safe transportation, the impairments and the type of mobility assistive devices used by the rider.

C. ARLINGTON COUNTY STAR CALL CENTER – FOR STAR/SAP SERVICE PROVISION

The hours of operation for the CC are from 7:00 a.m. to 7:00 p.m. Monday through Friday, except for the County observed holidays (when a holiday falls on a Monday, the CC will be operational on Sunday 11:00 am to 3:00 pm), and Saturdays from 8:30 a.m. - 5:30 p.m.

1. The CC is responsible for verifying client’s itinerary and contact information and will provide information concerning special needs of the client for each trip.
2. The CC shall enable consumers to reserve rides from one (1) to seven (7) days in advance of the trip date and to schedule rides by pickup time noting latest arrival times.
3. The CC assigns trips to the Contractor(s) based on cost, availability of vehicles, performance and other evaluation criteria.
4. The CC is responsible for routing rides that cannot be accommodated by dedicated vehicles to the STAR/SAP taxi dispatch Contractor(s).
5. The manifests for the shared-ride trips and consecutively scheduled trips (tours) will be provided to the Contractor(s) via fax, email or website. The manifests for dedicated vehicles will list the name of the rider, pick-up and drop-off locations, including sequence, the time and other special instructions. Two versions of the manifests for dedicated vehicles are provided in Attachment 4. The first one shows a completed manifest returned from a provider to the CC, including time, mileage and fare information for each trip, followed by an added trip conveyed the same day by the CC, and ending with this same manifest with separate rows in schedule order for pickups and drop-offs, for use by the driver.

D. GENERAL RESPONSIBILITIES OF THE CONTRACTOR(S)

1. For STAR/SAP Services:
   
a) The Contractor(s) shall be responsible for the provision of all technical expertise, qualified personnel, wheelchair accessible vehicles, communication equipment, tools and materials to safely provide curb to curb transportation services for the operation of STAR/SAP services for the County residents.
   
b) The Contractor(s) shall provide transportation services as directed by the STAR CC and under the general supervision of the County Project Officers and other County contacts as necessary. Community Services Board requirements are further described in Section E, below.
   
c) The Contractor(s) shall work with the CC and the County to verify schedules for all trips to ensure accuracy.
   
d) The Contractor(s) shall refrain from making any direct arrangements with clients and encourage them to contact the CC during CC’s operational hours. However, when the CC is closed, the Contractor(s) may receive calls from the riders and shall act accordingly.
   
e) Senior Centers and Adult Day Care: No service on County holidays, on school days when schools are closed or opening with two (2) or more hour delays due to inclement weather, or as instructed by the Transportation Coordinator or Center Director. When schools open one (1) hour late, the Centers will open one (1) hour late. The Transportation Coordinator or Center Director may request early pickup of passengers. In the event that schools are not in operation, the Contractor(s) will call the Senior Center Programs designated contact person at 703-228-4746 for instructions.
   
f) Other closings: On certain occasions, Senior Centers will be open when other County offices are closed. On such occasions, Senior Center Directors are authorized by the Transportation Coordinator to request, with 24 hours advance notice to the Contractor(s), that services be provided.

1. For IDDS Fixed Route Services:
   
a) The Contractor shall provide hand-to-hand transportation services for IDDS Passengers
to and from program centers as needed, in conformance with the general description of days, sites, hours, and passengers in IDDS Route Schedule Attachment 7.

b) The safety of the IDDS Passengers during transit, pick-up and delivery is of paramount concern and must be reflected throughout the Contractor's performance and conduct.

c) All IDDS Passengers who are delivered to program sites in the morning must be returned to the point of origin in the afternoon unless contrary instructions are specifically issued by the Center Director/Site Coordinator or Transportation Coordinator in person, by telephone or in writing.

d) Transportation of passengers other than those referred by the named Transportation Coordinator must be pre-approved in writing by the appropriate Transportation Coordinator.

e) The Contractor shall establish a system which provides for safe and timely pick-up and discharge of passengers, and shall afford adequate opportunity for each passenger to board and alight with assistance offered by the IDDS aides and IDDS drivers. IDDS drivers shall be required to wait a minimum of five (5) minutes. Under special circumstances the Transportation Coordinator may require that the wait exceed these minimum requirements.

f) In event of a medical emergency, drivers are expected to have the contractor’s dispatch contact 911 for EMS services. Every STAR dedicated vehicle and IDDS fixed route vehicle shall be equipped with first aid and biohazard cleanup kits. Drivers and aides are to be trained in the proper use of those kits, and should have universal precautions training. However, drivers and aides are not expected to provide emergency medical services. The Contractor must have written procedures that address medical, behavioral, traffic, and mechanical emergencies in addition to accidents. The written procedures shall describe the circumstances under which 911 would be called for emergency response.

g) When required by IDDS on specific fixed routes, and based on individual riders’ needs, vehicles servicing these specified IDDS fixed routes shall be equipped with supplies for CPR administration (appropriate mouth guards, not electronic devices). Drivers and aides on those routes identified by IDDS as needed shall be trained in CPR.

h) The Contractor shall report any accident or incident of on-board problematic behavior to the appropriate Transportation Coordinator within three (3) hours of occurrence, and a written report of the accident/incident shall be forwarded to the Transportation Coordinator within twenty-four (24) hours thereafter. Additionally, the IDDS driver or IDDS aide shall notify the site supervisor, Program Staff or the passenger's Caretaker upon discharge of the passenger.

i) All IDDS Passengers shall be picked up and delivered as reasonably close to the scheduled times as possible. The schedule may be modified from time to time as authorized by the appropriate Transportation Coordinator in writing to the contractor. Except in unforeseen, emergency situations, the Transportation Coordinator will provide the Contractor with as much advance notice as may be possible. The Contractor shall develop procedures for notifying appropriate persons (Site Coordinators, Caretakers, Program Staff and/or families) and will notify these persons immediately when delays and late arrival times are foreseen.

j) The appropriate Transportation Coordinator shall be immediately notified if the Contractor determines that the transportation of a particular passenger creates an unreasonable safety problem, in order for the Transportation Coordinator to determine
whether to suspend/terminate transportation services to the passenger.

k) The Contractor shall advise IDDS drivers which particular passengers are to be grouped for transport.

l) IDDS drivers shall stop at the safest and easiest locations for loading and unloading of passengers, shall not stop across the street from the passenger’s point of arrival or departure, and shall escort the client, if required, to his/her door. IDDS drivers and/or IDDS aides shall ensure that Site Coordinators, Program Staff, and/or Caretakers are aware of the passengers’ arrival, so that passengers’ are not left unattended.

m) The Contract Manager shall instruct IDDS drivers and IDDS aides to assist all passengers from the Senior Centers in and out of vehicles, as well as walk those passengers from the vehicle to their door or the door of the Center. Site Coordinators at Senior Centers and Program Staff for IDDS Passengers will specify the degree of passenger assistance which will be provided. Unless otherwise directed by the County, the IDDS driver and/or IDDS aide shall ensure that someone is home to receive the passenger before departing. Specific instructions will be given to the IDDS driver by the IDDS Contract Manager.

n) IDDS drivers of the vehicles and IDDS aides shall be courteous and helpful to all passengers. IDDS drivers and IDDS aides, who demonstrate a lack of understanding and sensitivity for the special needs of riders, as determined by the appropriate Transportation Coordinator in their sole discretion, may be barred from the route, or from performing any services under this contract.

o) Routine matters dealing with day to day operations should be resolved between the Contractor and Site Coordinators. If unresolved, such matters must be directed by the Contractor to the appropriate Transportation Coordinator for resolution. Further, all complaints received by the Contractor regarding performance shall be forwarded to the appropriate Transportation Coordinator within twenty four (24) hours. In instances where complaints are received directly by the Senior Centers or Intellectual and Developmental Disabilities Services, the County will furnish the Contractor with a copy of the complaint. In such instances, the Contractor shall provide a written response to the appropriate Transportation Coordinator within five (5) working days, which includes the Contractor’s plan of corrective actions intended to prevent reoccurrence of the problem which led to the complaint. It is at the sole discretion of the County which complaints may be deemed to violate the performance requirements of the contract, and which complaints may be grounds for termination of all or part of the contract.

p) In the senior component of services, no SAP Passengers shall be scheduled to be on board for more than thirty (30) minutes at a time.

q) The policy regarding performance of contract services on holidays, and snow closings and delayed openings shall be as follows:

   i. IDDS Habilitation and Vocational Programs: Calendar of closings and inclement weather policies differ among programs. Notice of scheduled closings will be provided by the IDDS Transportation Coordinator; see Holiday Schedule and Inclement Weather Attachment 6.

   ii. Senior Adult Programs: Calendar of closing and inclement weather policy will be provided by SAP Transportation Coordinator; see Holiday Schedule and Inclement Weather Attachment 6.
b. No deviations from the above policy shall be made unless approved in advance by the appropriate Transportation Coordinator.

r) The Contractor shall provide timely back-up services in the event of vehicle incapacity or IDDS driver or IDDS aide unavailability. The Contractor shall develop a plan which provides for vehicle and personnel back-up capability.

s) The Contractor must have written emergency plans.

t) The Contractor shall designate a single individual as the contact person for all issues with regard to the safe and responsive transport of the passengers.

u) IDDS drivers and IDDS aides are prohibited from asking the passengers for money, gifts, or other items of value or from receiving money, gifts, or other items of value from the passengers.

v) The Contractor and the Senior Center Program Transportation Coordinator will devise and implement a cooperative plan, prior to the initiation of services being provided under this contract, which optimizes daily transportation scheduling for senior citizen centers component.

w) IDDS drivers and/or IDDS aides are prohibited from giving food or other items to passengers, or implementing any reward system unless it has been approved by the rider’s service delivery team and the appropriate Transportation Coordinator.

x) Only the IDDS driver and the IDDS Passenger(s) specified by the appropriate Transportation Coordinator (and IDDS Aide, when applicable) may be in the vehicle during the performance of transportation services. The appropriate Transportation Coordinator or a designee of the appropriate Transportation Coordinator shall be allowed to ride vehicles for quality assurance or safety purposes, when arranged in advance.

y) IDDS drivers and/or IDDS aides shall provide necessary assistance, support and oral directions to passengers. Such assistance shall include assistance with recipients of limited mobility, and movement and storage of mobility aids and wheelchairs.

E. VEHICLE REQUIREMENTS FOR ALL SERVICES

1. The Contractor(s) shall furnish wheelchair accessible dedicated vehicles that are fully compliant with 49 CFR 38 - Americans with Disabilities Act (ADA) Accessibility Specifications for Transportation Vehicles. Wheelchair-accessible vehicles used for paratransit services in taxi-dispatch operations shall also meet these standards. Vehicles dispatched will meet the specific needs of individual riders as specified by the transportation authorization request form provided to the Operator.

2. All vehicles assigned under this contract shall be fully functional and ready for operations and have current registration, tags and license plates and have records of current emission and safety tests.

3. All vehicles, including backup vehicles, shall at all times be fully operational in terms of their mechanical condition. The County retains the right to inspect all vehicles prior to the first day of
services, and to periodically inspect all vehicles used in the performance of services under this contract, and shall be the sole authority regarding the conformance of any vehicle to the requirements of the contract. As the result of such inspection, any defects identified by the Transportation Coordinator shall be corrected by the Contractor(s), at no additional cost to the County, within three (3) calendar days of notification. If the County determines that a vehicle is unsafe, the County may direct that the vehicle be withdrawn from service immediately until the problem is corrected. Contractor(s) shall set forth vehicle maintenance schedules and accompanying records should be available for the County’s review.

4. All assigned vehicles shall be equipped with fully functional two-way communications system and a functioning speedometer and odometer.

5. All vehicles used by the Contractor(s) shall have an interior rear-view mirror for monitoring the passenger compartment.

6. The interior and exterior of the vehicle shall be clean, free of broken mirrors or windows, major dents or paint damage that detract from the overall appearance of the vehicles with intact non-permeable upholstery and floor and ceiling coverings.

7. At a minimum, all of the vehicle’s heating systems shall be operable between October 1 and April 14 and vehicle air-conditioning systems shall be operable between April 15 and September 30. During winter service operation, the measured temperature anywhere within the interior of the coach shall not be less than 68 degrees Fahrenheit. During summer service operation, the interior vehicle temperature shall not be greater than 75 degrees Fahrenheit. The Contractor(s) shall not operate a revenue vehicle in revenue service for longer than one peak period shift without a properly functioning heating or air-conditioning system. The Contractor(s) shall not use air fresheners inside a vehicle used for paratransit services. For the STAR/SAP services only, failure to meet this standard shall result in a deduction of twenty-five dollars ($25) per incident.

8. All vehicles shall bear the Contractor(s)’s name and logo, vehicle number, phone number prominently displayed on the exterior as well as within the interior of each vehicle.

9. Each assigned vehicle shall be equipped with a vehicle information packet containing vehicle registration, insurance card and accident procedures and forms.

10. The Contractor(s) shall submit proof of annual state emission and safety inspections for each assigned vehicle to the County Project Officer within ninety (90) days of contract anniversary date each year during the Contract Term.

11. All vehicles shall have two (2) exterior rear view mirrors, one on each side of the vehicle.

12. The vehicle shall have passenger compartments that are clean, free from torn upholstery or floor or ceiling covering, damaged or broken seats, and protruding sharp edges and shall also be free of dirt, oil, grease or litter.

13. Each vehicle shall contain a GPS and a current map of the applicable region(s) with sufficient detail to locate passengers’ homes and program sites.

14. Each dedicated vehicle shall have an on-board video recording system for the passenger compartment, to be used in case of disputes. For the STAR/SAP services, a grace period after
contract award shall be allowed to have the on-board video recording system installed in the
dedicated vehicles by July 1, 2014.

15. Upon request by the County, the Contractor(s) shall submit all maintenance records for each
assigned vehicle to the County Project Officer or their designee.

16. Every STAR dedicated vehicle and IDDS fixed route vehicle shall be equipped with first aid and
biohazard cleanup kits.

17. The Contractor(s) shall maintain the functionality, appearance and cleanliness of all vehicles
used in the provision of this Contract in order to provide a positive public image and
appearance. The Contractor(s) shall not operate any vehicle with accident damage readily
apparent and visible to the traveling public. Reasonable exceptions to vehicle cleanliness shall
be made for usage during rain or other inclement weather.

18. The Contractor(s) shall maintain a clean exterior appearance with frequent washing. Clean is
defined as no visible evidence of marked dirt buildup from a distance of 25 feet. All graffiti must
be removed within 24 hours.

19. The Contractor(s) shall, at a minimum, sweep the interiors of the vehicle and empty trash once
daily; mop, wash windows and clean the driver’s area once weekly; and thoroughly clean the
driver’s area, dashboard, windows, ceiling, walls, seats, and all other interior areas once
monthly.

20. The interior passenger compartment of each vehicle shall be free of roaches and other insects or
vermin as well as noxious odors from cleaning products, pest control products, and exhaust
fumes emitted by the engine of such vehicle. On-board air fresheners are hazardous to riders
with multiple chemical sensitivities and shall not be used. The Contractor(s) is expressly
prohibited from using any pest control product or application procedures for such product that
would be hazardous to the health and wellbeing of the passengers and driver of such vehicle.

21. All vehicles must have locking doors, and all seats in each vehicle shall be equipped with
operational seat belts. All wheelchair placements shall have 4-point tie-downs or equivalent.

22. Requirements Specific to the STAR/SAP Services:

a. The Contractor(s) shall own the vehicles and replace them when they no longer meet
standards or, at the contractor’s discretion, are uneconomical to maintain. Three dedicated
vehicles shall have a minimum of three wheelchair placements, of which one or two shall
meet ADA requirements of 760 mm wide by 1200 mm long, and one shall accommodate
wider and longer wheelchairs: 800 mm wide by 1400 mm long. Vehicles for the Senior Loop
program must accommodate 20 ambulatory riders and can be used for non-STaR purposes at
other times. Wheelchair and scooter users will be accommodated through the normal STAR
program, although a fare will not be required. The Contractor(s) are advised to consult the
Accessibility Subcommittee of the Transit Advisory Committee before procuring new
accessible vehicles, to ensure that the functionality is adequate.

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b. The Contractor(s) shall maintain a fleet of spare vehicles equivalent to 20% of peak dedicated vehicle requirements to adequately meet the County needs.

c. All vehicles shall have the transportation provider’s name, vehicle number, and the Contractor’s phone number prominently displayed within the interior of each vehicle. This information and the complaint procedures shall be available in written form on each vehicle for distribution to recipients on request.

d. Throughout the Contract Term, the County, at its discretion, may perform a physical review of both dedicated and taxi dispatch vehicles and will require the Contractor(s) to remedy any deficiencies observed.

e. The Contractor(s) shall be responsible for annual inspections of all dedicated vehicles. The inspections may include any of the following: safety, accessibility compliance, passenger comfort and fitness for operation under this contract.

i. The County will designate the inspection site after the award of the contract;

ii. The Contractor(s) shall be responsible for scheduling the inspections, and all costs associated with the inspections and curing of the deficiencies found during inspections;

iii. The initial inspection shall take place within ninety (90) days of the contract award;

iv. Annual inspections during the Contract Term shall take place within ninety (90) days of contract anniversary date.

F. STAFFING AND FACILITY REQUIREMENTS FOR ALL SERVICES

1. DRIVERS

a) The Contractor(s) shall ensure that all drivers are properly licensed for the vehicle type (i.e. 15 passenger vehicles shall be driven by a driver that have the appropriate endorsement driver license, etc).

b) The Contractor(s) shall obtain detailed information concerning employment experience, driving records (including history of motor vehicle violations and accidents for the past seven (7) years from the date of award of this contract) and other pertinent regarding individual fitness to operate a vehicle under the terms of this contract for each assigned driver.

c) The Contractor(s) shall obtain background check for each assigned driver. The background check information shall include an examination of the statewide Automated Fingerprint Identification System and a sex offender registry record request from the Virginia State Police and the Virginia Department of Social Services - Child Protective Services Unit. This information shall include a national background check and motor vehicle record check on each driver as well as, with the written consent and personal information necessary to obtain a search of the registry of founded complaints of child abuse and neglect maintained by the Department of Social Services. Results of the
search of the registry shall be maintained in the employee’s personnel record. Drivers shall not have any prior convictions for substance abuse, sexual abuse, or crime of violence. The Contractor(s) shall obtain an approval of any such driver who has been convicted of a felony from the County Project Officer before employment by the Contractor(s).

d) All drivers shall be trained in map-reading, defensive driving techniques, providing services to persons with disabilities and older persons, and passenger and wheelchair/scooter handling and securement including providing necessary assistance, support and oral directions to passengers, dealing with difficult passengers. Such assistance shall include assistance with recipients of limited mobility, and movement and storage of mobility aids and wheelchairs. In event of a medical emergency, drivers are expected to have the contractor’s dispatch contact 911 for EMS services. Every STAR dedicated vehicle and I DDS fixed route vehicle shall be equipped with first aid and biohazard cleanup kits. Drivers and aides are to be trained in the proper use of those kits, and should have universal precautions training. However, drivers and aides are not expected to provide emergency medical services.

e) The Contractor(s) shall only assign drivers who have reached twenty-five (25) years of age and who possess a current valid driver’s license with the appropriate endorsements from the Commonwealth of Virginia, State of Maryland, or District of Columbia.

1. All assigned drivers shall have no more than two (2) chargeable accidents or moving violations in the preceding three (3) years:

2. The Contractor(s) shall not assign any driver, whose license was revoked or suspended in the previous five (5) years:

3. The Contractor(s) shall immediately remove any assigned driver from performing work under this contract due to:
   i. Loss of driving privileges;
   ii. Guilty plea for convictions related to driving while intoxicated (D.U.I.) or driving under influence (D.W.I); or
   iii. Felony convictions of a barrier crime

4. All of the Contractor(s)’s drivers and aides shall wear or have visible, easily readable proper organization identification. Drivers and aides shall not wear any type of headphones at any time while on duty. Drivers are prohibited from operating cell phones when the vehicle is in motion and there are passengers on board.

5. Drivers must ensure that each passenger is seated, that seat belts are securely fastened for each occupant, and wheelchairs and wheelchair passengers are properly secured and they shall not proceed until such conditions are met.

6. The Contractor(s) shall fully comply with the provision of the American with Disabilities Act, which includes provisions which prohibit discrimination against individuals with disabilities in employment and mandates their full participation in both publicly and privately provided services and activities.
7. Smoking, eating, and drinking shall be prohibited in vehicles during the performance of services provided under this contract.

2. ADMINISTRATION

a) The Contractor(s) shall designate two key personnel as point of contact for this contract: a General Manager and an Operations Manager. These personnel shall be available during STAR/SAP operational hours to respond to the County Project Officer. The Contractor(s) shall establish direct communication access between the County and these staff.

b) The General Manager shall be the point-of-contact to make operations decisions or provide coordination as may be requested by the County Project Officer. The Contractor(s) may, at its option, designate an additional person(s) as contact(s) for contract issues. The STAR/SAP General Manager shall demonstrate competency in all aspects of the type of service covered by this contract and basic knowledge of public paratransit issues, policies and procedures.

c) The General Manager shall prepare statistical reports, monthly reports that highlight goals and accomplishments, submit invoices, and other related duties – See Reporting Section below

d) The Contractor(s)'s Operations Manager shall demonstrate competency in paratransit operations and direct daily operations of services under this contract.

3. FACILITIES FOR STAR/SAP SERVICES ONLY

a) The Contractor(s) shall provide e-mail addresses to allow County staff to transmit customer complaints recorded in the County's Customer Comments System, as well as to allow job applicants to make inquiries. The Contractor(s) shall designate personnel to respond to complaints regarding general operations, safety & training, and maintenance. The Contractor(s) shall respond to complaints using the Customer Comments system. Responses to safety-related complaints are expected to be received by the following working day by the County Project Officer. Responses to other operations and maintenance issues are expected to be received by the County Project Officer within 72 working hours. County staff shall train appropriate Contractor staff in use of the Customer Comments system.

b) The Contractor(s) or its subcontractor(s) shall provide the office and maintenance space, tools, telephone system, voicemail system, fax and copier machines, furniture, computer hardware, software, networking, and internet access necessary for STAR/SAP Project work.

c) The Contractor(s) shall provide a phone system suitable to the use intended and sufficient to meet the requirements stated in this Request for Proposal including an unlisted phone number to be used solely for communication with the STAR Call Center for services supporting STAR/SAP and with the County Project Officer, a fax machine.
with dedicated phone line for hard copy communications with the STAR Call Center, and
an appropriate number of lines for general use and contact with the public when the
STAR Call Center is closed.

G. **ALCOHOL AND DRUG TESTING PLAN FOR ALL SERVICES**

a. The Contractor(s) shall comply with Federal Transit Administration required drug and alcohol
testing programs as described in 49 Code of Federal Regulations (CFR) parts 40, 653, and 654.

b. The Contractor(s) shall establish and implement an alcohol misuse and anti-drug program, and
has comply with all applicable requirements of FTA regulations, “Prevention of Alcohol Misuse

c. Upon award of this contract, the contractor(s) shall submit an Alcohol and Drug Testing Plan to
the County Project Officer for review and approval. The Plan shall include a detailed description
of the frequency and the type of testing to be implemented. At a minimum, the Plan shall
include the following information:
   a. A list of the drivers;
   b. The requirement that a covered driver submit to testing;
   c. A description of the behavior prohibited by the regulations, including what period of the
      work day the covered employee is required to be in compliance;
   d. The circumstances for testing;
   e. A description of the behavior that constitutes a refusal to submit to a test and the
      ensuing consequences;
   f. The procedures used to test for the presence of drugs/alcohol, ensure the integrity of
      the testing process including safeguarding the validity of the results and ensuring that
      the test results are attributed to the correct covered employee;
   g. The consequences of a verified positive test;
   h. The training/education that will be required of all covered employees concerning the
      effects/symptoms of substance abuse and methods of intervening when a substance
      abuse problem is suspected;
   i. The identity of the person designated by the employer to answer employees' questions
      about the testing program;
   j. The name of the Department of Health and Human Services-certified laboratory used
      for the testing; and
   k. A list of consequences for employees who fail a drug or alcohol test
d. Any provisions in addition to those specified by Federal Transit Administration regulations shall be identified as such. Deficiencies identified in compliance with the regulations must be corrected within 45 days. Failure to correct the deficiencies within this time frame may lead to sanctions, including possible termination.

e. The Contractor(s) shall develop procedures for periodic drug and alcohol testing of employees operating vehicles and implement such testing during the contract term. For new employees and subcontractors, the Contractor(s) shall provide orientation, commensurate with their function or job—specific responsibilities, within fifteen (15) business days of their assignment to this contract. Orientation shall be documented and must include, at a minimum: a) Practices of confidentiality including access, duplication, and dissemination of any portion of an individual’s record, in accordance with federal Health Insurance Portability and Accountability Act (HIPAA) regulations; and b) Practices that assure individuals’ rights including orientation to human rights and reporting requirements to Adult Protective Services.

H. SAFETY REQUIREMENTS FOR ALL SERVICES

1. The Contractor(s) shall comply with, and ensure that all its personnel and subcontractors comply with, all current applicable local, state and federal policies, regulations and standards relating to safety and health, including, by way of illustration and not limitation, the standards of the Virginia Occupational Safety and Health Administration for the General Industry, the Federal Environmental Protection Agency Standards and the applicable standards of the Virginia Department of Environmental Quality.

2. The Contractor(s) shall designate one (1) Safety and Training Officer, who shall be responsible for the management of safety program and reporting to the Local General Manager and the County Project Officer.

3. The designated Safety and Training Officer shall be fully trained and experienced with the policies, regulations and standards applicable to the work being performed. The competent, qualified and authorized person shall be capable of identifying existing and predictable hazards in the surroundings or working conditions which are unsanitary, hazardous or dangerous to employees, shall be capable of ensuring that applicable safety regulations are complied with, and shall have the authority and responsibility to take prompt corrective measures, which may include removal of the Contractor’s personnel from an assignment.

4. The Contractor(s) shall assume full responsibility for assuring that the safety of passengers at the highest possible level throughout the duration of this contract.

5. The Contractor(s) shall develop, implement and maintain a formal safety program. The program description shall be submitted to the Project Officers for review within seven (7) days of the County's request.

6. The Contractor(s) shall staff an accident review board meeting at least once monthly to evaluate accidents and safety and to make determination as to the preventability or non-preventability of accidents.

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7. The Contractor(s) shall operate the vehicles with the highest regard for all aspects of safety. To this end, all vehicles shall operate with headlights and taillights turned on while in revenue service.

8. In the event of an accident or a serious adverse incident involving a passenger while performing service under this Contract, the Contractor(s) shall notify the County immediately.

I. DOCUMENTATION AND REPORTING REQUIREMENTS FOR ALL SERVICES

1. The Contractor(s) shall obtain and keep on file the current driving record transcripts for the preceding five (5) years on each driver, and shall submit these transcripts to the County Project Officer for review upon request. The Contractor(s) shall review the employee driving records at least annually and inform the County of any actions resulting from that review. Further, the Contractor(s) shall provide the County Project Officer with a copy of the Contractor(s)'s personnel policies and procedures relating to driver qualifications, conduct, evaluation and conditions for termination from employment. If any revisions to the Contractor(s)'s policies and procedures are made during the contract term, the Contractor(s) shall provide the County Project Officers with copies before the effective date of the revisions.

2. The Contractor(s) shall provide and maintain manuals and materials governing and used in the hiring, training, monitoring, and disciplinary processes for drivers.

3. The Contractor(s) shall maintain and update, as needed, a specific Operations Manual which documents all operating procedures and policies including, but not limited to: vehicle and radio procedures; driver work rules; driver conduct; “where’s my ride” calls; safety; driver concerns about vehicle condition or manifest error; schedule adherence problems; customer no-show; customer behavior problem; excessive customer assistance requirement; customer or address identification problem; fare payment problem; public relations; dispatch procedures; security; accident investigation and prevention; daily trip records; complaint investigation; quality control procedures including periodic monitoring; and a Continuity of Operations Plan in the event of emergencies.

4. The Operations Manual shall be provided to every employee of the Contractor(s) assigned to the STAR/SAP projects. Three copies of the materials shall be delivered to the County Project Officers at least 45 days prior to service start-up. If any updates are made during the contract term, those updates shall be provided to the County prior to implementation.

5. The Contractor(s) must have written procedures included in their Operations Manual that address medical, behavioral, traffic, and mechanical emergencies in addition to accidents. The written procedures shall describe the circumstances under which 911 would be called for emergency response. In event of a medical emergency, drivers are expected to have the contractor's dispatch contact 911 for EMS services. Every STAR dedicated vehicle and IDDS fixed route vehicle shall be equipped with first aid and biohazard cleanup kits. Drivers and aides are to be trained in the proper use of those kits, and should have universal precautions training. However, drivers and aides are not expected to provide emergency medical services.

6. For new employees the Contractor shall provide orientation, commensurate with their function or job—specific responsibilities, within fifteen (15) business days of their assignment to this
contract. Orientation shall be documented and must include, at a minimum: a) Practices of confidentiality including access, duplication, and dissemination of any portion of an individual’s record, in accordance with federal Health Insurance Portability and Accountability Act (HIPAA) regulations; and b) Practices that assure individuals’ rights including orientation to human rights and reporting requirements to Adult Protective Services.

7. The Contractor(s) shall adopt a preventive maintenance schedule for each type of vehicle and maintain maintenance records for each individual unit dedicated to service, documenting all vehicle maintenance including usage of fuel and all fluids and lubricants, scheduled maintenance and inspections, parts usage, unscheduled maintenance, and labor expended. Record keeping for all vehicles shall be consistent with accepted fleet management practices. The Contractor(s) is responsible for keeping the vehicle files current throughout the term of the Contract and available to the County Project Officers for inspection within one (1) County business days’ notice.

8. Incidents involving clients and accidents shall be reported to the County Project Officer during the same business day. Those incidents involving injury shall be reported immediately. Incidents involving equipment or personnel that affect the Contractor(s)’s capability to perform the work shall be reported to the County Project Officer immediately.

9. Documentation and Reporting Specific to the STAR/SAP Services:

a. The Contractor(s) shall provide the software used to schedule trips, print out and electronically transfer manifests, and re-enter actual trip data for statistical reports is to be provided by the STAR Call Center.

b. The Contractor(s) shall submit actual trip performance information, including pickup and drop-off times and odometer readings for every STAR ride, to the STAR CC on a daily basis, utilizing a system and forms provided by the STAR CC and produce accurate reports for the National Transit Database (NTD) as illustrated in Attachment 1. The NTD only includes data regarding STAR trips, not trips provided for SAP Services or other human service transportation agencies.

c. The Contractor(s)’s General Manager shall submit a concise monthly narrative report to the County Project Officer that highlights operations, accomplishments, accident reports, staffing changes and any concerns. These monthly reports shall also include monthly updates for submittal to the National Transit Database, providing the information specified in Attachment 1, after review of the same data submitted by the Transportation Providers.

d. The Contractor(s)’s General Manager shall produce reports and data as required for Arlington County’s Transit Bureau budget submissions, planning reports, grant applications, and submittals for award programs.

e. The Contractor(s)’s General Manager shall report trips to the Agency on Aging taken by each rider provided under the following programs: Assisted STAR, Temporary STAR, and Interim STAR and Senior Loop. The reports shall be provided on a monthly basis by the 15th of the following month.
11. Documentation and Reporting Specific to the IDDS Services:

   a. The Contractor(s)'s General Manager shall report trips to the Office of Senior Adult Programs taken by each rider provided under the following programs: Senior Center Adult Transportation and Senior Center Nutrition Programs. The reports shall be provided on a monthly basis by the 15th of the following month.

   b. The Contractor shall submit a monthly invoice to the Intellectual and Developmental Disabilities Services Transportation Coordinator and SAP Transportation Coordinator (separate invoices to each, covering only those charges applicable to that agency). The invoice is due to the appropriate Transportation Coordinator by the 10th of each month for services rendered during the preceding month.

   c. The Contractor shall submit to the appropriate Transportation Coordinator for approval, prior to the first day of service, the following:

      i. A run list for both the morning and afternoon leg of each route. The list shall include the name of the driver and aide (if applicable) providing the service; the vehicle number; the name of each rider; the emergency number of each rider; the County assigned number of each rider; the pickup time for each rider; the pickup address for each rider; the drop off time for each rider; the drop address for each rider; any specialized instructions for a rider; this list shall be updated and sent to the appropriate Transportation Coordinator by the 6th day of each month;

      ii. A written plan to ensure the safe and timely pick-up and discharge of passengers

      iii. Procedures for notifying appropriate persons for delays and cancellations

      iv. Plan which provides a backup capability for IDDS drivers, IDDS aides, and vehicles

J. PROJECT INVOICING REQUIREMENTS

1. STAR/SAP Services Invoicing

   a. The Contractor(s) shall charge fares as indicated by the manifests supplied by the STAR Call Center or as directed by the STAR/SAP Project Officers. Cash fares shall be retained by the Contractor(s) and deducted from the monthly bill. Scrip used to pay fares (STAR Coupons) shall be returned to the STAR Call Center with the monthly bills.

   b. The Contractor(s) shall be paid on a variable cost basis, plus any incentives for success in performing above standards or less any liquidated damages for failure to perform according to contract stipulations and requirements.

   c. The Contractor(s) agree to deduct from each invoice any payments received from Virginia's Department of Medical Assistance (OMAS) or any transportation broker, for services provided to Medicaid-eligible riders, less an administrative fee of 10%. The Contractor(s) further agrees to bill DMAS or its authorized broker for all Medicaid eligible riders, thereby maximizing Medicaid revenues.

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d. Any liquidated damages assessed by the County shall reduce the total revenues due to the Contractor(s) by a like amount. The amount of deductions is compensation to the County for the failure of the Contractor(s) to manage and operate STAR/SAP service as specified herein. The County reserves the right to waive the imposition of deductions at its sole discretion. Waiver or failure to assess deductions in any circumstance does not negate or abridge the County's right to assess such deductions in the future for the same infractions or for infractions of the contract for which the County previously waived or failed to assess deductions. This provision shall not abridge or affect any other remedy that the County may have for any expenses that the County may incur in consequence of the failure of the Contractor(s) to perform in accordance with the contract specifications.

e. Prior to assessing any liquidated damages to the Contractor(s) as outlined above, the following procedure shall be followed:

f. The County shall notify the Contractor(s) in writing of performance problems with respect to the service standards.

g. The Contractor(s) shall take immediate corrective action(s) upon receipt of the first notification with respect to any problems identified by the County. Within 10 days of notification, the Contractor(s) shall provide the County with a written acknowledgement, a statement of the corrective action that shall be taken, or a response explaining why corrective action shall not be taken. The Contractor(s) shall be given a reasonable amount of time to take corrective actions with respect to the problem identified by the County.

h. Should the problem continue to persist, a second letter shall be sent to the Contractor(s) by the County indicating the County's intent to monitor the service towards assessment of liquidated damages.

i. The Contractor(s) shall be notified within forty-eight (48) hours after any assessment of liquidated damages. Data supporting the liquidated damages shall be provided by the County for review by the Contractor(s).

j. In the event of a dispute over the assessment of liquidated damages, any amount of the monthly billing not in dispute shall be made according to normal payment terms.

k. The County hereby understands that events beyond the control of the Contractor(s), such as accidents, severe weather, extended vehicle life, and unusual traffic cannot be used against the Contractor(s) in assessing liquidated damages.

l. The Contractor will submit twice-monthly invoices to the Senior Center Transportation coordinator. For SAP Only, these invoices will itemize dates and charges for each vehicle trip provided, labeled so that individuals served can be verified. No invoice for a single passenger shall be submitted for payment to the Senior Center Programs and all vehicles must transport a minimum of two (2) passengers. Mileage, per trip and per Center, must be indentified on each invoice submitted to the Senior Center Programs.

2. IDOS Services Invoicing
a. Each of the thirteen (13) existing IDDS routes and the SAP route will be individually priced with an annual fixed cost for the specific destination(s) of the route. It should be noted that the route refers to both the morning drop off and the afternoon pick up at the program site. The Contractor's proposed annual cost for each route should be included in their submission.

b. There shall be a single fixed annual price for having an aide on a route. The Contractor's proposed annual cost for having an aide on a route should be included in their submission.

c. The Contractor(s) agree to deduct from each invoice any payments received from Virginia's Department of Medical Assistance (DMAS) or any transportation broker, for services provided to Medicaid-eligible riders, less an administrative fee of 10%. The Contractor(s) further agrees to bill DMAS or its authorized broker for all Medicaid eligible riders, thereby maximizing Medicaid revenues.

d. The Contractor shall submit a monthly invoice to the Intellectual and Developmental Disabilities Services Transportation Coordinator. The invoice will itemize the monthly cost for each route, the total monthly cost of all routes, the total monthly credit for DMAS funded riders, the administration fee for DMAS funded riders and the amount due for the month.

K. STANDARDS OF PERFORMANCE FOR STAR/SAP SERVICES ONLY

The liquidated damages and incentives discussed below shall be assessed subject to the procedures described in Section 3.5 of this agreement.

1. On-Time Performance: The Contractor(s) shall work to ensure that scheduled passenger pick-ups are provided within the STAR/SAP pickup window of zero minutes early to ten minutes late, unless the customer is ready and waiting to be picked up early. If ninety-five (95%) percent of the pickups on dedicated vehicles in a month occur within this window, then an incentive payment of $800 shall be divided among the dedicated vehicle Contractor(s) according to their relative proportion of weekly dedicated vehicle service hours. However, if less than 90% of the pickups on dedicated vehicles in a month occur within this window, then a liquidated damage fee of $600 shall be deducted among the dedicated vehicle Contractor(s) according to their relative proportion of weekly dedicated vehicle service hours.

2. Excessive Ride Time: The Contractor(s) shall endeavor to transport customers within a reasonable amount of time. The County shall deduct a liquidated damage fee of $100 for each ride lasting two hours in duration, with the exception of rides provided during local weather emergencies or other special exceptions.

3. Unauthorized Reassignment: Any Contractor(s) operating a vehicle that is dedicated to STAR/SAP services shall pickup and drop-off STAR/SAP customers in the order indicated by manifests supplied by the STAR Call Center. Only the STAR Call Center or the County Project Officer can authorize trips to be reassigned from one vehicle to another. Unauthorized reassignment of regularly scheduled work by a Contractor operating dedicated STAR/SAP services from one route to another shall result in a deduction from the monthly payment of $50.00 per vehicle per day.

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4. Falsification of Records: The County shall deduct a liquidated damage fee of $200 for each incidence of falsified records of passenger pickups and drop-offs or maintenance.

5. Interior Comfort: Failure to meet this standard shall result in a deduction of $25 per vehicle per day.

6. Preventive Maintenance: The County shall deduct a liquidated damage fee of $100 from the Contractor(s)'s invoice and remove a vehicle from service each time a Contractor's vehicle fails the annual County-mandated inspection.
III. CONTRACT TERMS AND CONDITIONS

1. CONTRACT DOCUMENTS
The “Contract Documents” consist of the bid of the successful bidder (hereinafter “Contractor”) and Arlington County (hereinafter “County”) Invitation to Bid No. 603-13.

The Contract Documents set forth the entire agreement between the County and the Contractor. The County and the Contractor agree that no representative or agent of either of them has made any representation or promise with respect to the parties’ agreement which is not contained in the Contract Documents. The Contract Documents may be referred to herein as the “Contract” or “Agreement”.

2. SCOPE OF WORK
The Contractor agrees to perform the services described in the Contract Documents (hereinafter “the Work”), more particularly described in the Scope of Services included with the Invitation to Bid. The primary purpose of the Work is provision of curb to curb and/or hand to hand transportation services for the operation of paratransit services. The Contract Documents set forth the minimum work estimated by the County and the Contractor to be necessary to complete the Work. It shall be the Contractor’s responsibility, at the Contractor’s sole cost, to provide the specific services set forth in the Contract Documents and sufficient services to fulfill the purposes of the Work. Nothing in the Contract Documents shall be construed to limit the Contractor’s responsibility to manage the details and execution of the Work.

3. CONTRACT TERM
The term of this Agreement will be five years, commencing on April 1, 2014, and the Contractor shall continue operations until March 31, 2019, with the option of up to five one-year extensions after February 28, 2019.

4. CONTRACT PRICING
Unless otherwise provided in the Contract Documents, the Contractor shall provide the goods and services covered in the County’s Invitation to Bid No. 603-13 at the prices provided in the bid of the Contractor.

5. CONTRACT EXTENSION WITH NEGOTIATED PRICE ADJUSTMENTS FOR TAXI DISPATCH SERVICES
The Contract fee schedule and billing rate(s) shall remain firm for the first twelve (12) months of the Contract Term. Taxi rate increases approved by the Arlington County Board shall apply to the taxi-dispatch contract(s).

6. CONTRACT EXTENSION WITH NEGOTIATED PRICE ADJUSTMENTS FOR STAR/SAP SERVICES’ DEDICATED VEHICLES AND IDDS SERVICES’ FIXED ROUTES
The Contract fee schedule and billing rate(s) shall remain firm for the first twelve (12) months of the Contract Term. The Contract unit price(s) for each ensuing year shall be submitted by the Contractor to the Project Officer ninety (90) days prior to the anniversary date of the Agreement. All prices shall be negotiated and approved by Arlington County in writing prior to new prices going into effect.

The Contractor(s) may request rate increases to be applied annually, to take effect on anniversary date of the contract, such that any percentage of increase or decrease in negotiated prices for Subsequent Contract Terms shall not exceed: i) the percentage increase or decrease of the U.S. Department of Labor, Bureau of Labor Statistics, Table 1. Consumer Price Index for All Urban Consumers (CPI-U): Transportation Services for the month of December in the year prior to the Anniversary Date; or ii) five percent (5%); whichever percentage is lower. An example of the...
application of the CPI-U Transportation is shown in Attachment 8.

If the Contractor and the County do not agree on a price using the procedure set forth above by the thirtieth (30th) day prior to the end of the initial Contract Term or the end of ensuing renewal term or terms, the County will terminate the Contract whether or not the County has previously elected to extend the term. The Contract unit price(s) changed as a result of this procedure shall become effective on the anniversary date of the Contract and shall be binding on the Contractor for the ensuing renewal term or terms.

7. PROJECT OFFICER
   The performance of the Contractor is subject to the review and approval of the County Project Officer ("Project Officer") who shall be appointed by the Director of the Arlington County department or agency requesting the work under the Contract. However, it shall be the responsibility of the Contractor to manage the details of the execution and performance of its work pursuant to the Contract Documents.

8. PROJECT STAFF
   The Project Officer will, throughout the Initial Contract Term and Subsequent Contract Term, have the right of reasonable rejection and approval of staff or subcontractors assigned to the project by the Contractor. If the Project officer reasonably rejects staff or subcontractors pursuant to this section, the Contractor must provide replacement staff or subcontractors satisfactory to the County in a timely manner and at no additional cost to the County. The day-to-day supervision and control of the Contractor’s employees, and employees of any of its subcontractors, shall be the sole responsibility of the Contractor.

9. ADJUSTMENTS FOR CHANGE IN SCOPE
   The County may order changes in the Work within the general scope of the work consisting of additions, deletions or other revisions. No claim may be made by the Contractor that the scope of the project or of the Contractor's services has been changed requiring adjustments to the amount of compensation due the Contractor unless such adjustments have been made by a written amendment to the Contract signed by the County and the Contractor. If the Contractor believes that any particular work is not within the scope of the work or is a material change or otherwise will call for more compensation to the Contractor, the Contractor must notify the Project Officer immediately after the change or event occurs and within ten (10) calendar days thereafter must provide written notice to the Project Officer. The Contractor's notice must provide to the Project Officer the amount of additional compensation claimed, together with the basis therefore and documentation supporting the claimed amount. The Contractor will not be compensated for performing any work unless a proposal complying with this paragraph has been submitted in the time specified above and a written Contract amendment has been signed by the County and the Contractor and a County Purchase Order is issued covering the cost of the services to be provided pursuant to the amendment.

10. PAYMENT TERMS
    Payment terms will be recorded by the County as Net thirty (30) days. The County will pay the Contractor within thirty (30) calendar days after the date of receipt of a correct, as determined by the Project Office, invoice approved by the Project Officer describing completed work which is reasonable and allocable to the Contract, or the date of receipt of the entire order, or the date of acceptance of the work which meets the Contract requirements, whichever is later. Payments will be made by the County for services furnished, delivered, inspected, and accepted upon receipt of
invoices submitted on the date delivery of service, subject to applicable payment terms. The number of the County Purchase Order pursuant to which authority services have been performed shall appear on all invoices. Invoices shall be submitted in duplicate. Unless otherwise specified herein, payment shall not be made prior to delivery and acceptance of the entire Work by the County.

11. PAYMENT OF SUBCONTRACTORS
The Contractor is obligated to take one of the two following actions within seven (7) days after receipt of amounts paid to the Contractor by the County for work performed by any subcontractor under this Contract:

a. Pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under this Contract; or

b. Notify the County and the subcontractor, in writing, of the Contractor's intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.

The Contractor is obligated to pay interest to the subcontractor on all amounts owed by the Contractor to the subcontractor that remain unpaid after seven (7) calendar days following receipt by the Contractor of payment from the County for work performed by the subcontractor under this Contract, except for amounts withheld as allowed in subsection b, above. Unless otherwise provided under the terms of this Contract, interest shall accrue at the rate of one percent (1%) per month.

The Contractor shall include in each of its subcontracts, if any are permitted, a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements as those contained herein with respect to each lower-tier subcontractor.

The Contractor's obligation to pay an interest charge to a subcontractor pursuant to this section may not be construed to be an obligation of the County. A Contract modification may not be made for the purpose of providing reimbursement for such interest charge. A cost reimbursement claim may not include any amount for reimbursement for such interest charge.

12. NON-APPROPRIATION
All funds for payments by the County to the Contractor pursuant to this Contract are subject to the availability of an annual appropriation for this purpose by the County Board of Arlington County, Virginia. In the event of non-appropriation of funds by the County Board of Arlington County, Virginia for the services provided under this Contract or substitutes for such services which are as advanced or more advanced in their technology, the County will terminate the Contract, without termination charge or other liability to the County, on the last day of the then-current fiscal year or when the appropriation made for the then-current year for the services covered by this Contract is spent, whichever event occurs first. If funds are not appropriated at any time for the continuation of this Contract, cancellation will be accepted by the Contractor on thirty (30) days prior written notice, but failure to give such notice shall be of no effect and the County shall not be obligated under this Contract beyond the date of termination specified in the County's written notice.

13. REQUIREMENTS CONTRACT (ESTIMATED QUANTITIES)
During the Initial Contract Term or any Subsequent Contract Term, the Contractor will furnish all of
the goods or services described in the Contract Documents if so requested by the County. The Contractor understands and agrees that this is a requirements contract and the County will have no obligation to the Contractor if no, or fewer, items or services are required or requested by the County. Any quantities which are included in the Contract Documents are the present expectations of those who are planning for the County for the period of the Contract. The amount is only an estimate and the Contractor understands and agrees that the County is under no obligation to the Contractor to buy that amount, or any amount as a result of having provided this estimate or of having had any normal or otherwise measurable requirement in the past. The Contractor further understands that the County may require goods and/or services in excess of the estimated annual contract amount and that such excess shall not give rise to any claim for compensation other than at the unit prices and/or rates set forth in this Contract.

14. COUNTY PURCHASE ORDER REQUIREMENT
County purchases are authorized only if a County Purchase Order is issued in advance of the transaction, indicating that the ordering agency has sufficient funds available to pay for the purchase. Such a Purchase Order is to be provided to the Contractor by the ordering agency. The County will not be liable for payment for any purchases made by its employees without appropriate purchase authorization issued by the County Purchasing Agent. If the Contractors provide services without a signed County Purchase Order, it does so at its own risk and expense.

15. SAFETY
The Contractor shall comply with, and ensure that the Contractor's employees and subcontractors comply with, all current applicable local, state and federal policies, regulations and standards relating to safety and health, including, by way of illustration and not limitation, the standards of the Virginia Occupational Safety and Health program of the Department of Labor and Industry for General Industry and for the Construction Industry, the Federal Environmental Protection Agency standards and the applicable standards of the Virginia Department of Environmental Quality.

The Contractor shall provide, or cause to be provided, all technical expertise, qualified personnel, equipment, tools and material to safely accomplish the work specified to be performed by the Contractor and subcontractor(s).

The Contractor shall identify to the County Project Officer at least one on-site person who is the Contractor’s competent, qualified, and authorized person on the worksite and who is, by training or experience, familiar with and trained in policies, regulations and standards applicable to the work being performed. The competent, qualified and authorized person must be capable of identifying existing and predictable hazards in the surroundings or working conditions which are unsanitary, hazardous or dangerous to employees, shall be capable of ensuring that applicable safety regulations are complied with, and shall have the authority and responsibility to take prompt corrective measures, which may include removal of the Contractor's personnel from the work site.

The Contractor shall provide to the County, at the County's request, a copy of the Contractor’s written safety policies and safety procedures applicable to the scope of work. Failure to provide this information within seven (7) days of the County's request may result in cancellation of the contract.

16. SUPERVISION BY CONTRACTOR
The Contractor shall at all times enforce strict discipline and good order among the employees and subcontractors performing under this Contract, and shall not employ on the Work any person not reasonably proficient in the work assigned.
17. EMPLOYMENT DISCRIMINATION BY CONTRACTOR PROHIBITED
During the performance of this Contract, the Contractor agrees as follows:

a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by federal or Virginia law related to discrimination in employment except where there is a bona fide occupational qualification reasonably necessary or related to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that the Contractor is an Equal Opportunity Employer.

c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

d. The Contractor will comply with the provisions of the Americans with Disabilities Act of 1990 which prohibits discrimination against individuals with disabilities in employment, and mandates their full participation in both publicly and privately-provided services and activities.

e. The Contractor will include the provisions of the foregoing paragraphs in every subcontract or purchase order of over $10,000.00, so that these provisions will apply to each subcontractor or vendor.

18. EMPLOYMENT OF UNAUTHORIZED ALIENS PROHIBITED
In accordance with § 2.2-4311.1 of the Code of Virginia, 1950, as amended, the Contractor acknowledges that it does not, and shall not during the performance of this Contract, knowingly employ an unauthorized alien as that term is defined in the federal Immigration Reform and Control Act of 1986.

19. DRUG-FREE WORKPLACE TO BE MAINTAINED BY CONTRACTOR
During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor’s employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of marijuana or any other controlled substance is prohibited in the Contractor’s workplace, and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000.00 relating to this Contract, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor by Arlington County, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution,
dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

20. UNSATISFACTORY WORK
If any of the work done, or material, goods, or equipment provided, by the Contractor is unsatisfactory to the County, the Contractor shall, on being notified by the County, immediately remove at the Contractor’s expense such unsatisfactory work, material, goods, or equipment and replace the same with work, material, goods, or equipment satisfactory to the County. In the event the Contractor fails within fifteen (15) days after receipt of written notice to remove improper or unsuitable work, material, goods, or equipment and replace it with suitable and satisfactory work, material, goods, or equipment, the County shall have the right, but not the obligation, to remove or replace the rejected work, material, goods, or equipment at the expense of the Contractor. This paragraph applies during the Initial Contract Term, any Subsequent Contract Term, and during any warranty or guarantee period. At its discretion, the County shall be entitled to offset such expense against any sums owed by the County to the Contractor under this Contract. If the Project Officer and the County deem it expedient not to require correction or replacement of the work which has not been done in accordance with the Contract, an appropriate adjustment to the Contract Amount may be made therefore.

21. TERMINATION FOR CAUSE, INCLUDING BREACH AND DEFAULT: CURE
The Contract shall remain in force for the Initial Contract Term or Subsequent Contract Term(s) and until the County determines that all of the following requirements and conditions have been satisfactorily met: the County has accepted the Work, and thereafter until the Contractor has met all requirements and conditions relating to the Work under the Contract Documents, including warranty and guarantee periods. However, the County shall have the right to terminate this Contract sooner if the Contractor is in breach or default or has failed to perform satisfactorily the Work required, as determined by the County in its discretion.

If the County determines that the Contractor has failed to perform satisfactorily, then the County will give the Contractor written notice of such failure(s) and the opportunity to cure such failure(s) at least fifteen (15) days before termination of the Contract takes effect (“Cure Period”). If the Contractor fails to cure within the Cure Period or as otherwise specified in the notice, the Contract may be terminated for the Contractor’s failure to provide satisfactory Contract performance. Upon such termination, the Contractor may apply for compensation for Contract services satisfactorily performed by the Contractor and allocable to the Contract and accepted by the County prior to such termination unless otherwise barred by the Contract (“Termination Costs”). In order to be considered, such request for Termination Costs, with all supporting documentation, must be submitted to the County Project Officer within fifteen (15) days after the expiration of the Cure Period. The County may accept or reject, in whole or in part, the application for Termination Costs and notify the Contractor of same within a reasonable time thereafter.

If the County terminates the Contract for default or breach of any Contract provision or condition, then the termination shall be immediate after notice from the County to the Contractor (unless the County in its discretion provides for an opportunity to cure) and the Contractor shall not be permitted to seek Termination Costs.

Upon any termination pursuant to this section, the Contractor shall be liable to the County for all costs incurred by the County after the effective date of termination, including costs required to be
expended by the County to complete the Work covered by the Contract, including costs of delay in completing the Work or the cost of repairing or correcting any unsatisfactory or non-compliant work performed or provided by the Contractor or its subcontractors. Such costs shall be either deducted from any amount due the Contractor or shall be promptly paid by the Contractor to the County upon demand by the County. Additionally, and notwithstanding any provision in this Contract to the contrary, the Contractor is liable to the County, and the County shall be entitled to recover, all damages to which the County is entitled by this Contract or by law, including and without limitation, direct damages, indirect damages, consequential damages, delay damages, replacement costs, refund of all sums paid by the County to the Contractor under the Contract and all attorney fees and costs incurred by the County to enforce any provision of this Contract.

Except as otherwise directed by the County in the notice, the Contractor shall stop work on the date of receipt of notice of the termination or other date specified in the notice, place no further orders or subcontracts for materials, services, or facilities except as are necessary for the completion of such portion of the Work not terminated, and terminate all vendors and subcontracts and settle all outstanding liabilities and claims. Any purchases after the date of termination contained in the notice shall be the sole responsibility of the contractor.

In the event any termination for cause, default, or breach shall be found to be improper or invalid by any court of competent jurisdiction then such termination shall be deemed to have been a termination for convenience.

22. TERMINATION FOR THE CONVENIENCE OF THE COUNTY
The performance of Work under this Contract may be terminated by the County Purchasing Agent in whole or in part whenever the Purchasing Agent shall determine that such termination is in the County's best interest. Any such termination shall be effected by the delivery to the Contractor of a written notice of termination at least fifteen (15) days before the date of termination, specifying the extent to which performance of the work under this Contract is terminated and the date upon which such termination becomes effective. The Contractor will be entitled to receive compensation for all Contract services satisfactorily performed by the Contractor and allocable to the Contract and accepted by the County prior to such termination and any other reasonable termination costs as negotiated by the parties, but no amount shall be allowed for anticipatory profits.

After receipt of a notice of termination and except as otherwise directed, the Contractor shall stop all designated work on the date of receipt of the notice of termination or other date specified in the notice; place no further orders or subcontracts for materials, services or facilities except as are necessary for the completion of such portion of the work not terminated; immediately transfer all documentation and paperwork for terminated work to the County; and terminate all vendors and subcontracts and settle all outstanding liabilities and claims.

23. INDEMNIFICATION
The Contractor covenants for itself, its employees, and subcontractors to save, defend, hold harmless and indemnify the County, and all of its elected and appointed officials, officers, current and former employees, agents, departments, agencies, boards, and commissions (collectively the "County" for purposes of this section) from and against any and all claims made by third parties or by the County for any and all losses, damages, injuries, fines, penalties, costs (including court costs and attorney's fees), charges, liability, demands or exposure, however caused, resulting from, arising out of, or in any way connected with the Contractor's acts or omissions, including the acts or
omissions of its employees and/or subcontractors, in performance or nonperformance of the work called for by the Contract Documents. This duty to save, defend, hold harmless and indemnify shall survive the termination of this Contract. If, after notice by the County, the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor shall be liable for and reimburse the County for any and all expenses, including but not limited to, reasonable attorneys fees incurred and any settlements or payments made. The Contractor shall pay such expenses upon demand by the county and failure to do so may result in such amounts being withheld from any amounts due to Contractor under this Contract.

24. **INTELLECTUAL PROPERTY INDEMNIFICATION**

The Contractor warrants and guarantees that no intellectual property rights (including, but not limited to, copyright, patent, mask work and trademark) of third parties are infringed or in any manner involved in or related to the services provided hereunder.

The Contractor further covenants for itself, its employees, and subcontractors to save, defend, hold harmless, and indemnify the County, and all of its officers, officials, departments, agencies, agents, and employees from and against any and all claims, losses, damages, injuries, fines, penalties, costs (including court costs and attorney's fees), charges, liability, or exposure, however caused, for or on account of any trademark, copyright, patented or unpatented invention, process, or article manufactured or used in the performance of this Contract, including its use by the County. If the Contractor, or any of its employees or subcontractors, uses any design, device, or materials covered by letters patent or copyright, it is mutually agreed and understood, without exception, that the Contract Amount includes all royalties, licensing fees, and any other costs arising from the use of such design, device, work, or materials in any way involved with the work hereunder. This duty to save, defend, hold harmless and indemnify shall survive the termination of this Contract. If, after Notice by the County, the Contractor fails or refuses to fulfill its obligations contained in this section, the Contractor shall be liable for and reimburse the County for any and all expenses, including but not limited to, reasonable attorneys fees incurred and any settlements or payments made. The Contractor shall pay such expenses upon demand by the county and failure to do so may result in such amounts being withheld from any amounts due to Contractor under this Contract.

25. **COPYRIGHT**

The Contractor hereby irrevocably transfers, assigns, sets over and conveys to the County all right, title and interest, including the sole exclusive and complete copyright interest, in any and all copyrightable works created pursuant to this Contract. The Contractor further agrees to execute such documents as the County may request to effect such transfer or assignment.

Further, the Contractor agrees that the rights granted to the County by this paragraph are irrevocable. Notwithstanding anything else in this Contract, the Contractor’s remedy in the event of termination of or dispute over the terms of this Contract shall not include any right to rescind, terminate or otherwise revoke or invalidate in any way the rights conferred pursuant to the provisions of this paragraph. Similarly, no termination of this Contract shall have the effect of rescinding, terminating or otherwise invalidating the rights acquired pursuant to the provisions of this “Copyright” paragraph.

The use of subcontractors or third parties in developing or creating input into any copyrightable materials produced as a part of this Contract is prohibited unless the County approves the use of such subcontractors or third parties in advance and such subcontractors or third parties agree to include the provisions of this paragraph as part of any contract they enter into with the Contractor.
for work related to work pursuans to this Contract.

26. **OWNERSHIP AND RETURN OF RECORDS**
   This Contract confers no ownership rights to the Contractor nor any rights or interests to use or to disclose the County's data or inputs.

   The Contractor agrees that all drawings, specifications, blueprints, data, information, findings, memoranda, correspondence, documents or records of any type, whether written or oral or electronic, and all documents generated by the Contractor or its subcontractors as a result of the County's request for services under this Contract, are the exclusive property of the County ("Record" or "Records"), and all such Records shall be provided to and/or returned to County upon completion, termination, or cancellation of this Contract. The Contractor shall not use, willingly allow, or cause such materials to be used for any other purpose other than performance of all obligations under the Contract without the written consent of the County. Additionally, the Contractor agrees that the Records are confidential records and neither the Records nor their contents shall be released by the Contractor, its subcontractors, or other third parties; nor shall their contents be disclosed to any person other than the Project Officer or his or her designee. The Contractor agrees that all oral or written inquiries from any person or entity regarding the status of any Record generated as a result of the existence of this Contract shall be referred to the Project Officer or his or her designee for response. At the County's request, the Contractor shall deliver all Records to the Project Officer, including "hard copies" of computer records, and at the County's request, shall destroy all computer records created as a result of the County's request for services pursuant to this Contract.

   The Contractor agrees to include the provisions of this section as part of any contract or agreement the Contractor enters into with subcontractors or other third parties for work related to work pursuant to this Contract.

   No termination of this Contract shall have the effect of rescinding, terminating or otherwise invalidating this section.

27. **CONFIDENTIAL INFORMATION**
   The Contractor, and its employees, agents, and subcontractors, hereby agree to hold as confidential all County information obtained as a result of its Work under this Contract. Confidential information includes, but is not limited to, nonpublic personal information, personally identifiable health information, social security numbers, addresses, dates of birth, other contact information or medical information about a person, information pertaining to products, operations, systems, customers, prospective customers, techniques, intentions, processes, plans, expertise and any information entrusted to any affiliate of the parties. The Contractor shall take reasonable measures to ensure that all of its employees, agents, and subcontractors are informed of, and abide by, this requirement.

28. **ETHICS IN PUBLIC CONTRACTING**
   This Contract incorporates by reference Article 9 of the Arlington County Purchasing Resolution, as well as any Virginia or federal law related to ethics, conflicts of interest, or bribery, including, by way of illustration and not limitation, the Virginia State and Local Government Conflict of Interests Act (Code of Virginia § 2.2-3100 et seq.), the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.), and Articles 2 and 3 of Chapter 10 of Title 18.2 of the Code of Virginia, as amended (§ 18.2-438 et seq.). The Contractor certifies that its offer was made without collusion or fraud and that it has not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer, or subcontractor and that it has not conferred on any public employee having official
responsibility for this procurement any payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised unless consideration of substantially equal or greater value was exchanged.

29. COUNTY EMPLOYEES
No employee of the County shall be admitted to any share in any part of this Contract or to any benefit that may arise therefrom which is not available to the general public.

30. FORCE MAJEURE
The Contractor shall not be held responsible for failure to perform the duties and responsibilities imposed by this Contract if such failure is due to fires, riots, rebellions, natural disasters, wars, acts of terrorism, or an act of God beyond the control of the Contractor and outside the scope of the Contractor's then-current, by industry standards, disaster plan that make performance impossible or illegal, unless otherwise specified in the Contract.

The County shall not be held responsible for failure to perform its duties and responsibilities imposed by the Contract if such failure is due to fires, riots, rebellions, natural disasters, wars, acts of terrorism, or an act of God beyond the control of the County that make performance impossible or illegal, unless otherwise specified in the Contract.

31. AUTHORITY TO TRANSACT BUSINESS
The Contractor shall, pursuant to Code of Virginia §§ 2.2-4311.2, be and remain authorized to transact business in the Commonwealth of Virginia during the Initial Term and any Subsequent Contract Term(s) of this Contract. A contract entered into by a Contractor in violation of this requirement is voidable, without cost or expense, at the sole option of the County.

32. RELATION TO THE COUNTY
The Contractor is an independent contractor, and neither the Contractor nor its employees or subcontractors will, under any circumstances, be considered employees, servants or agents of the County. The County will not be legally responsible for any negligence or other wrongdoing by the Contractor, its employees, servants or agents. The County will not withhold from payments to the Contractor any federal or state unemployment taxes, federal or state income taxes, Social Security tax, or any other amounts for benefits to the Contractor or its employees, servants or agents. Furthermore, the County will not provide to the Contractor any insurance coverage or other benefits, including workers' compensation, normally provided by the County for its employees.

33. ANTITRUST
By entering into this Contract, the Contractor conveys, sells, assigns and transfers to the County all rights, title, and interest in and to all causes of action the Contractor may now have or hereafter acquire under the antitrust laws of the United States or the Commonwealth of Virginia, relating to the services purchased or acquired by the County under this Contract.

34. REPORT STANDARDS
Reports or written material prepared by the Contractor in response to the requirements of this Contract or a request of the Project Officer shall, unless otherwise provided for in the Contract, meet standards of professional writing established for the type of report or written material provided, shall be thoroughly researched for accuracy of content, shall be grammatically correct and not contain spelling errors, shall be submitted in a format approved in advance by the Project Officer, and shall be submitted for advance review and comment by the Project Officer. The cost of
correcting grammatical errors, correcting report data, or other revisions required to bring the report or written material into compliance with these requirements shall be borne by the Contractor.

When submitting documents to the County, the Contractor shall comply with the following guidelines:

- All submittals and copies shall be printed on at least thirty percent (30%) recycled-content and/or tree-free paper;
- All copies shall be double-sided;
- Report covers or binders shall be recyclable, made from recycled materials, and/or easily removable to allow for recycling of report pages (reports with glued bindings that meet all other requirements are acceptable);
- The use of plastic covers or dividers should be avoided;
- Unnecessary attachments or documents not specifically asked for should not be submitted, superfluous use of paper (e.g. separate title sheets or chapter dividers) should be avoided.

35. **AUDIT**
The Contractor agrees to retain all books, records and other documents related to this Contract for at least five (5) years after final payment. The County or its authorized agents shall have full access to and the right to examine any of the above documents during this period and during the Initial Contract Term or any Subsequent Contract Term. If the Contractor wishes to destroy or dispose of records (including confidential records to which the County does not have ready access) within five (5) years after final payment, the Contractor shall notify the County at least thirty (30) days prior to such disposal, and if the County objects, shall not dispose of the records.

36. **ASSIGNMENT**
The Contractor shall not assign, transfer, convey, sublet, or otherwise dispose of any award, or any or all of its rights, obligations, or interests under this Contract, without the prior written consent of the County.

37. **AMENDMENTS**
Unless otherwise specified herein, this Contract shall not be amended except by written amendment executed by persons duly authorized to bind the Contractor and the County.

38. **ARLINGTON COUNTY PURCHASING RESOLUTION AND COUNTY POLICIES**
Notwithstanding any provision to the contrary herein, no provision of the Arlington County Purchasing Resolution or any applicable County policy is waived in whole or in part.

39. **DISPUTE RESOLUTION**
All disputes arising under this Agreement, or its interpretation, whether involving law or fact, extra work or extra compensation or time, and all claims for alleged breach of Contract shall be submitted in writing to the Project Officer for decision at the time of the occurrence or beginning of the work upon which the claim is based, whichever occurs first. Any such claims shall state the facts surrounding it in sufficient detail to identify it together with its character and scope. In accordance with the Arlington County Purchasing Resolution, claims denied by the Project Officer may be submitted to the County Manager in writing no later than sixty (60) days after final payment. The time limit for final written decision by the County Manager in the event of a contractual dispute, as
that term is defined in the Arlington County Purchasing Resolution, is fifteen (15) days. Procedures for considering contractual claims, disputes, administrative appeals, and protests are contained in the Purchasing Resolution, which is incorporated herein by reference. A copy of the Arlington County Purchasing Resolution is available upon request from the Office of the Purchasing Agent. The Contractor shall not cause a delay in the Work pending any decision of the Project Officer, County Manager, County Board, or a court of law.

40. **APPLICABLE LAW, FORUM, VENUE, AND JURISDICTION**
This Contract and the work performed hereunder shall be governed in all respects by the laws of the Commonwealth of Virginia, and the jurisdiction, forum, and venue for any litigation with respect hereto shall be in the Circuit Court for Arlington County, Virginia, and in no other court. In performing its work under this Contract, the Contractor shall comply with applicable federal, state, and local laws, ordinances and regulations.

41. **ARBITRATION**
It is expressly agreed that nothing under the Contract shall be subject to arbitration, and that any references to arbitration are expressly deleted from the Contract.

42. **NONEXCLUSIVITY OF REMEDIES**
All remedies available to the County under this Contract are cumulative, and no such remedy shall be exclusive of any other remedy available to the County at law or in equity.

43. **NO WAIVER**
The failure of either party to exercise in any respect a right provided for in this Contract shall not be deemed to be a subsequent waiver of the same right or any other right.

44. **SEVERABILITY**
The sections, paragraphs, sentences, clauses and phrases of this Contract are severable, and if any phrase, clause, sentence, paragraph or section of this Contract shall be declared invalid by a court of competent jurisdiction, such invalidity shall not affect any of the remaining phrases, clauses, sentences, paragraphs and sections of this Contract.

45. **NO WAIVER OF SOVEREIGN IMMUNITY**
Notwithstanding any other provision of this Contract, nothing in this Contract or any action taken by the County pursuant to this Contract shall constitute or be construed as a waiver of either the sovereign or governmental immunity of the County. The parties intend for this provision to be read as broadly as possible.

46. **SURVIVAL OF TERMS**
In addition to any numbered section in this Agreement which specifically state that the term or paragraph survives the expiration of termination of this Contract, the following sections if included in this Contract also survive: INDEMNIFICATION; RELATION TO COUNTY; OWNERSHIP AND RETURN OF RECORDS; AUDIT; COPYRIGHT; INTELLECTUAL PROPERTY INDEMNIFICATION; WARRANTY; AND CONFIDENTIAL INFORMATION.

47. **HEADINGS**
The section headings in this Contract are inserted only for convenience and are not to be construed as part of this Contract or a limitation on the scope of the particular section to which the heading precedes.

Form Revised 7-19-12

INVITATION TO BID NO. 603-13
48. **AMBIGUITIES**
Each party and its counsel have participated fully in the review and revision of this Agreement. Any rule of construction to the effect that ambiguities are to be resolved against the drafting party shall not apply in interpreting this Agreement. The language in this Agreement shall be interpreted as to its fair meaning and not strictly for or against any party.

49. **NOTICES**
Unless otherwise provided herein, all notices and other communications required by this Contract shall be deemed to have been given when made in writing and either (a) delivered in person, (b) delivered by an agent, such as an overnight or similar delivery service, or (c) deposited in the United States mail, postage prepaid, certified or registered, addressed as follows:

TO THE CONTRACTOR: REFER TO BID FORM OF CONTRACTOR

TO THE COUNTY:

County Project Officer
Transit Services Manager
2100 Clarendon Blvd., Suite 900
Arlington, VA 22201

AND

Richard D. Warren, Jr., Purchasing Agent
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 500
Arlington, Virginia 22201

50. **NON-DISCRIMINATION NOTICE**
Arlington County does not discriminate against faith-based organizations.

51. **REIMBURSABLE EXPENSES**
No expenses except those identified in this Contract as project related expenses will be reimbursed if incurred without the prior written approval of the County and the issuance of a County purchase order detailing the specific expenses to be incurred by the Contractor and their estimated amount. Payment for approved reimbursable expenses will be made within thirty (30) days after receipt by the Project Officer of a correct invoice identifying the nature of the expense. Reimbursable expenses allowed shall be charged to the County on a unit price basis at the Contractor’s cost. All amounts paid for reimbursable expenses shall be considered part of the Contract Amount.

52. **PROJECT STAFF**
The County will, throughout the Initial Contract Term and any Subsequent Contract Term, have the right of reasonable rejection and approval of staff or subcontractors assigned to the project by the Contractor. If the County reasonably rejects staff or subcontractors pursuant to this section, the Contractor must provide replacement staff or subcontractors satisfactory to the County in a timely manner and at no additional cost to the County. The day-to-day supervision and control of the Contractor’s employees, and employees of any of its subcontractors, shall be the sole responsibility of the Contractor.
53. **DATA SECURITY AND PROTECTION**

The Contractor shall hold County Information in the strictest confidence and comply with all applicable County security and network resources policies as well as all local, state and federal laws or regulatory requirements concerning data privacy and security. The Contractor shall develop, implement, maintain, continually monitor and use appropriate administrative, technical and physical security measures to preserve the confidentiality, privacy, integrity and availability of all electronically maintained or transmitted County Information received from, created or maintained on behalf of the County and strictly control access to County Information. For purposes of this provision, and as more fully described in this Contract and the County’s Non-Disclosure and Data Security Agreement (NDA), “County Information” (also referred to as “County Data” or “data”) includes, but is not limited to, electronic information, documents, data, images, and records including, but not limited to, financial records, personally identifiable information, Personal Health Information (PHI), personnel, educational, voting, registration, tax or assessment records, information related to public safety, County networked resources, and County databases, software and security measures which is created, maintained, transmitted or accessed to perform the work under this Contract.

(a) **County’s Non-Disclosure and Data Security Agreement (NDA).** The Contractor(s) for STAR/SAP Services shall require that an authorized Contractor designee, and all key employees, agents or subcontractors working on-site at County facilities or otherwise performing non- incidental work under this Contract, sign the NDA (attached as Exhibit A to the Bid Form hereto) prior to performing any work or permitting access to County networked resources, application systems or databases under this Contract. A copy of the signed NDAs shall be available to the County Project Officer upon request. This requirement shall not apply to IDDS Contractor(s) as they will not have access to County Data Systems.

(b) **Use of Data.** The Contractor shall ensure that the use, distribution, disclosure or access (“use”) to County Information and County networked resources shall not occur in an unauthorized manner. Use of County Information for other than as specifically outlined in this Contract is strictly prohibited, unless such other use is agreed to in writing by the parties. The Contractor will be solely responsible for any unauthorized use, reuse, distribution, transmission, manipulation, copying, modification, access or disclosure of County Information and any non-compliance with this DATA SECURITY AND PROTECTION provision or any NDA.

(c) **Data Protection.** The Contractor agrees that it will protect the County’s Information according to standards established by the National Institute of Standards and Technology, including 201 CMR 17.00, Standards for the Protection of Personal Information of Residents of the Commonwealth and the Payment Card Industry Data Security Standard (PCI DSS), as applicable, and no less rigorously than it protects its own data, proprietary and/or confidential information. The Contractor shall provide to the County a copy of its data security policy and procedures for securing County Information and a copy of its disaster recovery plan/s. The Contractor shall provide, if requested by the County, on an annual basis, results of an internal Information Security Risk Assessment provided by an outside firm.

(d) **Data Sharing.** Except as otherwise specifically provided for in this Contract, the Contractor agrees that it shall not share, disclosure, sell or grant access to County Information to any third party without the express written authorization of the County’s Chief Information
Security Officer or designee.

(e) **Security Requirements.** The Contractor shall maintain the most up to date anti-virus, industry accepted firewalls and/or other protections on its systems and networking equipment. The Contractor certifies that all systems and networking equipment that support, interact or store County Information meet the above standards and industry best practices for physical, network and system security requirements. Printers, copiers or fax machines that store County Data into hard drives must provide data at rest encryption. Significant deviation from these standards must be approved by the County's Chief Information Security Officer or designee. The downloading of County information onto laptops or other portable storage medium is prohibited without the express written authorization of the County's Chief Information Security Officer or designee.

(f) **Data Protection Upon Conclusion of Contract.** Upon termination, cancellation, expiration or other conclusion of this Contract, the Contractor shall return all County Information to the County unless the County requests that such data be destroyed. This provision shall also apply to all County Information that is in the possession of subcontractors or agents of the Contractor. The Contractor shall complete such return or destruction not less than thirty (30) days after the conclusion of this Agreement and shall certify completion of this task, in writing, to the County Project Officer.

(g) **Notification of Security Incidents.** The Contractor agrees to notify the County Chief Information Officer and County Project Officer within twenty-four (24) hours of the discovery of any unintended access to, use or disclosure of County Information.

**Subcontractors.** To the extent the use of subcontractors is permitted under this Contract, the requirements of this entire section shall be incorporated into any subcontract agreement entered into by the Contractor and any data sharing shall be compliant with these security and protection requirements and the NDA. In the event of data sharing, subcontractors shall provide to the Contractor a copy of their data security policy and procedures for securing County Information and a copy of their disaster recovery plans.

54. **HIPAA COMPLIANCE (NOTE: IT MUST BE DETERMINED IF THIS SECTION IS APPLICABLE; IF SO, A BUSINESS ASSOCIATE AGREEMENT MUST BE COMPLETED BEFORE A PURCHASE ORDER WILL BE ISSUED OR A CONTRACT EXECUTED)**

The Contractor shall comply with all applicable legislative and regulatory requirements of privacy, security, and electronic transaction components of the Health Insurance Portability and Accountability Act of 1996, as amended (“HIPAA”). Pursuant to 45 C.F.R. §164.502(e) and §164.504(e), the Contractor shall be designated a Business Associate pursuant and will be required to execute an Arlington County Business Associate Agreement. If Contractor engages a subcontractor or subcontractors in the performance of Work under this Agreement, Contractor shall enter into an agreement with each of its subcontractors pursuant to 45 C.F.R. § 164.308(b)(1) and the Health Information Technology for Economic and Clinic Health (HITECH) Act § 13401 that is appropriate and sufficient to require each subcontractor to protect Protected Health Information to the same extent required of Contractor under Arlington County’s Business Associate Agreement and in a form approved by the County. The Contractor shall ensure that its subcontractors notify the Contractor, immediately, of any breaches in security regarding Protected Health Information.

Contractor takes full responsibility for any failure to execute the appropriate agreements with its subcontractors and for the failure of its subcontractors to comply with the existing or future regulations of HIPAA and/or HITECH, and shall indemnify County for any and all loss, damages, liability, exposure, or costs resulting therefrom.

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INVITATION TO BID NO. 603-13
55. **ADA COMPLIANCE**

Compliance with the Americans with Disabilities Act (ADA) shall be the sole responsibility of the Contractor. The Contractor shall defend and hold the County harmless from any expense or liability arising from the Contractor’s non-compliance therewith. The Contractor’s responsibilities related to ADA compliance shall include, but not be limited to, the following:

a. **Access to Programs, Services and/or Facilities:** The Contractor shall ensure its programs; services and facilities are accessible to persons with disabilities. If a particular facility or program is not accessible, the Contractor shall provide equivalent services in an accessible alternate location or manner to ensure that persons with disabilities are not denied access to services.

b. **Effective Communication:** The Contractor, upon request, shall provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Contractor’s programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments, as required by the ADA.

c. **Modifications to Policies and Procedures:** The Contractor shall make the necessary modifications to its policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy the Contractor’s programs, services, and activities, as may be required by the ADA. For example, individuals with service animals are welcomed in the Contractor’s offices or facilities, even where pets are generally prohibited.

d. **The Contractor shall not place a surcharge on a person with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.**

e. **Employment:** The Contractor shall not discriminate on the basis of disability in its hiring or employment practices.

f. **Responding to inquiries from the U.S. Department of Labor.**

56. **INSURANCE REQUIREMENTS**

Prior to the execution of this Contract and upon any Contract extension thereafter, the Contractor shall provide to the County Purchasing Agent evidence indicating that the Contractor has in force the coverage and endorsements (collectively referred to hereinafter “coverage”, “coverages” or “insurance”) required below. The Contractor agrees to maintain such insurance until the completion of this Contract or as otherwise stated below or in the Contract Documents.

All required insurance coverages must be acquired from insurers authorized to do business in the Commonwealth of Virginia, with an A.M. Best rating of “A-VII”, and as acceptable to the County. The insurance requirements herein shall not operate as a limitation of the Contractor’s liability or as a limitation of the Contractor’s duty of indemnification, as set forth in this solicitation and any resulting contract. The Contractor is responsible for determining whether the minimum coverage below is adequate to protect its interest.

The Contractor shall secure and maintain (and ensure that its subcontractors, if any, secure and maintain) all insurance required by law or this Contract, including without limitation:

a. **Workers Compensation - Virginia Statutory Workers Compensation (W/C) coverage including Virginia benefits and employers liability with limits of $100,000/100,000/500,000.**

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INVITATION TO BID NO. 603-13
The County will not accept W/C coverage issued by the Injured Worker’s Insurance Fund, Towson, MD.

b. Commercial General Liability - $1,000,000 combined single limit coverage with $2,000,000 general aggregate covering all premises and operations and including Personal Injury, Completed Operations, Contractual Liability, Independent Contractors, and Products Liability. The general aggregate limit shall apply to this Contract.

c. Business Automobile Liability - $1,000,000 Combined Single Limit (Owned, non-owned and hired).

d. The Contractor shall carry Errors and Omissions or Professional Liability insurance which will pay for injuries arising out of errors or omissions in the rendering, or failure to render services or perform Work under the Contract, in the amount of $1,000,000.

e. Additional Insured - Arlington County, and its officers, elected and appointed officials, employees, and agents shall be named as additional insureds on all policies, except Workers Compensation, Auto, and Professional Liability. A copy of the Additional Insured endorsement, or an “Acord” certificate with the additional insured endorsement box checked for all policies that include an additional insured endorsement, must be provided by the Contractor to the County Purchasing Agent prior to the execution of this Contract and any Contract extension. Failure to provide such documentation shall result in cancellation of the award or of the Contract.

f. Cancellation - If there is a material change or reduction in coverage, nonrenewal of any insurance coverage or cancellation of any insurance coverage required by this contract, the Contractor shall notify the Purchasing Agent immediately. Any policy on which the Contractor has received notification from an insurer that the policy has or will be cancelled or materially changed or reduced must be immediately replaced with another policy consistent with the terms of this Contract and in such a manner that there is no lapse in coverage, and the County immediately notified of the replacement. Not having the required insurance throughout the Contract Term is considered a material breach of this Contract and grounds for termination. The Contractor shall also obtain an endorsement providing to the County thirty (30) days advance notice of cancellation or nonrenewal (ten days for nonpayment of premium. A copy of that endorsement shall be provided to the County Purchasing Agent prior to the execution of this Contract or any Contract extension thereafter.

g. Any insurance coverage that is placed as a “claims made” policy must remain valid and in force, or the Contractor must obtain an extended reporting endorsement consistent with the terms of this Contract, until the applicable statute of limitations has expired, such date as determined to begin running from the date of the Contractor’s receipt of final payment.

h. Contract Identification – All documentation and copies of endorsements required hereunder shall state this Contract’s number and title.

i. Certificate Holder - The Certificate Holder must be identified as:

    The County Board of Arlington County, VA
    c/o The Purchasing Agent
    2100 Clarendon Boulevard, Suite 500
    Arlington, VA 22201
The Contractor must disclose the amount of any deductible or self-insurance component applicable to the General Liability, Automobile Liability, Professional Liability, Intellectual Property or any other policies required herein, if any. The County reserves the right to request additional information to determine if the Contractor has the financial capacity to meet its obligations under a deductible. Thereafter, at its option, the County may require a lower deductible, funds equal to the deductible be placed in escrow, a certificate of self-insurance, collateral, or other mechanism in the amount of the deductible to ensure additional protection for the County.

The Contractor shall require all subcontractors to maintain during the term of this contract, Commercial General Liability insurance, Business Automobile Liability insurance, and Workers' Compensation insurance in the same form and manner as specified for the Contractor. The Contractor shall furnish subcontractors' documentation of coverage and endorsements specified herein to the County Purchasing Agent immediately upon request by the County and/or prior to a subcontractor performing work related to this Contract.

No acceptance or approval of any insurance by the County shall be construed as relieving or excusing the Contractor from any liability or obligation imposed upon the Contractor by the provisions of the Contract Documents.

The Contractor shall be responsible for the work performed under the Contract Documents and every part thereof, and for all materials, tools, equipment, appliances, and property of any description used in connection with the Work. The Contractor assumes all risks for direct and indirect damage or injury to the property or persons used or employed on or in connection with the work contracted for, and of all damage or injury to any person or property wherever located, resulting from any action, omission, commission or operation under the Contract, or in connection in any way whatsoever with the contracted work.

The Contractor shall be as fully responsible to the County for the acts and omissions of its subcontractors and of persons employed by them as it is for acts and omissions of persons directly employed by it.

Notwithstanding any of the above, the Contractor may satisfy its obligations under this section by means of self-insurance for all or any part of the insurance required, provided that the Contractor can demonstrate financial capacity, the alternative coverage(s) are submitted to and acceptable to the County and the terms additional endorsements required hereunder are met to the satisfaction of the County Purchasing Agent or Risk Manager. The Contractor must provide its most recent actuarial report and provide a copy of its self-insurance resolution to determine the adequacy and security of the insurance funding.
IV. ATTACHMENTS AND FORMS
ATTACHMENT 1

NATIONAL TRANSIT DATABASE (NTD) REPORTING REQUIREMENTS FOR STAR/SAP SERVICES ONLY

Two Modes must be reported:
DR- Demand Response - Please refer to NTD Manual for further information
DT- Demand Taxi – Includes all taxi information (including taxis used as dedicated vehicles)
Please refer to NTD Manual for information and list of reporting requirements

A partial list of information by the above categories will be reported as follows:

- Number of passengers carried
- Number of Trips
- Number of Miles
  - Revenue Miles are calculated from the point when a passenger is picked up to when they are dropped off on a trip.
  - Deadhead Miles (DR only) Deadhead miles are calculated from pull out point to beginning of trip. (i.e., from garage to first pickup, or from drop off a passenger(s) to the starting point of the next trip.
- Number of Revenue Hours
  - Revenue Hours are calculated from pickup time to drop-off time per trip.
  - Deadhead Hours (DR only) are calculated from pull out point to beginning of trip (i.e., from garage to first pickup, or from drop off of a passenger(s) to starting point of the next trip.
- Number of Passenger miles (total number of miles passengers travel)
  - If a passenger rides alone, passenger miles would equal revenue miles. However, if two or more people ride together, passenger miles equals the number of passengers multiplied by revenue miles for that trip.
- Number of vehicles used
  - DR currently has 9 vehicles. DT includes all taxis (currently 22) used at peak on an average weekday for STAR service.
- Personnel – Number of people employed in the following categories:
  - Administration
  - Schedulers
  - Reservationists
ATTACHMENT 2

DISTRIBUTION OF DEMAND FOR STAR SERVICES

Taxi Dispatch

<table>
<thead>
<tr>
<th></th>
<th>Weekday *</th>
<th>Saturday *</th>
<th>Sunday *</th>
<th>Annual</th>
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</thead>
<tbody>
<tr>
<td>Average Rides Provided</td>
<td>625</td>
<td>370</td>
<td>412</td>
<td>51,265</td>
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</table>

* From May, 2012

STAR Dedicated Vehicles

<table>
<thead>
<tr>
<th></th>
<th>Weekday</th>
<th>Saturday</th>
<th>Sunday</th>
<th>Annual</th>
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<tbody>
<tr>
<td>Revenue Miles</td>
<td>27,539</td>
<td>1,505</td>
<td>0</td>
<td>268,043</td>
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<tr>
<td>Vehicle Miles</td>
<td>32,811</td>
<td>1,724</td>
<td>0</td>
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<tr>
<td>Revenue Hours</td>
<td>2,592</td>
<td>146</td>
<td>0</td>
<td>32,710</td>
</tr>
<tr>
<td>Vehicle Hours</td>
<td>2,881</td>
<td>162</td>
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<tr>
<td>Rides Provided</td>
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<td></td>
<td>43,495</td>
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### ATTACHMENT 3

**PARATRANSPORT PROGRAMS OVERSEEN BY THE STAR CALL CENTER**

<table>
<thead>
<tr>
<th>Program</th>
<th>Service Days</th>
<th>Service Span</th>
<th>Scheduling Method</th>
<th>Assistance Required</th>
<th>FY 2013 Rides</th>
<th>Billing Venue</th>
<th>Client Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>STAR</td>
<td>365 Days/Year *</td>
<td>5:30 AM - Midnight</td>
<td>Advanced Reservation or standing order</td>
<td>Curb to Curb</td>
<td>97,413</td>
<td>STAR Call Center</td>
<td>Transit Services Manager</td>
</tr>
<tr>
<td>STAR Assist</td>
<td>365 Days/Year *</td>
<td>5:30 AM - Midnight</td>
<td>Advanced Reservation or standing order</td>
<td>Door To Door</td>
<td>3,127</td>
<td>STAR Call Center</td>
<td>Area Agency on Aging Director</td>
</tr>
<tr>
<td>Temporary &amp; Interim STAR @</td>
<td>365 Days/Year *</td>
<td>5:30 AM - Midnight</td>
<td>Advanced Reservation or standing order</td>
<td>Curb to Curb</td>
<td>528</td>
<td>STAR Call Center</td>
<td>Area Agency on Aging Director</td>
</tr>
<tr>
<td>Senior Loop</td>
<td>250 (Mondays-Fridays) *</td>
<td>10:00 AM - 2:30 PM (schedule attached)</td>
<td>Standing Order</td>
<td>Curb to Curb</td>
<td>8,155</td>
<td>STAR Call Center</td>
<td>Area Agency on Aging Director</td>
</tr>
<tr>
<td>Adult Day Health Care (ADHC)</td>
<td>250 (Mondays-Fridays) *</td>
<td>7:30-8:30 AM; 3:30-5:30 PM; Field Trips 10AM-1PM</td>
<td>Standing Order (regular riders, activated daily)</td>
<td>Door to Door at residence; Meet Staffer at Site</td>
<td>2,207</td>
<td>ADHC +</td>
<td>ADHC Program Manager</td>
</tr>
<tr>
<td>SCAT</td>
<td>250 (Mondays-Fridays) *</td>
<td>5:30 AM - Midnight</td>
<td>Standing Order (regular riders, activated for the next day)</td>
<td>Curb to Curb</td>
<td>484</td>
<td>Office of Senior Adult Programs (OSAP)</td>
<td>Office of Senior Adult Programs Manager</td>
</tr>
<tr>
<td>Senior Center Nutrition Programs</td>
<td>250 (Mondays-Fridays) *</td>
<td>8:15-9:15 AM; 12:30-1:30 PM</td>
<td>Standing Order (regular riders, activated for the next day)</td>
<td>Curb to Curb</td>
<td>23,537</td>
<td>Office of Senior Adult Programs (OSAP)</td>
<td>Office of Senior Adult Programs Manager</td>
</tr>
</tbody>
</table>

* Dependent on the Calendar
+ Medicaid client billing would be through the STAR Call Center

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### ATTACHMENT 4

**SAMPLE MANIFESTS FROM THE STAR CALL CENTER**

<table>
<thead>
<tr>
<th>PU Time</th>
<th>Client Name</th>
<th>Origin Address</th>
<th>Destination Address</th>
<th>Order/Time Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>0500</td>
<td></td>
<td>COLUMBIA PIKE 700</td>
<td>WOODBURN CENTER- 3300</td>
<td></td>
</tr>
<tr>
<td>#12989131</td>
<td></td>
<td>ARLINGTON 22204</td>
<td>ANNANDALE 22030</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dest Dir:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driver Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fare Due:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collect:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| 0700    |             | CRYSTAL DR 852 | PENNSYLVANIA AVE NW |                |
| #12988355 |             | ARLINGTON 22202 | WASHINGTON 20004 |                |
| Phone:  |             |                |                    |                |
| Dest Dir: |             |                |                    |                |
| Driver Notes: |             |                |                    |                |
| Fare Due: |             |                |                    |                |
| Collect: |             |                |                    |                |

| 0740    |             | B NELSON ST | N CAPITOL ST NW |                |
| #1298801 |             | ARLINGTON 22204 | WASHINGTON 20001 |                |
| Phone:  |             |                |                    |                |
| Dest Dir: |             |                |                    |                |
| Driver Notes: |             |                |                    |                |
| Fare Due: |             |                |                    |                |
| Collect: |             |                |                    |                |

| 0750    |             | NEW JERSEY AVE NW | F ST NE |                |
| #12979989 |             | WASHINGTON 20001 | WASHINGTON 20002 |                |
| Phone:  |             |                |                    |                |
| Dest Dir: |             |                |                    |                |
| Driver Notes: |             |                |                    |                |
| Fare Due: |             |                |                    |                |
| Collect: |             |                |                    |                |

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INVITATION TO BID NO. 603-13
<table>
<thead>
<tr>
<th>PU Time</th>
<th>Client Name</th>
<th>Origin Address</th>
<th>Destination Address</th>
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<tbody>
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<td>1325</td>
<td>PFAW017747_1</td>
<td>64 Code: ARLPW</td>
<td>202.498.1447</td>
<td>4</td>
<td>4(G)</td>
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<td></td>
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<td></td>
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<tr>
<td>Type</td>
<td>Pick up at</td>
<td>Drop off at</td>
<td>P/U Time</td>
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<td></td>
<td>3rd St. S</td>
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<th>P/U Time</th>
<th>Amount</th>
<th>Time/ODM</th>
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</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Pick up at</th>
<th>Drop off at</th>
<th>P/U Time</th>
<th>Amount</th>
<th>Time/ODM</th>
<th>Time/ODM</th>
</tr>
</thead>
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</table>
## Operator Manifest

### Details:
- **Run Start:**
- **Run End:**
- **Ending Mileage:**
- **Beginning Mileage:**
- **Total Daily Mileage:**

<table>
<thead>
<tr>
<th>Sc</th>
<th>Appt. Time</th>
<th>Address / Comments</th>
<th>Est Time</th>
<th>Address</th>
<th>Client Name / ID / Disability</th>
<th>Fare Type</th>
<th>Space Type</th>
<th>Fare Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>06:00</td>
<td>8400 COLUMBIA Pike, #706 Arlington</td>
<td>06:25</td>
<td>1200 WOODBURN Rd Annandale Woodburn Center-300</td>
<td>CLI WC 1</td>
<td>AEA</td>
<td>$4.00</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>07:00</td>
<td>1500 WOODBURN Rd Annandale Woodburn Center</td>
<td>07:16</td>
<td>CRYSTAL DR, #002 Arlington</td>
<td>CLI AHA 1</td>
<td>ZOH</td>
<td>$5.00</td>
<td></td>
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<tr>
<td>3</td>
<td>09:00</td>
<td>6800 PENNSYLVANIA AVE NW Washington</td>
<td>09:12</td>
<td>N HILTON ST NW Washington</td>
<td>CLI WC 1</td>
<td>ZOH</td>
<td>$4.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>09:30</td>
<td>N CARRIN SPRINGS Rd, #114 Arlington</td>
<td>09:47</td>
<td>LEE HWY Arlington Senior- Lee Center</td>
<td>CLI AM 1</td>
<td>ZOH</td>
<td>$3.00</td>
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<tr>
<td>5</td>
<td>10:00</td>
<td>N BLUERMONT DR Arlington</td>
<td>10:18</td>
<td>WILSON BLVD Arlington Ballston Commons Mall</td>
<td>CLI AM 1</td>
<td>ZOH</td>
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</tr>
<tr>
<td>6</td>
<td>12:00</td>
<td>34TH RD S Arlington Main Ent</td>
<td>12:54</td>
<td>O ST NW Washington</td>
<td>CLI AM 1</td>
<td>ZOH</td>
<td>$4.00</td>
<td></td>
</tr>
<tr>
<td>S.A.R.#</td>
<td>Arb. / App. Time</td>
<td>Address / Comments</td>
<td>Est Time</td>
<td>Address</td>
<td>Client Name / ID / Disability</td>
<td>Fares</td>
<td>Fares Amount</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>12:00</td>
<td>12:00</td>
<td>24TH RD S</td>
<td>ARLINGTON</td>
<td>AVALON</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:25</td>
<td>13:25</td>
<td>LOUGHBORO RD NW</td>
<td>WASHINGTON</td>
<td>SIBLEY REHAB CENTER</td>
<td>Main Ent. C</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14:15</td>
<td>13:25</td>
<td>5TH ST NW</td>
<td>WASHINGTON</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14:30</td>
<td>15:00</td>
<td>NEW JERSEY AVE SE</td>
<td>WASHINGTON</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:00</td>
<td>14:30</td>
<td>FAIRFAX DR, #406</td>
<td>ARLINGTON</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:30</td>
<td>15:00</td>
<td>WASHINGTON BLVD</td>
<td>FALLS CHURCH</td>
<td>TARGET-ARLINGTON</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:30</td>
<td>15:30</td>
<td>JEFFERSON ST</td>
<td>BAILEYS CROSSROADS</td>
<td>BALEYS CROSSROADS</td>
<td>GRANT FOODS - BALEYS CROSSROADS</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ATTACHMENT 5

STAR/SAP SERVICES - SENIOR LOOP SCHEDULE

Senior Loop 1
Tuesday/Thursday
Culpeper Garden / The Carlin
Pickup - Return Time: 10:40a – 2:40p
To: Giant at Washington Blvd
    Harris Teeter – 600 N. Glebe Rd
    CVS at Ballston

Senior Loop 2
Wednesdays
Claridge House
Pickup - Return Time: 10:40a – 2:45p
To: Harris Teeter – 900 Army Navy Drive
    Giant – 2901 S. Glebe Rd

Senior Loop 3
Fridays
Woodland Hill
Pickup - Return Time: 10:40a – 2:25p
To: Eden Center
    Safeway – Crossroads Center Way
    Giant – 3480 S. Jefferson Street

Summer Loop 1 (September – November)
Every Third Saturday
Culpeper Garden and The Carlin
Pickup - Return Time: 7:45a – 12:30p
To: Farmers Market

Summer Loop 2 (September – November)
Every Third Saturday
Woodland Hill
Pickup - Return Time: 7:45a – 12:30p
To: Farmers Market

Summer Loop 3 (September – November)
Every Third Saturday
Claridge House
Pickup - Return Time: 7:45a – 12:30p
To: Farmers Market

Form Revised 7-10-12
Columbia Pike Neighborhood Loop
Every Tuesday
Pickup - Return Time: – 10:00a – 12:00 noon
To: Penrose Giant – Columbia Pike

Wildwood Ant Building Neighborhood Loop
Every Tuesday, alternating stores each week
Pickup - Return Time: 10:30a – 1:00p
To: Giant – 3480 S Jefferson St
   Safeway – Crossroads Center Way
   Trader Joe’s – Bailey’s Crossroads

Crystal City Neighborhood Loop
Every Thursday, alternating stores each week
Pickup - Return Time: 9:30a -12:30p
To: Giant – 2901 S. Glebe or
   Harris Teeter – 900 Army Navy Drive
   Shoppers – Potomac Yard (This trip also includes Claridge House)

N. Arlington Loop
2nd Monday of Every Month
Hunters Park Pickup - Return Time: 10:00a – 12:00 noon
Culpeper Garden and Carlin Pickup - Return Time: 11:00a – 1:00p
To: Target – 6100 Arlington Blvd

Woodland Hill Loop
3rd Monday of Every Month
Pickup - Return Time: 10:00a – 11:30a
To: Grand Mart Shopping Center

Lee Harrison Loop
Every Wednesday
Pickup - Return Time: 10:00a – 12:00 noon
To: Safeway – 2500 N Harrison Street
   Harris Teeter – 2425 N Harrison Street

Form Revised 7-19-12
INVITATION TO BID NO. 603-13
### ATTACHMENT 6

**HOLIDAY 2014 AND INCLEMENT WEATHER SCHEDULES EXAMPLES**

**Calendar Year 2014 Schedule of Holidays and Closings**

**Vocational/Day Program Vendors**

<table>
<thead>
<tr>
<th>Date</th>
<th>Holiday/Closing</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/14</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td>01/02/14</td>
<td>New Year’s Holiday</td>
</tr>
<tr>
<td>01/20/14</td>
<td>Martin Luther King Day</td>
</tr>
<tr>
<td>01/21/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>01/17/14</td>
<td>President’s Day</td>
</tr>
<tr>
<td>02/03/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>02/23/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>03/15/14</td>
<td>Spring Break</td>
</tr>
<tr>
<td>04/23/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>05/26/14</td>
<td>Memorial Day</td>
</tr>
<tr>
<td>06/17/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>07/04/14</td>
<td>Independence Day</td>
</tr>
<tr>
<td>07/21/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>07/31/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>08/04/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>09/01/14</td>
<td>Labor Day</td>
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<tr>
<td>09/16/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>10/14/14</td>
<td>Columbus Day</td>
</tr>
<tr>
<td>10/17/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>10/24/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>11/11/14</td>
<td>Veterans Day</td>
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<tr>
<td>11/27/14</td>
<td>Staff Development</td>
</tr>
<tr>
<td>12/25/14</td>
<td>Christmas Holiday (Morn.)</td>
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<tr>
<td>12/26/14</td>
<td>Christmas Holiday (Noon)</td>
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<tr>
<td>12/27/14</td>
<td>New Year’s Day</td>
</tr>
<tr>
<td>01/01/15</td>
<td>New Year’s Holiday</td>
</tr>
</tbody>
</table>

**NOTE:** There is no provision of transportation on the days that the county is closed.

**SOURCE:** Employees seeking to work at facilities will be expected to work on major holidays. Non-exempt employees will be paid for hours worked on holidays and holidays as well. Employees working full-time will receive a paid mental leave for paid holidays.

**NOTE:** All dates are subject to the weather conditions. 1/20/14, 2/17/14, 11/10/14, 3/11/14. If days listed are not used for bad weather, other locations are typically considered April and June.
<table>
<thead>
<tr>
<th>VENDOR</th>
<th>Center Based Sites</th>
<th>Community Based Sites</th>
<th>Individual / Community Employer Sites</th>
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</thead>
<tbody>
<tr>
<td>Service Source</td>
<td>Central Office</td>
<td>Fairfax Co Public Schools</td>
<td>H/A</td>
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<td></td>
<td></td>
<td>Federal Gov't.</td>
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</tr>
<tr>
<td>ECHO</td>
<td></td>
<td>Determined by ECHO. Posted on radio and website</td>
<td>H/A</td>
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<tr>
<td>JDI</td>
<td></td>
<td>Fairfax Co Public Schools</td>
<td>H/A</td>
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<tr>
<td></td>
<td></td>
<td>Fairfax Co Public Schools</td>
<td>H/A</td>
</tr>
<tr>
<td>MVLE</td>
<td></td>
<td>Fairfax Co Public Schools</td>
<td>Individuals in the car detailing and janitorial services in Arlington will follow Arlington Co Public Schools. All others will follow Fairfax Co Public Schools.</td>
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<tr>
<td></td>
<td></td>
<td>Fairfax Co Public Schools</td>
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<td>Fairfax Co Public Schools</td>
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<td></td>
<td></td>
<td>Fairfax Co Gov't/Federal Gov't DC sites</td>
<td>Host site/employer</td>
</tr>
<tr>
<td>CIC</td>
<td>Arpington Co Public Schools</td>
<td>H/A</td>
<td>H/A</td>
</tr>
<tr>
<td></td>
<td>Federal Gov't.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Host site/employer</td>
<td></td>
</tr>
<tr>
<td>STC</td>
<td>Arlington Co Public Schools</td>
<td>H/A</td>
<td>H/A</td>
</tr>
<tr>
<td></td>
<td>Federal Gov't.</td>
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<tr>
<td></td>
<td></td>
<td>Host site/employer</td>
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</tr>
<tr>
<td>Woodmoont Weavers</td>
<td>Fairfax Co Public Schools</td>
<td>H/A</td>
<td>H/A</td>
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<tr>
<td></td>
<td>Federal Gov't.</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Host site/employer</td>
<td></td>
</tr>
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<td>10 Johns</td>
<td>Fairfax Co Public Schools</td>
<td>H/A</td>
<td>H/A</td>
</tr>
<tr>
<td></td>
<td>Federal Gov't.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Host site/employer</td>
<td></td>
</tr>
<tr>
<td>Senior Center [Congregate Meal Programs of Arlington, Mill Senior Center, Langston Brown Senior Center, Walter Reed Senior Center]</td>
<td>If Arlington Public Schools are closed or have a two-hour delayed opening no transportation to senior centers (with congregate meal program) will be available. This policy pertains to Congregate Meal programs and not Senior Center Adult Transportation (SCAT).</td>
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<td></td>
<td></td>
<td>H/A</td>
<td>H/A</td>
</tr>
</tbody>
</table>

**NOTE:**
Contractor does not transport on the days that Arlington County Government is closed regardless of weather conditions.

**CONTRACTOR**

During inclement weather, Contractor follows the Arlington Public Schools schedule, so if Arlington schools are on a 2-hour delay or are closed—Contractor will follow that schedule regardless of which calendar each vendor follows. For inclement weather on days when Arlington Public Schools are closed, Diamond will delay 2 Arlington County Government's on a delay regardless of which calendar each vendor follows.

Program operations & transportation announcements during bad weather will be made on WYN Radio 1220 AM, 1460 AM, WWCW (311 FM) or 1460 AM. This information will also be listed on their websites: www.wync.org or www.wncw.org. Listeners are encouraged to listen to the WYNC Radio station for up-to-date weather information. If you wish to check the weather or listen to the radio, please visit their website or call their phone number for recorded information.

For inclement weather, Contractor will announce decisions on radio and TV: You may also call the Contractor's main number at (703) 844-8900 for recorded information. Contractor will have a designated time to announce decisions, so please check their website or call them directly for updated information.

**CONTRACTOR**

For inclement weather on JDI scheduled leave days (teachers, weekday, school holiday, etc.), JDI will contact parents via their website or phone. JDI recommends that parents check their website or call the Contractor's main number for updated information.

**ECHO**

For inclement weather on JDI scheduled leave days (teachers, weekday, school holiday, etc.), JDI will announce decisions on their main phone number (703) 569-2000.

For inclement weather on Alexandria PS scheduled leave days (teachers, weekday, school holiday, etc.), St. Coletta will leave an announcement on their main phone number (317) 439-6940.

For inclement weather on Arlington PS scheduled leave days (teachers, weekday, school holiday, etc.), the Woodmoont Weavers will leave an announcement on the Contractor's main phone line (703) 844-8900.

For inclement weather on JDI scheduled leave days (teachers, weekday, school holiday, etc.), the Contractor will announce decisions on open/close on their main phone number (703) 569-2000.

For inclement weather on Arlington PS scheduled leave days (teachers, weekday, school holiday, etc.), Arlington Co Public Schools will follow the Contractor's inclement weather announcement.

For inclement weather on Alexandria PS scheduled leave days (teachers, weekday, school holiday, etc.), the Contractor must determine status of operation.

**ECHO**

For inclement weather on JDI scheduled leave days (teachers, weekday, school holiday, etc.), the Contractor will make a decision whether to open, call (703) 569-5400, or determine status of operation.

**ECHO**
## ATTACHMENT 7

### IDDS FIXED ROUTE SCHEDULE

This is a snapshot of the IDDS routes and riders on 10/15/13. Riders on the routes change. There are many reasons (e.g., entering service, moving, retiring, changing day placements, etc.). The riders are generally fairly stable but the successful bidder will need to make adjustments within the existing routes to accommodate rider changes within 72 hours of notice of change. Arrivals and departures may occur up to, but not more than, 15 minutes prior to and/or after stated times. All routes must have wheelchair transportation available upon request.

### IDDS Route # 1

<table>
<thead>
<tr>
<th>Rider #</th>
<th>Wheelchair or Ambulary</th>
<th>Home Street Address</th>
<th>Home Zip</th>
<th>Day Placement Street Address</th>
<th>Day Placement Zip</th>
<th>AM Drop Off Time at Day Program</th>
<th>PM Pick Up Time From Day Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A</td>
<td>Lee Hwy.</td>
<td>22207</td>
<td>6660 Commercial Dr.</td>
<td>22151</td>
<td>9:00 AM</td>
<td>3:15 PM</td>
</tr>
<tr>
<td>2</td>
<td>A</td>
<td>N. Lincoln St.</td>
<td>22201</td>
<td>6660 Commercial Dr.</td>
<td>22151</td>
<td>9:00 AM</td>
<td>3:15 PM</td>
</tr>
<tr>
<td>3</td>
<td>A</td>
<td>Columbia Pike</td>
<td>22204</td>
<td>6660 Commercial Dr.</td>
<td>22151</td>
<td>9:00 AM</td>
<td>3:15 PM</td>
</tr>
<tr>
<td>4</td>
<td>A</td>
<td>N. 16th St.</td>
<td>22205</td>
<td>6660 Commercial Dr.</td>
<td>22151</td>
<td>9:00 AM</td>
<td>3:15 PM</td>
</tr>
<tr>
<td>5</td>
<td>A</td>
<td>N. 16th St.</td>
<td>22205</td>
<td>6660 Commercial Dr.</td>
<td>22151</td>
<td>9:00 AM</td>
<td>3:15 PM</td>
</tr>
<tr>
<td>6</td>
<td>A</td>
<td>8th Rd.</td>
<td>22204</td>
<td>6660 Commercial Dr.</td>
<td>22151</td>
<td>9:00 AM</td>
<td>3:15 PM</td>
</tr>
<tr>
<td>7</td>
<td>A</td>
<td>15th St. N.</td>
<td>22205</td>
<td>6660 Commercial Dr.</td>
<td>22151</td>
<td>9:00 AM</td>
<td>3:15 PM</td>
</tr>
<tr>
<td>8</td>
<td>A</td>
<td>N. Mckinley Rd.</td>
<td>22205</td>
<td>6660 Commercial Dr.</td>
<td>22151</td>
<td>9:00 AM</td>
<td>3:15 PM</td>
</tr>
</tbody>
</table>

### IDDS Route # 2

<table>
<thead>
<tr>
<th>Rider #</th>
<th>Wheelchair or Ambulary</th>
<th>Home Street Address</th>
<th>Home Zip</th>
<th>Day Placement Street Address</th>
<th>Day Placement Zip</th>
<th>AM Drop Off Time at Day Program</th>
<th>PM Pick Up Time From Day Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A</td>
<td>S. Glebe Rd.</td>
<td>22206</td>
<td>7405 Boston Blvd</td>
<td>22153</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>2</td>
<td>A</td>
<td>N. 22Nrd Rd.</td>
<td>22205</td>
<td>7405 Boston Blvd</td>
<td>22153</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>3</td>
<td>A</td>
<td>Williamsburg Blvd.</td>
<td>22207</td>
<td>7405 Boston Blvd</td>
<td>22153</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>4</td>
<td>W</td>
<td>Yorktown Blvd.</td>
<td>22207</td>
<td>7405 Boston Blvd</td>
<td>22153</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>5</td>
<td>A</td>
<td>N. Lincoln St.</td>
<td>22201</td>
<td>7405 Boston Blvd</td>
<td>22153</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>6</td>
<td>A</td>
<td>N. Lincoln St.</td>
<td>22201</td>
<td>7405 Boston Blvd</td>
<td>22153</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>7</td>
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<td>N. Mckinley Rd.</td>
<td>22205</td>
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<td>22153</td>
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</tr>
<tr>
<td>8</td>
<td>A</td>
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<td>22201</td>
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<td>22153</td>
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<tr>
<td>9</td>
<td>A</td>
<td>N. Columbus St.</td>
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### IDDS Route # 3

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<th>Home Street Address</th>
<th>Home Zip</th>
<th>Day Placement Street Address</th>
<th>Day Placement Zip</th>
<th>AM Drop Off Time at Day Program</th>
<th>PM Pick Up Time From Day Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td>S. 4th St.</td>
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<td>7520 Fullerton Rd.</td>
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### IDDS Route # 4
**Van capacity 6 Wheelchair, 14 Ambulatoy**

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<th>Day Placement Street Address</th>
<th>Day Placement Zip</th>
<th>AM Drop Off Time at Day Program</th>
<th>PM Pick Up Time From Day</th>
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### IDDS Route # 5
**Van capacity 2 Wheelchair, 8 Ambulatoy**

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<th>Home Zip</th>
<th>Day Placement Street Address</th>
<th>Day Placement Zip</th>
<th>AM Drop Off Time at Day Program</th>
<th>PM Pick Up Time From Day</th>
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</thead>
<tbody>
<tr>
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<td>A</td>
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<td>22204</td>
<td>6295 Edsall R</td>
<td>22312</td>
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<td>7</td>
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### IDDS Route # 6
**Van capacity 2 Wheelchair, 11 Ambulatoy**

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<th>Home Zip</th>
<th>Day Placement Street Address</th>
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<th>PM Pick Up Time From Day</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>A</td>
<td>N. Jackson St.</td>
<td>22201</td>
<td>207 S. Peyton St.</td>
<td>22314</td>
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<td>A</td>
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<td>22205</td>
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<td>N. Bluemont Dr.</td>
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<td>A</td>
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<td>22314</td>
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**ITB No. 603-13 LW**
<table>
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<tr>
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<table>
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<td>Home Zip</td>
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<td>A</td>
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<th>Day Placement Street Address</th>
<th>Day Placement Zip</th>
<th>AM Drop Off Time at Day Program</th>
<th>PM Pick Up Time From Day</th>
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<th>Day Placement Street Address</th>
<th>Day Placement Zip</th>
<th>AM Drop Off Time at Day Program</th>
<th>PM Pick Up Time From Day</th>
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</thead>
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<th>Day Placement Street Address</th>
<th>Day Placement Zip</th>
<th>AM Drop Off Time at Day Program</th>
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<td>S. Arlington Mill Dr.</td>
<td>22204</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>3</td>
<td>A</td>
<td>S. 9th St.</td>
<td>22204</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>4</td>
<td>A</td>
<td>N. Colonial Terrace</td>
<td>22209</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>5</td>
<td>W</td>
<td>S. 24th St.</td>
<td>22206</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>6</td>
<td>A</td>
<td>Shirlington Rd.</td>
<td>22206</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>7</td>
<td>A</td>
<td>5th St. S.</td>
<td>22204</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>8</td>
<td>A</td>
<td>27th St. S.</td>
<td>22206</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
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<tr>
<td>9</td>
<td>A</td>
<td>S. Veitch St.</td>
<td>22206</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
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<tr>
<td>10</td>
<td>A</td>
<td>S. Fernwick St.</td>
<td>22204</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
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<tr>
<td>11</td>
<td>A</td>
<td>S. Four Mile Run</td>
<td>22204</td>
<td>2422 N. Fillmore St.</td>
<td>22207</td>
<td>9:00 AM</td>
<td>3:00 PM</td>
</tr>
</tbody>
</table>

### SAP Route #14
<table>
<thead>
<tr>
<th>Rider #</th>
<th>Wheelchair or Ambulatory</th>
<th>Home Street Address</th>
<th>Home Zip</th>
<th>Day Placement Street Address</th>
<th>Day Placement Zip</th>
<th>AM Drop Off Time at Day Program</th>
<th>PM Pick Up Time From Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 to 14</td>
<td>A</td>
<td>South Fern Street</td>
<td>22202</td>
<td>2909 S. 16th Street</td>
<td>22204</td>
<td>9:30 AM</td>
<td>1:00 PM</td>
</tr>
</tbody>
</table>

Ridership varies from 9 to 14 individuals per day.
ATTACHMENT 8

EXAMPLE CALCULATION OF THE APPLICATION OF CPI-U TRANSPORTATION

1. If the Contractor wishes to request a change in rates, 90 days before the anniversary of the contract the Contractor shall go to the U.S. Bureau of Labor Statistics CPI-U Table 1. It can be found at the following web link:

   http://stats.bls.gov/news.release/cpi.t01.htm

   The table is titled: Table 1. Consumer Price Index for All Urban Consumers (CPI-U): U. S. city average, by expenditure category.

2. Assuming the start date of the contract is March 1, 2014, then the Anniversary Date is March 1. The month that is relevant for the calculation of the change in pricing is therefore December in the prior calendar year as the anniversary date. Go to the table for the month of December for the Anniversary in the current year.

3. Refer to the Table, and find the line that is labeled: Transportation Services.

4. For that line, find the column labeled: Unadjusted percent change.

5. In that column will be a sub-heading labeled: Dec. (of the prior year) – Dec. (of the current year). For example, if you were looking up the index change between March 2014 and March 2015, the sub-heading would read: Dec. 2013 – Dec. 2014

6. You will find a number. This is the percent change in pricing from Dec. 2013 to Dec. 2014.

7. Multiply that number by the rate you wish to change. The result of the multiplication, added to the original contract rate, is the new rate to propose to the County.

8. Example Calculation:

   - Monthly Rate for a Fixed Route is $100.00 in the contract upon signing.
   - Contract signing date is March 1, 2014.
   - The contractor wishes to request a rate change for the anniversary date of March 1, 2015.
   - In December of 2014, in preparation for requesting a rate change, the contractor may look up the value in the Table 1. Consumer Price Index for All Urban Consumers (CPI-U): U. S. city average, by expenditure category for that December (in this example, 2014)
   - Look at the Transportation Services line for the column labeled: Dec. 2013 – Dec. 2014. Assume that the value in that line for that column is 1.2.
   - This means that a 1.2% change in pricing was observed for Transportation Services over the past year.
   - To create a new rate to offer to the County for consideration, multiply the following:

     Old Rate: $100.00

     CPI-U Transportation Percent Change: 1.2%

     CPI-U Change $ Amount = $100.00 x 1.2% = $1.20

     Potential Change Request = $101.20 = Old Rate + CPI-U Change $ Amount = $100.00 + 1.20

   - In this example, $101.20 is the new rate that the Contractor may ask for from the County.
   - The County is not required to approve the rate request.
   - In no case may the rate request be more than 5% more or less than the prior year's rate.
ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE PURCHASING AGENT  
INVITATION TO BID NO. 603-13

BID FORM  
PAGE 1 OF 7

SUBMIT FIVE (5) FULLY-COMPLETED AND SIGNED BID FORMS TO THE OFFICE OF THE BID CLERK, SUITE 511, 2100 CLARENDON BLVD., ARLINGTON, VIRGINIA, 22201 (ONE FORM SHALL CONTAIN AN ORIGINAL LONGHAND SIGNATURE; THE OTHERS SHALL BE PHOTOCOPIES OF THE SIGNED ORIGINAL). BIDDERS MAY SUBMIT ONE OR MORE PRICE SHEET (SHEET A, B, OR C, OR ANY COMBINATION) FOR THE SERVICES THEY WISH TO PROVIDE. EACH PRICE SHEET THEY SUBMIT MUST BE FULLY COMPLETED TO BE CONSIDERED RESPONSIVE.

BIDS WILL BE OPENED 3:30 P.M. ON THE 12TH DAY OF MARCH, 2014

FOR PROVIDING CURB TO CURB AND/OR HAND TO HAND TRANSPORTATION SERVICES FOR THE OPERATION OF PARATRANSPORT SERVICES PER THE TERMS, CONDITIONS AND SPECIFICATIONS OF THIS SOLICITATION:

A. PRICE SHEET – TAXI DISPATCH – STAR/SAP AND IDDS SERVICES BID FORM

<table>
<thead>
<tr>
<th>Description</th>
<th>Units</th>
<th>Estimated # Units in Fiscal Year 2015</th>
<th>Firm Rate Year 1</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxi-Dispatch Charge per Ride</td>
<td>Per Ride</td>
<td>47,701</td>
<td>As per the Arlington County Taxi Ordinance Meter Rate</td>
<td>N/A</td>
</tr>
<tr>
<td>Taxi-Dispatch Added Charge per Ambulatory Passenger</td>
<td>Per Ride</td>
<td>34,011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxi-Dispatch Added Charge per Passenger Using Wheelchair</td>
<td>Per Ride</td>
<td>13,690</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxi-Dispatch STAR Passenger No-Show/Late Cancellation Fee</td>
<td>Per Ride</td>
<td>7,766</td>
<td></td>
<td></td>
</tr>
<tr>
<td>STAR Assisted Transportation Services Charge for Door-to-Door Service *</td>
<td>Per Stop</td>
<td>900</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Some riders may only need assistance at the home location, not at the destination. STAR carries about 1,000 Assist trips annually – and most of the riders need assistance at both ends of the trip.
<table>
<thead>
<tr>
<th>Description</th>
<th>Units</th>
<th>Estimated # Units in Fiscal Year 2015</th>
<th>Firm Rate Year 1</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly Rate for Dedicated Vehicle Hours of Service, Non CDL Accessible Vehicles</td>
<td>Revenue Hours</td>
<td>25,350</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hourly Rate for Dedicated Vehicle Hours of Service, CDL Accessible Vehicles</td>
<td>Revenue Hours</td>
<td>7,360 + 15,966 = 23,596</td>
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</tr>
<tr>
<td>Bus Attendant Rate</td>
<td>Revenue Hours</td>
<td>9,826</td>
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<tr>
<td>Administration Rate</td>
<td>Per Month</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Insurance</td>
<td>Per Month</td>
<td>12</td>
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<td></td>
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<tr>
<td>Maintenance Rate per Total Mile</td>
<td>Per Mile</td>
<td>371,992</td>
<td></td>
<td></td>
</tr>
<tr>
<td>STAR Assisted Transportation Services Charge for Door-to-Door Service *</td>
<td>Per Stop Per Ride</td>
<td>900</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Some riders may only need assistance at the home location, not at the destination. STAR carries about 1,000 Assist trips annually – and most of the riders need assistance at both ends of the trip.
This is a snapshot of the routes and riders on 10/15/13. Riders on the routes change. There are many reasons (e.g., entering service, moving, retiring, changing day placements, etc.) The riders are generally fairly stable but the successful bidder will need to make adjustments within the existing routes to accommodate rider changes within 72 hours of notice of change.

Arrivals and departures may occur up to, but not more than, 15 minutes prior to and/or after stated times. All routes must have wheelchair transportation available upon request.

<table>
<thead>
<tr>
<th>Details for each route may be found at</th>
<th>Fixed Price Bid (Route Cost Per Month)</th>
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</thead>
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<tr>
<td>IDDS Route # 1 Van capacity 2 Wheelchair, 11 Ambulatory</td>
<td>Aide: Yes</td>
</tr>
<tr>
<td>IDDS Route # 2 Van capacity 2 Wheelchair, 8 Ambulatory</td>
<td>Aide: No</td>
</tr>
<tr>
<td>IDDS Route # 3 Van capacity 0 Wheelchair, 14 Ambulatory</td>
<td>Aide: No</td>
</tr>
<tr>
<td>IDDS Route # 4 Van capacity 0 Wheelchair, 14 Ambulatory</td>
<td>Aide: No</td>
</tr>
<tr>
<td>IDDS Route # 5 Van capacity 2 Wheelchair, 8 Ambulatory</td>
<td>Aide: No</td>
</tr>
<tr>
<td>IDDS Route # 6 Van capacity 2 Wheelchair, 11 Ambulatory</td>
<td>Aide: Yes</td>
</tr>
<tr>
<td>IDDS Route # 7 Van capacity 2 Wheelchair, 8 Ambulatory</td>
<td>Aide: Yes</td>
</tr>
<tr>
<td>IDDS Route # 8 Van capacity 0 Wheelchair, 8 Ambulatory</td>
<td>Aide: No</td>
</tr>
<tr>
<td>IDDS Route # 9 Van capacity 1 Wheelchair, 12 Ambulatory</td>
<td>Aide: Yes</td>
</tr>
<tr>
<td>IDDS Route # 10 Van capacity 0 Wheelchair, 14 Ambulatory</td>
<td>Aide: Yes</td>
</tr>
<tr>
<td>IDDS Route # 11 Van capacity 0 Wheelchair, 14 Ambulatory</td>
<td>Aide: Yes</td>
</tr>
<tr>
<td>IDDS Route # 12 Van capacity 2 Wheelchair, 17 Ambulatory</td>
<td>Aide: Yes</td>
</tr>
<tr>
<td>IDDS Route # 13 Van capacity 2 Wheelchair, 12 Ambulatory</td>
<td>Aide: Yes</td>
</tr>
<tr>
<td>SAP Route #14 - Ridership varies from 9 to 14 individuals per day</td>
<td></td>
</tr>
</tbody>
</table>

Total Per Month – All Routes
C. BID SUBMISSION REQUIREMENTS

Provide documents listed under the "Best Value Bid Submission Requirements" paragraphs on pages 7 through 10. BIDS SUBMITTED WITHOUT THE INFORMATION ABOVE WILL BE DEEMED NON-RESPONSIVE.

The undersigned understands and acknowledges the following:
The official, true, and complete copy of the solicitation documents, WHICH SHALL INCLUDE ALL AMENDMENTS THERETO, is the hard copy of the documents available from the Office of the Purchasing Agent.
An electronic copy of the solicitation documents provided at the County Purchasing Agent's website (http://www.arlingtonva.us/purchasing) is subject to an important disclaimer which must be acknowledged online before the documents can be downloaded.
Each bidder is responsible for determining the accuracy and completeness of ALL solicitation documents they receive, including documents obtained from the County by either of the methods described above, and documents obtained from all other sources.

TRADE SECRETS OR PROPRIETARY INFORMATION:
Trade secrets or proprietary information submitted by a bidder in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, Section 4-111 of the Arlington County Purchasing Resolution states that the bidder must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.
Please mark one:

( ) No, the bid I have submitted does not contain any trade secrets and/or proprietary information.

( ) Yes, the bid I have submitted does contain trade secrets and/or proprietary information.

If Yes, you must clearly identify below the exact data or other materials to be protected and list all applicable page numbers of the bid containing such data or materials:

________________________________________

State the specific reason(s) why protection is necessary:

________________________________________

If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of Section 4-111 of the Purchasing Resolution. Accordingly, effective upon the award of contract, the bid will be open for public inspection consistent with applicable law.

BIDDERS NAME: ________________________________________
CERTIFICATION OF NON-COLLUSION:
The undersigned certifies that this bid is not the result of, or affected by, any act of collusion with another person (as defined in the Code of Virginia § 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.).

CONTACT PERSON AND MAILING ADDRESS FOR DELIVERY OF NOTICES
Provide the name and address of the person designated by the Bidder to receive notices and other communications (Refer to section headed Notices in the Contract Terms and Conditions of this solicitation for further details):

______________________________

THE PROPER LEGAL NAME OF THE FIRM OR ENTITY SUBMITTING THIS BID MUST BE WRITTEN IN THE SPACE PROVIDED BELOW. THIS BID FORM, AND ALL OTHER DOCUMENTS REQUIRED BY THE INVITATION TO BID TO BE SUBMITTED WITH THIS BID FORM, INCLUDING, BUT NOT LIMITED TO ALL ISSUED AMENDMENTS, MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY BIND THE BIDDER, OR THE BID MAY BE REJECTED:

AUTHORIZED SIGNATURE ________________________________

PRINT NAME AND TITLE ________________________________

74
ITB No. 603-13 LW
BID FORM PAGE 6 OF 7

INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO ANY QUESTIONS REGARDING THIS BID (I.E. PROJECT MANAGER):

NAME (PRINTED): ___________________________ TITLE: ___________________________

E-MAIL ADDRESS: ___________________________ TEL. NO.: ___________________________

<table>
<thead>
<tr>
<th>SUBMITTED BY: (LEGAL NAME OF ENTITY)</th>
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<tbody>
<tr>
<td>ADDRESS:</td>
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<tr>
<td>CITY/STATE/ZIP:</td>
</tr>
<tr>
<td>TELEPHONE NO.:</td>
</tr>
<tr>
<td>THIS FIRM IS A:</td>
</tr>
<tr>
<td>___ CORPORATION, ___ GENERAL PARTNERSHIP, ___ LIMITED PARTNERSHIP, ___ UNINCORPORATED ASSOCIATION, ___ LIMITED LIABILITY COMPANY, ___ SOLE PROPRIETORSHIP</td>
</tr>
<tr>
<td>IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA?</td>
</tr>
<tr>
<td>IDENTIFICATION NO. ISSUED TO THE FIRM BY THE SCC:</td>
</tr>
<tr>
<td>ANY BIDDER EXEMPT FROM SCC AUTHORIZATION REQUIREMENT SHALL INCLUDE A STATEMENT WITH ITS BID WHY THEY ARE NOT REQUIRED TO BE SO AUTHORIZED</td>
</tr>
<tr>
<td>IS YOUR FIRM OR ANY OF ITS PRINCIPALS CURRENTLY DEBARRED FROM SUBMITTING BIDS TO ARlington COUNTY, VIRGINIA, OR ANY OTHER STATE OR POLITICAL SUBDIVISION?</td>
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<tr>
<td>BIDDER STATUS:</td>
</tr>
<tr>
<td>MINORITY OWNED:</td>
</tr>
<tr>
<td>WOMAN OWNED:</td>
</tr>
<tr>
<td>NEITHER:</td>
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Solidation # 603-13
Metropolitan Washington Council of Governments Rider Clause
USE OF CONTRACT(S) BY MEMBERS COMPRISING THE METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS PURCHASING OFFICERS’ COMMITTEE.

A. If authorized by the bidder(s), resultant contract(s) will be extended to any or all of the listed members as designated by the bidder to purchase at contract prices in accordance with contract terms.

B. Any member utilizing such contract(s) will place its own order(s) directly with the successful contractor. There shall be no obligation on the part of any participating member to utilize the contract(s).

C. A negative reply will not adversely affect consideration of your bid/proposal.

D. It is the awarded vendor’s responsibility to notify the members shown below of the availability of the Contract(s).

E. Each participating jurisdiction has the option of executing a separate contract with the awardee. Contracts entered into with a participating jurisdiction may contain general terms and conditions unique to that jurisdiction including, by way of illustration and not limitation, clauses covering minority participation, non-discrimination, indemnification, naming the jurisdiction as an additional insured under any required Comprehensive General Liability policies, and venue. If, when preparing such a contract, the general terms and conditions of a jurisdiction are unacceptable to the awardee, the awardee may withdraw its extension of the award to that jurisdiction.

F. The issuing jurisdiction shall not be held liable for any costs or damages incurred by another jurisdiction as a result of any award extended to that jurisdiction by the awardee.

<table>
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<th>YES</th>
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</tbody>
</table>

BIDDER’S NAME: _______________________________
NON-DISCLOSURE FORM

ARLINGTON COUNTY
NON-DISCLOSURE AND DATA SECURITY AGREEMENT (NDA)

AGREEMENT NO. 603-13
EXHIBIT A TO BID FORM

NONDISCLOSURE AND DATA SECURITY AGREEMENT (CONTRACTOR)

The undersigned, an authorized agent of the Contractor and on behalf of [Contractor] hereby agree that the Contractor will hold County provided information, documents, data, images, records and the like (hereafter "information") confidential and secure and to protect it against loss, misuse, alteration, destruction or disclosure. This includes but is not limited to the information of the County, its employees, contractors, residents, clients, patients, taxpayers and property as well as information that the County shares with Contractor for testing, support, conversion or other services provided under Arlington County Agreement No.603-13 (the "Project" or "County Agreement" as applicable) or which may be accessed through other County owned or controlled databases (all of the above collectively referred to herein as "information" or "County information").

In addition to the DATA SECURITY obligations set in the County Agreement, the Contractor agrees that it will maintain the privacy and security of the County information, control and limit internal access and authorization for access to such information and not divulge or allow or facilitate access to County information for any purpose or by anyone unless expressly authorized. This includes but is not limited to information that in any manner describes, locates or indexes anything about an individual including, but not limited to, his/her (hereinafter "his") Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings, and his education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth, address, phone number or that affords a basis of inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, and the record of his presence, registration, or membership in an organization or activity, or admission to an institution (also collectively referred to herein as "information" or "County information").

Contractor also agree that it will not directly or indirectly use or facilitate the use or dissemination of information (whether intentionally or by inadvertence, negligence or omission verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly associated with its work under the

ITB No. 603-13 LW
Project. Contractor acknowledges that any unauthorized use, dissemination or disclosure of information is prohibited and may also constitute a violation of Virginia or federal laws, subjecting it or its employees to civil and/or criminal penalties.

The Contractor agrees that it will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person, for any purpose, of any information obtained directly, or indirectly, as a result of its work on the Project. Contractor shall coordinate closely with the County Project Officer to ensure that its authorization to its employees or approved subcontractors is appropriate, tightly controlled and that such person/s also maintain the security and privacy of information and the integrity of County networked resources.

Contractor agrees to take strict security measures to ensure that information is kept secure, properly stored, that if stored that it is encrypted as appropriate, stored in accordance with industry best practices and otherwise protected from retrieval or access by unauthorized persons or unauthorized purpose. Any device or media on which information is stored, even temporarily, will have strict security and access control. Any information that is accessible will not leave the Contractor’s work site or the County’s physical facility, if working onsite, without written authorization of the County Project Officer. If remote access or other media storage is authorized, Contractor is responsible for the security of such storage device (or paper files).

Contractor will ensure that any laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices, as approved by the County, and connected to the County network are secure and free of all computer viruses, or running the latest version of an industry standard virus protection program. Contractor will ensure that all passwords used by its employees or subcontractors are robust, protected and not shared. No information may be downloaded expect as agreed to by the parties and then only onto a County approved device. Downloading onto a personally owned device is prohibited. Contractor agrees that it will notify the County Project Officer immediately upon discovery, becoming aware or suspicious of any unauthorized disclosure of information, security breach, hacking or other breach of this Agreement, the County Contract, County policy, Contractor’s security policies, or any other breach of Project protocols. The Contractor will fully cooperate with the County to regain possession of any information and to prevent its further disclosure, use or dissemination. The Contractor also agrees, if requested, to promptly notify others of a suspected or actual breach.

Contractor agrees that all duties and obligations enumerated in this agreement also extend to its employees, agents or subcontractors who are given access to County information. Breach of any of the above
conditions by Contractor's employees, agents or subcontractors shall be treated as a breach by Contractor. Contractor agrees that it shall take all reasonable measures to ensure its employees, agents and subcontractors are aware of and abide by the terms and conditions of this Agreement and related data security provisions in the County Agreement.

It is the intent of this NonDisclosure and Data Security Agreement to ensure that the Contractor has the highest level of administrative safeguards, disaster recovery and best practices are in place to ensure confidentiality, protection, privacy and security of County information and County networked resources and to ensure compliance with all applicable local, state and federal law or regulatory requirements. Therefore, to the extent that this NonDisclosure and Data Security Agreement conflicts with the County Agreement or with any applicable local, state, or federal law, regulation or provision, the more stringent County Contract requirement, law, regulation or provision shall control.

At the conclusion of the Project, Contractor agrees to return all County information to the County Project Officer. These obligations remain in full force and effect throughout the Project and shall survive any termination of the County Agreement.

Authorized Signature: ___________________________

Printed Name and Title: __________________________

Date: _____________________

ITB No. 603-13 LW
AGREEMENT NO. 603-13
EXHIBIT A TO BID FORM

NONDISCLOSURE AND DATA SECURITY AGREEMENT
(INDIVIDUAL)

I, the undersigned, agree that I will hold County provided
information, documents, data, images, records and the like (hereafter
“information”) confidential and secure and protect it against loss,
misuse, alteration, destruction or disclosure. This includes but is
not limited to the information of the County, its employees,
contractors, residents, clients, patients, taxpayers, and property as
well as information that the County shares with my employer or prime
contractor for testing, support, conversion or the provision of other
services under Arlington County Agreement No. 603-13 (the “Project” or
“County Agreement”, as applicable) or which may be accessed through
County owned or controlled databases (all of the above collectively
referred to herein as “information” or “County information”).

I agree that I will maintain the privacy and security of County
information and I will not divulge or allow or facilitate access to
County information for any purpose or by anyone unless expressly
authorized to do so by the County Project Officer. This includes but
is not limited to information that in any manner describes, locates or
indexes anything about an individual including, but not limited to,
his/her (hereinafter “his”) Personal Health Information, treatment,
disability, services eligibility, services provided, investigations,
real or personal property holdings, education, financial
transactions, medical history, ancestry, religion, political ideology,
criminal or employment record, social security number, tax status or
payments, date of birth or that otherwise affords a basis of inferring
personal characteristics, such as finger and voice prints,
photographs, or things done by or to such individual, and the record
of his presence, registration, or membership in an organization or
activity, or admission to an institution (as also collectively referred
to herein as “information” or “County information”).

I agree that I will not directly or indirectly use or facilitate the
use or dissemination of information (whether intentionally or by
inadvertence, negligence or omission verbally, electronically, through
paper transmission or otherwise) for any purpose other than that
directly authorized and associated with my designated duties on the
Project. I understand and agree that any unauthorized use,
dissemination or disclosure of information is prohibited and may also
constitute a violation of Virginia or federal law/s, subject to civil
and/or criminal penalties.

I also agree that I will not divulge or otherwise facilitate the
disclosure, dissemination or access to or by any unauthorized person
for any purpose of the information obtained directly, or indirectly,
as a result of my work on the Project. I agree to view, retrieve or
access County information only to the extent concomitant with my assigned duties on the Project and only in accordance with the County’s and my employer’s access and security policies or protocols.

I agree that I will take strict security measures to ensure that information is kept secure, properly stored, that if stored that it is encrypted as appropriate, stored in accordance with industry best practices, and otherwise protected from retrieval or access by unauthorized persons or unauthorized purpose. I will also ensure that any device or media on which information is stored, even temporarily, will have strict security and access control and that I will not remove, facilitate the removal of or cause to be removed any information from my employer’s worksite or the County’s physical facility without written authorization of the County Project Officer. If so authorized, I understand that I am responsible for the security of the electronic equipment or paper files on which the information is stored and agree to promptly return such information upon request.

I will not use any devices, laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices (“Device”) during my work on the Project without pre-approval. I will ensure that any Device connected to the County network shall be free of all computer viruses or running the latest version of an industry standard virus protection program. I will also ensure that my password, if any, is robust, protected and not shared. No information may be downloaded except as authorized by the County Project Officer and then only onto a County-approved Device. Downloading onto a personally owned Device is prohibited.

I agree that I will notify the County Project Officer immediately upon discovery, becoming aware of or suspicious of any unauthorized disclosure of information, security breach, hacking or other breach of this Agreement, County policy, my employer’s security system or any other breach of Project protocols. I will fully cooperate with the County to help regain possession of any information and to prevent its further disclosure, use or dissemination.

It is the intent of this NonDisclosure and Data Security Agreement to ensure that the highest level of administrative safeguards and best practices are in place to ensure confidentiality, protection, privacy and security of County information and County networked resources and to ensure compliance with all applicable local, state and federal law or regulatory requirement. Therefore, to the extent that this Nondisclosure and Data Security Agreement conflicts with the underlying County Agreement or any local, state or federal law, regulation or provision, the more stringent County Contract provision, law, regulation or provision shall control.

Upon completion or termination of my work on the Project, I agree to return all County information to the County Project Officer. I understand that this Agreement remains in full force and effect throughout my work on the Project and shall survive my reassignment.
from the Project, termination of the above referenced Project or my departure from my current employer.

Signed: ________________________________
Printed Name: ________________________________
Date: ________________________________

Witnessed:

Contractor’s Project
Manager: ________________________________
Printed
Name: ________________________________
Date: ________________________________

TO BE COMPLETED PRIOR TO BEGINNING WORK ON THE PROJECT
AMENDMENT NUMBER 1

ARLINGTON COUNTY INVITATION TO BID-BEST VALUE NO. 603-13 (PROVISION OF CURB TO CURB AND/OR HAND TO HAND TRANSPORTATION SERVICES FOR THE OPERATION OF PARATRANSIT SERVICES UTILIZING WHEELCHAIR ACCESSIBLE VEHICLES SUCH AS VANS, SEDANS, AND/OR TAXICABS FOR AMBULATORY AND NON-AMBULATORY SERVICES IN THE WASHINGTON METROPOLITAN AREA, PRIMARILY IN THE NORTHERN VIRGINIA AREA FOR UP TO A TEN (10) YEAR PERIOD.) IS AMENDED AS FOLLOWS:

A. THE DUE DATE AND TIME FOR THE SEALED BIDS IS CHANGED TO "3:30 P.M. ON THE 21ST DAY OF MARCH, 2014". All references to the bid due date and time shall be changed to reflect this revised date.

The balance of the solicitation remains unchanged.

Arlington County, Virginia
James T. Pearson
Procurement Officer
jpearson@arlingtonva.us

RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR BID:

RECEIPT OF AMENDMENT NUMBER 1 IS ACKNOWLEDGED.

FIRM NAME: ________________________________

AUTHORIZED SIGNATURE: __________________

END OF AMENDMENT 1
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
INVITATION TO BID NO. 603-13

AMENDMENT NUMBER 2

ARLINGTON COUNTY INVITATION TO BID-BEST VALUE NO. 603-13 (PROVISION OF CURB TO CURB AND/OR HAND TO HAND TRANSPORTATION SERVICES UTILIZING WHEELCHAIR ACCESSIBLE VEHICLES SUCH AS VANS, SEDANS, AND/OR TAXICABS FOR AMBULATORY AND NON-AMBULATORY SERVICES IN THE WASHINGTON METROPOLITAN AREA, PRIMARILY IN THE NORTHERN VIRGINIA AREA FOR UP TO A TEN (10) YEAR PERIOD.) IS AMENDED AS FOLLOWS:

A. ADD TO SECTION I.1 ADDITIONAL INFORMATION, FOLLOWING THE LAST PARAGRAPH IN THAT SECTION, THE FOLLOWING NEW PARAGRAPH: "Operations shall start for the new Contracts on June 1, 2014. By this date, the Contractor shall start operations with sufficient seating and vehicle capacity to meet the needs described in the Solicitation, particularly section II. A.1 and Attachments 2-7, and for all Taxi Services, with the exception of the three STAR vehicles described in Section II.A.1 as "three units, each of which can accommodate a minimum of three (3) wheelchair securement places, a permanent seat for one ambulatory passenger and flip-seats for a minimum of four (4) ambulatory riders". These three vehicles are to be in service no later than October 1, 2014. Operations and related manuals as described in Section I.25.c, Section II.I.3-5, and Section II.I.2. shall be available to the County by July 1, 2014.

B. ADD TO SECTION II.F.3.c) FOLLOWING THE WORDS "STAR Call Center is closed." ADD THE FOLLOWING "The STAR taxi contractor must maintain a dedicated phone line for STAR clients when the STAR Call Center is closed."

C. IN SECTION II.I.9.a. DELETE THE WORDS "The Contractor(s) shall provide the software used to schedule trips, print out and electronically transfer manifests, and re-enter actual trip data for statistical reports is to be provided by the STAR Call Center." REPLACE THEM WITH THE FOLLOWING: "The STAR Call Center schedules trips, prints and electronically transfers manifests to the Contractor(s), and re-enters actual trip data received from the Contractor(s) for statistical reports. The Contractor(s) must have the necessary equipment and software to print electronically-transmitted information received from the STAR Call Center, process that information accurately, communicate that information to the drivers, and return completed trip data to the STAR Call Center. The Contractor(s) must also have the equipment and software necessary to provide the required MTD data noted in the paragraph immediately below."

D. DELETE SECTION III.56.d. IN ITS ENTIRETY. THERE WILL BE NO REQUIREMENT FOR "Errors and Omissions or Professional Liability insurance which will pay for injuries arising out of errors or omissions in the rendering, or failure to render services or perform Work under the Contract, in the amount of $1,000,000."

603-13
Amendment 2
Page 1
E. CHANGE IN SECTION II.F.1.e. FROM “The Contractor(s) shall only assign drivers who have reached twenty-five (25) years of age” TO “The Contractor(s) shall only assign drivers who have reached twenty-one (21) years of age”.

F. CHANGE IN SECTION III.3. FROM “The term of this Agreement will be five years, commencing on April 1, 2014” TO “The term of this Agreement will be five years, commencing on June 1, 2014”.

G. CHANGE IN SECTION II.I.4. FROM “Three copies of the materials shall be delivered to the County Project Officers at least 45 days prior to service start-up.” TO “Three copies of the materials shall be delivered to the County Projects officers by July 1, 2014”.

H. CHANGE IN SECTION II.I.9.b. FROM “...to the STAR CC on a daily basis...” TO “...to the STAR CC on a monthly basis...”.

I. DELETE THE ENTIRE BID FORM IN THE SOLICITATION, AND IT IS PLACE INSERT THE FOLLOWING “REVISED BID FORM” IN ITS ENTIRETY. SUBMIT THE REVISED BID FORM THATfollowS WITH YOUR COMPLETED RESPONSE TO THIS SOLICITATION.
**ARLINGTON COUNTY, VIRGINIA**  
**OFFICE OF THE PURCHASING AGENT**  

**INVITATION TO BID NO. 603-13**  

**REVISED BID FORM**  

**PAGE 1 OF 7**

Submit five (5) fully-completed and signed revised bid forms to the office of the bid clerk, suite 511, 2100 Clarendon Blvd., Arlington, Virginia, 22201 (one form shall contain an original long-hand signature; the others shall be photocopies of the signed original). Bidders may submit one or more price sheet (sheet A, B, or C, or any combination) for the services they wish to provide. Each price sheet they submit must be fully completed to be considered responsive.

BIDS WILL BE OPENED 3:30 P.M. ON THE 21st DAY OF MARCH, 2014

For providing curb to curb and/or hand to hand transportation services for the operation of paratransit services per the terms, conditions and specifications of this solicitation:

A. PRICE SHEET – TAXI DISPATCH – STAR/SAP AND IDDS SERVICES BID FORM

<table>
<thead>
<tr>
<th>Description</th>
<th>Units</th>
<th>Estimated # Units in Fiscal Year 2015</th>
<th>Firm Rate Year 1</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxi-Dispatch Charge per Ride</td>
<td>Per Ride</td>
<td>47,701</td>
<td>As per the Arlington County Taxi Ordinance Meter Rate</td>
<td>N/A</td>
</tr>
<tr>
<td>Taxi-Dispatch Added Charge per Ambulatory Passenger</td>
<td>Per Ride</td>
<td>34,011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxi-Dispatch Added Charge per Passenger Using Wheelchair</td>
<td>Per Ride</td>
<td>13,690</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxi-Dispatch STAR Passenger No-Show/Late Cancellation Fee</td>
<td>Per Ride</td>
<td>7,766</td>
<td></td>
<td></td>
</tr>
<tr>
<td>STAR Assisted Transportation Services Charge for Door-to-Door Service *</td>
<td>Per Stop/Per Ride</td>
<td>900</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Some riders may only need assistance at the home location, not at the destination. STAR carries about 1,000 Assist trips annually – and most of the riders need assistance at both ends of the trip.
<table>
<thead>
<tr>
<th>Description</th>
<th>Units</th>
<th>Estimated # Units in Fiscal Year 2015</th>
<th>Firm Rate Year 1</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly Rate for Dedicated Vehicle Hours of Service, Non CDL Accessible Vehicles</td>
<td>Revenue Hours</td>
<td>24,667</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hourly Rate for Dedicated Vehicle Hours of Service, CDL Accessible Vehicles</td>
<td>Revenue Hours</td>
<td>7,400</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Attendant Rate</td>
<td>Revenue Hours</td>
<td>9,826</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration Rate</td>
<td>Per Month</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle Insurance</td>
<td>Per Month</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance Rate per Total Mile</td>
<td>Per Mile</td>
<td>371,992</td>
<td></td>
<td></td>
</tr>
<tr>
<td>STAR Assisted Transportation Services Charge for Door-to-Door Service *</td>
<td>Per Stop Per Ride</td>
<td>900</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Some riders may only need assistance at the home location, not at the destination. STAR carries about 1,000 trips annually – and most of the riders need assistance at both ends of the trip.
This is a snapshot of the routes and riders on 10/15/13. Riders on the routes change occasionally due to many reasons, such as new client entering service; current client moving or retiring; changing day placements, etc.) The riders are generally fairly stable but the successful bidder will need to make adjustments within the existing routes to accommodate rider changes within 72 hours of notice of change.

Arrivals and departures may occur up to, but not more than, 15 minutes prior to and/or after stated times. All routes must have wheelchair transportation available upon request.

<table>
<thead>
<tr>
<th>Details for each route may be found at</th>
<th>Expected Annual Revenue Hours</th>
<th>Fixed Price Bid (Dollars per Month for Route)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDDS Route # 1  Van capacity 2 Wheelchair, 11 Ambulatory  Aide: Yes</td>
<td>820.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 2  Van capacity 2 Wheelchair, 8 Ambulatory  Aide: No</td>
<td>738.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 3  Van capacity 0 Wheelchair, 14 Ambulatory  Aide: No</td>
<td>881.5</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 4  Van capacity 0 Wheelchair, 14 Ambulatory  Aide: No</td>
<td>634.7</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 5  Van capacity 2 Wheelchair, 8 Ambulatory  Aide: No</td>
<td>492.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 6  Van capacity 2 Wheelchair, 11 Ambulatory  Aide: Yes</td>
<td>594.5</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 7  Van capacity 2 Wheelchair, 8 Ambulatory  Aide: Yes</td>
<td>856.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 8  Van capacity 0 Wheelchair, 8 Ambulatory  Aide: No</td>
<td>512.5</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 9  Van capacity 1 Wheelchair, 12 Ambulatory  Aide: Yes</td>
<td>634.7</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 10 Van capacity 0 Wheelchair, 14 Ambulatory  Aide: Yes</td>
<td>471.5</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 11 Van capacity 0 Wheelchair, 14 Ambulatory  Aide: Yes</td>
<td>451.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 12 Required  Van capacity 2 Wheelchair, 17 Ambulatory  Aide: Yes NOTE-CDL</td>
<td>492.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 13  Van capacity 2 Wheelchair, 12 Ambulatory  Aide: Yes</td>
<td>696.2</td>
<td></td>
</tr>
<tr>
<td>SAP Route #14 - Ridership varies from 9 to 14 individuals per day, usually 3 days per week. This route is assigned to one of the IDDS Route vehicles listed above.</td>
<td>300.0</td>
<td></td>
</tr>
</tbody>
</table>
C. BID SUBMISSION REQUIREMENTS

Provide documents listed under the “Best Value Bid Submission Requirements” paragraphs on pages 7 through 10.

BIDS SUBMITTED WITHOUT THE INFORMATION ABOVE WILL BE DEEMED NON-RESPONSIVE.

The undersigned understands and acknowledges the following:
The official, true, and complete copy of the solicitation documents, WHICH SHALL INCLUDE ALL AMENDMENTS THERETO, is the hard copy of the documents available from the Office of the Purchasing Agent.
An electronic copy of the solicitation documents provided at the County Purchasing Agent’s website (http://www.arlingtonva.us/purchasing) is subject to an important disclaimer which must be acknowledged online before the documents can be downloaded.
Each bidder is responsible for determining the accuracy and completeness of ALL solicitation documents they receive, including documents obtained from the County by either of the methods described above, and documents obtained from all other sources.

TRADE SECRETS OR PROPRIETARY INFORMATION:
Trade secrets or proprietary information submitted by a bidder in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, Section 4-111 of the Arlington County Purchasing Resolution states that the bidder must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.

Please mark one:

( ) No, the bid I have submitted does not contain any trade secrets and/or proprietary information.

( ) Yes, the bid I have submitted does contain trade secrets and/or proprietary information.

If Yes, you must clearly identify below the exact data or other materials to be protected and list all applicable page numbers of the bid containing such data or materials:

State the specific reason(s) why protection is necessary:

If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of Section 4-111 of the Purchasing Resolution. Accordingly, effective upon the award of contract, the bid will be open for public inspection consistent with applicable law.

BIDDERS NAME:
CERTIFICATION OF NON-COLLUSION:
The undersigned certifies that this bid is not the result of, or affected by, any act of collusion with another person (as defined in the Code of Virginia § 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.).

CONTACT PERSON AND MAILING ADDRESS FOR DELIVERY OF NOTICES
Provide the name and address of the person designated by the Bidder to receive notices and other communications (Refer to section headed Notices in the Contract Terms and Conditions of this solicitation for further details):


THE PROPER LEGAL NAME OF THE FIRM OR ENTITY SUBMITTING THIS BID MUST BE WRITTEN IN THE SPACE PROVIDED BELOW. THIS REVISED BID FORM, AND ALL OTHER DOCUMENTS REQUIRED BY THE INVITATION TO BID TO BE SUBMITTED WITH THIS REVISED BID FORM, INCLUDING, BUT NOT LIMITED TO ALL ISSUED AMENDMENTS, MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY BIND THE BIDDER, OR THE BID MAY BE REJECTED:

AUTHORIZED SIGNATURE

PRINT NAME AND TITLE
REVISED BID FORM PAGE 6 OF 7

INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO ANY QUESTIONS REGARDING THIS BID (I.E. PROJECT MANAGER):

NAME (PRINTED): ___________________________ TITLE: ___________________________
E-MAIL ADDRESS: ___________________________ TEL. NO.: ___________________________

<table>
<thead>
<tr>
<th>SUBMITTED BY: (LEGAL NAME OF ENTITY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDRESS:</td>
</tr>
<tr>
<td>CITY/STATE/ZIP:</td>
</tr>
<tr>
<td>TELEPHONE NO.: FACSIMILE NO.:</td>
</tr>
</tbody>
</table>

THIS FIRM IS A:  
CORPORATION, GENERAL PARTNERSHIP, LIMITED PARTNERSHIP, UNINCORPORATED ASSOCIATION, LIMITED LIABILITY COMPANY, SOLE PROPRIETORSHIP

IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA?

IDENTIFICATION NO. ISSUED TO THE FIRM BY THE SCC:

ANY BIDDER EXEMPT FROM SCC AUTHORIZATION REQUIREMENT SHALL INCLUDE A STATEMENT WITH ITS BID WHY THEY ARE NOT REQUIRED TO BE SO AUTHORIZED

IS YOUR FIRM OR ANY OF ITS PRINCIPALS CURRENTLY DEBARRED FROM SUBMITTING BIDS TO ARLINGTON COUNTY, VIRGINIA, OR ANY OTHER STATE OR POLITICAL SUBDIVISION?

<table>
<thead>
<tr>
<th>BIDDER STATUS:</th>
<th>MINORITY OWNED:</th>
<th>WOMAN OWNED:</th>
<th>NEITHER:</th>
</tr>
</thead>
</table>
**REVISED BID FORM, PAGE 7 OF 7**

**Solicitation # 603-13**

**Metropolitan Washington Council of Governments Rider Clause**

**USE OF CONTRACT(S) BY MEMBERS COMPRISING THE METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS PURCHASING OFFICERS’ COMMITTEE.**

A. If authorized by the bidder(s), resultant contract(s) will be extended to any or all of the listed members as designated by the bidder to purchase at contract prices in accordance with contract terms.

B. Any member utilizing such contract(s) will place its own order(s) directly with the successful contractor. There shall be no obligation on the part of any participating member to utilize the contract(s).

C. A negative reply will not adversely affect consideration of your bid/proposal.

D. It is the awarded vendor’s responsibility to notify the members shown below of the availability of the Contract(s).

E. Each participating jurisdiction has the option of executing a separate contract with the awardee. Contracts entered into with a participating jurisdiction may contain general terms and conditions unique to that jurisdiction including, by way of illustration and not limitation, clauses covering minority participation, non-discrimination, indemnification, naming the jurisdiction as an additional insured under any required Comprehensive General Liability policies, and venue. If, when preparing such a contract, the general terms and conditions of a jurisdiction are unacceptable to the awardee, the awardee may withdraw its extension of the award to that jurisdiction.

F. The issuing jurisdiction shall not be held liable for any costs or damages incurred by another jurisdiction as a result of any award extended to that jurisdiction by the awardee.

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
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**BIDDER’S NAME:**

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NON-DISCLOSURE FORM

ARLINGTON COUNTY
NON-DISCLOSURE AND DATA SECURITY AGREEMENT (NDA)

AGREEMENT NO. 603-13
EXHIBIT A TO REVISED BID FORM

NONDISCLOSURE AND DATA SECURITY AGREEMENT (CONTRACTOR)

The undersigned, an authorized agent of the Contractor and on behalf of (Contractor) hereby agree that the Contractor will hold County provided information, documents, data, images, records and the like (hereafter "information") confidential and secure and to protect it against loss, misuse, alteration, destruction or disclosure. This includes but is not limited to the information of the County, its employees, contractors, residents, clients, patients, taxpayers and property as well as information that the County shares with Contractor for testing, support, conversion or other services provided under Arlington County Agreement No. 603-13 (the "Project" or "County Agreement" as applicable) or which may be accessed through other County owned or controlled databases (all of the above collectively referred to herein as "information" or "County information").

In addition to the DATA SECURITY obligations set in the County Agreement, the Contractor agrees that it will maintain the privacy and security of the County information, control and limit internal access and authorization for access to such information and not divulge or allow or facilitate access to County information for any purpose or by anyone unless expressly authorized. This includes but is not limited to information that in any manner describes, locates or indexes anything about an individual including, but not limited to, his/her (hereinafter "his") Personal Health Information, treatment, disability services eligibility, services provided, investigations, real or personal property holdings, and his education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth, address, phone number or that affords a basis of inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, and the record of his presence, registration, or membership in an organization or activity, or admission to an institution (also collectively referred to herein as "information" or "County information").

Contractor also agree that it will not directly or indirectly use or facilitate the use or dissemination of information (whether intentionally or by inadvertence, negligence or omission verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly associated with its work under the

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Project. Contractor acknowledges that any unauthorized use, dissemination or disclosure of information is prohibited and may also constitute a violation of Virginia or federal laws, subjecting it or its employees to civil and/or criminal penalties.

The Contractor agrees that it will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person, for any purpose, of any information obtained directly, or indirectly, as a result of its work on the Project. Contractor shall coordinate closely with the County Project Officer to ensure that its authorization to its employees or approved subcontractors is appropriate, tightly controlled and that such person/s also maintain the security and privacy of information and the integrity of County networked resources.

Contractor agrees to take strict security measures to ensure that information is kept secure, properly stored, that if stored that it is encrypted as appropriate, stored in accordance with industry best practices and otherwise protected from retrieval or access by unauthorized persons or unauthorized purpose. Any device or media on which information is stored, even temporarily, will have strict security and access control. Any information that is accessible will not leave the Contractor’s work site or the County’s physical facility, if working onsite, without written authorization of the County Project Officer. If remote access or other media storage is authorized, Contractor is responsible for the security of such storage device (or paper files).

Contractor will ensure that any laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices, as approved by the County, and connected to the County network are secure and free of all computer viruses, or running the latest version of an industry standard virus protection program. Contractor will ensure that all passwords used by its employees or subcontractors are robust, protected and not shared. No information may be downloaded except as agreed to by the parties and then only onto a County approved device. Downloading onto a personally owned device is prohibited. Contractor agrees that it will notify the County Project Officer immediately upon discovery, becoming aware or suspicious of any unauthorized disclosure of information, security breach, hacking or other breach of this Agreement, the County Contract, County policy, Contractor’s security policies, or any other breach of Project protocols. The Contractor will fully cooperate with the County to regain possession of any information and to prevent its further disclosure, use or dissemination. The Contractor also agrees, if requested, to promptly notify others of a suspected or actual breach.

Contractor agrees that all duties and obligations enumerated in this agreement also extend to its employees, agents or subcontractors who are given access to County information. Breach of any of the above
conditions by Contractor’s employees, agents or subcontractors shall be treated as a breach by Contractor. Contractor agrees that it shall take all reasonable measures to ensure its employees, agents and subcontractors are aware of and abide by the terms and conditions of this Agreement and related data security provisions in the County Agreement.

It is the intent of this NonDisclosure and Data Security Agreement to ensure that the Contractor has the highest level of administrative safeguards, disaster recovery and best practices are in place to ensure confidentiality, protection, privacy and security of County information and County networked resources and to ensure compliance with all applicable local, state and federal law or regulatory requirements. Therefore, to the extent that this NonDisclosure and Data Security Agreement conflicts with the County Agreement or with any applicable local, state, or federal law, regulation or provision, the more stringent County Contract requirement, law, regulation or provision shall control.

At the conclusion of the Project, Contractor agrees to return all County information to the County Project Officer. These obligations remain in full force and effect throughout the Project and shall survive any termination of the County Agreement.

Authorized Signature: ________________________________

Printed Name and Title: ________________________________

Date: ________________________________
AGREEMENT NO. 603-13
EXHIBIT A TO REVISED BID FORM

NONDISCLOSURE AND DATA SECURITY AGREEMENT
(INDIVIDUAL)

I, the undersigned, agree that I will hold County provided information, documents, data, images, records and the like (hereafter "information") confidential and secure and protect it against loss, misuse, alteration, destruction or disclosure. This includes but is not limited to the information of the County, its employees, contractors, residents, clients, patients, taxpayers, and property as well as information that the County shares with my employer or prime contractor for testing, support, conversion or the provision of other services under Arlington County Agreement No. 603-13 (the "Project" or "County Agreement", as applicable) or which may be accessed through County owned or controlled databases (all of the above collectively referred to herein as "information" or "County information").

I agree that I will maintain the privacy and security of County information and I will not divulge or allow or facilitate access to County information for any purpose or by anyone unless expressly authorized to do so by the County Project Officer. This includes but is not limited to information that in any manner describes, locates or indexes anything about an individual including, but not limited to, his/her (hereinafter "his") Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings, education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth or that otherwise affords a basis of inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, and the record of his presence, registration, or membership in an organization or activity, or admission to an institution (as also collectively referred to herein as "information" or "County information").

I agree that I will not directly or indirectly use or facilitate the use or dissemination of information (whether intentionally or by inadvertence, negligence or omission verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly authorized and associated with my designated duties on the Project. I understand and agree that any unauthorized use, dissemination or disclosure of information is prohibited and may also constitute a violation of Virginia or federal law/s, subject to civil and/or criminal penalties.

I also agree that I will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person for any purpose of the information obtained directly, or indirectly, as a result of my work on the Project. I agree to view, retrieve or
access County information only to the extent concomitant with my assigned duties on the Project and only in accordance with the County’s and my employer’s access and security policies or protocols.

I agree that I will take strict security measures to ensure that information is kept secure, properly stored, that if stored that it is encrypted as appropriate, stored in accordance with industry best practices, and otherwise protected from retrieval or access by unauthorized persons or unauthorized purpose. I will also ensure that any device or media on which information is stored, even temporarily, will have strict security and access control and that I will not remove, facilitate the removal of or cause to be removed any information from my employer’s worksite or the County’s physical facility without written authorization of the County Project Officer. If so authorized, I understand that I am responsible for the security of the electronic equipment or paper files on which the information is stored and agree to promptly return such information upon request.

I will not use any devices, laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices ("Device") during my work on the Project without pre-approval. I will ensure that any Device connected to the County network shall be free of all computer viruses or running the latest version of an industry standard virus protection program. I will also ensure that my password, if any, is robust, protected and not shared. No information may be downloaded except as authorized by the County Project Officer and then only onto a County-approved Device. Downloading onto a personally owned Device is prohibited.

I agree that I will notify the County Project Officer immediately upon discovery, becoming aware of or suspicious of any unauthorized disclosure of information, security breach, hacking or other breach of this Agreement, County policy, my employer’s security system or any other breach of Project protocols. I will fully cooperate with the County to help regain possession of any information and to prevent its further disclosure, use or dissemination.

It is the intent of this NonDisclosure and Data Security Agreement to ensure that the highest level of administrative safeguards and best practices are in place to ensure confidentiality, protection, privacy and security of County information and County networked resources and to ensure compliance with all applicable local, state and federal law or regulatory requirement. Therefore, to the extent that this NonDisclosure and Data Security Agreement conflicts with the underlying County Agreement or any local, state or federal law, regulation or provision, the more stringent County Contract provision, law, regulation or provision shall control.

Upon completion or termination of my work on the Project, I agree to return all County information to the County Project Officer. I understand that this Agreement remains in full force and effect throughout my work on the Project and shall survive my reassignment.
from the Project, termination of the above referenced Project or my
departure from my current employer.

Signed: ________________________________________
Printed Name: ________________________________________
Date: ________________________________________

Witnessed:

Contractor’s Project
Manager: ________________________________________
Printed
Name: ________________________________________
Date: ________________________________________

TO BE COMPLETED PRIOR TO BEGINNING WORK ON THE PROJECT

END OF REVISED BID FORM
A. THE FOLLOWING ARE IN RESPONSE TO QUESTIONS RECEIVED:

1. Question: This solicitation is entitled Invitation to Bid and in several locations uses that phrase, but then there is evaluation criteria and "best value" and awarding the contract according to the evaluation criteria and a significant requirement for a proposal response, including understanding of the scope of services and so forth. Can you confirm then that this is in fact a request for proposal document that will be awarded to the firm scoring the highest points and not an invitation to bid that will be awarded to the lowest responsible bidder?

RESPONSE: This is an Invitation to Bid - Best Value (ITB-BV). This is a type of procurement process that allows bidders to provide information on their company, as requested by the Solicitation, along with a Bid for the services and goods requested in the Solicitation. The difference from a request for proposals is that such processes in the County involve a different process to reach a contract, including negotiations. This ITB-BV process will allow the Bidders to provide one price and the materials requested for review by the County. These will be evaluated against the criteria shown in Section I.24, and as stated in that section, these factors are in addition to price.

2. Question: Page 7 #24 - Are the seven evaluation criteria listed under item 24 presented in the order of importance?

RESPONSE: No, they are the evaluation criteria. A Bid Evaluation Form will be opened at the public opening of the Bids at the time of the due date for the Solicitation. The order of importance is not implied or stated in the Solicitation, per County policy.

3. Question: Page 7 #24 - The Invitation to Bid states under item 24 that the County "...may consider, in addition to price, any of the following:" - The Arlington County Purchasing resolution states that the Purchasing Agent "shall" consider these criteria in addition to price. Please clarify and also state whether pricing is the primary evaluation criteria in this Best Value Approach Solicitation.

RESPONSE: Pricing is one of the factors. Per the Solicitation Section 1.26, "At the time of the bid opening, a Bid Evaluation Form, enclosed in a sealed envelope, will be made a public record. The Bid Evaluation Form shall include the criteria applicable to the contract weighted according to the value of those criteria under this solicitation."

4. Question: I.26, page 12. How will the bid evaluation form treat variances in vehicles that are going to be used in the service? For
example, new versus used vehicles, buses versus minivans, rear
loaded versus side loaded vehicles, etc...

RESPONSE: The Bid Evaluation Form will be issued at the opening of the
bids. The Evaluation Criteria are in the Solicitation in section
I.24.a - g. The vehicle specifications are included in the
Solicitation in Section III.E. We will evaluate the bids based
upon the Criteria and meeting the specifications requested.

5. Question: I. 26, page 12. How will the Bid Evaluation Form be
weighted in terms of price?

RESPONSE: The bid evaluation form will be issued at the opening of the
bids. It is not available prior to the bid opening, as it policy
for the County.

6. Question: The Solicitation indicates that the Taxi provider who
ranked first performs the trips. Please provide details related to
the items used to determine the ranking. Please provide the annual
amount of taxi trips. Please provide the annual amount of taxi miles
associated with these trips. Please provide the average cost per
taxi trip.

RESPONSE: Ranking shall be determined based upon the published evaluation
criteria in Section I.24. of the Solicitation. The details
related to the ranking will be provided in the Bid Evaluation
Form, which will be opened at the public opening of the
Solicitation. The historical data for the taxi service ride are
provided in the Solicitation in the REVISED BID FORM, as amended
in this Amendment 2, page 1.

7. Can the bidder present the County multiple options and pricing
options according to vehicle type and the cost of capitalization for
the proposed options?

RESPONSE: We need one price for the submission, so please provide one bid
to the specifications provided.

8. Question: II. A. 1. Page 14. Para. 2.. If the provider has made an
investment in capital equipment for dedicated STAR/SAP buses and
vans, then how will they be compensated for their capital investment
if STAR decreases the number of routes operated?

RESPONSE: The County will pay for the services provided through the fee
and pricing structure proposed and is not guaranteeing an amount
of service or use under this contract.

9. Question: II. E. Page 22. A. Should vehicle selection or approval
affect the price of accessible vehicles, will the contractor be able
to adjust their price accordingly? Can the bidder propose different
pricing options for different vehicle combinations or scenarios?

RESPONSE: Vehicles shall meet the specifications provided in Section II.E
of the Solicitation. The Bidder and its vehicles shall meet all legal and licensing requirements. The Bidder needs to set its bids under those requirements. The Bidder must present the REVISED BID FORM, as amended in this Amendment 2, requested in the Solicitation. Multiple bid forms will be considered non-responsive according to the terms of the Solicitation.

10. Question: II. I. Page 28.3. Does the Continuity of Operations Plan have to be submitted with the response to the IFB or can it be submitted during the start-up phase of the contract?

RESPONSE: It can be submitted in by October 1, 2014.

11. Question: Where there are separate sets of questions for each project such as training questions, would you prefer that we repeated the text verbatim in each section or refer to the redundant question? (Where there is overlap.) This question would apply to numerous other sections also.

RESPONSE: Please answer each question. The Offeror should determine how to answer each question.

12. Question: II. I. Page 28. 6. Does this language mean fifteen (15) days prior to their assignment to the contract?

RESPONSE: The Solicitation states: “within fifteen (15) business days of their assignment”. It is acceptable that this be 15 days after assignment.

13. Question: Please confirm that the pricing forms and check box instructions are such that we can bid both projects together, and then you also each as individual project?

RESPONSE: Each bid is to have one pricing approach only. Price each one individually for consideration separately.

14. Question: Page 8, #25 - Are there any specific requirements on how Bid materials are to be prepared for submission; i.e. font size, binding materials, etc.?

RESPONSE: Please review the solicitation, Section I - Instructions to Bidders for all relevant instructions on bid submission and form.

15. Question: For the “response valid until” blank in the Solicitation is there a minimum period of time, and if we indicate a time that exceeds the minimum and for some reason the bid is delayed as long as economic factors have not changed, will we be allowed an opportunity to extend the deadline rather than have the bid rejected or the solicitation reissued?
RESPONSE: There is no minimum expectation. This is up to the Vendor to determine.


RESPONSE: Yes, the same contractor can win both services.

17. Question: II. I. Page 28. 1. Does the contractor need to provide all the manuals and material with the submission of the IFB? If so can the contractor submit a table of contents in lieu of the entire document?

RESPONSE: Please provide certification that you will have these documents as required as of July 1, 2014. At any time after that, the County may request review of the materials.

18. Question: II. I. Page 28. 4. Does the Operations Manual have to be included with the submission of the IFB?

RESPONSE: No, the Operations Manual does not have to be submitted with the submission of the ITB. It should be ready for inspection by the County by July 1, 2014.

19. Question: II. D. Page 20. s. Do emergency plans have to be included at the time of the bid or can they be presented after award?

RESPONSE: After award, emergency plans should be included as part of the Operations Plan.

20. Question: III. 53. Page 47. C. Does the data security policy have to be submitted with the contract submission or can it be submitted after award?

RESPONSE: Please provide certification that you have these documents as required. At any time after July 1, 2014, the County may request review of the materials.

21. Question: Page 9 section numbered 25 states that in addition to the bid form, the other information to be included and attached, is the same number of copies required of the attachments for each bid form? If not, how do we package in the same envelope or container or in a different one and how many?

RESPONSE: Each copy of the REVISED BID FORM, as amended in this Amendment 2, shall be accompanied by the required attachments. Per the Amendment 2.G. above, the County will accept submittal of the Operations Plan by July 1, 2014. Both dedicated and taxi vendors are required to submit an Operations Plan to describe how the service will be provided, although they will differ in perspective, emphasis and content. Both vendors must approach the same issues to do business, which include hiring/screening,
training, dispatch and communications, vehicle assignment, maintenance, quality control, records, reporting and billing.

22. Question: With the degree of information requested in this solicitation, and the short turnaround from answers to questions to the due date, can the due date, please be extended by at least a week to two weeks so as to have time to absorb the questions and submit a quality proposal for this project. Therefore, is it possible to extend the bid due date past the date of March 21, 2014 to accommodate a period of time to analyze the answers to questions and ask additional questions if necessary? Thank you.

RESPONSE: See Amendment 1 to this Solicitation, the new response date is March 21, 2014 at 3:30pm. We confirm here that this is still the response due date.

23. Question: The due date for responses is March 12, 2014 and the indicated start date for the new Contract is listed as April 1, 2014 (page 34). The new Contract requires the acquisition of several specialized vehicles which take time to produce. Given that there is little or no transition time allotted in the Solicitation, how much time will a Contractor be provided in order to acquire and place these vehicles into service?

RESPONSE: The Amended service Start Date is June 1, 2014 (see Amendment 2.F. above). The Vehicles should be acquired and in service with the full fleet by October 1, 2014. The requirement is that the Vendors will have all 13 IDDS Vehicles at the Start Date of June 1, 2014, and ten of the STAR Vehicles, those that have accommodation for one wheelchair and a seat for one aide. The last three STAR/SAP Vehicles as described in Section II.A.1 as "Vehicles to be dedicated to STAR services shall include three units, each of which can accommodate a minimum of three (3) wheelchair securement places, a permanent seat for one ambulatory passenger and flip-seats for a minimum of four (4) ambulatory riders.", shall be ready for service by October 1, 2014. All vehicles are expected to comply with all laws and regulations, including having passed safety inspections.

24. Question: II. E. Page 20.2. Can the contractor propose new vehicles and use existing vehicles until the new vehicles are delivered?

RESPONSE: Yes, if they have the required seating capacity and meet the vehicle specifications in Section II.E of the Solicitation. The requirement is that the Vendors will have all 13 IDDS Vehicles at the Start Date of June 1, 2014, and ten of the STAR Vehicles, those that have accommodation for one wheelchair and a seat for one aide. The last three STAR/SAP Vehicles, the three CDL vehicles as described in Section II.A.1 as "Vehicles to be dedicated to STAR services shall include three units, each of which can accommodate a minimum of three (3) wheelchair securement places, a permanent seat for one ambulatory passenger and flip-seats for a minimum of four (4) ambulatory riders.", shall be ready for service by October 1, 2014. All vehicles are expected to comply with all laws and regulations, including
having passed safety inspections.

25. Question: Please indicate the anticipated length (in days or months) of the transition period for the new Contract.

RESPONSE: The transition period will be fully completed when the dedicated transportation vendor has a fleet that complies with the requirement of the contract. This shall be not later than October 1, 2014.

26. Question: Page 28, #I.4 - If the Bid submittal date is March 12, 2014, and the specified start date of the new Contract is April 1, 2014, how can a Contractor satisfy the requirement in # I.4 to submit three (3) copies of its Operations Plan at least 45-days prior to service start-up? Also please clarify, does the Operations Plan requirement apply to all services, or just to the dedicated service?

RESPONSE: Per the Amendment 2.G. above, the County will accept submittal of the Operations Plan by July 1, 2014. Both dedicated and taxi vendors are required to submit an Operations Plan to describe how the service will be provided, although they will differ in perspective, emphasis and content. Both vendors must approach the same issues to do business, which include hiring/screening, training, dispatch and communications, vehicle assignment, maintenance, quality control, records, reporting and billing.

27. Question: II. D. Page 20. s. Do emergency plans have to be included at the time of the bid or can they be presented after award?

RESPONSE: After award, emergency plans should be included as part of the Operations Plan.

28. Question: The Solicitation ask for copies of materials in the contractor’s operation manual and operating procedures and policies. Is this information exempt from release under the Virginia open records act? If so, will the County except summaries that provide a description of the contents rather than the complete polices?

RESPONSE: Any information provided in the Contractor’s operations manual, procedures and policies that is clearly marked “Proprietary Information” would be reviewed confidentially by the appropriate County personnel and not open to release without the Contractor’s permission. This notation could be made as a footnote on each relevant page.

29. Question: I. 24. Pg. 7. d. This section states “service promptly, or within the time specified, without delay or interference”. Does this mean the start date of the contract or the actual service delivery?

RESPONSE: Actual service delivery is referenced in this section.
30. Question: IDDS Fixed Route Services. Please confirm that the aides provided will be employees of the contractor.

RESPONSE: Yes, the Aides are to be employees of the Contractor.

31. Question: I.b.25.3. page 10.a. Are all personnel listed in this section, have to be dedicated to this project? Should the bidder be awarded to one of the two (2) contracts for STAR/SAP and IDDS do the personnel listed in this section, have to be dedicated to this project?

RESPONSE: No, personnel in all cases above do not have to be dedicated solely to this program, however they have to be fully available if needed to the Call Center or to IDDS personnel.

32. Question: If we propose and receive both services can the same management structure be in place be shared for project management and other shared positions?

RESPONSE: Yes, the same management structure may oversee both programs with shared positions.

33. Question: II. H. Page 27 2. Does the Safety and Training Officer have to be dedicated to the project? If the RESPONSE is yes and if the contractor is only awarded one (1) of the contracts, for example only IDDS and not STAR, are they still required to have a Safety Officer?

RESPONSE: The Contractor shall have a Safety and Training Officer who is fully available to County personnel and the STAR Call Center upon request or as needed. This person need not be solely dedicated to the County program.

34. Question: ADMINISTRATION  a) The Contractor(s) shall designate two key personnel as point of contact for this contract: a General Manager and an Operations Manager. These personnel shall be available during STAR/SAP operational hours to respond to the County Project Officer. The Contractor(s) shall establish direct communication access between the County and these staff. Question: If a bidder only proposes for the STAR/SAP service, is it still mandated that these titled positions be filled and budgeted for?

RESPONSE: Yes, it shall have to provide these roles.

35. Question: II.F.2. Page 25. A. In reference to “a General Manager and an Operations Manager”, do these persons have to be dedicated to this project? If the RESPONSE is yes and if the contractor is only awarded one (1) of the contracts, for example only IDDS and not STAR, are they still required to have dedicated managers? Is the contractor for the taxicab component required to have a dedicated manager, safety manager and operations manager?

RESPONSE: No, The General Manager and Operations Manager do not need to be dedicated solely the County program. These individuals have to be fully available to County personnel and the STAR Call Center upon request.
36. Question: There does not appear to be any reference to transportation company licensing requirements. Are non-taxicab contractors required to have proper licensing with the Washington Metropolitan Area Transit Commission? Are all non-taxicab contractors required to have proper licensing with the Virginia Department of Motor Vehicles for Irregular Route Common Carriers?

RESPONSE: Yes, both are acceptable. The Solicitation requires all bidders to be compliant with all laws and regulations, as stated in Section I.24., to include all licensing requirements.

37. Question: I. 25. 2. Page 9.c. This section states: “Bidders must provide proof of being an approved Virginia Medicaid transportation services provider. Please provide a letter from the DMAS Medicaid broker, LogistiCare attesting that Bidder is still under contract with LogistiCare for service provision in Virginia.”

- Can the bidder provide a copy of the contract with LogistiCare in lieu of a letter? RESPONSE: Yes, that is acceptable.
- Can the bidder provide a letter from DMAS stating that they are a current Medicaid transportation services provider? RESPONSE: Yes, that is acceptable.

38. Since the STAR program is considered public transit, will dedicated vehicles operating under the new Contract be exempted from WMATC operating authority and vehicle marking requirements?

RESPONSE: The service will not be exempt from WMATC operating authority and vehicle marking requirements. Per the evaluation criteria, the Contractor must operate in compliance to laws and regulations for the types of services provided.

39. Question: Please provide the revenue definition for revenue hours (e.g. from the time the vehicle leaves the yard to the time it returns or from the time the vehicle arrives at the first pick-up to the last drop-off).

RESPONSE: Revenue hours are from first pickup to last drop-off.

40. Question: Please indicate whether the contractor will be reimbursed if the first pick-up is a no show.

RESPONSE: Yes, the Contractor will be paid for a first pick-up no show.

41. Question: III. 6., Page 34. In terms of the catastrophic fuel increases, will the County consider an fuel escalation clause similar to what the taxicabs get per trip?

RESPONSE: Cost escalation is based upon the CPI-U for Transportation, as described in Section III.6. of the Solicitation. This will allow an annual adjustment based upon an index that contains fuel costs.
as a component of the index. Attachment 8 details the application of the index.

42. Question: II. K. Page 32. 1. If there is only going to be one (1) dedicated provider for STAR/SAP then is it necessary to divide the incentives or disincentives?

RESPONSE: If there is only one provider, it will not be necessary to divide the incentives or disincentives.

43. Question: II. J. 2. d. Does this section pertain to the deduction for the invoice for both riders and bus aides or just riders?

RESPONSE: The Monthly cost would also include the cost for bus aides.

44. Question: Would you consider an alternative Automobile liability insurance coverage to that specified in Item 56(c) of Section III, as well as a waiver of the requirement in Item 56(d) for Errors and Omissions or Professional Liability insurance. We proposed that coverage satisfying the Section 25.1-7 of the Taxicab Ordinance be considered as an alternative for the operation of taxicabs under the ensuing Contract.

RESPONSE: The proposed changes are acceptable.

45. Question: III. 56.d. Pertaining to the Professional Liability insurance our insurance agent has the following statement and question: Currently we have not had to maintain professional liability coverage for bodily injury to others as the IFB requires. This coverage would be extremely difficult to find in the insurance marketplace because very few carriers would consider your operation to have a professional liability exposure. Would the County consider a modification of the IFB to eliminate this coverage?

RESPONSE: We have amended this section in the above Amendment 2.D. We have removed the requirement for Professional Liability insurance.

46. Question: Who is responsible to pay for an audit requested by the County? Shall they also hire the Auditor?

RESPONSE: In case the County requests an audit, the Vendor shall pay for the auditor and has the responsibility to hire the auditor.

47. Question: Concerning attachment #8 on the calculation of the CPI the instructions on line #5 do not match the column heading in the CPI. It looks like they made a change in this to January to January?

RESPONSE: Per the example in Attachment 8, you will need to use the data from the December table. It is on the site, in the historical data section. The web site when you first go to the site now says Jan-Jan, and soon will have the February data. It the first
page changes each month. In the example in Attachment #8, please look at that historical table on the site for December 2013.
When we create the future CPI-U calculations, we will use this website and the appropriate month, which may be in the historical tables, all of which are on the site.

48. Question: Price Sheet “A” for Taxi Dispatch Services does not contain a provision for a taxicab company to charge an administration rate to cover the expense of accounting, billing and similar costs. Will the County consider amending Price Sheet “A” to include an administration rate?

RESPONSE: No, this would require the County Board amending the taxicab ordinance.

49. Question: The ITB indicates "c. The Contractor(s) agree to deduct from each invoice any payments received from Virginia’s Department of Medical Assistance (OMAS) or any transportation broker, for services provided to Medicaid-eligible riders, less an administrative fee of 10%. The Contractor(s) further agrees to bill DNAS or its authorized broker for all Medicaid eligible riders, thereby maximizing Medicaid revenues." Please provide the annual amount of administrative fee retained by the contractor.

RESPONSE: Data on current contract retention of fees is not relevant to this Solicitation. We have no visibility into that retention rate, as we pay a total price and not elements of a price. We are not requesting a bid on administrative retention fees in this Solicitation. If this is a cost, it should be included in your total pricing offer made as required in the REVISED BID FORM, as amended in this Amendment 2.

50. Question: Page 29, #9.a - There appears to be a typographical error in this paragraph which creates an ambiguity. Please clarify the County’s intent for #9.a.

RESPONSE: The current solicitation for the Section referenced above is ambiguous and has been amended in this Amendment 2, above.

51. Question: II. H. page 27. 6. Can the Accident Review Committee meet quarterly instead of monthly?

RESPONSE: If the Accident Review Committee has no accidents to review, then a meeting that month isn’t necessary.

52. Question: Will we receive an e-mail of the answers to question or how will we obtain?

RESPONSE: This Amendment 2 is the answers to the questions. Bidders are required to download and sign the Amendment.

53. Question: Please confirm there is no DBE goal for this solicitation.

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RESPONSE: There is no DBE requirement.

54. Question: Effective 2014, the Affordable Health Care Act will incur significant costs to contractors in the area of personnel benefits. Since its signing into law in 2010, the Act has had little impact on bid pricing, and many contractors have chosen to disregard the cost implications of this act in price proposals. While we consistently budget these costs in our operations, our company has been challenged in procurements when competing against those companies whose price has been artificially lowered by failure to comply with the provisions of this law. In an effort to ensure compliance with the Affordable Health Care Act, we respectfully ask that Arlington County take one of the following actions: Mandate that all bidders comply (in both technical and price proposals) with the provisions of this act effective January 2014, and submit official certification of compliance; and / or; Provide benchmark costs per employee for healthcare obtained through the Affordable Health Care Act; thus ensuring that all bidders are using the same per person costs when projecting participation levels and overall cost relative to benefits; or; Provide adequate assurances that Arlington County will open contract negotiations at the time that this Act impacts employers (and not before); thus allowing bidders to submit price proposals based on the current costs of doing business, with this Act not yet set into law.

RESPONSE: Section I.24 of the Solicitation states explicitly that all Bidders shall comply with all laws and regulations. This covers the application of all laws and regulations pertaining to this service.

55. Question: Page 29, #9.b - The semi-monthly invoices currently being submitted for taxicab service contains the necessary information to satisfy the requirement in #9.b. For taxicab companies, which perform “Demand Taxi” trips as defined in the NTD Database, it would be overly burdensome (and virtually impossible) to attempt to compile and submit actual trip performance data on a daily basis. Will the County consider amending this requirement so that taxicab trip data may be submitted as part of the semi-monthly invoicing process?

RESPONSE: A monthly summary is preferred. Please see Amendment 2.G above where we have amended this from a Daily basis to a Monthly basis.

56. Question: ATTACHMENT 2 on page 54 of the solicitation provides ridership and usage data for the STAR dedicated service. Are these figures only for the STAR service, or do they include revenue hours and mileage for the Senior Loop, ADHC, SCAT and Senior Nutrition programs as well? Please clarify.

RESPONSE: Attachment 2 provides data only for the STAR service.

57. With regard to the senior loop segment of this solicitation, are the vehicles required to wait at the destination, or are these routes intended to be “continuous loops” for the times of day specified?
RESPONSE: Continuous. The Call Center will supply a schedule to the Contractor.

58. Question: Please indicate the County’s estimated peak vehicle demand for dedicated vehicles delivering STAR/SAP services under the new Contract.

RESPONSE: The peak requirements were considered by the County when we set the targets for vehicle fleet makeup in this Solicitation. The County cannot predict the future demand, and has provided in the Attachments 2 - 7 and the REVISED BID FORM, as amended in this Amendment 2, data on past demand.

59. Question: Please indicate the current number of dedicated routes being operated on the STAR/SAP service.

RESPONSE: STAR/SAP routes and data are available in Attachments 2 - 7.

60. Question: The solicitation indicates that at present, there are a total of thirteen (13) vehicles dedicated to weekday STAR service. Please provide copies of the run cuts and route schedules (start and stop times) for weekday service for the most recent fiscal year.

RESPONSE: Data on current services has been provided for the Bidders in Attachment 2 - 7 and in the REVISED BID FORM, as amended in this Amendment 2. We have amended the Bid Form, above, in this Amendment to include new data.

61. Question: Are the current drivers/employees part of a labor union? If yes, for which service, and please provide contact name and number for the union representative. Please also provide a current copy of the collective bargaining agreement.

RESPONSE: The County does not have and cannot provide this data. We do not pay labor directly. To understand the fee structure and bid structure, please refer to the Solicitation REVISED BID FORM for the requirements for pricing.

62. Question: Please provide data on Revenue Hours and Revenue Miles as it relates specifically to IDDS Fixed Route Services.

RESPONSE: Please review data provided in The REVISED BID FORM in the Solicitation Amendment 2.1. That is the relevant information for the bid pricing.

63. Question: SAP Services Description - Paratransit services are essential for programs offered by various County departments, such as Department of Human Services (DHS) Divisions of Aging and Disability Services and the County’s Department of Parks and
Recreation (DPR) Office of Senior Adult Programs. The services within this scope include providing Senior Loop group grocery trips; trips to the Walter Reed Adult Day Health Care Center (ADHC); Senior Center Adult Transportation (SCAT) and Senior Center Nutrition Program (SCNP) transportation. Please provide information on the make, model and capacity of vehicles currently providing this specific service. We also request data on Revenue Hours and Revenue Miles as it relates specifically to this service. Please indicate which vehicles are dedicated to Senior Loop service.

RESPONSE: Samples of revenue data are provided in the Attachments 2-7 and also in the REVISED BID FORM, as amended in this Amendment 2. Additionally, vehicle requirements for the services to be procurement under this contract are provided in the Solicitation in Section II.E. Please see vehicle specifications provided to understand requirements for the service requested.

64. Please provide the productivity rate for the current dedicated fleet.

RESPONSE: The data requested are not a part of this Solicitation. This Solicitation is focused upon services with new vehicle design and requirements. Revenue hours, miles, routes, vehicle design specifications from the solicitation in Sections II and the Attachments may help the Bidder to determine the productivity targets they may wish to achieve, however past productivity is not a relevant to this new set of conditions.

65. Question: Please provide the most recent NTD report for this service.

RESPONSE: A sample of an NTD is in the Solicitation in Attachment 1. Also, data are provided in the Attachments 2-7, and the Bid Form, updated in this Amendment 2. Please see data provided in the Solicitation.

66. Question: Please provide the annual amount of cash fares collected.

RESPONSE: This amount will vary per year. Please see ATTACHMENT 2 and ATTACHMENT 3 in the Solicitation for the volume of trips for Taxis, revenue miles and vehicle miles for the programs, rides provided and related descriptions of the services. Using the costs a Bidder may proposed, a Bidder can calculate what the costs would be if the rides and miles and trips remain the same next year. However, this is a requirements contract, the amounts are not guaranteed or committed by the County.

67. In Attachment 2, taxicab ridership demand is from 2012. Are the ridership demand figures for the dedicated service that appear in Attachment 2 from the current fiscal year (FY14)?
RESPONSE: The data provided are from FY12 and they are meant to be illustrative. The County cannot predict demand from year to year and thus provides a year’s worth of data in this Attachment. The data for 2014 are not yet complete and audited, and therefore not accurate at this time, and should not be relied upon by the Bidders.

68. Question: What is the current rate and amount per month, year paid to the incumbent providers for each service rendered as contemplated in this RFP? Please indicate incumbent provider(s) of each of these services and provide a copy of the current contract(s) for each of these services.

RESPONSE: Contracts for the current services provided to the County for Paratransit transportation are available on its Website, in the Purchasing and Contracting section. The data is included in the current contracts, available to the public.

69. Question: We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, please provide a seniority list for the current employees for this contract, and indicate position, full time or part time, length of service, and current rate of pay.

RESPONSE: We cannot provide this data. The data on labor costs, seniority, etc. are private data owned by the contractor. We do not pay labor directly. To understand the fee structure and bid structure, please refer to the Solicitation REVISED BID FORM for the requirements for pricing.

70. Question: We see there are a significant amount of taxi trips. Has the County vetted the idea of adding more vehicles to reduce cost of the service thereby reducing overall cost?

RESPONSE: Yes, that is an on-going process as service requests change.

71. Question: Page 10, #3.d - As it relates to independent contractor taxicab drivers, the Arlington County Hack Licensing Office, under the direction of the Hack Inspector, collects and reviews driving records going back ten (10) years (Chapter 25.1-9(b) (2).iii of the Arlington County Code) as a function of the annual and/or biennial County Hack License renewal process which is quite stringent. Will the County accept its own comprehensive Hack Licensing procedures to satisfy the requirement in #3d for taxicab drivers?

RESPONSE: Yes, they will be acceptable to the County.

72. Question: Page 10, #3.d - Please provide clarification: is the requirement to list and submit traffic violations intended to apply only to drivers, or does it extend to all company employees (whether or not they support the STAR Contract) such as administrative and clerical personnel? If so, please explain.
RESPONSE: Drivers in service, whenever the company received a traffic violation while a vehicle was in operation by the company for services for customers, coming to work, going to a customer, etc.

73. Question: Page 23, #F.1.b - As it pertains to taxicab service, the collection and review of driving records as well as driving experience and prior employment history is a function of the County Hack Licensing process under the authority of the County Hack Inspector. The County’s Hack Licensing procedure is extremely comprehensive and quite stringent. The requirements set forth in Chapter 25.1-9(b) (2).i, iii, and v of the Arlington County Code exceed the requirements in this Solicitation. Will the County accept its own comprehensive Hack Licensing procedures to satisfy the requirement in F.1.b for taxicab drivers?

RESPONSE: Yes the County will accept these procedures.

74. Question: Page 23, #F.1.b - Taxi drivers are independent contractors. Information concerning prior employment is collected on the Application for Public Vehicle Driver’s License as part of the County background check which is performed by the County HackInspector’s Office as required in Chapter 25.1-9(b) (2).i and iv of the Arlington County Code. The County’s background check for taxicab drivers includes an FBI National Record Check as well as several other state and local databases. Since this is a function of the County Hack Licensing process, will the County accept its own comprehensive process to satisfy this requirement?

RESPONSE: Yes, the County will accept its own process.

75. Question: Page 24, #F.1.e - The Arlington County Taxicab Ordinance sets the minimum age for a taxicab driver at 21 years. The Taxicab Ordinance, which is approved by the County Board, finds this age acceptable to operate a taxicab and provide safe and reliable transportation to the public. Since taxicab drivers who perform service for the STAR program undergo additional training and other qualifications, will the County accept its own approved minimum age requirement for taxicab drivers under this Contract?

RESPONSE: Yes, please see Amendment 2.E. above, with the Driver Age set to 21 years of age.

76. Question: I.b. 25.3. page 10.d. Does this list have to include bus aides as well as drivers?

RESPONSE: Drivers in service, whenever the company received a traffic violation while a vehicle was in operation by the company for services for customers, coming to work, going to a customer, etc. Bus aides aren’t relevant in this context unless they are expected to drive in case of emergency.

77. Question: I.B.25.3. page 10.d. Does this list have to include management personnel that are not revenue service drivers?
RESPONSE: Drivers in service, whenever the company received a traffic violation while a vehicle was in operation by the company for services for customers, coming to work, going to a customer, etc.

78. Question: Page 28, #1.1 – As it relates to independant contractor taxicab drivers, the Arlington County Hack Licensing Office, under the direction of the Hack Inspector, collects reviews driving records as a function of the annual and/or biennial County Hack License renewal process as required in Chapter 25.1-9(b)(2).iii of the Arlington County Code. Will the County accept its own comprehensive Hack Licensing process to satisfy the requirement in #1.1 for taxicab drivers?

RESPONSE: Yes, this is acceptable.

79. Question: II. F. 1. Page 23. C. Is the Fingerprint Identification System as well as the sex offender registry record requests the ones that are conducted by the Virginia State Police? Do transportation companies have access to the Department of Social Services database? Can the county describe this process and cost?

RESPONSE: The cost of the process for each individual is $37. The individual would bring a check for $37 - or a group of individuals would bring a check for a multiple of $37 - to the appointment. Prior to arranging the appointment for the fingerprint identification system, the Contractor would send an email to the appropriate County Project Officer - either with the Division of Transportation and the IDDS Program - with the individual names and the Contractor’s contact person. The Project Officer in turn will send an email with the names to the County Human Resources Dept. - Employee Relations Senior Staff Specialist, who will arrange for the appointment. The Contractor will not have direct access to the vetting database.

80. Question: II.F.1.c. Page 23 - Is simple assault considered a disqualifying event for a driver?

RESPONSE: Yes, simple assault is considered a disqualifying event for a driver as it is a crime of violence, as stated in the Solicitation. Further, if the Contractor wishes to propose a driver for consideration who has such violations, as stated in the Solicitation, “the Contractor(s) shall obtain approval of any such driver who has been convicted of a felony from the County Project Officer before employment by the Contractor”.

81. Question: II.F.1.e. page 24 - Can the contractor hire drivers who are 23 years of age? This is the age requirement for MetroAccess. What is the age limit for bus aides?

RESPONSE: The age for drivers allowed is Amended in this Amendment 2.E. to allow drivers 21 years of age and older (please see above). Bus aides must be at least 18 years of age.
82. Question: II. I. Page 28. 1. What is considered current in terms of driving record transcript? Would annual or semi-annual be acceptable?

RESPONSE: An annual review is standard for Commercial Drivers License and is acceptable for this procurement.

83. Question: II. F. 1. Page 24. e. If a driver whose license is suspended for a non-moving violation, such as failure to pay a ticket on time, is he/she still ineligible? This requirement was changed for the Virginia Medicaid contract.

RESPONSE: Yes - a driver has to have a valid license.

84. Question: I.B.25.3. page 10.d. Does this list have to include management personnel that are not revenue service drivers?

RESPONSE: Drivers in service, whenever the company received a traffic violation while a vehicle was in operation by the company for services for customers, coming to work, going to a customer, etc.

85. Question: Page 20, #E.1 - This paragraph requires accessible taxicabs to meet the vehicle standards set forth in 49 CFR 38. As this regulation does not contain requirements for taxicabs (49 CFR 38 does not speak to taxicabs), please indicate the specific vehicle standards that #E1 is requiring. The ITB specifies 20 passenger capacity vehicles for the Senior Loop segment of the service. Please indicate whether these vehicles are required to have wheelchair lift capability.

RESPONSE: Part 38-Americans With Disabilities Act (ADA) Accessibility Specifications For Transportation Vehicles - includes Standards regarding dimensions of entry/exit doors, ramps, and seating configurations as well as head-room are contained in 49 CR 38. Three accessible vehicles used as taxi cabs have been reviewed by members of the Accessibility Subcommittee of Arlington County's Transit Advisory Committee, including by wheelchair-users. Two vehicles were favorably reviewed and are acceptable: a rear-entry Freedom Motors conversion of the Toyota Sienna and a side-entry MV1. Other side-entry conversion vehicles have been used successfully in the STAR program as well. Taxi companies should also take advantage of the free materials available from Easter Seals Project Action on-line at: http://www.projectaction.org/ResourcesPublications/TaxiServices.aspx.

86. Question: Please confirm that the currently taxi providers have ADA compliant mobility equipped vehicles.

RESPONSE: Current taxi provider status for services purchased under other solicitations is not relevant to the Solicitation. Vehicle requirements for this Solicitation are in Section II. E.
87. Question: II. E. Page 22.322.a. In terms of the Senior Loop, isn’t a requirement that these vehicles must be wheelchair accessible according to the ADA?

RESPONSE: No. Section 8.6 on page 8–6 of Circular C 4710.1 explains the accessibility requirement already in place: "...agencies operating a mixed fleet of accessible and inaccessible vehicles have an obligation to dispatch accessible vehicles to those riders who require them and cannot provide a lower level of service to such individuals". In short, an accessible vehicle would have to be provided for a wheelchair-user who desires to use the Senior Loop program, along with the inaccessible vehicle normally used. The STAR Call Center is responsible to ensure that this occurs.

88. Question: IDDS vehicles. Do all IDDS vehicles have to be wheelchair accessible?

RESPONSE: No - Please review the current seating capacity of each vehicle listed in Attachment 7 of the Solicitation. All IDDS routes must have wheelchair transportation available upon request.

89. Question: Page 22, #22.a - This paragraph advises Contractors to '"...consult the Accessibility Subcommittee of the Transit Advisory Committee before procuring new accessible vehicles, to ensure the functionality is adequate." Please provide contact information for this subcommittee. How should a Contractor proceed if the opinion of the subcommittee differs from the vehicle requirements set out in this Invitation to Bid?

RESPONSE: Vehicles that any Bidder wishes to have inspected may be inspected upon request. The County can arrange for members of the Accessibility Subcommittee of the Transit Advisory Committee to inspect any accessible vehicle outside our Court House Plaza offices in Arlington, at 2100 Clarendon Blvd., Arlington, VA. Such a request should be emailed to James Pearson at jpearson@arlingtonva.us. If the subcommittee does not approve the vehicle - and the subcommittee did not approve a rear-entry Dodge Caravan conversion - then those vehicles should not be procured for this program.

90. Question: Can the bidder give a list of current vehicles and then give a list of proposed vehicles for the new contract with the quantity and type of vehicles to be used in the service to be ordered upon bid award for STAR/SAP and for the IDDS Services (requirement stated in I.25.b.1.c. and I.25.2.f.)? Can the bidder present the County with an Attachment for the list of current vehicle? Can the bidder give a list of current vehicles and then give a list of proposed, quantity and type of vehicles to be used in the service to be ordered upon bid award for IDDS vehicles?

RESPONSE: Yes, the Bidder may provide the information in this format. The Bidder may attach that information in an Attachment. These should be in the bid submittal package to the County with the Bid 603-13 Amendment 2 Page 33
91. Question: The solicitation specifies a spare vehicle ratio of 20%. STAR is a relatively small paratransit program and a spare ratio of 20% seems excessive. Would the County consider amending the spare ratio requirement to 15%? A 15% spare ratio would be sufficient for this program and would also be comparable to WMATA’s much larger, MetroAccess program.

RESPONSE: No. STAR has been reliant upon accessible minivans and SUVs, which are less durable than the MetroAccess body-on-chassis vehicles. Also, a larger fleet can sustain a tighter spare ratio than a smaller fleet.


- How will the County determine Best Value if there is a great difference between the vehicle specifications provided by one bidder when compared to another? RESPONSE: The County has issued specifications for the vehicles that all Bidders must meet. If a bidder meets those specifications, that bidder is responsive to that requirement. The County will review all the submissions, and all of the information provided by each of the Bidders. This information will be evaluated against the Evaluation Criteria presented in Section 1.24 of the Solicitation.

- In terms of STAR are there 13 total routes that we are proposing on? RESPONSE: Yes, 13 dedicated routes. The County would work with the Contractor if another route is needed or if a route is not needed.

- Does the county want rear entry, side entry or both for wheelchair entry into the dedicated vehicles? RESPONSE: Nobody does both. Side entry is preferred, but not required.

- In terms of the vehicles that require three (3) wheelchair positions, are they required to carry three motorized or scooter type wheelchairs at one time? RESPONSE: The County prefers vehicles no wider than 96”, as those are more maneuverable on narrow residential streets. Considering that limitation, vehicles that accommodate two motorized wheelchairs/scooters and one manual chair are acceptable.

- Does the county prefer E250/E350 modified vans for the three (3) wheelchair accessible vehicles or would it prefer the bid be based on body on chassis vehicles? RESPONSE: An E250 chassis may not be able to accommodate the weight requirement if the vehicle is fully loaded - the offeror is advised to check the Gross Vehicle Weight capacity of the axles. Moreover, the contractor is advised to assess the longevity of the vehicles procured, as less-sturdy equipment may have to be replaced more frequently at the contractor’s expense.
- Are roof hatches required for three (3) wheelchair position vehicles?  RESPONSE: No

- Can a front passenger seat be accepted as the fixed passenger ambulatory seat for the three (3) wheelchair position vehicles? RESPONSE: Yes

- Can a flip seat for a minimum of four (4) ambulatory riders be two (2) person flips, single flips or both?  RESPONSE: Flip seats should be forward-facing. The County does not have a preference regarding single vs. double-seat flip seats.

- For the non-three (3) wheelchair passenger vehicles does the county prefer minivans, E-350 vans, E-250 vans or other? If other, can the County be more specific? RESPONSE: The County prefers vehicles without wheelchair lifts for all vehicles used in the STAR program, excepting those accommodating three wheelchair-users. These vehicles should be accessible via ramps. Lift-equipped vehicles are acceptable in the IDDS program.

93. Question: II. E. Page 20.1. Do vehicles for IDDS, Senior Loop, ADHC and SCAT have to be dedicated to Arlington County? For Senior Loop buses can the contractor use vehicles that are not dedicated unless used for County transportation at the time of the service requirements?

RESPONSE: The vehicles have to be available when the County needs them. Senior Loop and SCAT transportation do not occur during peak periods. IDDS and ADHC transportation do occur during the peak periods.

94. Question: Attachment 8. Page 71. In terms of vehicles:

- What services and how many vehicles are anticipated for the hourly rate for non CDL drivers? RESPONSE: Ten STAR routes and 12 of the 13 IDDS routes do not require a CDL-sized vehicle (not including spares).

- What services and how many CDL vehicles do you anticipate for the CDL assessable vehicles? RESPONSE: Three STAR routes and IDDS-12 are CDL-sized vehicles, for a total of four, not including a spare.

- In terms of CDL vehicles what services and how many vehicles are associated with the 7,360 revenue hours? In terms of the CDL vehicles what services and how many vehicles are associated with the 15,966 revenue hours? RESPONSE: Please refer to the Amendment 2.H and Amendment 2.I above, providing new tables for the Bid Form. The revenue hours in new BID FORM PRICE SHEETS show of 7,400 annual revenue hours for CDL vehicles used in the STAR/SAP program and another 492 annual
revenue hours for the CDL vehicle used in the IDDS program. For non-CDL vehicles, show 24,667 annual revenue hours in the STAR/SAP program and 7,582 for IDDS.

- In terms of the Bus Attendant Rate we count a total of eight (8) bus aides. 9,826 revenue hours computes to approximately 2.36 hours per shift or 4.72 hours per day. This appears to only include the time the aides are physically on the bus. Labor laws require that employees be paid for all time on duty. In order to offer an apple to apple cost comparison, what should we use for the total pay or service hours for each aide per shift or per day? RESPONSE: The County has no control over the times and locations that bus aides board and alight. The Offeror should add a multiplier to the estimated hours that bus aides are required in revenue service to assess pay hours. The Bus Attendant Rate would only be applied to hours of service, but would have to cover payroll and benefits for those employees unless they also were assigned to other tasks by the Offeror.

- In terms of Administration Rate, what line items of administrative costs are we supposed to include on this item? For example, are we supposed to include the General Manager, Operations Manager and Safety Manager? In order to have an across the board comparison of bids we would need to know in detail what items are included in Administrative Costs. RESPONSE: The administrative costs would include salaries and benefits for the identified management personnel as well as dispatch, supervisors - and support personnel other than drivers and maintenance. Driver costs would be considered in the hourly rate and maintenance costs in the per mile rate. If administrative personnel are not dedicated to the project, then the offeror should estimate a percentage of their time devoted to the project and prorate the costs.

- The insurance market is difficult to predict five years out. Will Vehicle Insurance be capped at the CPI increase level of 5% per year or will it be an actual pass through? RESPONSE: Insurance is a cost of doing business, and should be managed by the provider. It is not paid for separately by the County. Therefore the pricing increases and caps apply to the fees charged to the County and not the insurance.

- Are tires and all other maintenance costs to be incorporated into the cost per mile? RESPONSE: Yes

- Will the contractor bill the County separately for maintenance and if so will it be on a service mile or revenue mile basis or is it to be included in the Hourly Rate? RESPONSE: The price sheet for dedicated vehicles has a separate category for maintenance, on a total mile basis.

- Are the Administrative Rate and the Vehicle Insurance cost to be included in the Hourly Rate for service? RESPONSE: Please adhere to the price sheet.
• Our assumption is that Revenue Hours are first pick up to last drop off. Is this accurate? RESPONSE: Yes

95. Question: II. E. Page 20.3. Is it acceptable to down vehicles and replace them with back-up vehicles when necessary or scheduled maintenance service is required?

RESPONSE: Yes


RESPONSE: Vinyl is non-permeable, in that liquids can’t soak into the material.

97. II. E. page 21. 14. Do cameras have to be continuous recording or can they be incident driven, such as DriveCam?

RESPONSE: DriveCam cameras are triggered by G-force incidents, such as sudden braking, acceleration and turns. DriveCam cameras are focused on the driver and the exterior of the vehicle, to assist with driver training. The County’s interest in video recording is focused on the passenger compartment, as some clients are very vulnerable. These cameras would have to be continuous recording, to catch incidents involving clients that may not trigger a DriveCam incident.

98. Question: What is the meaning on page 71 of the breakdown of CDL vehicles into two subcategories? Is the total estimated hours for the project equal to the CDL and the non-CDL combined or is this an option that the contractor is to pick from our that the County’s to pick from?

RESPONSE: The County seeks a single dedicated contractor operating three CDL and ten non-CDL vehicles, and has estimated the revenue vehicle hours for each category.

99. Question: In order for all bidders to price consistently, please provide the number of vehicles that bidders should include in their cost proposal. Please indicate how many wheelchair and or ambulatory seats should be spec’d for the vehicle. Please provide a vehicle spec if available.

RESPONSE: There are 26 vehicles total estimated for the program. There are 13 vehicles for the IDDS services, described in their needs for wheelchairs and/or seats in Attachment 7 and described in the Solicitation in Section II.E. There are 13 vehicles required for STAR/SAP as described in Section II.E and on the ATTACHMENT 7 for SAP Route #14 of the Solicitation, ten of which require 1 wheelchair and one Aide seat, and 3 of which are to fit the needs for CDL services as described in Section II.E. In Section II.A.1, page 14, it further states: “Currently, thirteen (13)

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Page 37
vehicles are dedicated to weekday STAR paratransit services, two (2) on Saturdays, with no service availability on Sundays or holidays. The number of dedicated vehicles may change as required by the County to accommodate service needs. During severe weather emergencies, four (4) dedicated vehicles staffed by a bus attendant as well as a driver may be required. The number of dedicated vehicles required for STAR services on a daily basis is at the discretion of the STAR CC and may decrease with twenty eight (28) calendar-days minimum notice or increase with seven (7) calendar day-notices. Vehicles to be dedicated to STAR services shall include three units, each of which can accommodate a minimum of three (3) wheelchair securement places, a permanent seat for one ambulatory passenger and flip-seats for a minimum of four (4) ambulatory riders.”

100. Question: Please indicate whether there is an age and mileage limitation on the vehicles.

RESPONSE: Section II.E. contains the requirements for vehicles. Age and mileage are not a part of these requirements. All vehicles shall be inspected, properly licensed, safe for operation, and shall meet the requirements of the Solicitation.

101. Question: Please confirm that all vehicles must have a GPS unit.

RESPONSE: Yes, per Section II.E. 13 of the solicitation, each vehicle shall contain a GPS and a current map of the applicable region(s) with sufficient detail to locate passengers' homes and program sites.

102. Question: Please provide a list of the vehicles currently being used in the service to include year, make, model, fuel type, and seating capacity.

RESPONSE: Please refer to the Vehicle requirements section II.E in the Solicitation.

103. Question: Please provide the peak vehicles used in each service for weekdays, Saturday, and Sunday.

RESPONSE: STAR/SAP services run 13 vehicles all day Monday – Friday, and on Saturday current demand requires two vehicles. There is no Sunday Service on STAR. IDDS runs its 13 vehicles Monday – Friday, no service on the weekends. Please see Section II.A. 1 and ATTACHMENT 3 of the Solicitation for more details.
104. Question: Page 13, #1, 3rd paragraph – Please clarify: When contacted by the STAR Call Center, if the highest ranked taxicab company does not turn down any trips, will 100% of the taxi trips be assigned to that provider?

RESPONSE: Yes, if the pickups are made not later than 10 minutes after the scheduled pickup time. The STAR Call Center reserves the right to assign some taxi rides to another taxicab company if the highest ranked taxicab company has a pattern of late pickups or no-shows for rides in a general area or in a general time period.

105. Question: Page 13, #1, 3rd paragraph – Currently, during times when the STAR office is closed (after hours, etc.), STAR customers are permitted to contact a participating taxi company to arrange service. Under the new Contract, will taxicab Contractors be permitted to add trips or adjust trips for customers when the STAR office is closed?

RESPONSE: Yes, the Contractor may add or adjust trips when the STAR office is closed. The Contractor must also maintain a dedicated line so that the callers may get through in times of high call volume, per the Amendment above.

106. Question: Does the County anticipate any changes or revisions to the existing policies and procedures currently contained within the STAR Rider’s Guide for the new Contract? If so, please provide any anticipated changes that would be relevant to a prospective Bidder’s response to this Invitation to Bid.

RESPONSE: Two minor changes have been made to the STAR Rider Guide and advertised to STAR riders in the STAR Points newsletter. Copies of the relevant newsletters, the Rider Guide, are on-line at http://www.arlingtontransit.com/pages/star/star-rider-guide/.

107. Question: Page 14, #2 – Attachment 5 outlines the Senior Loop segment of the SAP work scope. It does not address the estimated trips transporting passengers from their residence to/from the Walter Reed Adult Day Health Center and the Senior Nutrition Program and Senior Center Adult Transportation (SCAT), many of which are currently grouped and routed using taxicab service. Please indicate whether trips to and from senior centers are intended to be performed by dedicated vehicles or taxicabs.

RESPONSE: These rides are assigned to provide rides efficiently, while providing a high quality of service. STAR is a shared-ride service. Rides will be grouped on a dedicated vehicle if riders will reach their destinations on-time without excessive ride time. The STAR Call Center’s ability to group rides depends upon the wheelchair and seating capacity of the dedicated vehicles and the pickup locations of the riders.

108. Question: I.c.25.2.page 10.a. Is the reference in this section to software pertaining to maintenance software, scheduling software or both? If it is scheduling software, will the County provide the

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Page 39
current scheduling software to the bidder? If scheduling software will the County give access to the bidder?

RESPONSE: The Call Center has the scheduling software. The County’s intent is to provide partial access to transportation vendors, but cannot commit to an implementation date at this time.

109. Question: I.c.25.2.page 11.b. Does reference to “scheduled services” pertain to the bidder actually scheduling the trips to manifests or scheduling drivers to manifests provided by the Call Center?

RESPONSE: The dedicated vendor will assign drivers to manifests provided by the Call Center.

110. Question: II. Page 13. 1. Para. 3. Will STAR arrange and schedule the trips for dedicated vehicles according to sample manifests included in Attachment #4.

RESPONSE: Yes, STAR will provide that service.

111. Question: Page 30, #J.1.c - Please explain how a taxicab Contractor will be able to discern whether a specific trip has been designated as Medicaid Eligible?

RESPONSE: The scheduling software used by the STAR Call Center already differentiates between riders who are MetroAccess-certified from those who are sponsored by a human service agency program. Non-Emergency Medical Trips for Medicaid-clients would receive an ‘NEMT’ designation.

112. Question: In terms of the ADHC, SCAT and SCNP transportation is it the intent of the county to continue to use taxicabs for this service or are these trips to be scheduled on STAR/SAP routes? If they are going on STAR/SAP routes can you provide the approximate number of revenue hours projected for these trips?

RESPONSE: Most rides cannot be grouped. Rides that are not grouped or cannot be assigned within unused time on dedicated vehicles would remain on taxicabs. Those rides that can be grouped together on a dedicated vehicle will be subject to maximum ride time limitations by program. The maximum time traveling to senior centers would be thirty minutes, while the maximum ride time to the County’s only adult day health care facility would be 45 minutes. Until these rides are scheduled together, a more precise estimate cannot be made. For senior centers, the maximum number of annual revenue hours per center would be equal to the number of program days - assume 250 days per year for each center except Aurora Highlands, which would be open just over 150 days per year.

113. Question: II. C. Page 17. 5. This paragraph seems to indicate that the manifests shall be provided to the Contractor by the Call Center. Examples of these manifests are given in Attachment 4. Does this mean that the CC is doing the scheduling to the manifests?
114. Question: II. K. Page 32.3. This indicates that the manifest will be supplied by the Call Center. Does this also mean that the STAR Call Center will schedule the trips?

RESPONSE: Yes, the Manifests will be supplied by the Call Center and that they will schedule the trips.

115. Question: II. A. 3. Page 15. In terms of Hand-to-Hand and Door-to-Door Service is there a maximum number of steps that is required of the contractor? Is there a site of line requirement in terms of the door and the vehicle? What are the policies for leaving clients on the vehicle while passengers are escorted to the door? Is there a requirement that the passage way must be cleared in terms of inclement weather to protect the safety of the passenger and the driver?

RESPONSE: In both Hand-to-Hand and Door-to-Door, contractor staff are responsible for visually assuring the riders well-being from the point of pick up to the point of drop off. Except in cases where the rider is escorted to or from the vehicle that would mean line of sight to the doors of the home and the day program. The contractor is also responsible for visually assuring well being of passengers on the vehicle. If there are no contractor staff on the vehicle, the vehicle must be in park, the parking brake must be applied, and the key must be in possession of contractor staff. Passengers should never be discharged from a vehicle at a place where conditions of the passage put their safety at risk. Contractor staff shall provide the necessary assistance, support, and directions to IDDS passengers including those with mobility limitations.

116. Question: II, D. Page 18. i. Due to the nature of traffic in the DC area, is there a number of minutes that the route falls behind before notification can be made for delays and late arrivals? Can notification be made by text or does it have to be made by phone?

RESPONSE: Notification should be made if it is anticipated that the route will fall behind by 30 minutes or more. Because this is primarily a Hand-to-Hand service notification needs to be confirmed. Notification by text is acceptable with receipt of acknowledgement that the text was received.

117. Question: II. F.3. Page 25. b. In terms of software, what type of software is the contractor required to have?

RESPONSE: The STAR Call Center schedules trips, prints and electronically transfers manifests to the Contractor(s), and re-enters actual trip data received from the Contractor(s) for statistical reports. The Contractor(s) must have the necessary equipment and software to print electronically-transmitted information received from the STAR Call Center, process that information accurately, communicate that information to the drivers, and return completed

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trip data to the STAR Call Center. The Contractor(s) must also have the equipment and software necessary to provide the required NTD data noted in the Solicitation.

118. Question: II. I. Page 29.9. Regarding reporting of incidents, can the contractor verbally report an incident with the written report to be filed after the investigation is completed, but within 24 hours?

RESPONSE: Yes, a Contractor may report an incident verbally, and file the report within 24 hours as described in the question.

119. Question: II. I. Page 29. 9. e. How will the contractor know if the trip is Assisted, Temporary or Interim STAR? Will the Call Center keep track of the number of these trips for reporting purposes?

RESPONSE: The Call Center does keep track of the trips assigned in various categories by provider and marks the manifest accordingly. This procedure will continue for riders who are sponsored by Medicaid.

120. Question: II. J. 1. Page 30. C. Does this requirement regarding the second sentence about billing pertain only to Medicaid eligible riders that the contractor receives trips from the broker with proper Medicaid authorization numbers?

RESPONSE: Yes. The contractor, service site, STAR Call Center and the state’s broker for Non-Emergency Medical Transportation rides through the Medicaid program will communicate to ensure that the broker consistently assigns rides for these individuals to the STAR transportation vendor.

121. Question: Attachment 1. Page 53. In terms of Demand Response it is our understanding that the definitions of revenue miles and revenue hours are from first pick up to last drop off. Is this assumption for reporting purposes to NTD accurate?

RESPONSE: Yes, the definition of revenue miles and revenue hours are from first pick up to last drop off.

122. Question: Attachment 2. Page 54. In terms of STAR dedicated vehicles are the revenue miles, vehicle miles, revenue hours and vehicle hours for Weekday for the entire five day week or is it for the entire month?

RESPONSE: For reference: Revenue Hours 2,592 (Total Weekday Monthly) +146 (Saturday Monthly) x 12 = 32,856
In terms of Revenue Miles, if the same assumption were made, that they are for the month the total revenue miles appears to be off. 27,539 + 1,505 x 12 months = 348,528 revenue miles
In Fiscal Year 2013, Dedicated STAR vehicles provided 32,067 hours and 251,759 miles of revenue service just for the STAR program. These numbers can be increased by about 10% to include other human service programs with the exception of IDD programs.
123. Question: What software is used routing and scheduling, and what are the travel speed and dwell setting used?

RESPONSE: The STAR Call Center uses Trapeze PASS software. The travel speed of electronic transmissions are not dependent upon that software – however, the Call Center does use a high speed connection.

124. Question: Please indicate whether the contractor will have to provide a reservations, scheduling, and dispatch software.

RESPONSE: The Call Center has reservations and scheduling software, but not dispatch software. The Contractor is responsible for any software needed to provide the rides as scheduled by the Call Center.

125. Question: Please indicate whether all bidders will have to provide maintenance repair and tracking software.

RESPONSE: The Contractor will be required to have software to dispatch and monitor services. It is up to the Contractor to select their own software system and to maintain it. There are several options on the market for such software.

126. Question: In order to staff appropriately, please confirm that all bidders should staff the office from 5:30 AM to 12:00 midnight Monday to Sunday. The ITB indicates "STAR rides are available between the hours of 5:30 a.m. to midnight, seven (7) days a week, with no restrictions on trip purpose." The ITB also indicates "Currently, thirteen (13) vehicles are dedicated to weekday STAR Paratransit services, two (2) on Saturdays, with no service availability on Sundays or holidays." Please clarify the hours of operation.

RESPONSE: No dedicated STAR vehicles are in operation on Sundays or holidays. All STAR policies can be reviewed on-line at http://www.arlingtontransit.com/pages/star/star-rider-guide/

127. Question: Please confirm that the CC will be responsible for scheduling all trips that have to be performed by the Contactor or Taxi.

RESPONSE: The CC is responsible for scheduling all taxi trips and all STAR trips. IDDS trips assigned to the dedicated provider are not scheduled through the CC.

128. Question: Please indicate whether the phone system will be required to have call reporting, recording, and queuing.

RESPONSE: No – but the Call Center phone system has those features.
The balance of the solicitation remains unchanged.

Arlington County, Virginia
James T. Pearson
Procurement Officer
jpearson@arlingtonva.us

RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR BID:
RECEIPT OF AMENDMENT NUMBER 1 IS ACKNOWLEDGED.
FIRM NAME: ________________________________
AUTHORIZED SIGNATURE: ______________________

END OF AMENDMENT 2
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT
INVITATION TO BID NO. 603-13

AMENDMENT NUMBER 3

ARLINGTON COUNTY INVITATION TO BID-BEST VALUE NO. 603-13 (PROVISION OF CURB TO CURB AND/OR HAND TO HAND TRANSPORTATION SERVICES FOR THE OPERATION OF PARATRANSPORT SERVICES UTILIZING WHEELCHAIR ACCESSIBLE VEHICLES SUCH AS VANS, SEDANS, AND/OR TAXICABS FOR AMBULATORY AND NON-AMBULATORY SERVICES IN THE WASHINGTON METROPOLITAN AREA, PRIMARILY IN THE NORTHERN VIRGINIA AREA FOR UP TO A TEN (10) YEAR PERIOD.) IS AMENDED AS FOLLOWS:

A. THE DUE DATE AND TIME FOR THE SEALED BIDS IS CHANGED TO “3:30 P.M. ON THE 24TH DAY OF MARCH, 2014”. All references to the bid due date and time shall be changed to reflect this revised date.

B. CHANGE THE TERMS “BID FORM” AND “REVISED BID FORM” WHEREVER THEY APPEAR IN THE SOLICITATION, AND REPLACE THEM WITH “REVISION #2 BID FORM”.

C. THE FOLLOWING ARE IN RESPONSE TO QUESTIONS RECEIVED:

1. QUESTION: Answers to the questions are confusing on the Vehicle Insurance issue on page 4 of Amendment #2. Are we required to include insurance cost in the Hourly Rate?

RESPONSE: Insurance for the STAR/SAP program is to be bid on the REVISION #2 BID FORM PAGE 2 OF 7 B. PRICE SHEET - DEDICATED VEHICLES - STAR/SAP SERVICES, and not included in your rates for these services. For all other Bids services it is to be included in your rate structure. Increases are subject to the index in the Solicitation.

2. QUESTION: If not are we supposed to include Vehicle Insurance as a total extended cost under Vehicle Insurance as a pass through to the county?

RESPONSE: Please see above.

3. QUESTION: One very important question is concerning the bus aides. On page 4 of Amendment #2, there is a line item for Bus Attendant Rate. Is this the rate for the STAR service because there is only a requirement for bus aides during inclement weather (4)?

RESPONSE: STAR in the past had bus aides for dialysis clients on snow days. However, the price sheet preserves the opportunity to use bus aides on dedicated STAR trips if needed (for adult day health care). This item on the REVISION #2 BID FORM should be completed in a responsive bid.
4. **QUESTION:** Also in term of the bus aides according to Page 5 of Amendment #2, there are eight (8) bus aides. Are we required to provide a fixed price bid that includes the bus aides?

**RESPONSE:** Yes the fixed price should include bus aides.

5. **QUESTION:** Concerning the Expected Annual Revenue Hours it appears that there is a mistake. There are five (5) routes that total less than two (2) hours per day? When the actual routes are run the revenue hours would be greater on almost every route. Could you please explain the low number of expected revenue hours for the IDDS service?

**RESPONSE:** Times are based on the current vendor run list in the IDDS database for February 2014. Revenue hours are calculated on the time starting at the pickup of the first individual on the route and ending at the drop off of the last individual on the route with 216 days of service during the year.

6. **QUESTION:** Is the service provider required to include expenses for non-revenue hours to and from the first pick up and last drop off in both the am and the pm for all IDDS routes including bus aides cost where bus aides are listed for each route as indicated?

**RESPONSE:** Yes, include the expenses for non-revenue hours to and from the first pick up and last drop off in both the am and the pm for all IDDS routes including bus aides cost where bus aides are listed for each route as indicated.

7. **QUESTION:** After reviewing Amendment #2, there is some confusion over a particular portion of the service described in the solicitation. In addition to the three large-capacity wheelchair vehicles required as part of the STAR dedicated fleet (which the response published yesterday refers to as "3 CDL vehicles"), the scope of work also requires 20 passenger vehicles for the Senior Loop segment of work. With the revisions made to the Bid Pricing sheet (B) in amendment #2, it is now unclear as to which vehicle category the County intends for these particular vehicles to be bid. The response published yesterday infers that the County intends for ten (10) dedicated STAR vehicles to be included in the "non-CDL" category with only the remaining three (3) wheelchair-accessible dedicated vehicles to be included in the "CDL" category. The estimate of revenue hours seems to correspond with this notion. Please provide clarity with regard to the vehicles being required for the Senior Loop. Are the revenue hours listed in Attachment 5 for the Senior Loop incorporated into the 7,400 estimated revenue hours for the CDL vehicle line item?
RESPONSE: No, they are an additional 1,060 annual revenue hours for senior loop service described in Attachment #5. The "REVISION #2 BID FORM" contains all 8,460 hours for this service.

D. DELETE THE ENTIRE BID FORM IN THE SOLICITATION, AND IT IS PLACE INSERT THE FOLLOWING "REVISION #2 BID FORM" IN ITS ENTIRETY. SUBMIT THE REVISION #2 BID FORM THAT FOLLOWS WITH YOUR COMPLETED RESPONSE TO THIS SOLICITATION.
ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT

INVITATION TO BID NO. 603-13
REVISION #2 BID FORM
PAGE 1 OF 7

SUBMIT FIVE (5) FULLY-COMPLETED AND SIGNED REVISION #2 BID FORMS TO THE OFFICE OF THE BID CLERK, SUITE 511, 2100 CLARENDON BLVD., ARLINGTON, VIRGINIA, 22201 (ONE FORM SHALL CONTAIN AN ORIGINAL LONGHAND SIGNATURE; THE OTHERS SHALL BE PHOTOCOPIES OF THE SIGNED ORIGINAL). BIDDERS MAY SUBMIT ONE OR MORE PRICE SHEET (SHEET A, B, OR C, OR ANY COMBINATION) FOR THE SERVICES THEY WISH TO PROVIDE. EACH PRICE SHEET THEY SUBMIT MUST BE FULLY COMPLETED TO BE CONSIDERED RESPONSIVE.

BIDS WILL BE OPENED 3:30 P.M. ON THE 24th DAY OF MARCH, 2014
FOR PROVIDING CURB TO CURB AND/OR HAND TO HAND TRANSPORTATION SERVICES FOR THE OPERATION OF PARATRANSIT SERVICES PER THE TERMS, CONDITIONS AND SPECIFICATIONS OF THIS SOLICITATION:

A. PRICE SHEET – TAXI DISPATCH – STAR/SAP AND IDDS SERVICES BID FORM
Bid for STAR/SAP Services Only ☐ Bid for IDDS Services Only ☐  
Bid for Both STAR/SAP and IDDS Services ☐

<table>
<thead>
<tr>
<th>Description</th>
<th>Units</th>
<th>Estimated # Units in Fiscal Year 2015</th>
<th>Firm Rate Year 1</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxi-Dispatch Charge per Ride</td>
<td>Per Ride</td>
<td>47,701</td>
<td>As per the Arlington County Taxi Ordinance Meter Rate</td>
<td>N/A</td>
</tr>
<tr>
<td>Taxi-Dispatch Added Charge per Ambulatory Passenger</td>
<td>Per Ride</td>
<td>34,011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxi-Dispatch Added Charge per Passenger Using Wheelchair</td>
<td>Per Ride</td>
<td>13,690</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taxi-Dispatch STAR Passenger No-Show/Late Cancellation Fee</td>
<td>Per Ride</td>
<td>7,766</td>
<td></td>
<td></td>
</tr>
<tr>
<td>STAR Assisted Transportation Services Charge for Door-to-Door Service *</td>
<td>Per Stop/Per Ride</td>
<td>900</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Some riders may only need assistance at the home location, not at the destination. STAR carries about 1,000 Assist trips annually – and most of the riders need assistance at both ends of the trip.
<table>
<thead>
<tr>
<th>Description</th>
<th>Units</th>
<th>Estimated # Units in Fiscal Year 2015</th>
<th>Firm Rate Year 1</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hourly Rate for Dedicated Vehicle Hours of Service, Non CDL Accessible Vehicles</td>
<td>Revenue Hours</td>
<td>24,667</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hourly Rate for Dedicated Vehicle Hours of Service, CDL Vehicles</td>
<td>Revenue Hours</td>
<td>8,460</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bus Attendant Rate</td>
<td>Revenue Hours</td>
<td>9,826</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration Rate</td>
<td>Per Month</td>
<td>12</td>
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<td></td>
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<tr>
<td>Vehicle Insurance</td>
<td>Per Month</td>
<td>12</td>
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<tr>
<td>Maintenance Rate per Total Mile</td>
<td>Per Mile</td>
<td>371,992</td>
<td></td>
<td></td>
</tr>
<tr>
<td>STAR Assisted Transportation Services Charge for Door-to-Door Service *</td>
<td>Per Stop Per Ride</td>
<td>900</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Some riders may only need assistance at the home location, not at the destination. STAR carries about 1,000 trips annually – and most of the riders need assistance at both ends of the trip.
This is a snapshot of the routes and riders on 10/15/13. Riders on the routes change occasionally due to many reasons, such as new client entering service; current client moving or retiring; changing day placements, etc.) The riders are generally fairly stable but the successful bidder will need to make adjustments within the existing routes to accommodate rider changes within 72 hours of notice of change.

Arrivals and departures may occur up to, but not more than, 15 minutes prior to and/or after stated times. All routes must have wheelchair transportation available upon request.

<table>
<thead>
<tr>
<th>Details for each route may be found at</th>
<th>Expected Annual Revenue Hours</th>
<th>Fixed Price Bid (Dollars per Month for Route)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDDS Route # 1 Van capacity 2 Wheelchair, 11 Ambulatory Aide: Yes</td>
<td>820.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 2 Van capacity 2 Wheelchair, 8 Ambulatory Aide: No</td>
<td>738.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 3 Van capacity 0 Wheelchair, 14 Ambulatory Aide: No</td>
<td>932.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 4 Van capacity 0 Wheelchair, 14 Ambulatory Aide: No</td>
<td>634.7</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 5 Van capacity 2 Wheelchair, 8 Ambulatory Aide: No</td>
<td>595.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 6 Van capacity 2 Wheelchair, 11 Ambulatory Aide: Yes</td>
<td>718.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 7 Van capacity 2 Wheelchair, 8 Ambulatory Aide: Yes</td>
<td>656.0</td>
<td></td>
</tr>
<tr>
<td>IDDS Route # 8 Van capacity 0 Wheelchair, 8 Ambulatory Aide: No</td>
<td>512.5</td>
<td></td>
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<tr>
<td>IDDS Route # 9 Van capacity 1 Wheelchair, 12 Ambulatory Aide: Yes</td>
<td>634.7</td>
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<tr>
<td>IDDS Route # 10 Van capacity 0 Wheelchair, 14 Ambulatory Aide: Yes</td>
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</tr>
<tr>
<td>IDDS Route # 11 Van capacity 0 Wheelchair, 14 Ambulatory Aide: Yes</td>
<td>472.0</td>
<td></td>
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<tr>
<td>IDDS Route # 12 Van capacity 2 Wheelchair, 17 Ambulatory Aide: Yes NOTE-CDL Required</td>
<td>492.0</td>
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</tr>
<tr>
<td>IDDS Route # 13 Van capacity 2 Wheelchair, 12 Ambulatory Aide: Yes</td>
<td>696.2</td>
<td></td>
</tr>
<tr>
<td>SAP Route #14 - Ridership varies from 9 to 14 individuals per day, usually 3 days per week. This route is assigned to one of the IDDS Route vehicles listed above.</td>
<td>300.0</td>
<td></td>
</tr>
</tbody>
</table>
C. BID SUBMISSION REQUIREMENTS

Provide documents listed under the “Best Value Bid Submission Requirements” paragraphs on pages 7 through 10.

BIDS SUBMITTED WITHOUT THE INFORMATION ABOVE WILL BE DEEMED NON-RESPONSIVE.

The undersigned understands and acknowledges the following:
The official, true, and complete copy of the solicitation documents, WHICH SHALL INCLUDE ALL AMENDMENTS THERETO, is the hard copy of the documents available from the Office of the Purchasing Agent.
An electronic copy of the solicitation documents provided at the County Purchasing Agent’s website (http://www.arlingtonva.us/purchasing) is subject to an important disclaimer which must be acknowledged online before the documents can be downloaded.
Each bidder is responsible for determining the accuracy and completeness of ALL solicitation documents they receive, including documents obtained from the County by either of the methods described above, and documents obtained from all other sources.

TRADE SECRETS OR PROPRIETARY INFORMATION:
Trade secrets or proprietary information submitted by a bidder in connection with a procurement transaction shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, Section 4-111 of the Arlington County Purchasing Resolution states that the bidder must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.

Please mark one:

( ) No, the bid I have submitted does not contain any trade secrets and/or proprietary information.

( ) Yes, the bid I have submitted does contain trade secrets and/or proprietary information.

If Yes, you must clearly identify below the exact data or other materials to be protected and list all applicable page numbers of the bid containing such data or materials:

________________________________________

State the specific reason(s) why protection is necessary:

________________________________________

If you fail to identify the data or other materials to be protected and state the reasons why protection is necessary in the space provided above, you will not have invoked the protection of Section 4-111 of the Purchasing Resolution. Accordingly, effective upon the award of contract, the bid will be open for public inspection consistent with applicable law.

BIDDERS NAME: ____________________________
CERTIFICATION OF NON-COLLUSION:
The undersigned certifies that this bid is not the result of, or affected by, any act of collusion with another person (as defined in the Code of Virginia § 59.1-68.6 et seq.), engaged in the same line of business or commerce; or any act of fraud punishable under the Virginia Governmental Frauds Act (Code of Virginia § 18.2-498.1 et seq.).

CONTACT PERSON AND MAILING ADDRESS FOR DELIVERY OF NOTICES
Provide the name and address of the person designated by the Bidder to receive notices and other communications (Refer to section headed Notices in the Contract Terms and Conditions of this solicitation for further details):

________________________________________________________________________

________________________________________________________________________

THE PROPER LEGAL NAME OF THE FIRM OR ENTITY SUBMITTING THIS BID MUST BE WRITTEN IN THE SPACE PROVIDED BELOW. THIS REVISION #2 BID FORM, AND ALL OTHER DOCUMENTS REQUIRED BY THE INVITATION TO BID TO BE SUBMITTED WITH THIS REVISION #2 BID FORM, INCLUDING, BUT NOT LIMITED TO ALL ISSUED AMENDMENTS, MUST BE FULLY AND ACCURATELY COMPLETED AND SIGNED BELOW BY A PERSON AUTHORIZED TO LEGALLY BIND THE BIDDER, OR THE BID MAY BE REJECTED:

AUTHORIZED SIGNATURE ____________________________________________

PRINT NAME AND TITLE ___________________________________________
REVISION #2 BID FORM PAGE 6 OF 7

INDICATE THE NAME AND CONTACT INFORMATION OF THE PERSON WHO CAN RESPOND AUTHORITATIVELY TO ANY QUESTIONS REGARDING THIS BID (I.E. PROJECT MANAGER):

NAME (PRINTED): _______________________________ TITLE: __________________________

E-MAIL ADDRESS: _______________________________ TEL. NO.: __________________________

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THIS FIRM IS A:  ☐ CORPORATION, ☐ GENERAL PARTNERSHIP, ☐ LIMITED PARTNERSHIP, ☐ UNINCORPORATED ASSOCIATION, ☐ LIMITED LIABILITY COMPANY, ☐ SOLE PROPRIETORSHIP

IS FIRM AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VA? [ ]

IDENTIFICATION NO. ISSUED TO THE FIRM BY THE SCC:

ANY BIDDER EXEMPT FROM SCC AUTHORIZATION REQUIREMENT SHALL INCLUDE A STATEMENT WITH ITS BID WHY THEY ARE NOT REQUIRED TO BE SO AUTHORIZED

IS YOUR FIRM OR ANY OF ITS PRINCIPALS CURRENTLY DEBARRED FROM SUBMITTING BIDS TO ARLINGTON COUNTY, VIRGINIA, OR ANY OTHER STATE OR POLITICAL SUBDIVISION? [ ]

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Metropolitan Washington Council of Governments Rider Clause
USE OF CONTRACT(S) BY MEMBERS COMPRISING THE METROPOLITAN WASHINGTON COUNCIL OF GOVERNMENTS PURCHASING OFFICERS' COMMITTEE.
A. If authorized by the bidder(s), resultant contract(s) will be extended to any or all of the listed members as designated by the bidder to purchase at contract prices in accordance with contract terms.
B. Any member utilizing such contract(s) will place its own order(s) directly with the successful contractor. There shall be no obligation on the part of any participating member to utilize the contract(s).
C. A negative reply will not adversely affect consideration of your bid/proposal.
D. It is the awarded vendor's responsibility to notify the members shown below of the availability of the Contract(s).
E. Each participating jurisdiction has the option of executing a separate contract with the awardee. Contracts entered into with a participating jurisdiction may contain general terms and conditions unique to that jurisdiction including, by way of illustration and not limitation, clauses covering minority participation, non-discrimination, indemnification, naming the jurisdiction as an additional insured under any required Comprehensive General Liability policies, and venue. If, when preparing such a contract, the general terms and conditions of a jurisdiction are unacceptable to the awardee, the awardee may withdraw its extension of the award to that jurisdiction.
F. The issuing jurisdiction shall not be held liable for any costs or damages incurred by another jurisdiction as a result of any award extended to that jurisdiction by the awardee.

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BIDDER'S NAME: ________________________________

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NON-DISCLOSURE FORM

ARLINGTON COUNTY
NON-DISCLOSURE AND DATA SECURITY AGREEMENT (NDA)

AGREEMENT NO. 603-13
EXHIBIT A TO REVISION #2 BID FORM

NONDISCLOSURE AND DATA SECURITY AGREEMENT (CONTRACTOR)

The undersigned, an authorized agent of the Contractor and on behalf of (Contractor) hereby agree that the Contractor will hold County provided information, documents, data, images, records and the like (hereafter "information") confidential and secure and to protect it against loss, misuse, alteration, destruction or disclosure. This includes but is not limited to the information of the County, its employees, contractors, residents, clients, patients, taxpayers and property as well as information that the County shares with Contractor for testing, support, conversion or other services provided under Arlington County Agreement No.603-13 (the "Project" or "County Agreement" as applicable) or which may be accessed through other County owned or controlled databases (all of the above collectively referred to herein as "information" or "County information").

In addition to the DATA SECURITY obligations set in the County Agreement, the Contractor agrees that it will maintain the privacy and security of the County information, control and limit internal access and authorization for access to such information and not divulge or allow or facilitate access to County information for any purpose or by anyone unless expressly authorized. This includes but is not limited to information that in any manner describes, locates or indexes anything about an individual including, but not limited to, his/her (hereinafter "his") Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings, and his education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth, address, phone number or that affords a basis of inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, and the record of his presence, registration, or membership in an organization or activity, or admission to an institution (also collectively referred to herein as "information" or "County information").

Contractor also agree that it will not directly or indirectly use or facilitate the use or dissemination of information (whether intentionally or by inadvertence, negligence or omission verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly associated with its work under the
Project. Contractor acknowledges that any unauthorized use, dissemination or disclosure of information is prohibited and may also constitute a violation of Virginia or federal laws, subjecting it or its employees to civil and/or criminal penalties.

The Contractor agrees that it will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person, for any purpose, of any information obtained directly, or indirectly, as a result of its work on the Project. Contractor shall coordinate closely with the County Project Officer to ensure that its authorization to its employees or approved subcontractors is appropriate, tightly controlled and that such person/s also maintain the security and privacy of information and the integrity of County networked resources.

Contractor agrees to take strict security measures to ensure that information is kept secure, properly stored, that if stored that it is encrypted as appropriate, stored in accordance with industry best practices and otherwise protected from retrieval or access by unauthorized persons or unauthorized purpose. Any device or media on which information is stored, even temporarily, will have strict security and access control. Any information that is accessible will not leave the Contractor’s work site or the County’s physical facility, if working onsite, without written authorization of the County Project Officer. If remote access or other media storage is authorized, Contractor is responsible for the security of such storage device (or paper files).

Contractor will ensure that any laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices, as approved by the County, and connected to the County network are secure and free of all computer viruses, or running the latest version of an industry standard virus protection program. Contractor will ensure that all passwords used by its employees or subcontractors are robust, protected and not shared. No information may be downloaded expect as agreed to by the parties and then only onto a County approved device. Downloading onto a personally owned device is prohibited. Contractor agrees that it will notify the County Project Officer immediately upon discovery, becoming aware or suspicious of any unauthorized disclosure of information, security breach, hacking or other breach of this Agreement, the County Contract, County policy, Contractor’s security policies, or any other breach of Project protocols. The Contractor will fully cooperate with the County to regain possession of any information and to prevent its further disclosure, use or dissemination. The Contractor also agrees, if requested, to promptly notify others of a suspected or actual breach.

Contractor agrees that all duties and obligations enumerated in this agreement also extend to its employees, agents or subcontractors who are given access to County information. Breach of any of the above
conditions by Contractor’s employees, agents or subcontractors shall be treated as a breach by Contractor. Contractor agrees that it shall take all reasonable measures to ensure its employees, agents and subcontractors are aware of and abide by the terms and conditions of this Agreement and related data security provisions in the County Agreement.

It is the intent of this NonDisclosure and Data Security Agreement to ensure that the Contractor has the highest level of administrative safeguards, disaster recovery and best practices are in place to ensure confidentiality, protection, privacy and security of County information and County networked resources and to ensure compliance with all applicable local, state and federal law or regulatory requirements. Therefore, to the extent that this NonDisclosure and Data Security Agreement conflicts with the County Agreement or with any applicable local, state, or federal law, regulation or provision, the more stringent County Contract requirement, law, regulation or provision shall control.

At the conclusion of the Project, Contractor agrees to return all County information to the County Project Officer. These obligations remain in full force and effect throughout the Project and shall survive any termination of the County Agreement.

Authorized Signature: _______________________________________

Printed Name and Title: ________________________________________

Date: __________________________
AGREEMENT NO. 603-13
EXHIBIT A TO REVISION #2 BID FORM

NONDISCLOSURE AND DATA SECURITY AGREEMENT
(INDIVIDUAL)

I, the undersigned, agree that I will hold County provided information, documents, data, images, records and the like (hereafter "information") confidential and secure and protect it against loss, misuse, alteration, destruction or disclosure. This includes but is not limited to the information of the County, its employees, contractors, residents, clients, patients, taxpayers, and property as well as information that the County shares with my employer or prime contractor for testing, support, conversion or the provision of other services under Arlington County Agreement No. 603-13 (the “Project” or “County Agreement”, as applicable) or which may be accessed through County owned or controlled databases (all of the above collectively referred to herein as “information” or “County information”).

I agree that I will maintain the privacy and security of County information and I will not divulge or allow or facilitate access to County information for any purpose or by anyone unless expressly authorized to do so by the County Project Officer. This includes but is not limited to information that in any manner describes, locates or indexes anything about an individual including, but not limited to, his/her (hereinafter “his”) Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings, education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth or that otherwise affords a basis of inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, and the record of his presence, registration, or membership in an organization or activity, or admission to an institution (as also collectively referred to herein as “information” or “County information”).

I agree that I will not directly or indirectly use or facilitate the use or dissemination of information (whether intentionally or by inadvertence, negligence or omission verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly authorized and associated with my designated duties on the Project. I understand and agree that any unauthorized use, dissemination or disclosure of information is prohibited and may also constitute a violation of Virginia or federal law/s, subject to civil and/or criminal penalties.

I also agree that I will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person for any purpose of the information obtained directly, or indirectly, as a result of my work on the Project. I agree to view, retrieve or 603-13
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access County information only to the extent concomitant with my assigned duties on the Project and only in accordance with the County’s and my employer’s access and security policies or protocols.

I agree that I will take strict security measures to ensure that information is kept secure, properly stored, that if stored that it is encrypted as appropriate, stored in accordance with industry best practices, and otherwise protected from retrieval or access by unauthorized persons or unauthorized purpose. I will also ensure that any device or media on which information is stored, even temporarily, will have strict security and access control and that I will not remove, facilitate the removal of or cause to be removed any information from my employer’s worksite or the County’s physical facility without written authorization of the County Project Officer. If so authorized, I understand that I am responsible for the security of the electronic equipment or paper files on which the information is stored and agree to promptly return such information upon request.

I will not use any devices, laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices (“Device”) during my work on the Project without pre-approval. I will ensure that any Device connected to the County network shall be free of all computer viruses or running the latest version of an industry standard virus protection program. I will also ensure that my password, if any, is robust, protected and not shared. No information may be downloaded except as authorized by the County Project Officer and then only onto a County-approved Device. Downloading onto a personally owned Device is prohibited.

I agree that I will notify the County Project Officer immediately upon discovery, becoming aware of or suspicious of any unauthorized disclosure of information, security breach, hacking or other breach of this Agreement, County policy, my employer’s security system or any other breach of Project protocols. I will fully cooperate with the County to help regain possession of any information and to prevent its further disclosure, use or dissemination.

It is the intent of this NonDisclosure and Data Security Agreement to ensure that the highest level of administrative safeguards and best practices are in place to ensure confidentiality, protection, privacy and security of County information and County networked resources and to ensure compliance with all applicable local, state and federal law or regulatory requirement. Therefore, to the extent that this Nondisclosure and Data Security Agreement conflicts with the underlying County Agreement or any local, state or federal law, regulation or provision, the more stringent County Contract provision, law, regulation or provision shall control.

Upon completion or termination of my work on the Project, I agree to return all County information to the County Project Officer. I understand that this Agreement remains in full force and effect throughout my work on the Project and shall survive my reassignment.
from the Project, termination of the above referenced Project or my departure from my current employer.

Signed: ___________________________________________
Printed Name: _______________________________________
Date: ________________________

Witnessed:

Contractor’s Project
Manager: ___________________________________________
Printed Name: _______________________________________
Date: ________________________

TO BE COMPLETED PRIOR TO BEGINNING WORK ON THE PROJECT

END OF REVISION #3 BID FORM
ATTACHMENT 3

BID SUBMITTED BY THE RED TOP CAB COMPANY OF ARLINGTON DATED MARCH 24, 2014
(INCLUDED BY REFERENCE)
ARLINGTON COUNTY, VIRGINIA

INVITATION TO BID No. 603-13

PROVISION OF CURB TO CURB AND/OR HAND TO HAND TRANSPORTATION SERVICES FOR THE OPERATION OF PARATRANSIT SERVICES UTILIZING WHEELCHAIR ACCESSIBLE VEHICLES SUCH AS VANS, SEDANS, AND/OR TAXICABS FOR AMBULATORY AND NON-AMBULATORY SERVICES IN THE WASHINGTON METROPOLITAN AREA, PRIMARILY IN THE NORTHERN VIRGINIA AREA FOR UP TO A TEN (10) YEAR PERIOD

Presented by:

Transportation, Inc.
T/A: Red Top Cab Company of Arlington

March 24, 2014