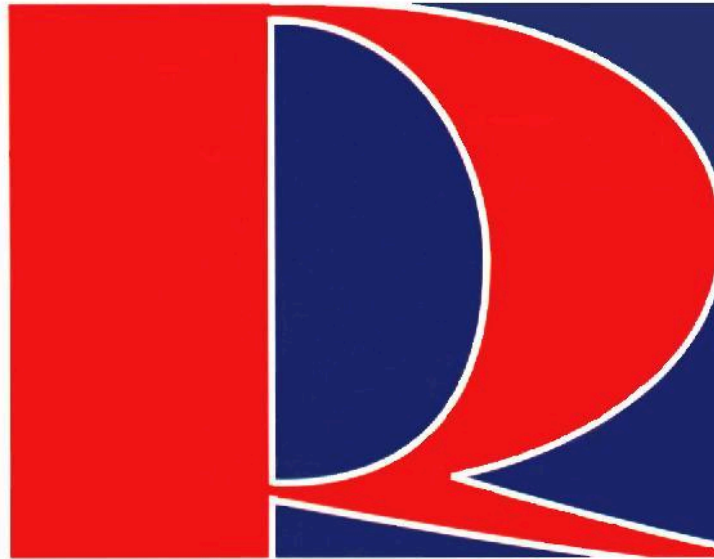


REQUEST FOR PROPOSAL



**RAYTOWN
QUALITY
SCHOOLS**
Expect the Exceptional

**FOR
McKinney-Vento Transportation Provider**

TO BEGIN: 8/1/2025

Submittal Deadline: 5/5/2025

RAYTOWN C-2 SCHOOL DISTRICT
6608 Raytown Road
Raytown, MO 64133
816-268-7000

REQUEST FOR PROPOSAL

McKinney-Vento Transportation Provider

Purpose

The Raytown C-2 School District is seeking 1 or more McKinney-Vento Transportation Provider(s) to ensure the safe, reliable, and timely transportation of homeless and foster students, adhering to McKinney-Vento Act requirements.

Proposal Guidelines

Response:

The district seeks one or more transportation providers capable of serving homeless and foster students in a courteous and cost-effective manner.

Cost:

Selection will be based on qualifications, with pricing being one of the factors considered. Companies should provide detailed cost breakdowns for all services and justifications for each cost item. A multi-year renewal option of up to 3 years may be included.

Response Deadline: May 5, 2025

To be postmarked *on or before* May 5, 2025 by Mail delivery to the following address:

Raytown Quality Schools
Attn: Dr. Lynn Tarvin
10750 E. 350 Highway
Raytown, Missouri 64138

OR

Electronically to the following email address: lynn.tarvin@raytownschools.org.

Selection Criteria:

The Raytown C-2 School District will evaluate all proposals based on the following criteria. Vendors must demonstrate their ability to meet or exceed each of these expectations to be considered for the contract:

1. Service Reliability and Timeliness

- The district places a high priority on punctual and dependable service. Proposals should outline:
 - **A track record of on-time performance** with references to back up claims of consistently meeting scheduled pickup and drop-off times.
 - **No missed pickups** will be tolerated. Proposals must detail systems in place to ensure students are picked up and dropped off according to the agreed-upon schedule, with contingency plans in case of delays.
 - Procedures for **notifying the district and families** in case of unforeseen delays or service disruptions.
 - **Performance metrics** to ensure service consistency, including any methods of tracking or measuring timeliness.

2. Safety Compliance and Protocols

- Safety is the highest priority for McKinney-Vento transportation services. Vendors must demonstrate full adherence to all relevant safety regulations and district-specific safety protocols. Specific expectations include:
 - **Compliance with local, state, and federal safety laws** (including those related to vehicle maintenance, driver qualifications, and safety standards).
 - Detailed descriptions of **driver qualifications**, including training programs, certifications, and ongoing safety evaluations (e.g., background checks, drug screenings, training on safe student handling, and emergency response).
 - Evidence of **vehicle maintenance protocols**, ensuring that all vehicles are regularly inspected, well-maintained, and meet or exceed safety standards.
 - **Safety protocols and equipment**: Vendors should provide information on how safety measures like seat belts, safety monitoring, and emergency equipment are maintained and implemented.

3. Professionalism and Customer Service

- The district expects all personnel involved in McKinney-Vento transportation services to demonstrate the highest levels of professionalism and customer service:
 - **Driver professionalism**: Clear standards for driver behavior, including courteous interactions with students, families, and school staff. Drivers should be trained to handle difficult situations with patience and respect. All drivers must pass background checks and drug screenings in compliance with state and federal laws.
 - **Customer service protocols**: Proposals should describe the level of support provided to district staff and families. Include details on how customer service inquiries are handled, the availability of support staff, and the district's access to immediate problem resolution.
 - **Training programs**: Evidence of customer service training for drivers and support staff, covering communication skills, conflict resolution, and handling of students with special needs or behavioral challenges.

4. Communication and Responsiveness

- The district requires clear and effective communication from the transportation provider,

ensuring families and staff are always informed and concerns are addressed promptly:

- **Communication systems:** Vendors should detail the methods and tools used for communicating with the district and families (e.g., phone, email, mobile apps, website portals).
- **Real-time updates:** The district expects **real-time notifications** for any delays, cancellations, or changes to routes, especially those affecting McKinney-Vento students.
- **Responsiveness:** Proposals should specify response times for addressing urgent concerns or questions, including a **dedicated contact** for the district and families. Provide examples of how the provider ensures timely communication during emergencies or unexpected disruptions.

5. Cost-Effectiveness and Financial Transparency

- While cost is an important factor, the district values transparency and financial accountability. Proposals should:
 - Include a **clear and detailed pricing structure** that breaks down all costs, including base fares, additional charges for special services (e.g., car seats, additional stops), surcharges, and any other fees. Be specific about potential **extra charges** (e.g., for waiting time, no-shows, cancellations).
 - **Transparent billing practices:** Vendors must provide a clear invoicing process, with itemized charges that align directly with services rendered. Invoices must be submitted in a timely manner and be easy for the district to reconcile.
 - **Cost control:** Provide evidence of efforts to minimize costs while maintaining service quality, including any strategies for cost reductions or efficiencies achieved over time.

6. Adaptability and Routing Efficiency

- Flexibility is crucial for accommodating the dynamic needs of homeless and foster students. Proposals should include:
 - **Adaptability to changes:** The provider must be able to adjust routes and schedules as students move, or as their needs change. This includes the ability to handle **last-minute route changes** or add stops with minimal disruption to service.
 - **Routing efficiency:** Vendors should demonstrate their approach to **optimizing routes** for cost and time efficiency while maintaining a high level of service. Proposals should provide examples or technology used to maximize route planning efficiency.
 - **Contingency planning:** Include details on how the vendor plans to address unexpected changes in student enrollment, transportation needs, or disruptions (e.g., adverse weather conditions, school closures).
 - **Customization to district processes:** The provider should be prepared to customize their service to align with Raytown C-2 School District's specific transportation, operational, and communication processes.

PREFERRED QUALIFICATIONS

The following qualifications are preferred but not required for vendors to be considered for the contract:

1. Technology and Data Reporting Capabilities

- The district is interested in providers that offer technology tools to support transportation services. Preference will be given to those who provide:
 - **Mobile apps or data portals:** Vendors should provide information about any apps or portals available to the district, staff, or families for tracking transportation, managing schedules, or receiving updates.
 - **Data reporting capabilities:** The provider must allow the district to easily access reports on student ridership, route performance, and other key metrics. Reports should be available in a format that is easy to audit and understand.
 - **Integration with district systems:** If applicable, detail any ability to integrate with the district's existing technology systems (e.g., student information systems, routing software).

2. Additional Safety Measures

- The district would prefer providers who can offer additional safety measures, such as:
 - **Car seats:** Providers must ensure that car seats are available for students as needed, and drivers must help to **fasten students into car seats**.

3. Customizable Billing Options

- The district requires the provider to offer detailed and easily auditable invoices. Preferred vendors will:
 - **Invoice reports listed by student** for easier auditing and billing to other districts or agencies, ensuring clarity and accountability in invoicing.

4. Ability to Directly Bill Third-Party Agencies

- The provider should be able to directly bill other parties (e.g., other school districts, Children's Division) for portions of transportation costs that are not due by the Raytown C-2 School District.

Award:

Selection shall be issued to the company(ies) meeting the global needs of the students in the Raytown School District. Award shall be made to the company (ies) meeting the established selection criteria, and containing the most progressive technological components established within the negotiated price. Selection shall be made of the company(ies) deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the RFP, including price. Negotiations shall be conducted with the company(ies) selected and may include necessary changes to the company's Terms of Use and Privacy Policy for the digital components including third party components to ensure alignment with District's data security guidelines. Price shall be considered, but need not be the sole determining factor.

Data Security Guidelines:

- Company must include its Data Governance Policies and Procedures.
- Company must provide a certification of Cybersecurity/Data Breach and Cyber Malpractice Insurance.
- Company must provide acknowledgement of District Data Governance policies and requirements. Due to individual vendor processes and procedures, data governance expectations will be discussed during contract refinement. The final contract **must** include, at a minimum, the following data governance expectations:
 1. The district owns all employee/district data that is shared, collected and/or generated through use of the system
 2. Access to and use of district data is limited only to those that need to have access to perform required support of the system
 3. District data cannot be used for marketing, advertising or data mining, or shared with 3rd parties unless allowed by law and authorized by the district
 4. Vendor must disclose where and how confidential or critical information will be stored and ensure that all district information will only be stored on servers in the United States
 5. All data will be maintained in a secure manner and appropriate technical, physical and administrative safeguards are in place to protect the data
 6. Vendor must disclose how and when data will be destroyed
 7. In the event that the district and/or vendor terminates services, all data must be provided to the district in an agreed upon method and all data stored on vendor systems must be de-identified and/or deleted
 8. In the event of a data breach, vendor must immediately notify the district and assume liability of district costs resulting from the breach
 9. Vendor will ensure encrypted method of all data transactions with the district
 10. All employee data portals are secured through the use of verified digital certificates
 11. A data inventory and/or dictionary must be provided to the district Executive Director of Technology
 12. Vendor must be COPPA compliant and cannot require direct parental consent. The district can, and will, consent on behalf of parents.
 13. Vendor will only use identifiable district data to fulfill obligations under the contract and for no other purposes.

General District Information

Student Population:

The Raytown C-2 School District's enrollment is approximately 8,200 students Pre-Kindergarten through grade 12. There are three primary diverse populations: African American (49%), Caucasian (22%), and Hispanic (18%). The free and reduced lunch rate for the District is 60% with a mobility rate of approximately 24%. Currently, 15% of students receive special educational services, 8% receive English Language Development services, and 5.5% qualify for McKinney-Vento services. Approximately 80-125 students utilize McKinney-Vento Transportation Services annually.

Facilities/Technology Availability:

The district has a total of 2 high schools, 3 middle schools, 10 elementary schools, 2 pre-k schools, 1 career center, 1 school for students with exceptional needs, and 1 alternative school.

Additional information on the District may be obtained by visiting the District's web site at www.raytownschools.org, and visiting the Department of Elementary and Secondary Education at www.dese.state.us.mo and reviewing school data and statistics.

Finances:

Raytown School District will require partial delivery of services on or before July 15, 2025 to allow the Raytown McKinney-Vento staff opportunity to plan and prepare to implement transportation services by August 1, 2025.

Information Requested

1. Agency/Personnel Information:

A. Identify the name of the company or agency submitting this response and state the address of the business location from which the District account will be managed.

B. Provide a list of all personnel who will be working on the District account, including the primary contact person, and include the business location of each person, and a summary of each person's duties and responsibilities on the account. A tiered escalation structure should be outlined.

2. School District Experience:

A. Provide a list of school districts in the state of Missouri, and specifically in the Kansas City area, for whom your company has been awarded a full McKinney-Vento Transportation Provider contract: (1) the name of the contact person with the district and their telephone number; (2) the names of those districts for whom your company has been awarded other instructional programs.

B. Provide the same information for districts outside the state of Missouri and, as additional information, include in your response the size of each such district by student and staff population.

3. Technology/Service Set Up Requirements

A. Provide acknowledgements to the Data Security Guidelines above.

B. Detail the product's ability or process of the following:

1. Route creation process, including bulk and individual methods.
2. The district requires the ability to export (or receive electronically) reports indicating rider usage and other performance data from the vendor product in a manner that can be easily audited.
3. As appropriate, account administration, including district access vs building access and management of individual access to data.
4. District technology resource requirements: What technology resources/specifications are required to fully implement the proposed solution?
5. Technical support and training features:
 - a. Status page for outages or issues.
 - b. Dedicated support person and same day response time for issues.
 - c. Digital or in person training resources for staff.

4. Service Requirements

A. All proposals must include a detailed pricing schedule outlining all service costs, including base fares, variable costs, and potential surcharges. Providers should identify any discount structures available for high volume or multi-student trips.

B. All items under selection criteria must be addressed. Preferred qualifications should be addressed as possible.

ACKNOWLEDGMENT

By signing this Acknowledgement, the Company is hereby agreeing to the terms and expectations outlined in this proposal package.

Signature _____

Print Name _____

Title _____

Entity Name _____

Date _____

McKinney-Vento Transportation Provider RFP

RFP Attachment #1

Company/Agency Information: Identify the name of the company or agency submitting this response and state the address of the business location from which the District account will be managed. This will be considered your company/agency approval for the RFP submittal information included as attachments.

I {We} are proposing in accordance with the general conditions and established specifications.

COMPANY: _____

ADDRESS: _____

TELEPHONE: _____ FAX NUMBER: _____

E-MAIL ADDRESS: _____

FEDERAL TAX ID #: _____

WEB SITE: _____

ADDITIONAL INFORMATION: _____

AUTHORIZED SIGNATURE: _____

Print/Typed

AUTHORIZED SIGNATURE: _____

Signed

DATE: _____

McKinney-Vento Transportation Provider RFP

RFP Attachment #2

1. Cost Proposal Summary

- Base trip rate: \$ _____
 - Additional mileage rate: \$ _____ per mile
 - No-show fee (if applicable): \$ _____
 - Window of time required for cancellations: _____
 - Fuel surcharge policy (if any): _____
 - Any other fees: _____
 - Billing frequency: ☐ Monthly ☐ Biweekly ☐ Other: _____
-

2. Service Delivery

- Estimated response time for new route requests: _____
 - Technology used for routing, tracking, or communication: _____
-

3. Safety and Compliance

- Proof of insurance attached? ☐ Yes ☐ No
- Background check policy summary: _____
- FERPA/COPPA compliance details: _____

McKinney-Vento Transportation Provider RFP

Attachment #3

List of All Personnel who will be working on the District account, including the primary contact person, and include the business location of each person, and summary of each person's duties and responsibilities on the account.

Proposer's Name: _____

Proposer's Address: _____

City: _____ State: _____ Zip: _____

Contact Person: _____

Title/Responsibility: _____

Phone: _____ E-Mail: _____

Cell: _____ Fax: _____

Contact Person: _____

Title/Responsibility: _____

Phone: _____ E-Mail: _____

Cell: _____ Fax: _____

Contact Person: _____

Title/Responsibility: _____

Phone: _____ E-Mail: _____

Cell: _____ Fax: _____

McKinney-Vento Transportation Provider RFP

Attachment #4

School District Experience: Provide the attached list of company references within Missouri with an emphasis on the Kansas City area and/or any state.

#1 SCHOOL NAME _____

ADDRESS _____

CITY, STATE ZIP _____

CONTACT _____

PHONE _____ FAX _____

EMAIL _____

TIME WORKED _____

#2 SCHOOL NAME _____

ADDRESS _____

CITY, STATE ZIP _____

CONTACT _____

PHONE _____ FAX _____

EMAIL _____

TIME WORKED _____

#3 SCHOOL NAME _____

ADDRESS _____

CITY, STATE ZIP _____

CONTACT _____

PHONE _____ FAX _____

EMAIL _____

TIME WORKED _____