



Francis Howell R-III School District Request for Proposals Alternative Transportation Services

Addendum I April 29, 2026 - Questions and Clarifications Pertaining to the RFP

Vendor 1:

1. Can you provide the current contractor rates?
 - a. The District will not be providing current contract pricing as part of this RFP. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.
2. Do you have an average trip distance for daily transportation?
 - a. Currently the way the pricing is structured, the District cannot provide accurate averages for the newly requested pricing.

Vendor 2:

1. Can the District please allow for digital submission? (e.g. by email, portal upload, or similar).
 - a. See page 2 of RFP. Three (3) physical copies and one (1) digital copy must be submitted.
2. Can the District please allow the use of verified e-signatures for this submission?
 - a. Yes.
3. Can the district please share their current vendor's name and pricing structure?
 - a. The District will not be providing current contract pricing as part of this RFP. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.
4. Can the district please share the estimated total contract value for this RFP?
 - a. The District will not be providing current contract pricing as part of this RFP. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.
5. Is this RFP intended to supplement or replace existing contracts with current vendors?
 - a. This RFP is a new solicitation and is not intended to supplement any existing contract.
6. Can the district please provide historical and/or estimated information on the following:
 - a. Average number of riders per one-way trip
 - b. Number of one-way trips per month
 - c. Average mileage per one-way trip
 - d. Total trip mileage per month
 - a. Currently the way the pricing is structured, the District cannot provide accurate averages for the newly requested pricing. There are approximately 1500 one way trips per month.
7. Can the district please confirm what type of vehicles are currently used to provide this service?
 - a. A combination of sedans, minivans, suv's, passenger vans and wheelchair accessible vehicles.
8. Can the district please confirm how long the current providers have been servicing the district?
 - a. 10+ years

9. Can the district please clarify if they intend to award one or multiple providers as part of this RFP?
 - a. Section 2.0, page 3 - The District reserves the right to award agreements to multiple vendors.
10. Can the district please confirm if this solicitation is open to small vehicle alternative transportation providers that utilize Sedans and minivans to transport students?
 - a. Yes as long as the scope of services can be met.
11. Can the district please clarify if this RFP is open to providers operating student transportation services under a TNC license in the state of Missouri?
 - a. Yes as long as the scope of services can be met.
12. In the event of an award, we will immediately hire drivers and source vehicles as we have done for hundreds of partners across the country. Would the district be open to providing a complete list of the drivers and vehicles following award and prior to the start of service at a mutually agreed-upon time?
 - a. No.
13. The RFP mandates a "local office" staffed with a router and a dispatcher. Would the District accept a model where management, routing and dispatching functions are performed by a centralized, remote operations center that has successfully managed similar alternative transportation services?
 - a. Yes as long as communication remains seamless.
14. Regarding the requirement on page 35, since this is an "as-needed" contract with no guaranteed volume, how should the 100% sum be calculated for the performance bond?
 - a. The performance bond shall be based on the Contractor's proportional share of the estimated annual contract value as determined by the District at time of award.
15. Given that this contract is for as-needed alternative transportation services, would the District consider waiving the performance and payment bond requirements?
 - a. The performance bond shall be based on the Contractor's proportional share of the estimated annual contract value as determined by the District at time of award.
16. Would the District be open to alternative forms of financial security in lieu of a 100% performance bond, such as a lower bond percentage or a letter of credit?
 - a. A letter of credit would be acceptable.
17. Since the District reserves the right to award to multiple contractors, will the bonding requirement be proportional to the volume assigned to each vendor, or must each vendor provide a bond for the full estimated value of the program?
 - a. The performance bond shall be based on the Contractor's proportional share of the estimated annual contract value as determined by the District at time of award.

Vendor 3:

1. Is there a specific score or grading scale associated with the evaluation criteria provided?
 - a. Cost of Services - 35%
 - b. Understanding of District Needs - 15%
 - c. Operational Plan and Service Delivery - 20%
 - d. Qualifications, Staffing, and Training - 15%
 - e. Past Performance and Reliability - 15%
2. What is the current and projected transportation budget, estimated annual contract value, and historical spending?
 - a. Not being provided as part of this RFP

3. Will the District consider waiving or reducing the 100% Performance and statutory/public works payment bonds for Type III providers, particularly those using a supplemental TNC model where annual contract values are variable rather than fixed?
 - a. [The performance bond shall be based on the Contractor's proportional share of the estimated annual contract value as determined by the District at time of award.](#)
4. In order to offer the most price competitive and cost-effective transportation solution, our pricing is not based on a per mile rate. Rather, our pricing is a base price fee + a per-mile fee. May we adjust the proposal to reflect our pricing structure to ensure that the cost is evaluated appropriately?
 - a. [Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.](#)
5. Please provide historical and/or estimated information on the following: Monthly ridership
Average number of riders per one-way trip Number of one-way trips per month Average mileage per one-way trip Total trip mileage per month.
 - a. [Not being provided as part of this RFP](#)
 - b. [Currently the way the pricing is structured, the District cannot provide accurate averages for the newly requested pricing. There are approximately 1500 one way trips per month.](#)
6. In order to assist proposers in offering competitive pricing, please provide the following information:
 - Current and/or previous contractor(s)
 - a. [https://go.boarddocs.com/mo/fhsdmo/Board.nsf/files/DERRBK6D3512/\\$file/EMT%20Services%20-%20Transportation.pdf](https://go.boarddocs.com/mo/fhsdmo/Board.nsf/files/DERRBK6D3512/$file/EMT%20Services%20-%20Transportation.pdf)
 - Current contractor rates
 - Sample invoice(s)
 - Is the current contractor utilizing a cooperative contract or contracted via RFP?
 - b. [Contracted](#)

Vendor 4:

1. F.H. is requesting a "Current Local Operating Authority Approval Document". Isn't that only needed for commercial vehicles? What exactly is that? Would we need to have one?
 - a. [Under section 7.0, D, p., the current local operating authority approval document is being waived. Vendor must be registered with the Missouri Secretary of State.](#)
2. "Spreadsheet of your Current Vehicles and Supporting Data". Besides a list of our vehicles, what supporting data are you needing? Can you be more specific?
 - a. [A current spreadsheet of vehicles will satisfy this requirement](#)
3. "A Spreadsheet of your Current Driver and Paraprofessional Qualifications". Are you asking for a listing of our drivers and Paraprofessionals? Or are you asking what are the required qualifications we require for those positions? Or both? Please explain what you are requiring.
 - a. [A current spreadsheet of drivers and paraprofessionals will satisfy this requirement. Note that drivers and paraprofessionals listed must be able to comply with the requirements in section 3.2 of the RFP.](#)

Vendor 5:

1. If a student is marked as a no-show for the morning route, should the contractor automatically cancel the corresponding afternoon return trip?
 - a. [Yes.](#)
2. Of the 60 students being transported, what percentage require wheelchair-accessible vehicles?
 - a. [The District does not have this data available.](#)

3. Please provide the official start (bell) times and dismissal times for:
<https://resources.finalsite.net/images/v1765812188/fhdschoolsorg/fhdschoolsorg/fhdschoolsorg/uc62knbwk7h126sbknqe/Bell-Schedule-Times.pdf>
 - a. Elementary school students
 - b. Middle school students
 - c. High school students
4. What are the start (bell) and dismissal times for the Center for Autism?
 - a. The Center for Autism school year start/ bell time is Mon-Tue & Thurs-Fri is 8:30a-3:00p, Wed is 8:30a-11:45a. Summer is Mon-Thurs 8:30a-3:00p
5. Of the 60 students currently utilizing transportation services, how many are classified as Early Childhood students?
 - a. Currently there are zero students.
6. What are the start and dismissal times for Early Childhood programs?
 - a. See question 3.
7. Is there a standardized daily reporting process for notifying the district of student no-shows or trip cancellations?
 - a. See section 3.6, D. in RFP. Also the District receives a list of all no shows from the current vendor at 9:00am each day of service.
8. As an approved MoVECHS agency, can you clarify what a Missouri Highway Patrol Criminal Record Clearance (CRC) Letter is and how it is obtained?
 - a. <https://www.machs.mo.gov/MACHSFP/home.html>
9. Since all drivers are fingerprinted through the MoVECHS system, what is the purpose of a clearance letter from the district or another DESE-approved school district?
 - a. Driver(s) cannot use fingerprint results from a source that is not one of the above.
10. What does the review process for Francis Howell School District training entail?
 - a. A set of compliance videos to watch.
11. Vehicles are required to display the contractor's name painted or stenciled on the exterior. Are temporary magnetic signs displaying the company logo acceptable?
 - a. Yes with District approval
12. Exhibit D outlines a price per mile for both wheelchair and non-wheelchair transportation; however, it does not reference a load fee. Is the bidder permitted to charge an initial load fee?
 - a. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined. A load fee can be charged if that is part of your pricing structure.
13. If permitted, can the load fee be incorporated into the same line item as the fixed price per mile?
 - a. Yes
14. If a monitor is required on a route serving three students, and all three students require a monitor, should the provider bill a single monitor rate for the route, or is it permissible to charge a separate monitor fee per student?
 - a. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined
15. Is the fixed, firm monitor rate consistent regardless of route length, and does this rate exclude any mileage charges?
 - a. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined

16. Is the provider permitted to bill for mileage incurred when picking up and dropping off a monitor, or does the flat monitor rate remain the same regardless of distance?
 - a. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined
17. Does the fixed per-mile rate begin at the first student pickup and end at the final drop-off location?
 - a. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined. Any pricing must be consistent with all riders.
18. For pricing purposes, do all routes originate from and return to 4545 Central School Rd?
 - a. No. Routes begin at the first student pick up.
19. What is the official start date for the 2026–2027 school year?
 - a. July 1, 2026 is start of fiscal year and contract
 - b. August 24, 2026 is first day of school

Vendor 6:

1. Are any modifications or clarifications to the draft submitted contract permitted prior to award?
 - a. Yes
2. Will the district consider an alternative pricing proposal (e.g. pricing per day vs. per mile)?
 - a. Yes. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.
3. If multiple contractors are selected, would the district consider a minimum number of vehicles/routes to be awarded?
 - a. No.
4. Can the district provide the current or expiring transportation contract?
 - a. Not being provided as part of this RFP
5. Would the district consider a longer initial contract term given capital investment requirements?
 - a. No.
6. Can the district provide current driver pay rates or a rate sheet, if applicable?
 - a. This information is not available.
7. Are drivers covered under a collective bargaining agreement? If yes, can a copy be provided?
 - a. This does not apply to this District.
8. Is a bid / performance bond required for this contract?
 - a. The performance bond shall be based on the Contractor's proportional share of the estimated annual contract value as determined by the District at time of award.
9. What vehicle types and capacities are required? Can you provide a current list of number of minivans, transits and lift vehicles utilized?
 - a. Not being provided as part of this RFP
10. Will the awarded contractor receive access to existing routing, fleet, and driver data before transition?
 - a. No.
11. Does the district have a small space that contractor vehicles could be parked? If a district facility is available, what amenities are included (office space, parking)?
 - a. No. Vehicles are not permitted to be parked on District property.
12. How will fuel be provided (district-owned tank, onsite fueling, vendor fueling, etc.)?
 - a. This is the responsibility of the selected vendor.

Vendor 7:

1. Can the District confirm the current contractor(s) providing alternative transportation services?
 - a. [Not being provided as part of this RFP](#)
2. Will the District support route transition from incumbent providers, and will historical route data be made available to awarded vendors?
 - a. [No](#)
3. Can the District provide a breakdown of the 60 average daily students by program type (e.g., SPED, McKinney-Vento, ECSE)?
 - a. [This information is not available.](#)
4. Of the approximately 20 vehicles currently utilized, how many are sedans/SUVs versus wheelchair-accessible vehicles?
 - a. [This information is not available.](#)
5. What percentage of students are currently transported individually versus shared rides?
 - a. [This information is not available.](#)
6. Can the District provide estimated annual trip volume (trips per day/year), total annual contract value/spend, and any anticipated growth or reduction over the contract term?
 - a. [Not being provided as part of this RFP](#)
 - b. [Currently the way the pricing is structured, the District cannot provide accurate averages for the newly requested pricing. There are approximately 1500 one way trips per month.](#)
7. Is there any minimum volume, route guarantee, or allocation methodology for awarded vendors?
 - a. [No.](#)
8. Are contractors expected to optimize shared rides, or should we assume a preference for 1:1 transportation given behavioral needs?
 - a. [This will be determined by needs at the time of ride request.](#)
9. Is the “less than one hour ride time” requirement strict, or can exceptions be proposed operationally?
 - a. [Section 3.1 L:Routes will be limited to less than an hour unless approved by the District.](#)
10. Can the District provide data on current average ride times and any routes exceeding one hour?
 - a. [This information is not available.](#)
11. Can the District provide insight into the frequency of route changes, additions, or cancellations on a weekly basis?
 - a. [This information is not available.](#)
12. Does the District have a preferred routing software or mileage platform, or may vendors propose their own?
 - a. [The District does not have a preferred routing software. Vendors can use their own.](#)
13. Does the District allow vendors to submit an alternative pricing structure (e.g., base rate plus per-mile rate) in addition to the required per-mile format, provided it is clearly outlined and comparable?
 - a. [Yes. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.](#)
14. Can the District confirm whether billing is expected per trip/vehicle or per student, particularly for any shared ride scenarios?
 - a. [Per student.](#)
15. Should mileage billing begin from the driver’s dispatch location (deadhead) or from the first student pickup location?
 - a. [Mileage begins at the first student pick up.](#)

16. In cases where delays occur beyond the standard wait time due to school or parent-related factors, is additional wait time billable?
 - a. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.
17. Are vendors allowed to include minimum charges, wait time fees, or deadhead mileage?
 - a. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.
18. For No-Show charges, our standard policy is to bill the full trip rate once the driver is dispatched and arrives onsite within the required wait time. Please confirm this approach is acceptable to the District.
 - a. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.
19. Regarding fuel surcharges, our standard approach is to apply a surcharge when fuel exceeds \$5.00 per gallon, based on the U.S. EIA index, calculated as 50% of the difference above \$5.00 per gallon applied per mile on all trip miles. Please confirm if this methodology is acceptable, or if the District requires adherence to the AMRP structure outlined in the RFP.
 - a. The District requires adherence to the AMRP structure outlined in the RFP.
20. Can the District confirm whether any annual price adjustments (e.g., CPI or cost-of-living increases) will be permitted during the contract term or renewal periods?
 - a. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.
21. Can the District confirm when monitors are District-provided versus Contractor-provided?
 - a. This information is not available.
22. For contractor-provided monitors, what level of behavioral or clinical training is expected (e.g., CPI, autism-specific, etc.)?
 - a. It must be a district recognized source as the only stipulation unless transporting students requiring specialized training.
23. Is there a required staff-to-student ratio for high-needs routes?
 - a. This will be determined by the District based on student needs.
24. For parent communication, we provide a mobile application with real-time GPS tracking and notifications. Please confirm if this approach meets the District's expectations, and whether SMS notifications are also acceptable.
 - a. The contractor should be able to provide real time updates to parents when the vehicle is enroute both with and without the student on-board.
25. Can the District clarify expectations around liquidated damages, specifically the threshold for "late" beyond the 10-minute window, whether damages are applied per occurrence or aggregated monthly, and whether any caps apply?
 - a. Contractor understands that liquidated damages **may be assessed** against the following in the form of reimbursement for the Districts cost to transport student on the affected day:
 - a. Late arrivals or pick ups
 - b. Failure to notify cancellation of service
 - c. Non-compliance
 - d. No shows
 - b. Damages will be applied per occurrence with no cap.
26. Does the District anticipate awarding to multiple vendors, and if so, how will routes be distributed (e.g., geography, pricing, performance)?
 - a. The District reserves the right to award agreements to multiple contractors.
 - b. Route designation has not been determined.

27. Is there a projected implementation/start date following Notice to Proceed?
 - a. Vendor must be ready to transport by July 1, 2026.
28. Are vendors permitted to propose alternative contract terms alongside the District's sample agreement?
 - a. Section 8.0: The District reserves the right to negotiate the contract terms with the Company(s) that will be recommended to, or that is selected by, the Board of Education.

Vendor 8:

1. How many wheelchair accessible vehicles is the district expecting for the next year? Specifically, how many routes does the district expect to need a lift/ramp equipped vehicle?
 - a. This information is not available.
2. The Scope of Services G.b. mentions liquidated damages that may be assessed if Contractor is late to a pickup. Are there amount does the district anticipate assessing? How many instances (and total amount) of LDs have been assessed in the past school year?
 - a. Contractor understands that liquidated damages may be assessed against the following in the form of reimbursement for the Districts cost to transport student on the affected day:
 - b. This information is not available.
3. Scope of Services G.d. states that if the district or parents cancel the trip at least one hour in advance of pick up time, this does not count as a no-show. Typical industry standard is a 2-hour late cancellation policy. Is the District indicating that all bidders must meet a 1-hour cancellation period?
 - a. Yes.
4. The notes under General Terms and Conditions Item I that there is a sample contract attached, but there is no said contract attached. The RFP document also directs under Section 7. Proposal Requirements Item F for vendors to "provide a copy of its proposed contract." Should vendors attach a sample contract, or will the District provide one for review?
 - a. Vendors should attach a sample contract. The District will incorporate the terms of this RFP into the contract.

Vendor 9:

1. Which contractor was awarded the previous RFP?
 - a. [https://go.boarddocs.com/mo/fhsdmo/Board.nsf/files/DERRBK6D3512/\\$file/EMT%20Services%20-%20Transportation.pdf](https://go.boarddocs.com/mo/fhsdmo/Board.nsf/files/DERRBK6D3512/$file/EMT%20Services%20-%20Transportation.pdf)
2. What was the pricing of the winning bid for that RFP?
 - a. The District will not be providing current contract pricing as part of this RFP. Vendors are encouraged to submit their most competitive and responsive pricing based on the scope of services outlined.
3. How many students are currently being transported under this program?
 - a. Approximately 60 students