



MINNEAPOLIS
PUBLIC SCHOOLS
Urban Education. Global Citizens.

RFP: 26-26 MPS HHM Gap Cab On-Demand Transportation

Responses to Written Questions

Question 1:

Who is the current vendor serving the district?

Answer 1:

Transportation Plus

Question 2:

Is the District willing to award this to multiple vendors? What is the anticipated number of vendors for this contract? Does the district ultimately intend to maintain a single exclusive partnership, or do you anticipate creating a multi-vendor supplemental panel to guarantee vehicle supply? Is there any minimum guaranteed volume, or is service fully on-demand with no minimums?

Answer 2:

The District would like to award a contract to one vendor, not multiple vendors. There is no minimum guaranteed volume.

Question 3:

Is the District looking to keep a consistent driver for each student? Should associated fees be included in the base rate?

Answer 3:

No, a consistent driver for specific students is not a requirement or expectation.

Question 4:

What is the expectation for on-demand transportation? Expected turnaround time for scheduled rides? Same day? What is the required lead time for requesting service (same-day vs. next-day), the on-time performance threshold, and the expected response time for last-minute or emergency trips? Are there KPIs, penalties, or liquidated damages?

Commented [KB1]: @Jenna Dardis Can you provide an answer to this question?

Commented [KB2]: @Carlos Virgen-Ceja Can you review my answer and edit as needed in case I missed something specific regarding turn around time?

Answer 4:

Requests for gap cab service can be made in advance and also same day. When it is known that a student will need a gap cab to get to and from school, a request will be entered at least a day in advance. These requests may be for 1-5 days of service, or until the student is routed on a regularly scheduled route.

Gap cabs are also requested same day for students who need to be transported to/from school unexpectedly (a student may need to go home due to illness, for example), or when a family/caregivers need to be transported to/from school for conferences, special events, etc. Response time should not exceed 30 minutes for emergency or immediate needs.

A well-qualified vendor needs to be able to support both types of requests and support immediate turn-around when needed.

There are currently no KPIs, penalties or liquidated damages associated with gap cab service.

Question 5:

Does the bidder need to include Addendum 1a and 1b as part of the final proposal submission in addition to the email sent by 6/12?

Answer 5:

Yes

Question 6:

On the rubric, Section III, B. Question 4 does not match the question on page 10. Can you please confirm what this question should be?

Answer 6:

Scoring rubric has been updated

Question 7:

Section III G., Reporting, is not covered on the rubric. Please clarify how this section will be graded.

Answer 7:

Scoring rubric has been updated

Question 8:

Section IV D. Question c is not on the rubric covering additional safety and inspection programs. Please clarify how this section will be graded.

Answer 8:

Scoring rubric has been updated

Question 9:

Can the District confirm the anticipated number of students, routes, and assignments expected at the start of the contract, along with any historical volume information available?

Answer 9:

Number of students transported daily by gap cab service: average 100+ rides/day throughout school year; 200+ rides/day at beginning of school year (September & October).

The start of the school year has the highest volume of rides as students wait to be assigned to a regularly scheduled route.

Question 10:

Does the district have any stipulations on what information can remain confidential?

Answer 10:

The District has a Student Data Privacy policy that will be included in a finalized contract. Full policy can be found here: [Minneapolis Public Schools : Policies & Regulations](#)

Question 11:

Would it increase the chances of an award if a vendor monitored their drivers from a background and motor vehicle record perspective everyday all of the time? Vs time of hire or twice per year?

Answer 11:

No

Question 12:

What pricing model does MPS prefer (flat per-trip, per-mile, per-hour, zone-based, or daily rate), and how should shared/multi-load rides, wait time, cancellations, and no-shows be priced? Is there a rate-escalation or fuel-adjustment provision over the contract term? How will pricing be scored?

Answer 12:

MPS does not prefer a specific pricing model. We are open to reviewing vendors' pricing models as they are set currently. Appendix 4: Pricing Information includes space for vendors to list their specific pricing structure (per mile, per trip, per mile, etc.).

Vendors should include cancelation fees, no-show/no load fees, and any other fees or costs associated with providing services in the pricing proposal.

After year two of the contract, year over year rates will be negotiated between District and Contractor, not to exceed inflationary amounts represented in the Consumer Price Index (CPI) from the previous 12 months of available data.

Vendor pricing is scored based on whether the information is provided; scoring is not based on expected cost.

Question 13:

What is the current and projected transportation budget, the estimated annual contract value, and the historical spending? In order to assist proposers in offering competitive pricing, please provide the following, if available:

- Current contractor rates
- Sample invoice(s)

Answer 13:

Current contractor rates:

- \$2.65/mile
- \$12.50 additional stop fee
- Minimum 30 mile charge

Sample Invoice:

Account #: S01075				Invoice #: 97362		
Job#	Group #	Date	Name	Pickup Address	Drop-off Address	Rate
E0160291	25203916	04/30/2026		1500 James Ave N, Minneapolis	8201 38th Ave N, New Hope	12.50
25202575		04/30/2026		1607 51st Ave N, Minneapolis	128 W 33rd St, Minneapolis	30.00
25203917		04/30/2026		5757 Irving Ave S, Minneapolis	3428 Sheridan Ave N, Minneapolis	37.10
25201087		04/30/2026		1501 Aldrich Ave N, Minneapolis	1939 Oliver Ave N, Minneapolis	30.00
25203863		04/30/2026		2955 Hayes St Ne, Minneapolis	2124 Fremont Ave N, Minneapolis	30.00
25203919		04/30/2026		315 W 26th St, Minneapolis	3837 2nd Ave S, Minneapolis	0.00
25201045		04/30/2026		3416 4th Ave S, Minneapolis	2020 Iona Lane, Roseville	30.00
25201047		04/30/2026		2013 Penn Ave S, Minneapolis	3428 Sheridan Ave N, Minneapolis	30.00
25207467		04/30/2026		4201 42nd Ave S, Minneapolis	1766 9th Ave Se, Forest Lake	0.00
25210670		04/30/2026		4201 42nd Ave S, Minneapolis	1766 9th Ave Se, Forest Lake	90.10
25201046		04/30/2026		3900 W River Pkwy, Minneapolis	3030 Nicollet Ave, Minneapolis	30.00
25201048		04/30/2026		415 4th Ave Se, Minneapolis	7601 North 42nd Avenue, Minneapolis	0.00
25209880		04/30/2026		4201 42nd Ave S, Minneapolis	3405 East Medicine Lake Boulevard,	42.40
25205741		04/30/2026		1766 9th Ave Se, Forest Lake	4201 42nd Ave S, Minneapolis	0.00
Invoice Total						\$ 46,004.10

Question 14:

Commented [KB3]: @Derrick Agate, Sr Can you provide an answer to this question?

Commented [KB4]: @Dawn Schnickel Can you provide the current contractor rates and sample invoice?

Commented [5R4]: We average over 700,000 in expenses annually for Athletic Trips and Field Trips, including over night charter trips.

Commented [KB6R4]: This is for gap cab/on demand taxi service, the service Transportation Plus provides. Can you share that info? Please add directly to the document. Thank you!

Commented [KB7]: katee- add more info

Commented [KB8]: @Derrick Agate, Sr can you provide an answer to this question?

How important is a vendor/partner in being SOC2 compliant, due to the sensitive of the data being shared?

Answer 14:

The District has a Student Data Privacy policy that will be included in a finalized contract. Full policy can be found here: [Minneapolis Public Schools : Policies & Regulations](#)

Question 15:

Would it increase the chances of an award if a vendor monitored their drivers from a background and motor vehicle record perspective everyday all of the time? Vs time of hire or twice per year?

Answer 15:

No

Question 16:

What is the District's expected policy for trip cancellations? What is considered to be a late cancellation?

Answer 16:

Appendix 4: Pricing Information includes guidelines around trip cancellation. Please consider the provided guidelines as our expectations.

Question 17:

Are trips limited to within Minneapolis, or do they include out-of-district/metro placements (e.g., McKinney-Vento, foster care, special education)? What are typical and maximum trip distances?

Answer 17:

Trips are not limited to a certain area or region. Gap Cab service is provided to students identified as having additional transportation rights under McKinney-Vento, and as such, students may reside outside of Minneapolis. There are no typical trip distances. District policy would not allow for transportation at an extreme distance as an extremely long ride would not serve in the best interest of the student.

Question 18:

What share of rides require wheelchair-accessible vehicles, car seats/boosters, harnesses, or an onboard monitor/PCA, and does the vendor or the District provide monitors?

Answer 18:

The majority of trips are for general education students so no aides/monitors or equipment is needed. Vendors are expected to provide booster seats for younger riders as required by [NHTSA](#). Standard Practice presently is that Gap Cabs will not provide Aides. If an aide is needed – the school or parent will

Commented [KB9]: @Derrick Agate, Sr can you provide an answer to this question?

Commented [KB10]: @Dawn Schnickel can you provide an answer to this question?

Commented [KB11]: @Carlos Virgen-Ceja Do students in foster care receive gap cab service?

Commented [KB12R11]: @Alison Beech can you help answer this question?

Commented [KB13]: @Carlos Virgen-Ceja Can you answer?

Commented [KB14R13]: @Alison Beech are you able to identify this info from Transportation Plus reporting?

provide that service. Other students needing more intensive SPED services will wait for permanent routing to receive transportation.

Question 19:

What are the daily service windows (AM/PM bell times, midday, after-school activities), and does service extend to weekends, summer programming, or non-school days?

Answer 19:

Daily service needs to be available and provided starting at 6:00 am and may extend to 8:00 pm. Service is needed Monday through Friday on school days and may occasionally be needed on school release days to support caregivers attending conferences, school events, etc. Service is needed during the school year and during the summer session. Weekend service is typically not needed.

Commented [KB15]: @Carlos Virgen-Ceja can you review for accuracy?

Question 20:

Does MPS require integration with a specific student-information or routing system, or will the District accept the vendor's own platform for trip requests, confirmations, CSV batch uploads, and real-time tracking? Must ride data be separable by individual school site?

Answer 20:

A vendor will not need to integrate with an MPS system, such as our student information system or routing software.

A vendor must have a platform/system to request trips, view confirmations, submit cancellations in advance, and generate reports. The system must be able to provide notifications to families and schools based on the real-time GPS location of a vehicle assigned to a specific trip.

Question 21:

Beyond Minnesota Type III requirements, does MPS impose additional standards for background studies, fingerprinting, drug/alcohol testing cadence, driver training hours, vehicle age/inspection, or insurance limits and additional-insured status?

Answer 21:

No

Question 22:

What is the contract length and renewal structure, the required service start date, and the expected onboarding/transition timeline (including any handoff from a current provider)?

Answer 22:

It is the intent to award the contract(s) for an initial 3 year period with the option to renew it for 2, one-year periods for a possible total contract term of 5 years. The decision to renew the contract(s) will be at the sole discretion of the District and agreed upon by both parties.

Service start date will be the 1st day of the 2026-27 school year, September 8. Once the contract is awarded in August 2026, vendor(s) will be onboarded.

Questions from the Pre Bid Meeting

Question 23:

Are vendors expected to own all the vehicles and directly employ all the drivers, or is a brokerage style operation allowed by the district?

Answer 23:

Either option is allowed for gap cab service.

Question 24:

Who is responsible for communicating with families, students, and/or schools regarding gap cab service?

Answer 24:

GPS tracking needs to be provided by the vendor for the family and the school. This should include text notifications for when the vehicle is approaching.

School staff & HHM district staff communicate with families regarding setting up service, utilize gap cab service, information about the program, etc.

Question 25:

Can you provide clarification on how vendors should provide their pricing information?

Answer 25:

Vendors are welcome to provide any pricing structure in their proposal. Rates can be per mile, per trip, per rider, etc. Or a combination of rates.

There is space in the Pricing Information appendix for vendors to write in their specific rates.

Vendors should provide cancellation fees according to the guidelines listed in the Pricing Information appendix.

Question 26:

Can you provide ride count numbers to give a scope of services?

Answer 26:

Month of Sept: 5871 unique rides

Year total: 18,700+ rides

Average daily needs: 126 rides

Question 27:

Is there a minimum liability insurance amount?

Answer 27:

From the contract:

At all times during its performance under this Contract, Contractor shall obtain and keep in force comprehensive general liability insurance, including coverage for death, bodily or personal injury, property damage, liability and automobile coverages, with limits of not less than \$1,500,000 each claim and \$1,500,000 each occurrence covering claims that arise out of its acts and operations in providing services to the District or at limits established for a municipal corporation by Minnesota Statute Section 466.04. All such certificates evidencing such insurance shall name District as additional insured. Contractor may meet the limits above \$1,000,000 per occurrence through umbrella or excess coverage.