

Transportation Services Sioux Falls, SD

Questions and Responses

PROPOSALS ARE DUE NO LATER THAN AUGUST 18, 2023 BY 5:00 PM CDT

RFP #8908

BUYER:
Division of Child Protection Services

POC: Kirsten Smart
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Q1: Ride Demand (this may require a quick call to talk through if possible) – I only see requirement for days/hours of operation.

- a. Is the expectation to establish a team of drivers to meet your anticipated demand? If so, do you have ride projections (by date/time)? For example, I am working with another organization who will be providing a set schedule of rides/timeframes that will determine how many drivers I hire and the timeframe they will be working.
- b. If not, my proposal would include hiring X Drivers who will be available for a set period of time each day. If we leverage this model, what would your expectation be for the number of Driver(s) available in the same shift?

A1: a. The ride schedule will vary, however during the school year the need for rides will likely be higher after school hours, but driver availability during the daytime would remain a requirement. CPS cannot provide a set schedule for rides. b. It is projected that there will be multiple rides required during the same timeframe, however CPS cannot specify an exact number of drivers.

Q2: Ride Distance – One area of the RFP indicates ‘The transportation will include transportation services in the Sioux Falls metro and transportation to and from Sioux Falls for individuals who reside in other South Dakota communities’ and another indicates ‘Trips must originate or have a destination in Minnehaha or Lincoln Counties.’

Can you please confirm expectations for coverage?

What is the furthest a Driver would be required to support?

Do you have historical data on rides that would give me an average distance to calculate per mile reimbursement?

A2: While the primary need for transportation is within the Sioux Falls metropolitan area, there may be instances where requests for transportation to other communities within the state may be required. No out of state travel will be required.

The primary transportation requests will occur within the Sioux Falls metropolitan area, however, transportation may be requested to other areas of the state, examples Rapid City, Aberdeen, Winner, etc.

CPS has collected data on transportation the agency provides, however the purpose of the RFP is specific to transport to/from destinations so this information cannot be provided.

Q3: Number of Riders – My model allows the Driver to use their own vehicle. Do you have any minimum/maximum number of riders in a given ride requirements.

A3: Given this model, the number of riders would need to align with the size of the vehicle and the importance of safe transport. At times car seats/booster seats will be needed.

Q4: Driver Training – I would reinforce the expectation to complete this training prior to approving a new Driver. My question is whether your organization offers the training required.

<p>A4: The vendor would be responsible to develop a curriculum based on the framework outlined in the RFP to administer training to drivers.</p>
<p>Q5: Car/Booster Seats – I am assuming the expectation is that the offeror is required to supply. Please confirm and if so, do you have an estimate of the most car/booster seats that would be needed for a given ride to help me understand what my inventory should be?</p> <p>A5: The vendor is responsible to provide the car seats/booster seats for children. The needs for numbers of seats can vary significantly and adult transportation is also required.</p>
<p>Q6: Transportation Logistics – I will outline all the benefits of our Boomerang Customer and Driver apps which supports everything listed with exception of client signature documentation. Everything is automated within the apps so we don't have any form of manual paperwork. Is that acceptable?</p> <p>A6: Yes.</p>
<p>Q7: Inclement Weather – I understand the Department confirms when it is acceptable to suspend or cancel rides due to weather. My questions are around the process and timing. Would someone from the Department contact me and then I would communicate to the Driver(s)? Do you have any guidelines on lead time (fully understand we could have severe unexpected weather that wouldn't allow for lead time)?</p> <p>A7: Typically transportation would be determined based upon weather by the vendor's own policies and vendor communicate this directly to the drivers. CPS can provide the agency's Inclement Weather Policy to the successful vendor for informational purposes. Safety of riders and drivers is of the utmost importance and the variety of vehicles may impact safe travel in various weather conditions.</p>
<p>Q8: Handicap/Disabilities/Service Animals – I don't see anything specific so I want to make sure I fully understand expectations. Boomerang's current policies include support of service/support animals as long as they are listed in the special instructions so the Driver is aware. The Driver would only decline the request if they have allergies severe enough to warrant. As far as Handicap/Disabilities, I have the following guideline. Please confirm this is sufficient.</p> <p>"Riders using a collapsible wheelchair or mobility device that fits in the trunk of standard sedans can book rides through the Boomerang app. We just ask that you make note of this in the pick-up notes so that Drivers can ensure sufficient space in the vehicle. We also ask that the rider be able to transfer him or herself from the wheelchair or mobility device into the vehicle with minimal assistance, as we do enforce a Zero Tolerance Policy relating to physical contact in order to ensure safety of both riders and Drivers."</p> <p>A8: The policies outlined above appear sufficient.</p>
<p>Q9: Forgotten Items – Do you have any process or expectation for item(s) the rider forgot in the vehicle?</p> <p>A9: Recommend the vendor develop and follow their own policy.</p>
<p>Q10: Rider Soils Vehicle – Do you have any process or expectation when a rider soils a vehicle? My current policy is...</p> <p>"If your rider damages a Driver's vehicle you will be responsible for the cleaning fee. After the Support Team has reviewed the damage and approved the cleaning charge, you will be notified via email of the damage including at least one image of the damage and the amount you will be charged."</p> <p>A10: The specifics of the cleaning fee should be included in the RFP proposal to be included in the successful vendor's contract when drafted.</p>
<p>Q11: Insurance – I am currently working through but wanted to highlight now that I would not carry Worker's Compensation as my Drivers are Contractors and not Employees.</p> <p>A11: We cannot provide legal advice as to the business relationship between you and your contractors, but we would note that the contract will require you to maintain worker's comp coverage 'as required by South Dakota law'. We encourage you to consult with an attorney whether your contractors must be covered.</p>
<p>Q12: Taxes – Would I be required to collect State/Municipal taxes or is CPS exempt?</p>

A12: The State of South Dakota is tax exempt. It may be a best practice to consult your accounting or legal consultants regarding further questions.

Q13: Billing – Is the monthly billing a set timeframe or is weekly or bi-weekly negotiable? What is the timeframe to expect for payment from the Department?

A13: Monthly invoices will be provided to CPS and vouchered for payment. Specifics on timeframes will be outlined in the contract.

Q14: Proposal File Transfer – I am not familiar with Secured File Transfer Protocol (SFTP). Is there someone in your department that I could meet with to better understand expectations and steps on my end to complete?

A14: kirsten.smart@state.sd.us is the RFP contact and can assist with this further.

Q15: Length of Contract – in the RFP it indicates October 1, 2023 to May 31, 2024. In Attachment A #2 PERIOD OF PERFORMANCE it indicates June 1, 2023 and shall end on May 31, 2024. Can you please confirm start date?

A15: The provider contract resulting from this RFP will be issued for a period of one (1) year, October 1, 2023 to May 31, 2024, with the option for renewal for up to three (3), one (1) year contracts at the discretion of the State based on performance and/or the continued availability of funds. Contracts will be renegotiated on an annual basis.

The sample contract provided at the end of the RFP was a basic sample and the dates will be adjusted as aligned with the above on the actual contract. The goal would be to enter into a contract by October 1, 2023, and a start date for the rides will be negotiated.