

## REVISED AWARD

COUNTY OF ROCKLAND  
Department of General Services  
Purchasing Division

# Contract Award Notification

Title: **Taxi Service for Medical Appointments and County Programs**

Contract Period: September 1, 2019 through August 31, 2020 with 2 one-year options,  
**Extend through August 31, 2022**

Original Date of Issue: August 8, 2019

Date of Revision: **8/31/21**

**RFB No:** **RFB-RC-2019-028**

**Catalog:** **Transportation**

Authorized Users: County Agencies, All Political Subdivisions

Address Inquires To:

Name: Sabrina Samuels  
Title: Purchaser II  
Phone: 845-364-3807  
Fax: 845-364-3809  
E-mail: samuels@co.rockland.ny.us

### Description

This contract is for taxi services for Medical Appointments and County Programs.

Contract #	Vendor Number	Contractor & Address	Telephone No.
BID 19-028 <b>RESCINDED AWARD</b>	0000025915	Greenwood Lake Cabs Inc. d/b/a Greenwood Lake Taxi 14 Route 17M, Suite B Harriman, NY 10926 Contact: Joy Signa greenwoodlaketaxi1@gmail.com	516-884-6551 <b>FAX: 845-782-8334</b>
BID 19-028-A	0000011167	All County Transportation Services 2 John Walsh Blvd. Suite 201 Peekskill, NY 10566 Contact: Michael Villanova allcountytrans@aol.com	914-737-8484 <b>FAX: 914-402-1254</b>

COUNTY OF ROCKLAND DGS – PURCHASING DEPARTMENT BLDG. A, 2ND FLOOR, 50 SANATORIUM ROAD POMONA, NY 10970 TELEPHONE NO.: 845-364-3820 FAX NO.: 845-364-3809							<b>RFB-RC-2019-028</b> <b>Taxi Services</b> <b>BID AWARD</b>
LINE NO.	ANCILLARY CHARGES Waiting time after first 30 minutes. Submit price for 1/2 hour.	ITEM NUMBER	YEARLY EST. QTY. (PER UNIT OF MEASURE)	UNIT	UNIT PRICE	EXTENDED PRICE	VENDOR
<b>FURNISH ALL EQUIPMENT, SERVICES, LABOR, GASOLINE AND TOLLS REQUIRED FOR THE TRANSPORTATION OF CLIENTS FOR THE COUNTY OF ROCKLAND AS PER THE SPECIFICATIONS ATTACHED.</b>							
<b>COST PER MILE TRIPS</b>							
1	TRIPS WITHIN ROCKLAND COUNTY (Mileage From Pick Up Point to Destination Based on attached Mileage chart)	96217800034	10,000	MILE	\$2.50	\$25,000.00	Greenwood Lake Cabs Inc. dba Greenwood Lake Taxi
2	TRIPS FROM ROCKLAND COUNTY TO WESTCHESTER COUNTY, PUTNAM AND DUTCHESS LOCATIONS (From any point within Rockland County)	96217800035	100	MILE	\$3.10	\$310.00	Greenwood Lake Cabs Inc. dba Greenwood Lake Taxi
3	TRIPS FROM ROCKLAND COUNTY TO ORANGE COUNTY (From any point within Rockland County)	96217800036	50	MILE	\$3.10	\$155.00	Greenwood Lake Cabs Inc. dba Greenwood Lake Taxi
4	TRIPS FROM ROCKLAND COUNTY TO NEW YORK CITY BOROUGHES AND LONG ISLAND (From any point within Rockland County)	96217800037	100	MILE	\$3.25	\$325.00	Greenwood Lake Cabs Inc. dba Greenwood Lake Taxi
5	TRIPS FROM ROCKLAND COUNTY TO LOCATIONS IN NEW JERSEY (From any point within Rockland County)	96217800038	50	MILE	\$3.10	\$155.00	Greenwood Lake Cabs Inc. dba Greenwood Lake Taxi
6	ANCILLARY CHARGES Waiting time after first 30 minutes. Submit price for 1/2 hour.	96217800039	1	1/2 HOUR	\$20.00	\$20.00	Greenwood Lake Cabs Inc. dba Greenwood Lake Taxi
7	TOTAL PRICE					\$25,965.00	Greenwood Lake Cabs Inc. dba Greenwood Lake Taxi

**COUNTY OF ROCKLAND - DGS-PURCHASING**  
BLDG. A., 6th FLOOR, 50 SANATORIUM RD, POMONA, NY 10970  
TELEPHONE: 845-364-3820 / TELEFAX: 845-364-3809

**TITLE: Taxi Services for Medical Appointments and County Programs**

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## PURCHASES BY OTHER

### LOCAL GOVERNMENTS, SCHOOL DISTRICTS, AND NON PROFIT AGENCIES

As per the New York State General Municipal Law, all political subdivisions of New York State are allowed to make purchases through the resulting contract(s). As per Rockland County Procurement Policy, Non Profit Agencies approved to participate in New York State's Contract Extension Program are authorized to make purchases through the resulting contract(s).

1. The County of Rockland shall make all contract award information available to other political subdivisions and non profit agencies through our website: [www.rcpurchasing.com](http://www.rcpurchasing.com)
2. Any other political subdivision or Rockland County non profit agency will issue purchase orders directly to vendors within the specified contract period referencing the County's contract and shall be liable for any payments due on such purchase orders; and shall accept sole responsibility for any payment due.
3. All purchases shall be subject to audit and inspection by the other political subdivisions and Rockland County non profit agencies for which the purchase was made.
4. No officer, board or agency of a county, town, village, or school district shall make any purchase through the County when bids have been received for such purchase by such officer, board or agency, unless such purchase may be made upon the same terms, conditions and specifications at a lower price through the County.
5. All Bidders shall be on notice that as a condition of the award of a County contract, the successful bidder shall accept the award of a similar contract with any other political subdivision in New York State and Rockland County non profit agencies authorized to use New York State's contracts, if called upon to do so. A listing of approved Rockland County non profit agencies is available on the Purchasing Division's website at [www.rcpurchasing.com](http://www.rcpurchasing.com). The County, however, will not be responsible for any debts incurred by the participants pursuant to this or any other agreement.
6. Necessary deviations from the County's specifications in the award of a participant contract, whether such deviations relate to quantities, or delivery points shall be resolved between the successful bidder and the other political subdivisions and Rockland County non profit agencies.

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## SPECIFICATIONS

### 1. SCOPE

- 1.1. The purpose of this bid is to provide for the transport of County of Rockland clients to or from locations within Rockland County, Westchester or to other specified destinations as required.
- 1.2. The bulk of this transportation shall cover the requirements for the County of Rockland's Department of Social Services, Department of Mental Health, Department of Health and Office of the Aging, as well as other County of Rockland Department clients. This bid shall include all Taxi Service for all **authorized** County of Rockland clients and/or authorized staff.
- 1.3. The appropriate County of Rockland Department shall specify the locations of pickups and the drop offs.
- 1.4. See Map of Dr. R. L. Yeager Health Center on page 14.
- 1.5. See County of Rockland Highway Location Mileage Chart on page 13.

### 2. REQUIREMENTS

- 2.1. Bidder shall be available to transport Rockland County clients and/or authorized staff within Rockland County, Westchester County or any other destinations as may be required. Since most clients shall be in need of transportation to and from medical appointments, punctuality and reliability are absolutely required. Maximum response time of thirty (30) minutes shall be the general standard. If, however, a more rapid response is required and requested by authorized personnel, bidder shall demonstrate the capability to perform accordingly. The Service Provider is required to maintain a log sheet, specifying time of request, time of pickup and name of authorized personnel requesting pickup. These log sheets shall be **attached** to the Service Provider's invoice and sent to the appropriate Rockland County Department at the end of the month.
- 2.2. Most trips are one way. On occasion, round trips may be necessary and shall be authorized by the appropriate Rockland County Department personnel at the time of request. This special request shall be logged and attached to the monthly invoice.
- 2.3. Service Request shall be made by authorized personnel of the Rockland County Department requesting services. Only those calls originating from authorized personnel shall be reimbursed by the requesting Rockland County Department. Successful Service Provider shall receive a list of authorized personnel from each participating Rockland County Department.

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- 2.4. Transportation shall be made available seven (7) days a week, twenty-four (24) hours per day. Immediately upon award of bid, successful Service Provider shall be in contact with the requesting Rockland County Department for special needs listed below. These may be required on occasion and shall be authorized by the requesting Rockland County Department personnel. We shall advise the Service Provider that these special services are required and should be logged and attached to the Service Provider’s monthly invoice.
  - 2.4.1. Pre-arranged weekly appointments for particular clients
  - 2.4.2. Possibility of need to provide a child safety seat
  - 2.4.3. Possibility of need for wheelchair client assistance
- 2.5. All transportation **shall be prompt**, to enable clients to keep scheduled medical appointments. **No unauthorized riders** are permitted on County Taxi request except by **special request by authorized Rockland County Personnel**, shall be permitted, nor deviation of **destination, unless requested by authorized staff**. A driver responding to an authorized call for pick-up of a passenger shall be required to make every effort to alert the passenger of his or her presence for pick-up. All staff shall make best efforts to have clients and/or staff ready and waiting for taxi service.
  - 2.5.1. Successful Bidder shall work with the County of Rockland Departments that use this service to implement a system that shall ensure that advance pick up appointment request are completed as scheduled.
- 2.6. Tolls are the responsibility of the Service Provider and all prices are inclusive of tolls.
- 2.7. The Service Provider shall have and maintain all insurance coverage as required by the County of Rockland, Federal, NY State and Local Governments.

3. **INSURANCE REQUIREMENT**

- 3.1. Service provider(s) shall provide all certificates meeting all insurance requirements on pages 15-19.
- 3.2. The County of Rockland requires a minimum coverage for Auto Liability as follows:

Auto Liability Coverage	Minimum Coverage Required	Preferred Coverage*
Bodily Injury (per person)	\$25,000	\$100,000
Bodily Injury (per accident)	\$50,00	\$300,00
Property Damage (per accident)	\$10,00	\$50,00

\*The County of Rockland would prefer Auto Liability coverage of these amounts but is only requiring the minimum coverage amounts listed in the above chart.

- 3.3. All submitted insurance documents must be insuring and covering the named entity which submitted the bid. The Bidders name that is listed on page one of the bid must be listed as being covered on all insurance documents. There shall be no award made to a provider if the name (entity) submitting the bid is not listed on all insurance documentation and certificates.

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#### 4. BUSINESS ASSOCIATE AGREEMENT

4.1. Bidder shall agree to all terms and conditions as listed in the Business Associates Agreement included in this solicitation (See Pages 34 through 40). Awarded Bidder shall be required to execute the Business Associates Agreement at time of contract. In addition, each contract year a newly signed Business Associates Agreement shall be required.

4.2. Bidder shall fill in the following information:

4.2.1. Contractors Name on page 34 in the two places where it states, Agency/Contractor/Consultant.

4.2.2. Contractors Name, Signature/Title, Date and email address on page 40 where it states Business Associate and send all six pages with their bid. The County of Rockland shall finalize the document.

#### 5. RECORDS

5.1. The Service Provider agrees to maintain books, records, documents, other evidence, accounting procedures and practices which sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of this agreement. These records shall be subject to inspection, review or audit by NY State personnel and other personnel duly authorized by the County of Rockland, as well as by Federal personnel when federal funds are being utilized in making payments to the Service Provider.

5.2. The Service Provider agrees to retain all books, records and other documents relevant to this agreement for six years after final payment. Federal and/or NY State auditors and any persons duly authorized by any County of Rockland Department shall have full access to and the right to examine any of said materials during said period.

5.3. The drivers shall have "trip sheets" available in each vehicle to fill out the location of pick-up and drop-off, time of pick-up and drop-off and the signature of client transported. A copy of these trip sheets shall accompany the monthly billing invoice.

#### 6. CHARGES

6.1. Prices shall be based on a per mile rate.

6.2. Pricing for all trips shall be inclusive of tolls, gasoline, equipment, service and based according to pick-up and point of destination.

6.3. Trips which are cost per mile pricing within the County of Rockland, shall use the County of Rockland "mile chart" to calculate the acceptable billable mileage (See page 13). The Service Provider is to list the per mile cost.

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6.4. Mileage for pick-up locations and destinations that are not on mileage chart are from pick-up point to clients authorized destination only. The provider shall only be paid for the appropriate mileage (mileage shall be audited by websites that calculate mileage (ex. Map Quest).

6.5. All trips under two miles shall be billed at the minimum charge of two miles.

## 7. GENERAL

7.1. The relationship of the Service Provider to the County of Rockland shall be that of Independent Service Provider. The Service Provider, in accordance with his status as an independent Service Provider, covenants and agrees that they shall conduct themselves in accordance with such status that shall neither hold themselves out as, nor claim to be an officer or employee of the requesting Department of the County of Rockland.

7.2. All information about the requesting Department clients provided to the Service Provider shall be held confidential by the Service Provider and shall not be disclosed except as authorized by law.

## 8. EQUIPMENT

8.1. The Service Provider shall furnish all equipment, services, labor and gasoline required for the transportation of clients in a manner satisfactory to the County of Rockland and in accordance with the bid.

8.2. The Operator is required to provide and maintain a voice communication system for communication with their fleet. The dispatcher shall be capable of contacting any vehicle at any time using this system. A system with "dead" spots in the service area is not acceptable. At no time may a vehicle be out of communication range with the dispatcher. If the voice communication system will not provide adequate coverage, the Operator shall provide a supplemental means of communication for all "dead" coverage areas.

8.3. Each vehicle shall be equipped with snow tires or chains while carrying passengers whenever snow and ice conditions so warrant.

8.4. Each vehicle shall be equipped with air conditioning.

8.5. Each vehicle used shall be licensed to carry passengers within New York State. Vehicles used to transport to New Jersey shall be licensed to carry passengers within New Jersey.

8.6. Each vehicle shall be in good working order. The exterior and interior shall be clean and in good condition. Vehicle shall not be older than 2008.

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8.7. Bidders shall include a list of all their vehicles that shall be utilized for this contract. List shall include the following:

8.7.1. Make, Model, Year, Vehicle Vin Number and New York State Registration Number.

8.8. **Each vehicle used shall meet and adhere to all New York State Department of Transportation standards, requirements and regulations, and any other applicable requirement or regulation of any department of the State of New York. Any corrections or repairs ordered by the New York State Department of Transportation shall be made within the time specified.**

9. QUALIFICATIONS

- 9.1. The driver shall be at least 21 years of age, in good health and possess a commercial driver’s license and meet all requirements of the New York State Department of Transportation. Upon request of Rockland County, the Service Provider shall furnish evidence of appropriate license, permit or approval.
- 9.2. The Service Provider hereby represents that it possesses all necessary licenses, permits and approvals of any type from any Federal, State or Local Municipality or Agency authorizing it to provide the type of services contracted for herein.
- 9.3. The Service Provider agrees that in the event it ceases to be lawfully authorized to provide the type of services contracted for herein, it shall **immediately notify** the Director of Purchasing **in writing**.

10. PAYMENT

- 10.1. The Contractor shall invoice the County of Rockland once a month for services provided. All invoices shall have backup which includes the following:
  - 10.1.1. Trip Sheet Information
  - 10.1.2. Log Sheet Information
  - 10.1.3. **List Trip Mileage and Mileage Rate as per Bid**
- 10.2. Invoices shall be submitted to the appropriate department, contacts and addresses shall be given to the Service Provider on award.
- 10.3. All invoices shall be submitted monthly for the Department of Mental Health and shall be sent to:
 

Department of Mental Health  
50 Sanatorium Road  
Building F  
Pomona, NY 10970  
Att. Ms. Latrice Martin



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- 10.4. All invoices shall be submitted monthly for the Department of Health and shall be sent to:
- Department of Health  
50 Sanatorium Road  
Building D, Room 157  
Pomona, NY 10970  
Att. Ms. Rose Ryan
- 10.5. All invoices shall be submitted monthly for the Department of Probation and shall be sent to:
- Department of Probation  
11 New Hempstead Road  
New City, NY 10956  
Att. Ms. Kathleen Tower-Bernstein/Diane Lepre
- 10.6. All invoices shall be submitted monthly for the Department of Social Services and shall be sent to:
- Department of Social Services  
50 Sanatorium Road  
Building L  
Pomona, NY 10970  
Att. Ms. Noreen Kelly
- 10.7. All invoices shall be submitted monthly for the Office of Aging and shall be sent to:
- Office of the Aging  
50 Sanatorium Road  
Building B  
Pomona, NY 10970  
Att: Ms. Tina M. Cardoza-Izquierdo/
- 10.8. County of Rockland Departments that are not listed shall submit a listing of authorized department contacts.
- 10.9. Departments utilizing this contract shall update the list of authorizing contacts when necessary.

## 11. TRIP INFORMATION

### 11.1. Office of the Aging

- 11.1.1. The Office of the Aging program pays the first \$10.00 of the trip. The balance of the trip is paid by the customer taking the trip at the time of the trip.

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- 11.1.2. Eligible participants of this program shall have a valid Office of the Aging ID badge. The County of Rockland Office of the Aging shall not be billed for riders who can't supply a valid ID Badge.

## 12. CONSUMER PRICE INDEX PRICE ADJUSTMENTS

- 12.1. Pricing shall remain firm through the first contract period with no price adjustments allowed.
- 12.2. If the County exercises any option years of the contract, Contractors may submit a request for increase thirty days before the yearly anniversary date of the contract.
- 12.3. Any request for price adjustment(s) shall be submitted thirty (30) days in advance of the contract anniversary in writing to the Director of Purchasing.
- 12.4. Any and all price adjustments shall be limited to the percentage increase in the CPI Index – All Urban Consumers for the preceding twelve (12) months.
- 12.5. The County reserves the right to reject any request for price increases deemed excessive.

## 13. REFERENCES

- 13.1. Bidder shall supply a minimum of three references (See page 33) preferably from other government agencies or non-profit organizations that the bidder is currently providing similar services or has in the past.

## 14. AWARD

- 14.1. Award shall be made in its entirety to the lowest responsible bidder meeting the specifications in the bid. The estimated number of miles that appear on the bid submission forms are estimates and are used for the purpose of calculating the bid. The number of miles listed for the term of the bid may be greater or less than the estimated annual quantities listed.
- 14.2. The County of Rockland may cancel the bid with thirty (30) days written notice.

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**DEPARTMENT OF MENTAL HEALTH UNITS AT  
DR. ROBERT L. YEAGER HEALTH CENTER, POMONA, NY**

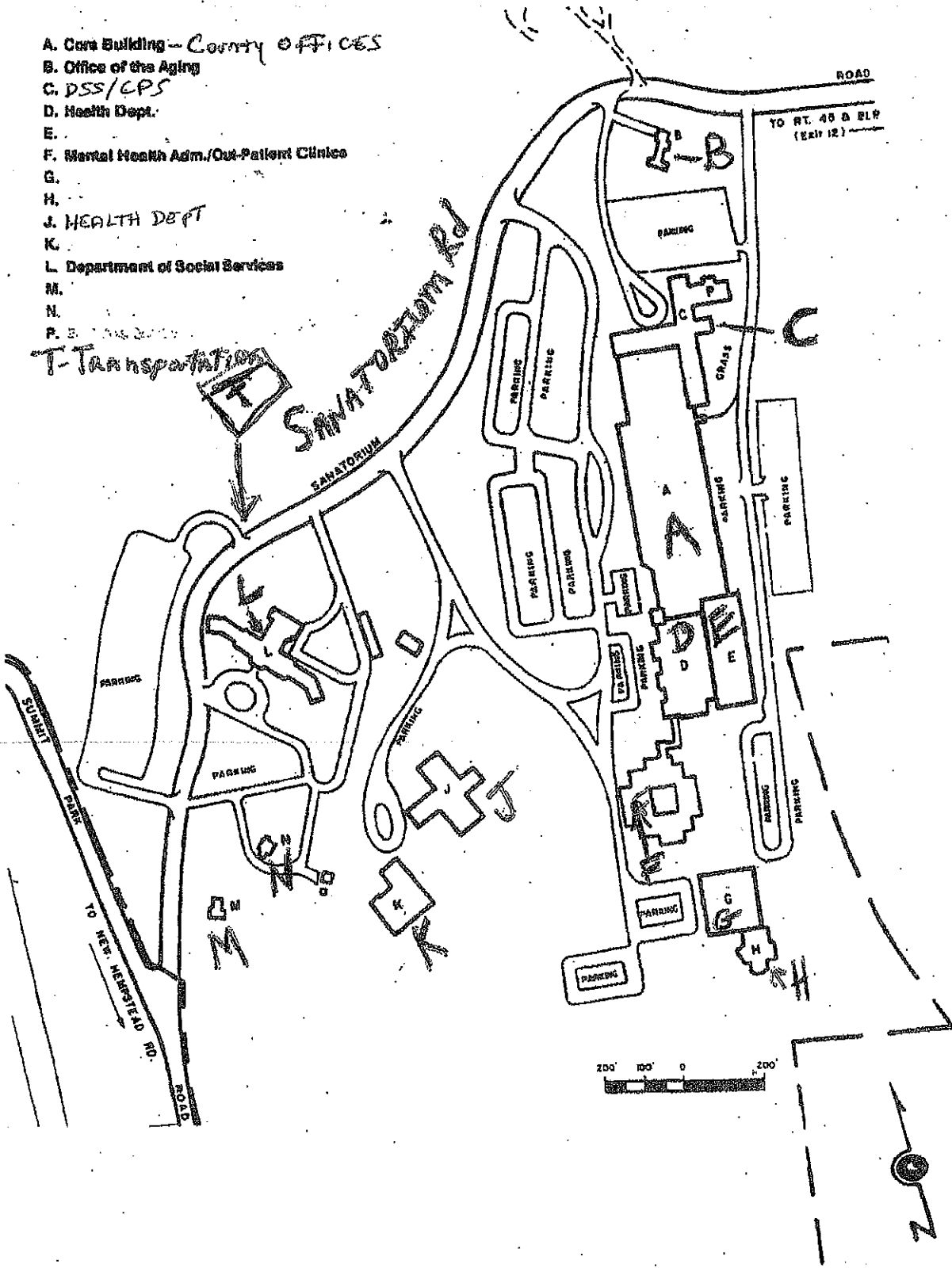
ADMINISTRATION	BUILDING F
POMONA MENTAL HEALTH CLINIC	BUILDING F, 2ND FLOOR
BEHAVIORAL HEALTH	CORRECTIONAL FACILITY/JAIL, NEW CITY
COMMUNITY SUPPORT CENTER	BUILDING F

	AIRMONT	11	11	11
	BARDONIA	11	6	5
	BLAUVELT	11	6	5
	C. NYACK	11	5	4
	CHESTNUT RIDGE	5	7	8
	CONGERS	16	7	8
	GARNERVILLE	18	10	15
	HAVERSTRAW	18	10	15
	HEALTH COMPLEX	14	7	10
	HILLBURN	4	12	17
	HILLCREST	6	6	11
	KASER	4	7	9
	LETCHWORTH	17	12	16
	MONSEY	3	5	11
	MONTEBELLO	2	10	12
	MT. IVY	14	8	14
	NANUET	7	3	6
	NEW CITY	13	4	9
	NEW HEMPSTEAD	14	6	9
	NEW SQUARE	5	5	10
	NYACK	13	5	5
	ORANGEBURG	13	7	2
	PEARL RIVER	12	6	6
	PIERMONT	15	8	5
	RCC	3	11	14
	ROCKLAND PSYCH	13	7	3
	SLOATSBURG	8	16	19
	S. NYACK	12	7	4
	SPARKILL	14	9	5
	SPRING VALLEY	6	6	9
	STONY POINT	20	14	15
	SUFFERN	3	11	14
	TALLMAN	1	9	11
	TAPPAN	14	8	5
	TOMKINS COVE	23	15	18
	UPPER NYACK	14	4	6
	VALLEY COTTAGE	12	4	6
	WESLEY HILLS	12	8	11
	W. HAVERSTRAW	16	10	13
	WEST NYACK	9	2	3

# YEAGER HEALTH CENTER CAMPUS

- A. Core Building - County Offices
- B. Office of the Aging
- C. DSS/CPS
- D. Health Dept.
- E.
- F. Mental Health Adm./Out-Patient Clinics
- G.
- H.
- J. HEALTH DEPT
- K.
- L. Department of Social Services
- M.
- N.
- P. E. ...

T-Transportation



**DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION**

Dr. Robert L. Yeager Health Center  
50 Sanatorium Rd, Building A  
Pomona, New York 10970  
Phone: (845) 364-3820 Fax: (845) 364-3809  
Email: purchasing@co.rockland.ny.us

**Paul Brennan, FNIGP, CPPO**  
*Director of Purchasing*

**ADDENDUM # 1**

**RFB-RC-2019-028**

**Taxi Services for Medical Appointments and County Programs**

The information in this addendum supersedes any contradictory information set forth in the contract documents. Acknowledge receipt of this addendum in the space provided on the signature page of the bid proposal. Failure to do so, may subject the bidder to disqualification. This addendum forms a part of the contract documents.

**Please see the following vendor's question(s)/ comment(s)/ revision(s)/ clarification(s) and the County of Rockland's response regarding the above referenced project:**

**Question #1:**

Do you have volume estimates on wheelchair accessible transportation? And type of wheelchair?

**Response #1:**

We do not have volume estimates of wheelchair pickups. Currently, regular sedans are picking up all clients. The Client aide would be putting wheelchair in trunk. Wheelchairs would be of the basic type.

**Question #2:**

How far in advance are the pre-arranged weekly trips requested?

**Response #2:**

Clients call at least forty-eight (48) hours in advance to schedule their pickup and drop off.

**Question #3:**

Is the 30-minute response time for all trips that are not pre-arranged? Or just urgent/same day trips?

**Response #3:**

For all trips not pre-arranged.

**Question #4:**

What is the anticipated volume of trips that require a 30-minute response time?

**Response #4:**

Since the clients call in for their own pickup and drop off, there is no data.

**Question #5:**

In Section 2.1, the RFB states that most trips will be one-way. Does this mean the return rides are generally set up as a "will call" (individual will Call when they need to be picked up, rather than scheduling a return ride, for example, 1 hour after the appointment is scheduled)?

**Response #5:**

Clients are calling for their own pickup and drop off, so there is no data.

**Question #6:**

Is there a specific time frame for rides to be considered "prompt" or on-time?

**Response #6:**

Clients that pre-schedule their pickups should be picked up at arranged time. All others pickups shall require a 30-minute response time.

**Question #7:**

Will wait time be reimbursed if the member is not ready for preauthorized return trip?

**Response #7:**

Taxi provider can charge Client after first half hour of waiting ancillary charge as specified and listed on Cost Proposal pages.

**Question #8:**

Will electronic trip sheets and signatures be acceptable if provider has the capability?

**Response #8:**

Yes, you will have to print them out and submit them with your invoice.

**SIGNED:**

*Paul J. Brennan*

**PAUL J. BRENNAN, FNIGP, CPPO  
DIRECTOR OF PURCHASING**

ADDENDUM  
7/2/19

**DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION**

Dr. Robert L. Yeager Health Center  
50 Sanatorium Rd, Building A  
Pomona, New York 10970  
Phone: (845) 364-3820 Fax: (845) 364-3809  
Email: purchasing@co.rockland.ny.us

**Paul Brennan, FNIGP, CPPO**  
*Director of Purchasing*

**ADDENDUM #2**

**RFB-RC-2019-028**

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**Please see the following vendor's question(s)/ comment(s)/ revision(s)/ clarification(s) and the County of Rockland's response regarding the above referenced project:**

**Question #1:**

How many copies of the bid are required?

**Response #1:**

One copy is required (if more were required, it would be listed in the bid).

**Question #2:**

Can you add an assistant fee, as we have to walk clients to and from vehicles, some have walkers, canes and request help?

**Response #2:**

No, an assistant fee shall not be added. At this time, the County or Rockland expects the taxi driver to provide the minimum amount of assistance for clients that can walk.

**SIGNED:**

*Paul J. Brennan*

**PAUL J. BRENNAN, FNIGP, CPPO**  
**DIRECTOR OF PURCHASING**

ADDENDUM  
7/5/19