

Centralized Dispatch for On-demand Wheelchair Accessible Vehicle (WAV) Services

Proponent Conference
MS Teams – June 2025



Centralized Dispatch for On-demand Wheelchair Accessible Vehicle (WAV) Services

Agenda

- Background Information
- Importance of WAV Service
- Winnipeg WAV Today
- Winnipeg WAV Vision
- General Requirements
- Major Project Stages
- Technical Requirements
- Bid submission
- FAQ's
- What the Winnipeg WAV means to the Community
- Questions



Centralized Dispatch for On-demand Wheelchair Accessible Vehicle (WAV) Services

Background Information

- Vehicles for Hire (VFH) By-law came into force in 2018 to regulate the vehicles for hire on-demand transportation services within Winnipeg.
- Accessibility surcharge of \$0.07 per trip is charged to both personal transportation provider dispatchers and taxi dispatchers who do not maintain a minimum accessible vehicle fleet ratio.
- Accessibility surcharge is used to make improvements to the level of accessible service provided by vehicles for hire industry.
- On-Demand Accessible Service Framework is being proposed as a pilot project to address improvements to accessible on-demand service, in line with the needs of both citizens and the industry.



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Importance of a WAV Service

- Transportation is a human right and those requiring accessible service have consistently asked for equitable service in respect of on-demand for hire transportation.
- Accessible users have indicated they often experience a number of concerns in obtaining a WAV vehicle, including:
 - difficulty in booking service, often having to contact multiple companies or be told that it needs to be “pre-booked”;
 - long waits for service;
 - times of day/days of the week when service is nearly unavailable.



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Winnipeg WAV Today

- Operating since May 2022 as a pilot project
- Approved as a permanent program in October 2024
- Total number of Trips May 2022 – March 2025 - 39,089
- Total number of accessible vans on the system 89
- Total number of drivers on the system 144
- Reduced wait time to 20 min – 90% of the time



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Our vision of the Winnipeg WAV

- Winnipeg WAV will provide a universal access point for a person requiring an accessible vehicle to connect their service request with the next available and closest service provider, regardless of what dispatch company that vehicle is associated with.
- The goal is to provide reliable & predictable service availability, increase opportunities for both users and drivers to connect and to reduce wait times and ensure service is available 24/7.
- Provide equitable service levels for accessible vehicle for hire users in comparison to standard vehicle for hire users.
- Reduce wait times for accessible service through co-ordinated dispatching.
- Improve safety by ensuring VFH compliant drivers and WAV vehicles are providing service.
- Improve overall reporting, including: tracking of trips, time of request, duration (distance and time) of the route taken, drop-off location and trip declines.
- Provide incentives to WAV drivers and WAV vehicle owners.



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General Requirements of Winnipeg WAV

- Provide a customizable 24/7/365 universal access point where users can request via telephone, website, or mobile application, an on-demand wheelchair accessible vehicle for hire (WAV)
- Provide on-going operation, support, maintenance, and training of the on-demand dispatch system (Winnipeg WAV)
- Provide and install hardware devices in each participating wheelchair accessible vehicle (WAV)
- Provide accurate data collection and evaluation tools for the on-demand dispatch system, including all trip data for analysis and reporting
- Make ongoing WAV driver & vehicle eligibility updates (WAV drivers/vehicles added or removed) in real time when information is supplied from the VEH office daily during regular business hours.



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Major Project Stages

The City intends to complete the following stages within twelve (12) weeks of date of the Award of Contract.

- Project Implementation Plan
- Technology customization for The City of Winnipeg
- User Acceptance Testing (UAT)
- Installation of Hardware Devices
- WAV Driver Training
- Implementation / Go-Live
- Post Go-Live maintenance and support



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1. Project Implementation Plan

- The Contractor shall provide The City's project team with a proposed implementation plan, and work with The City's project team to confirm the implementation plan based on an approximate Go-Live within twelve (12) weeks after contract award.

2. Technology customization for The City of Winnipeg

- The Contractor shall work with The City's project team to ensure the solution is customized for The City's brand and specific data collection requirements.



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3. User Acceptance Testing (UAT)

- The Contractor shall work with The City's project team to perform system testing, performance testing, full User Acceptance Testing (UAT), and vulnerability testing prior to implementing the solution to a Go-Live state and before the commencement of training.

4. Supply and installation of Hardware Devices

- The Contractor shall work with the City and WAV owners to supply and install the approved hardware devices in each WAV vehicle. The Contractor shall provide and install hardware devices in each participating wheelchair accessible vehicle (WAV) such as a secondary mobile data terminal or tablet device, in parallel with their primary dispatcher device in terms of accessible driver's status (signed on, booked on, meter on).
- The City is currently utilizing Samsung Galaxy A7 Lite & Samsung Galaxy A03's

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5. WAV Driver Training

- The Contractor shall provide a detailed training plan inclusive of instructor led training. This includes all dispatch system training for current accessible drivers. Training material should include system and application documentation in both soft and hard copies. The Contractor shall provide training opportunities for initial WAV drivers. The Contractor shall provide all relevant training materials to be reviewed, and approved by The City.
- Proof of completion of WAV Driver Training

6. Implementation / Go-Live

- The Contractor shall work with The City's project team to plan and prepare for the fully tested system to go-live.

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7. Post Go-Live

- The Contractor shall provide on-going communication, support, maintenance and training including diagnosing and solving issues that may arise. This may also include technology updates. The Contractor shall provide training opportunities for additional WAV drivers as they obtain their WAV driver's licence throughout the contract. The Contractor shall provide on-going operation, support, maintenance and training of the on-demand dispatch system (Winnipeg WAV).

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Technical Requirements – Major Components

- | | |
|---|-----------------------------------|
| 1. Hosted Services | 11. Availability and Performance |
| 2. Information Security | 12. Business Continuity |
| 3. Accessibility | 13. Change and Release Management |
| 4. Integrations | 14. Service Management |
| 5. Records Management | 15. Service Monitoring |
| 6. Mobile Application | 16. Service Reporting |
| 7. Proposed Hardware Devices | 17. Customer Satisfaction |
| 8. Information Privacy/Data Recovery & Compliance | 18. Support and Maintenance |
| 9. Exit Strategy / Termination | |
| 10. Standards/ Auditing | |

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Training and Support

- The Contractor shall provide an onboarding session, either online or in-person to introduce the platform, subscription details, communication structure between The City and Contractor.
- The Contractor shall provide ongoing Contractor support and maintenance services for all software and hardware components.
- The Contractor shall be available for technical support and assistance to the City.

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Submitting a Bid – General Understanding

- Read and complete all Parts of the RFP carefully:

Part A – Proposal Submission

- The Proposal shall be submitted electronically through MERX at www.merx.com.
- Proposals will only be accepted electronically through MERX.

The Proposal shall consist of the following components:

- Form A: Bid/Proposal;
 - The Proponent shall complete Form A: Bid/Proposal, making all required entries
- Form B: Prices;
 - The Proponent shall state a price in Canadian funds for each item of the Work identified on Form B: Prices

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Submitting a Bid – General Understanding

- Form A: Bid/Proposal;
 - The Proponent shall complete Form A: Bid/Proposal, making all required entries.

FORM A: BID/PROPOSAL (R1)
(See "Bid/Proposal" clause in RFP)

1. Contract Title
Centralized Dispatch Services for On-Demand Wheelchair Accessible Vehicles (WAV)

2. Bidder/Proponent

Legal Name of Proponent

Usual Business Name of Proponent as it appears on invoice (if different from above)

Street

City Province Postal Code

Email Address of Bidder/Proponent

The Bidder/Proponent is:

- ☐ a sole proprietor
- ☐ a partnership
- ☐ a corporation
- ☐ a joint venture

carrying on business under the above name.

If Proponent is a partnership or a joint venture, ensure that the Proponent provides the names of the partners/members in compliance with the requirements of B9 of the RFP.

3. Proponent Representative Contact Individual

The Proponent hereby authorizes the following contact person to represent the Proponent for purposes of the Proposal (if Proponent is a joint venture or partnership, indicate who the Proponent Representative company is).

Contact Person Title

Telephone Number Facsimile Number

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Submitting a Bid – General Understanding

- Form A: Bid/Proposal;
 - The Proponent shall complete Form A: Bid/Proposal, making all required entries.

10. Addenda

The Bidder/Proponent certifies that the following addenda have been received and agrees that they shall be deemed to form a part of the Contract:

No.		Dated	

11. Time

This offer shall be open for acceptance, binding and irrevocable for a period of One Hundred and Twenty (120) Calendar Days following the Submission Deadline.

13. Signatures

The Bidder/Proponent or the Bidder's/Proponent's authorized official or officials have signed this

 day of , 20 .

Signature of Bidder/ Proponent or
Bidder's/Proponent's Authorized Official or Officials

(Print here name and official capacity of individual whose signature appears above)

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Submitting a Bid – General Understanding

- Form B: Prices;

UNIT PRICES

Item	Description	Spec. Ref	Unit	Approximate Quantity	Unit Price	Amount
1.	Project Implementation Plan	E3.1 , E4, E5	each	1	\$ -	\$ -
2.	Technology Customization	E3.2, E4, E5	each	1	\$ -	\$ -
3.	User Acceptance Testing (UAT)	E.3.3, E4, E5	each	1	\$ -	\$ -
4.	Supply and installation of Hardware Devices	E3.4, E4, E5	each	150	\$ -	\$ -
5.	WAV Driver Training	E3.5, E4, E5, E6	each	200	\$ -	\$ -
6.	Implementation / Go-Live	E3.6, E4, E5	each	1	\$ -	\$ -
Costs related to on going yearly dispatch operation, hardware and software, including maintenance and training						
7.	On going operation, support, maintenance and training of the on-demand dispatch system (WPG WAV or Winnipeg WAV) per month.		each	12	\$ -	\$ -
<div style="display: flex; justify-content: space-between;"> <div>TOTAL BID PRICE (GST & MRST extra) (in numbers)</div> <div>\$0.00</div> </div> <p><i>NOTE: choose one of the above and delete the other. MUST match the tax implications stated in Part B Prices clause in yo</i></p> <div style="text-align: right;">Name of Bidder</div>						

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Submitting a Bid – General Understanding

Part B – Bidding Procedures

In addition to Form A and Form B, the Proposal shall consist of the following components:

- Experience of Proponent and Subcontractors (Section C);
- Experience of Key Personnel Assigned to the Project (Section D);
- Project Understanding and Methodology (Section E);
- Project Schedule & Implementation Plan (Section F);
- Business Requirements (Section G);
- Technical & Architecture Requirements (Section H); and
- Value-Added Service (Section I).

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Submitting a Bid – General Understanding

Part C – General Conditions

- The General Conditions for Supply of Services (Revision 2020-01-31) are applicable to the Work of the Contract and are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm

Part D – Supplemental Conditions

- In addition to the *General Conditions for Supply of Services*, these Supplemental Conditions are applicable to the Work of the Contract

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Submitting a Bid – General Understanding

Part E – Specifications

- These Specifications shall apply to the Work.

Appendices 1 – 2:

- For additional general information (FIPPA & PHIA)

Addendum:

- Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator to all Proponents by issuing an addendum
- The Proponent is responsible for ensuring that he/she has received all addenda and is advised to check the MERX website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- The Proponent shall acknowledge receipt of each addendum in Paragraph 10 of Form A: Bid/Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive

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FAQ's

Q #	Question	Answer
1	Is it a mandatory requirement that the proponent install and maintain hardware devices (used exclusively for the centralized dispatch), in all participating WAV's? Will a software application/solution that utilizes a driver's mobile phone/device (excluding their primary dispatch devices) be considered as an acceptable substitute?	<p>A software solution is suitable, and the solution does not have to be exclusive to hardware devices. Any devices used would still require the review/approval of the VFH office prior to implementation.</p> <p>The proponent would need to indicate in their proposal that funds were not being allocated to the 150 devices but towards a software solution.</p>
2	Is it a mandatory requirement that the proponent provide a solution that allows for customers to make payments?	No, it is not mandatory.
3	Will a proposal that does not allow payment through the centralized dispatch application(s) be considered?	Yes
4	If a solution that allows for payment is a mandatory requirement, which payment methods will be required (cash/debit/credit card)?	Not mandatory
5	Will customers maintain the ability to make payment directly to the WAV provider (dispatch company, driver, etc.) on rides provided through the centralized dispatch?	Yes, the payment can be provided at the conclusion of the trip directly to the driver.
6	Does the proponent of the central dispatch have to carry any additional liability insurance to cover things that might happen (accidents for drivers/customers)?	<p>In accordance with the insurance requirements as per section D14.1 of the RFP. The Contractor shall provide and maintain the following insurance coverage:</p> <p>(a) commercial general liability insurance, in the amount of at least two million dollars (\$2,000,000.00) inclusive, with The City of Winnipeg added as an additional insured; such liability policy to also contain a cross-liability clause, non-owned automobile liability and products and completed operations cover, to remain in place at all times during the performance of the Work;</p> <p>(b) Non-owned automobile insurance for bodily injury, death, and damage to property to be used directly or indirectly in the performance of the Work in the amount of at least five million dollars (\$5,000,000). Such coverage may be provided on a stand-alone policy or included in the commercial general liability coverage; Deductibles shall be borne by the Contractor. <i>specify any additional insurance requirements</i></p>

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FAQ's Continued

Q #	Question	Answer
7	What role (if any) does the proponent of the dispatch play in enforcing Winnipeg's VFH by laws?	The contractor is not able to enforce City of Winnipeg by-laws, however the contractor will need to provide the City with information on complaints it receives. The City expects the contractor to work in partnership with VFH enforcement.
8	What roles and expectations does the City anticipate playing (City resources required) for the intensive 12 week set up phase?	The City will provide consultation on ensuring the system is set up in the manner that it meets the needs desired. We will also be involved in testing and having input on the training and other areas that would require City involvement
9	Does the City expect customers to be able to select which taxi company can service their transportation request inside the passenger app?	No, If the customer wishes to request a specific taxi company they will be required to call that company directly as the centralized dispatch will be non-specific and select the closest available WAV for the customer.

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What the Winnipeg WAV means to the Community:

5 ★★★★★	Found me quickly, loaded me quickly, clean cab. Found my house easily.	5 ★★★★★	Excellent Service Fast hardly any waiting.
5 ★★★★★	Personal, helpful drivers. We were extremely pleased with this service and will certainly use it when necessary. Thank you so much.		
5 ★★★★★	So kind and helpful! We really appreciate him as our driver!	5 ★★★★★	I needed help with app and phoned in and received excellent service
5 ★★★★★	Drivers are excellent and call center is incredibly helpful and polite. A delight	5 ★★★★★	Fast convenient. Driver was nice and courteous.
5 ★★★★★	Very accommodating polite and friendly driver. Very considerate	5 ★★★★★	The ride was prompt and a smooth ride and the driver was friendly.
5 ★★★★★	I love Winnipeg WAV service! Our drivers today were both excellent - so helpful and kind. :)	5 ★★★★★	thank you for a pleasant trip.
5 ★★★★★	Very fast service. Driver was polite and professional. Driving skills excellent.	5 ★★★★★	Very quick efficient service thank you!
5 ★★★★★	Kept us well informed with arrival times and even waited longer than our anticipated departure time	5 ★★★★★	Prompt and efficient
5 ★★★★★	I love Winnipeg WAV! We had only minutes to wait for our vehicle and the driver was very kind and helpful!	5 ★★★★★	Great friendly service

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Additional Questions?

Thank you