ITEM: Shared-Ride Services for SafeRide Program

DEPARTMENT: Kansas State University – Center for Student Involvement

CLOSING DATE: June 26, 2020 at 2:00 PM

CONDITIONS OF ADDENDUM:

The following are attached for review and consideration:

- Revisions to Specifications
- University Response to Vendor Questions

Please submit a signed copy of this addendum with your bid response.

Julie Wilburn
Purchasing Agent II
kspurch@ksu.edu
P: 785-532-6214

I (we) have read and understand this Addendum and agree it is a part of my (our) bid on the above proposal.

NAME OF COMPANY OR FIRM: _____________________________________________

SIGNED BY: _____________________________________________________________

TITLE: ______________________________________________ DATE: _____________
Revisions to Specifications

Note the following changes:

**RFP RESPONSE CONTENT REQUIREMENTS**

DELETE:

3. Operations  
   a. Provide a system operations overview of daily operations and administration, including;  
      1. Hours of service availability, hours of customer service support, and hours of field support (i.e. outreach and customer service).  
      2. Staffing plan and responsibilities for KSU campus operations.  
      3. Plan for resolution of on-going issues, daily complaints and emergencies. Provide details on how your response time to resolve after complaints are reported, and handling of out-of-service complaints.  
      4. Time frame for implementing program.  
      5. Ability to offer service to customers without a credit card or smart phone.  
   b. Contractor will operate the Program and mobile application (the “App”), which will allow for Riders to request a ride as follows:  
      1. Program will operate Thursday through Saturday from 11:00 pm to 3:00 am throughout the academic year, excluding KSU holidays and intersession breaks. Information regarding KSU academic calendars is available via the following links: https://www.k-state.edu/registrar/calendar/

REPLACE:

3. Operations  
   a. Provide a system operations overview of daily operations and administration, including;  
      1. Plan for customer service and field support (i.e. outreach and advertising).  
      2. Staffing plan and responsibilities for system operations.  
      3. Plan for resolution of on-going issues, complaints and emergencies. Provide details on how your response time to resolve after complaints are reported.  
      4. Time frame for implementing program.  
      5. Ability to offer service to customers without a credit card or smart phone.  
   b. Contractor will operate the Program and mobile application (the “App”), which will allow for Riders to request a ride as follows:  
      1. Program will operate Thursday through Saturday from 11:00 pm to 3:00 am throughout the academic year, excluding KSU holidays and intersession breaks. Information regarding KSU academic calendars is available via the following links: https://www.k-state.edu/registrar/calendar/

DELETE:

4. Geographic Boundaries  
   Program services offered will:  
   a. Operate within the city limits and who live with the designated city limits of Manhattan, KS. All rides must originate from 5 mile radius of Kansas State University’s main campus. Pickups and drop-offs outside of the designated geographic boundaries will not be covered by the Program.  
   b. Drop off Riders at residential locations only within the city limits of Manhattan, KS.  
   c. Make geographic boundaries discoverable by Riders via the App.  
   d. Automatically charge Riders for fares associated with drop-offs outside of the designated geographic boundaries.

Note: Kansas State University reserves the right to make modifications to the Program at its discretion, including but not limited to the following: adjusting the hours of operation, changing or expanding the geographic boundaries, etc. Contractor will acknowledge, in writing, any modifications/changes Kansas State University requests within twenty-four (24) hours of written notification by Kansas State University. Both parties will mutually agree upon implementation timelines based on complexity of University’s request.
4. Geographic Boundaries

Program services offered will:

a. Operate within the city limits and for those riders who live within the designated city limits of Manhattan, KS. All rides must begin and end within a 5 mile radius of Kansas State University’s main campus. Pickups and drop-offs outside of the designated geographic boundaries will not be covered by the Program.

b. Drop off Riders at residential locations only within the city limits of Manhattan, KS. All drop offs must occur at the residential address entered into the App, or provided by the Rider, at the time of pickup.

c. Make geographic boundaries discoverable by Riders via the App.

d. Automatically charge Riders for fares associated with drop-offs outside of the designated geographic boundaries.

Note: Kansas State University reserves the right to make modifications to the Program at its discretion, including but not limited to the following: adjusting the hours of operation, changing or expanding the geographic boundaries, etc. Contractor will acknowledge, in writing, any modifications/changes Kansas State University requests within twenty-four (24) hours of written notification by Kansas State University. Both parties will mutually agree upon implementation timelines based on complexity of University’s request.

5. Program Registration and Verification

Riders are required to register for the Program. Eligibility to participate in the Program is based on information provided by Kansas State University. Riders will complete and submit a registration form to Contractor. Contractor will process the registration form and verify Riders’ eligibility to participate in the Program based on information provided by Kansas State University. Contractor will issue and apply credits to Riders’ account once eligibility is confirmed. Riders will download the App to request a ride and the App will automatically apply credit to all eligible rides. University reserves the right to transition from weekly email list to direct integration between the App and University’s single sign-on service during the term of the Agreement.

Credits will allow up to two (2) riders per ride request and will be billed as a single ride by Contractor. Separate requests will be required for ride requests of three (3) riders or more. Contractor is expected to maintain a fifteen (15) minute average pick-up time per ride request.

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8. Drivers and Vehicles

Contractor will:

a. Conduct a driving record check of drivers (Drivers) to ensure each Driver:
   1. Possesses all licenses as required by law to operate a motor vehicle;
   2. Is at least twenty-one (21) years old;
   3. Has a minimum driving history on one (1) year;
   4. Has valid personal auto insurance;
   5. Has committed no more than three (3) minor driving violations in the three (3) years prior to driving record check; and
6. Has committed no major or severe driving violations in the three (3) years prior to driving to driving record check.

b. Conduct a criminal background check of its drivers that will go back at least seven (7) years where permitted by law, and will include a social security trace, national and county-level searches, and a search of the Department of Justice National Sex Offender Registry. Contractor will review all results and will not approve any applicant drive with a pending charge or conviction for felonies involving weapons, sale or distribution of controlled substances, violence, theft, robbery, burglary, embezzlement, dishonesty, misappropriation, fraud, or sex crimes.

c. Conduct, or cause to be conducted, a 19-point vehicle inspection. Vehicles must pass inspection in order to be approved for use on Contractor’s platform.

d. Provide evidence that driving record checks, criminal background checks, and vehicle inspections have been conducted of all drivers and their respective vehicles upon start of Agreement, when a new Driver is hired, and of July 1, of each year and the right to request this information at any time.

e. Make drivers vehicles easily identifiable to riders (e.g., Contractor-provided logo materials, etc.).

f. Provide drivers that are courteous with strong customer service skills.

REPLACE:

8. Drivers and Vehicles

Contractor will:

a. Conduct a driving record check of drivers (“Drivers”) to ensure each Driver:
   1. Possesses all licenses as required by law to operate a motor vehicle;
   2. Is at least twenty-one (21) years old;
   3. Has a minimum driving history on one (1) year;
   4. Has valid personal auto insurance that provides coverage for ride-sharing or commercial operation.
   5. Has committed no more than three (3) minor driving violations in the three (3) years prior to driving record check; and
   6. Has committed no major or severe driving violations in the three (3) years prior to driving record check.

b. Conduct a criminal background check of its drivers that will go back at least seven (7) years where permitted by law, and will include a social security trace, national and county-level searches, and a search of the Department of Justice National Sex Offender Registry. Contractor will review all results and will not approve any applicant drive with a pending charge or conviction for felonies involving weapons, sale or distribution of controlled substances, violence, theft, robbery, burglary, embezzlement, dishonesty, misappropriation, fraud, or sex crimes.

c. Conduct, or cause to be conducted, a 19-point safety vehicle inspection. Vehicles must pass inspection in order to be approved for use on Contractor’s platform.

d. Provide evidence that driving record checks, criminal background checks, and vehicle inspections have been conducted of all drivers and their respective vehicles upon start of Agreement, when a new Driver is hired, and of July 1, of each year and the right to request this information at any time.

e. Make drivers vehicles easily identifiable to riders (e.g., Contractor-provided logo materials, etc.).

f. Provide drivers that are courteous with strong customer service skills.

DELETE:

9. Accidents/Incidents

Contractor will notify University within twenty-four (24) hours of any accidents or incidents that occur while providing rides during a SafeRide trip.

REPLACE:

9. Accidents/Incidents

Contractor will notify University within twenty-four (24) hours of any accidents or incidents that occur during a SafeRide trip or involving a SafeRide rider.
RFP 40699 Shared-Ride Services for SafeRide Program

Responses to Vendor Questions

Q1. Page 2, RFP Background: Would the University provide additional information on the current service, including the booking process and number of vehicles in service?
   A1. The SafeRide program is currently operated by the local city bus transit system. There are 5 designated routes that run during the days/times of the program and utilizes a traditional bus stop operation.

Q2. Page 2, RFP Background: Would the University provide demand data (such as ridership based on time of day, location, etc.) for the current service?
   A2. Due to the nature of the bus transit system utilized for the current program, specific ridership data is unavailable. Via student feedback, we are aware that Friday and Saturday nights 11pm-3am are busiest with current operation.

Q3. Page 6, Program Registration and Verification: Would the University further clarify the process for determining rider eligibility? Who is eligible for rides? Further, would KSU be open to alternative methods for determining eligibility?
   A3. All currently enrolled student is an eligible to request a ride utilizing the service. The current bus transit operation allows for up to 4 non-student guests to accompany any eligible rider. That will adjust in the new service operation since rides will be limited to only 2 riders per booking. At least one of those riders (the requestor) must be an eligible student enrolled in courses. Non-students will not be able to request a ride and receive the benefits associated with the program.

Q4. Page 6, Program Registration and Verification: The RFP states that the "University reserves the right to transition from weekly email list to direct integration between the App and University's single sign-on service during the term of the Agreement." Would the University further clarify this transition and what would be required from Contractor in order to enable it?
   A4. As we explored moving to a shared-ride service operator for the SafeRide program, we researched how other universities manage their eligibility lists with service providers. We anticipate utilizing a weekly email list to begin with but are interested in exploring other options that are more efficient for the student and the university. There is no specific timeline associated with this plan and will depend on the availability of university and vendor to do so.

Q5. Page 6, Operations: Would the University confirm its interest in a dedicated, user-facing mobile application for ride booking, payment, and vehicle tracking?
   A5. Via student feedback channels, it has been made strikingly clear that students have a specific interest in having a user-facing mobile application for their ride booking, payment and vehicle tracking. This will be one of the top priorities of the students on the review committee.

Q6. Page 9, Timeline: Does the University have an anticipated launch date for this service?
   A6. Classes begin on Monday, August 17, 2020, we are planning a launch party on Thursday, August 20, 2020, with services beginning that evening.

Q7. Page 12, Cost Proposal: The RFP states that "The University will not accept proposals which include assumptions or exceptions to the work identified in this RFP." Will the University allow vendors to submit requested exceptions during the RFP questions period?
   A7. Yes, those requests may be submitted during the questions period, but the university reserves the right to eliminate a proposal based on those exceptions received.

Q8. Page 12, Cost Proposal: Would the University allow vendors to submit an alternative pricing model?
   A8. Yes, alternative pricing models are welcome to be submitted.

Q9. Page 12, Cost Proposal: Would the University provide any details on an anticipated budget for this service?
   A9. The University will not release budget information during the bid process, as we are a State agency.

Q10. Page 12, Cost Proposal: Does the University have a proposed vehicle count for this service?
    A10. No, not at this time.
Q11. Does the university have vehicles they anticipate utilizing for the purpose of this program or will it be the responsibility of the service provider/driver to provide their own?
   A11. The university does not, and will not, have vehicles for the purpose of this program and it will be the expectation of the service provider/driver to provide the needed equipment.

Q12. Does SafeRide end at 3:00 am?
   A12. Kansas State University students can request a ride up until 3:00 am to their destination. After 3:00 am no student can call SafeRide to request a ride.

Q13. Where will the 5-mile radius be for picking up and dropping off students?
   A13. Kansas State Student Union 918 N 17th Street, Manhattan, KS 66506 will be the deciding factor for the 5-mile radius.

Q14. All drop offs must occur at the residential address entered into the App, or provided by the Ride, at the time of pickup. Why?
   A14. This is intended to prevent a situation where a student asks to be dropped off on the side of the road, or somewhere similarly unsafe, to avoid a ride charge.