

BID TABULATION - REBID TAXI SERVICE

| BID TABULATION IFB - REBID TAXI SERVICE BID OPENING DATE 1-12-2016 | ST. LOUIS COUNTY CAB COMPANY, INC. | EXPRESS MEDICAL TRANSPORTERS, INC. |
|---|---|---|
| | 9930 MEEKS BLVD. ST. LOUIS MO 63132 | 6780 SOUTHWEST AVE ST LOUIS MO 63143 |
| INITIAL FARE: | \$2.70 | \$10.00 INCLUDES FIRST 10 MILES |
| GAS SURCHARGE: | \$0.00 | N/A |
| RATE PER EACH ADDITIONAL AFTER INITIAL MINIMUM FARE HAS BEEN EXHAUSTED: | \$1.80 | \$1.75/MILE |
| CHARGE PER EACH HOUR OF WAITING TIME: | \$19.80 | \$40/HOUR BILLED IN 1/4 HOURS |
| CHARGE PER EACH ADDITIONAL PASSENGER: | \$0.00 | N/A |
| HOURS OF OPERATION | | |
| SUNDAY: | 24 HOURS | 24 HOURS |
| MONDAY: | 24 HOURS | 24 HOURS |
| TUESDAY: | 24 HOURS | 24 HOURS |
| WEDNESDAY: | 24 HOURS | 24 HOURS |
| THURSDAY: | 24 HOURS | 24 HOURS |
| FRIDAY: | 24 HOURS | 24 HOURS |
| SATURDAY: | 24 HOURS | 24 HOURS |
| REQUIRED DOCUMENTS | | |
| NOTARIZED WORK AFFIDAVIT COMPLETED | Y | Y |
| E-VERIFICATION DOCUMENTATION (Y/N): | N | N |
| COPY OF INSURANCE PROVIDED | Y | Y |
| TAX RECEIPTS OR NOTARIZED LETTER STATING NO REAL OR PERSONAL PROPERTY OWNED IN JEFFERSON COUNTY | Y | N |
| COOPERATIVE BID FORM (Y/N) | Y | Y |
| COOPERATIVE CONTACT INFO: | Y | Y |
| COMPANY INFORMATION AND SIGNATURE | Y | Y |
| BID DEPOSIT REQUIRED | N/A | N/A |
| COMMENTS: | SEE ATTACHED NARRATIVE | SEE ATTACHED |



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
 729 MAPLE ST / PO BOX 100
 HILLSBORO MO 63050
 WWW.JEFFCOMO.ORG

Invitation for Bid: REBID - TAXI SERVICE

Date Issued: 12-14-15

BIDS SHALL BE ACCEPTED UNTIL: TUESDAY, JANUARY 12, 2016, AT 2:00 P.M. LOCAL TIME.

**Specification
 Contact:**

JOE POLETTE
 Jefferson County Juvenile Office
 636-797-5357
 Joe.Polette@courts.mo.gov

**Contract
 Contact:**

VICKIE PRATT
 Department of Administrative Services
 636-797-5380

**Mail (3) Three
 Complete Copies
 With Vendor And
 Bid Information As
 Shown In Sample:**

SAMPLE ENVELOPE

| | |
|------------------------|--------------------------------|
| <i>VENDOR NAME</i> | |
| <i>VENDOR ADDRESS</i> | |
| <i>CONTACT NUMBER</i> | DEPARTMENT OF THE COUNTY CLERK |
| | JEFFERSON COUNTY MISSOURI |
| | 729 MAPLE ST / PO BOX 100 |
| | HILLSBORO MO 63050-0100 |
| SEALED BID: (BID NAME) | |

Contract Term:
 UPON APPROVAL OF THE
 COUNTY COUNCIL AND
 COUNTY EXECUTIVE

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Bid, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful Bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor
 Information:**

| | |
|------------------------------------|--------------------------|
| St. Louis County Cab Company, Inc. | Basil Rudawsky |
| Company Name | Authorized Agent (Print) |
| 9930 Meeks Blvd. | <i>Basil Rudawsky</i> |
| Address | Signature |
| St. Louis, MO 63132 | President |
| City/State/Zip Code | Title |
| 314-991-5544 | 01/06/2016 43-0494510 |
| Telephone # | Date Tax ID # |
| <i>Basil@countycab.com</i> | 314-991-4811 |
| E-mail | Fax # |

Bid Specifications for Taxi Service Contract

A contractual agreement is proposed between the County of Jefferson and a licensed provider of taxi services. The taxi services will be made available to authorized and active participants in the Jefferson County Veterans Treatment Court Program.

Proposed Specifications for the Bid Process:

- Service Provider shall be a fully licensed entity and all employees of Service Provider shall likewise be properly licensed to operate the motor vehicles.
- Service Provider shall possess proof of current insurance status.
- Service Provider shall provide confirmation of the safety, dependability and cleanliness of its fleet of vehicles.
- Service Provider shall be able to provide taxi services to all areas of Jefferson County and to surrounding counties and St. Louis City (local and long-distance trips). Services will include trips primarily to Hillsboro, Jefferson Barracks, and John Cochran Hospital. Locations to include, but not limited to: Jefferson County Courthouse, Community Treatment Centers (Comtrea) in Arnold and Festus locations, Avertest in Hillsboro and Clayton locations, MO Probation & Parole Office in Hillsboro, VA at Jefferson Barracks in South St. Louis Co., John Cochran VA Hospital in St. Louis City, and Food Pantry and VFW sites in Jefferson County for Community Service.
- Service Provider shall be available throughout the weekdays and weekends.

| | |
|--|----------|
| Initial Minimum Fare: | \$ 2.70 |
| Gas Surcharge (if applicable): | \$ 0 |
| Rate per each additional mile after Initial Minimum Fare has been exhausted: | \$ 1.80 |
| Charge per each hour of waiting time (if needed): | \$ 19.80 |
| Charge per each additional passenger: | \$ 0 |

| Hours of Operation | |
|--------------------|----------|
| Sunday | 24 Hours |
| Monday | |
| Tuesday | |
| Wednesday | |
| Thursday | |
| Friday | |
| Saturday | |

Comments: see attached narrative



Our Company History

St. Louis County Cab Company, Inc., (County Cab), a Missouri Corporation, is one of the oldest and best known taxi services in metropolitan St. Louis. The company operates the largest taxi service in the region. We have a 250 vehicle fleet and a team of licensed, professional drivers to provide On Demand and Subscription services to individuals, corporations and institutions 24 hours a day, 365 days a year, throughout metropolitan St. Louis and in surrounding areas.

Founded in 1935 primarily to serve customers in Missouri's biggest county, County Cab achieved its current comprehensive regional status by providing consistently high levels of taxi service, which enables the company to expand and preserve its customer base.

In 2014, County Cab was one of only ten St. Louis companies to receive the prestigious Torch Award from the Better Business Bureau. This award acknowledges County Cab's commitment to Outstanding Ethics and Customer Service.

Because of our commitment to such excellence, our customer base includes such distinctive clients as Monsanto, Emerson Electric, Mallinckrodt Medical, Inc. and Plaza Motors, all of which maintain agreements with County Cab for continuing taxi services. Additionally, schools, churches, nursing homes, sheltered workshops and other not-for-profit entities throughout metropolitan St. Louis have relied on County Cab's safe, efficient, courteous taxi service for generations.

County Cab has always led the way in implementing state-of-the-art technology to improve service. Here are some highlights:

- In 1946, while all other St. Louis taxi companies were still using telephones, County Cab was the first to install two-way FM radios in every vehicle we operated. This major change was a tremendous improvement in the level of service we provided to our customers.
- In 1975, County Cab was the first St. Louis taxi company to use multiple voice channels to increase the speed at which we were able to dispatch cabs.
- In 1992, County Cab made its biggest commitment to technology-driven improvement in customer service, a step yet to be taken by its competitors. It was then that we completed the implementation of a computer based dispatching system capable of dispatching many, many times faster than a human, with much more accuracy and reliability.
- In 2000, County Cab utilized GPS in its dispatch system. With GPS the closest cab can be located and the nearest available taxi can be sent, sometimes before the customer hangs up the phone.
- In 2004, County Cab acquired Yellow Cab of St. Louis, increasing the number of taxicab licenses to better serve the riding public, as well as adding a nationally recognized fleet to our company.
- In 2010, County Cab became one of the first taxi companies in the country to offer the ability for customers to order via an app on their mobile phone, as well as via SMS text.

For Subscription service, the orders are electronically stored in the system and retrieved by the computer to dispatch to drivers well ahead of the scheduled pick-up times. In addition, Fleet Coordinators continuously monitor the system to make sure all orders for trips are filled on a timely basis. The result of this service enhancement is that if any order does not find its way to an available taxi in a timely manner, it appears on the Coordinator's screen as a reminder that a taxi is still needed for the order.

Each taxi is equipped with a computer of its own, capable of receiving detailed information which accompanies complex orders, and transmitting back any messages which are necessary for a successful journey. Additionally each taxi has Global Positioning System (GPS) installed that provides our base with the exact location of every cab in the geographical area. Our current customers, especially those who have children or frail seniors transported by our company, have the security of absolutely knowing the location of those individuals at all times while they are in our care. In a typical 24-hour period, County Cab's professional drivers will complete about 3,000 individual trips – that's over 1 million passenger orders a year!

Through this and other new technology, County Cab is once again leading the way in providing faster, more reliable and safer service to customers for years to come.

Our Team of Professionals

County Cab has become the leading taxi service in the St. Louis region in part because of the talent, energy and commitment of its management team. **Service, Courtesy and Safety** are the guiding principles of the County Cab management policy.

County Cab's management team is divided into two categories: Administrative Management and Operations Management. The officers and supervisory personnel possess vast experience in the taxi business, including direct involvement with every aspect of On Demand and Subscription Services fulfillment. That experience and expertise includes providing services for school children, elderly and disabled persons, as well as other individuals with special transportation needs. Top managers in these two categories are identified below.

Administrative Management:

Basil L. Rudawsky is the President and General Manager. Joining us in 1990, Mr. Rudawsky is responsible for all aspects of County Cab's long term planning as well as daily operations. He is also responsible for evaluating and implementing new technologies to enhance the company's performance.

Debbie L. Rudawsky is the company's Chief Financial Officer. As a CPA, she handles all financial matters. In 2015, Ms. Rudawsky was recently recognized as one of St. Louis' Most Influential Women by the St. Louis Business Journal.

Sara D. Kasperek is the company's Business Operations Manager. Ms. Kasperek joined County Cab in 1982. In her role, she manages the oversight of all key customer contracts, including our Voluntary Interdistrict Choice Corporation (VICC) contract. Ms. Kasperek also oversees business office personnel.

Operations Management:

Jason Peery is the company's Manager of Driver Relations. Mr. Peery has been associated with County Cab since 2010. He works with the driving team as their liaison on a day-to-day basis, assisting with customer-driver relations. Mr. Peery is also responsible for the recruiting and training of drivers, and maintains necessary driver records.

Bryant Lewis is the Customer Care Center and Quality Manager. In his role, he manages all planning and daily operations for our state-of-the-art Call Center, as well as an overarching responsibility for quality assurance and customer service within the entire company.

Clinton Kennedy is the Manager of Fleet Services. Mr. Kennedy manages a team of mechanics that are responsible to ensure the operational safety of our vehicles.

Standing behind the Administrative and Operations Management team profiled above, is a fully qualified and experienced team of supervisory, clerical, and data entry personnel, many of whom have been with the company for more than 15 years.

Proposed Method of Performance

Management, supervisors, office staff and drivers for St. Louis County Cab Co., Inc. are committed to ensure the success of the proposed taxi service program. Every aspect of the program will be managed with primary concern given to each passenger's safety, comfort, and schedule.

Every County Cab passenger is treated with courtesy and respect by our drivers. County Cab drivers exhibit such behavior not just as a matter of policy, but because they possess a high level of professional pride. Because of our experience and expertise, Management believes County Cab is especially well suited to achieve performance goals established by this contract.

Our proposed methods of performance are shown below.

Equipment:

County Cab is using state-of-the-art hardware with its computer based dispatching system. Included in the system is a backup computer that mirrors the activity taking place on the live system. In the event of a hardware failure, the backup computer can quickly and easily be put into action, losing very little time.

Vehicles:

County Cab manages 260 new and late-model taxi sedans and mini-vans, each equipped with a computer terminal, heating and air-conditioning systems, passenger seat belts and appropriate safety equipment. Every County Cab vehicle meets or exceeds all pertinent local, state and federal requirements for licensing and inspection. Each vehicle is washed and vacuumed frequently to preserve the traditions of pride and quality service for which County Cab is known. County Cab has its own car wash on

the premises, available for drivers to use free of charge 24 hours a day, seven days a week.

County Cab and Yellow Cab vehicles are maintained and serviced regularly by the company's certified mechanics and trained service personnel at the company's own 10-bay motor vehicles garage, or at licensed vehicle maintenance facilities.

Drivers:

County Cab is very proud of the drivers associated with us, particularly because of the many years of safe, reliable and efficient service experience they possess. These individuals also possess extensive knowledge of the St. Louis region, its roadway system and its highway rules. More than 65 percent of all County Cab drivers obtain Missouri state "S" endorsements in addition to the chauffeur's license required by the Department of Motor Vehicles. Also, County Cab drivers are trained to respond effectively in the unusual situations which arise. Among them are roadway accidents, vehicle breakdowns, and medical emergencies.

Safety:

Safety is more than a motto at County Cab – it's our #1 priority. The company utilizes its Certified Safety Instructor who develops and conducts a continuing series of safety programs and seminars for County Cab drivers. These seminars utilize the Smith System Defensive Driving Course for professional drivers which is comprised of 8 hours of training in the safe and proper operation of a vehicle.

There is additional training we provide to many of the drivers in First Aid, Emergency Procedures and understanding persons with special needs. When County Cab accepts the responsibility of transporting people from door to door, we do our best to ensure safe passage.

Summary

County Cab's management and staff are eager to be partners in this proposal. Our staff and drivers have the expertise required to make this program a success for you and your clients.

With our computer-based dispatching system, County Cab is very well positioned to provide the timeliness and reliability of service necessary for proper management of this program.

Our vehicles are on a strict maintenance schedule and meet or exceed all pertinent local, state and federal requirements for licensing and inspection. All vehicles

are equipped with passenger seat belts for safety, and heating and air-conditioning systems for comfort.

The drivers associated with County Cab have the training and expertise necessary to provide a safe, courteous, reliable level of transportation service for all of the contract participants.

After 80 years in business, County Cab is still developing and implementing new and better ways to serve our customers because serving customers safely and efficiently is a County Cab tradition. It is a commitment we intend to keep for as long as we continue to be in business. Thank you for the opportunity to present this proposal.



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
 729 MAPLE ST / PO BOX 100
 HILLSBORO MO 63050
 WWW.JEFFCOMO.ORG

Invitation for Bid: REBID - TAXI SERVICE

Date Issued: 12-14-15

BIDS SHALL BE ACCEPTED UNTIL: TUESDAY, JANUARY 12, 2016, AT 2:00 P.M. LOCAL TIME.

Specification

Contact:

JOE POLETTE
 Jefferson County Juvenile Office
 636-797-5357
 Joe.Polette@courts.mo.gov

Contract

Contact:

VICKIE PRATT
 Department of Administrative Services
 636-797-5380

SAMPLE ENVELOPE

**Mail (3) Three
 Complete Copies
 With Vendor And
 Bid Information As
 Shown In Sample:**

| | |
|---------------------------------|--------------------------------|
| <i>VENDOR NAME</i> | |
| <i>VENDOR ADDRESS</i> | |
| <i>CONTACT NUMBER</i> | DEPARTMENT OF THE COUNTY CLERK |
| | JEFFERSON COUNTY MISSOURI |
| | 729 MAPLE ST / PO BOX 100 |
| | HILLSBORO MO 63050-0100 |
| SEALED BID: (<i>BID NAME</i>) | |

Contract Term:
 UPON APPROVAL OF THE
 COUNTY COUNCIL AND
 COUNTY EXECUTIVE

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Bid, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful Bidder. Price increases for renewals are not authorized unless approved in writing by the County.

**Vendor
 Information:**

| | |
|---|--------------------------|
| <u>Express Medical Transporters, Inc.</u> | <u>Chris Ross</u> |
| Company Name | Authorized Agent (Print) |
| <u>6780 Southwest Ave.</u> | <u>Chris Ross</u> |
| Address | Signature |
| <u>St. Louis MO 63143</u> | <u>VP - Sales</u> |
| City/State/Zip Code | Title |
| <u>317-418-8798</u> | <u>43-1741083</u> |
| Telephone # | Tax ID # |
| <u>cross@rideent.com</u> | <u>314-664-6368</u> |
| E-mail | Fax # |

Bid Specifications for Taxi Service Contract

A contractual agreement is proposed between the County of Jefferson and a licensed provider of taxi services. The taxi services will be made available to authorized and active participants in the Jefferson County Veterans Treatment Court Program.

Proposed Specifications for the Bid Process:

- Service Provider shall be a fully licensed entity and all employees of Service Provider shall likewise be properly licensed to operate the motor vehicles.
- Service Provider shall possess proof of current insurance status.
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- Service Provider shall be available throughout the weekdays and weekends.

| | |
|--|-------------------------------|
| Initial Minimum Fare: | \$ 10 INCLUDES FIRST 10 MILES |
| Gas Surcharge (if applicable): | \$ N/A |
| Rate per each additional mile after Initial Minimum Fare has been exhausted: | \$ 1.75/MILE |
| Charge per each hour of waiting time (if needed): | \$ 40/HR BILLED IN 1/4 HOURS |
| Charge per each additional passenger: | \$ N/A |

| Hours of Operation | |
|--------------------|----------|
| Sunday | 24 hours |
| Monday | 24 hours |
| Tuesday | 24 hours |
| Wednesday | 24 hours |
| Thursday | 24 hours |
| Friday | 24 hours |
| Saturday | 24 hours |

Comments: _____



Thank you for allowing Express Medical Transporters, Inc. the opportunity to submit a response to your Invitation to Bid: Rebid – Taxi Service. We appreciate your willingness to review the following overview of our company along with the enclosed documents. After your review, I do hope you consider EMT as a capable and well equipped provider of transportation services to the participants in the Jefferson County Veterans Treatment Court Program.

EMT is a thriving well capitalized operation, serving a variety of clientele. EMT serves over 1000 accounts nationwide that include various VA hospitals, school districts, treatment programs, hospitals, medical clinics, nursing homes, dialysis centers, doctor's offices, etc. EMT's Corporate Headquarters are located in St. Louis, MO and we utilize over 250 vehicles in the STL Metro area alone.

As mentioned above regarding VA Hospitals, we do have experience in working with veterans. In fact, our President and CEO is a former marine and others in our company have also served our country. Based on that, we take great pride in being able to help our veterans. In particular, we have worked the veterans of St. Louis and Ozark, MO and Fayetteville, AR. EMT has provided excellent service for the Department of Veteran's Affairs since 1997. The St. Louis and Fayetteville, AR operation currently maintains a high rate of customer satisfaction and is complaint free with the Department of Veterans Affairs. Current service areas revealed exceptional performance in areas of response time, quality of care and professionalism. Please also see some recent testimonies:

Kenneth R. Tebo — Passenger

"I'd like to take a moment to commend one of your drivers, Tim. He supplied me with a round trip drive from Catawissa, Missouri to Washington, Missouri for a doctor's appointment. I found him to be personal, respectful, and informative, I could go on with positive adjectives to express the admirable qualities of your employee, but this one's a catch."

From a Hospital Administrator:

“There are other services out there. None of them could provide the same level of service EMT provides with the population. Drivers go above and beyond on such a regular basis that it's really considered standard practice. As a director, that's what I hope my staff does, take ownership. We have a very good relationship with their team.”

EMT is committed to provide excellent transportation service. All vehicles operated by EMT meet federal, state and ADA safety standards. Vehicles are routinely inspected and satisfy all state, counties and city licensing requirements; In addition, each vehicle displays current motor vehicle inspection stickers and state issued license plates.

Our drivers, which we call Field Service Representatives or FSR's, are trained in first aid and CPR. In addition, they are subject to random drug testing, extensive background checks and sensitivity training to insure the highest level of care by our personnel.

Our website is www.rideemt.com. It is being updated and the new site, with much more information, is scheduled to be released sometime in January. However, the previous site is still accessible.

Lastly, please see the bulleted company overview list below:

- Financially stable and growing company
- Provide over 3,000 trips per day nationally with over 350 vehicles
- Headquarters in St. Louis with several other offices in Missouri. Largest presence for company is in Missouri.
- Services include ambulatory, wheelchair and stretcher
- 24/7, 365 days per year. Includes weekends, evening and early morning trips
- All FSR's (our drivers) are first aid and CPR certified. Plus, they have completed PASS Basic (Passenger Service and Safety Training), several sensitivity courses, a defensive driving course and ADA Training. Background checks are completed.

- All vehicles are equipped with GPS technology so we know when and where someone is at all times
- All FSR's are in uniform and in vans that clearly show our logo and phone number
- Our motto is providing safe, reliable transportation in a compassionate way

We again thank for the opportunity to provide some information and look forward to hearing from you!

Sincerely,

Chris Ross
Vice President – Sales
Express Medical Transporters, Inc.