Minneapolis Public Schools
Gap Cab Scoring Rubric
Thursday, May 21, 2026

| Scoring Values |
|---|
| 1.0: Answer exceeds expectations |
| 0.5: answer meets expectations<br>0.0: answer is incorrect, not answered or against MPS values |

| | | Total Points that could be awarded | vendor 1 |
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| **Section III: General Business Information** | | **22.00** | **0.00** |
| **A. General Business Requirements** | | **5.00** | **0.00** |
| 1 | Provide a general overview and brief history of your organization, including parent and/or subsidiary organizations, number of employees, and number of years of experience in the field related to this RFP. | 1.00 | |
| 2 | Do you have any existing or potential conflict of interest, direct or indirect, with MPS? If yes, please state the potential conflict of interest. | 1.00 | |
| 3 | Within the past seven years, has your organization been and/or is involved as a defendant in any lawsuits or administrative charges/complaints? Include those filed by or for customers or employees of customer companies. If | 1.00 | |
| 4 | In the past seven years, has your organization experienced any major debt restructure or bankruptcy proceedings? If yes, provide a brief summary | 1.00 | |
| 5 | List any contracts or business arrangements currently and/or formerly in place between your organization and MPS. | 1.00 | |
| **B. Qualifications and Experience** | | **4.00** | **0.00** |
| 1 | Describe the experience of your organization in providing gap cab on demand transportation services for school districts. | 1.00 | |
| 2 | Describe the most significant challenge your organization faced in the past two years pertaining to the services in this RFP and the actions/steps your organization took to address the challenge. | 1.00 | |
| 3 | Describe your organization's most important success in the past 2 years pertaining to the services in this RFP. | 1.00 | |
| 4 | What is your organization doing to stay competitive in the market? | 1.00 | |
| **C. Supplier and Employee Equity & Diversity, Sustainability and Community Engagement** | | **3.00** | **0.00** |
| 1 | Please explain how your organization supports and demonstrates equity and diversity in regards to Supplier Diversity and Employee Diversity. | 1.00 | |
| 2 | Is your organization certified through a formal certification process from a Diverse Supplier organization i.e. MMSDC, WBENC, Quorum etc or 51% owned or controlled by an individual who represents a diversity category? | 1.00 | |
| 3 | Please describe and provide some details on how your organization applies sustainable practices to your operations | 1.00 | |
| **D. Business Ethics** | | **3.00** | **0.00** |
| 1 | How does your organization protect confidential student information in compliance with applicable privacy legislation? | 1.00 | |
| 2 | Provide details of where all system processing will be performed and data stored, including information regarding your organization's data practices and procedures for ensuring confidentiality. | 1.00 | |
| 3 | Describe your process for conducting background and reference checks on new hires including criminal checks and providing that information to School Districts. | 1.00 | |
| **E. Service Level Expectations** | | **4.00** | **0.00** |
| 1 | Describe how your organization ensures reliable, on time and respectful gap cab/on-demand transportation service. | 1.00 | |
| 2 | Describe how your organization responds to and addresses issues that impact service, such as driver performance, late vehicles, no-show drivers, equipment issues, etc. | 1.00 | |
| 3 | What contract cancellations or non-renewals has your organization experienced over the last five (5) years? Please explain. | 1.00 | |
| 4 | State your staff turnover rate of staff area for the last three years related to the services in this RFP. How do you see your staff turnover rate affecting customer service to Minneapolis Public Schools? | 1.00 | |
| **F. Fees & Costs** | | **1.00** | **0.00** |
| 2 | Are there any other costs MPS can anticipate that have not been identified in this RFP? | 1.00 | |
| **G. Billing and Payment** | | **2.00** | **0.00** |
| 1 | Describe your organization's invoicing and payment processes. | 1.00 | |
| 2 | MPS pays its organizations on a net 30-day term. What are your standard payment terms? Is a discount offered if Minneapolis Public Schools pays in Net 20, Net 10? | 1.00 | |
| **Section IV: Project Scope** | | **14.00** | **0.00** |
| **A. Requesting Service** | | **3.00** | **0.00** |

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| **1** | Describe in detail how service can be requested and related deadlines for requesting service? Include if there's an ability to upload files (such as CSV files) to batch request service, and how individual trips can be requested. Provide details on any software system used in the requesting process. | 1.00 | |
| **2** | Describe the confirmation process for requested trips? Include how schools and/or a district representative is notified of confirmed trips. | 1.00 | |
| **3** | Describe the process for canceling or placing service on hold for no load students? Include how service is reactivated again, and who can reactivate service. | 1.00 | |
| **B. Communiation** | | **2.00** | **0.00** |
| **1** | Describe the communication provided to families regarding confirmed trips, estimated time of arrivals, notification of delays, and any other messaging sent to families regarding service. | 1.00 | |
| **2** | Describe the communication provided to schools and/or a district representative regarding confirmed trips, delayed trips, no loads, and any other messaging sent daily. | 1.00 | |
| **C. System Access** | | **2.00** | **0.00** |
| **1** | Describe what, if any, access is available to schools and/or a district representative to view confirmed rides, monitor real-time location of rides including estimated time of arrivals, and any other features available. Is the access and data able to be separated by school site? | 1.00 | |
| **2** | Describe what, if any, access is available to families to view confirmed rides, monitor real-time location of rides including estimated time of arrivals, and any other features available. | 1.00 | |
| **D. Fleet & Equipment** | | **3.00** | **0.00** |
| **1** | Provide the percentage of available fleet that is company-owned and percentage that is driver-owned. | 1.00 | |
| **2** | Describe how your company ensures all vehicles used for service are in good operational condition. | 1.00 | |
| **3** | Describe how vehicles are equipped with the appropriate and required equipment to safely transport the youngest students, such as booster seats, etc. Describe how this equipment is maintained and replaced as necessary. | 1.00 | |
| **E. Customer Service** | | **4.00** | **0.00** |
| **1** | Describe the training drivers complete before transporting students. | 1.00 | |
| **2** | Describe how your company responds to reported issues, such as no show rides, negative driver-student interactions, etc. | 1.00 | |
| **3** | Describe the dedicated resources available to Minneapolis Public Schools under a contract, such as dedicated phone line, dispatch staff, account representative/liaison, etc. | 1.00 | |
| **4** | Describe any delays that may prevent a student from accessing service to attend school, such as delays in processing requests, confirming trips or assigning trips to vehicles/drivers. | 1.00 | |
| **Section V: Appendix Requirements** | | **2.00** | **0.00** |
| **Appendix 3** | Provide four current references, no more than three years old and K-12 required. | 1.00 | |
| **Appendix 4** | Complete the Pricing Information to detail the costs for service | 1.00 | |
| **TOTAL SCORE** | | **38.00** | **0.00** |