



Letter to School Transportation Companies

February 5, 2024
Oak Hill Montessori Community School
4665 Hodgson Road
Shoreview, MN 55126

Oak Hill Montessori Community School (OHMCS) will be accepting proposals for school transportation for the forthcoming school year. Please review the enclosed Request for Proposal for specific requirements in submission. In order to be considered for selection, vendors must submit a signed physical or electronic (.pdf) proposal no later than Tuesday, February 27, 2024. Late proposals will not be accepted.

Please note that OHMCS will be selecting a vendor for EITHER or BOTH:

1. School bus transportation services for general education students (approximately 40-60)
2. School van transportation services for special education students (approximately 5)

Please indicate in your RFP if you are interested and able to provide for one or both services.

For ease of review, the proposals must follow the outline in Section III and IV of this request for proposal, including headers. All questions are to be answered in Section III and IV. Each response should be clearly numbered and the full question listed above the answer.

If more information is needed, please email me at admin@ohmcs.org

Sincerely,

Shirley Volk
Executive Director



REQUEST FOR PROPOSALS for Transportation Services

4665 Hodgson Road
Shoreview, MN 55126
651-484-8242
transportation@ohmcs.org
Issued: 2.5.2024

SECTION I: OVERVIEW

A. Project Objective

Oak Hill Montessori Community School (OHMCS) is seeking proposals from vendors and individuals wishing to provide the following. Either or Both:

3. School bus transportation services for general education students
4. School van transportation services for special education students

OHMCS intends to select one organization to provide transportation for either general or special education students. To facilitate the submission and evaluation of proposals, this proposal provides additional background information regarding OHMCS that will be relevant to the proposal.

RFP Primary Objective 1: Gain a thorough understanding of company service models and capabilities in order to select, implement and operate transportation services that will meet the needs of the school for the next one (1) year or more.

RFP Primary Objective 2: Gain a thorough understanding of the company's transportation service total proposed costs, including school bus transportation services for general education students and school van transportation services for special education students.

RFP Primary Objective 3: To select a vendor partner with exceptional customer service and communication for the School, school parents, and students riding the bus or van.

B. Schedule of Proposal

- | | |
|---------------------------------|-------------------|
| 1. Issue RFP: | February 5, 2024 |
| 2. Notice of Intent to Submit:* | February 20, 2024 |
| 3. Proposals Due: | February 27, 2024 |
| 4. Interviews, if needed: | March 5, 2024 |
| 5. Board Approval | March 18, 2024 |
| 6. Award bid – Selection: | April 10, 2024 |
| 7. Implementation – Contract: | July 1, 2024 |
| 8. First Day of Operation: | September 3, 2024 |

**If you do not provide prior notice of intent to submit, this does not prohibit you from submitting a proposal by the due date.*



OHMCS *Transportation RFP*

C. Submission of Written Questions

All questions about the RFP shall be submitted before the proposal due date to transportation@ohmcs.org.

D. Preparation of Proposal

1. For ease of review, the proposals must follow the outline in Section III and IV of this request for proposal, including headers. All questions are to be answered in Section III and IV. Each response should be clearly numbered and the full question listed.
2. Additional circumstances that may lead to RFP not being reviewed and/or selected:
 - a. RFP was received after the deadline, which includes not on the deadline date but also after the deadline time.
 - b. Applicant does not intend to complete criminal history checks on employees.
 - c. Applicant's previous clients have significant complaints regarding the quality of the Title services, communication issues, or other problems.
 - d. Any section of the RFP is missing or incomplete.
 - e. The RFP does not meet formatting requirements.

E. Submission of Proposals

In order to be considered for selection, vendors must submit a signed physical or electronic (.pdf) proposal no later than February 27, 2024. Late proposals shall not be accepted.

It is the sole responsibility of the organization to assure that the proposal is delivered to the transportation@ohmcs.org email or mailed to 4665 Hodgson Road Shoreview, MN 55126, prior to the deadline. No proposal received after the deadline will be considered. No corrected or resubmitted proposals will be accepted after the proposal submission deadline.

F. Withdrawal of Proposals

A proposal may be withdrawn by the vendor prior to the date and time for submittal of proposals by means of a written request signed by the vendor or its properly authorized representative. Such written requests must be emailed to transportation@ohmcs.org.

G. Bid Reservations

Notwithstanding any other provisions of this RFP, OHMCS reserves the right to award this contract to the organization(s) that best meet the requirements of the RFP, and not necessarily, to the lowest cost Proposer. Further, OHMCS reserves the right to reject any or all bids, to award in whole or part, and to waive minor immaterial defects in bids. OHMCS may consider, at its sole discretion, any alternative bid.

H. Notifications of Unsuccessful Vendors

The finalist organization will be recommended for approval to the school board on March 18, 2024. OHMCS shall notify all Vendors of their status no later than April 10, 2024.

I. Contract Negotiations

Negotiations may include all aspects of services and fees. After a review of the proposals, and interviews, if needed, OHMCS intends to enter into contract negotiations with the selected organization(s). If a contract with the selected organization is not finalized within 90 days, OHMCS reserves the right to open negotiations with the next ranked organization(s).



OHMCS Transportation RFP

J. Award of Contract

The selected organization(s) shall be required to enter into a written contract or contracts with OHMCS. This RFP and the proposal, or any part thereof, may be incorporated into and made a part of the final contract(s).

K. Contract Term

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

L. Causes for Termination

Causes for termination of the agreement may include any of the following: Failure to promptly and faithfully provide the services required at the prices indicated in the Proposal; violation of any law governing services provided to OHMCS; failure to cooperate upon receiving any reasonable request for information or service; or improper actions of the officers or employees, which in the opinion of OHMCS, would adversely affect its interest, or endanger the structure of the proposing organization such as a spin off or merger which materially affects the terms of this agreement. OHMCS may terminate the agreement without cause on 90-days notice. OHMCS may terminate the agreement with cause on 30-days notice.

SECTION II: SCOPE OF SERVICES

A. Project Background

This section begins with some background information of Oak Hill Montessori Community School and then discusses the overall expectations for OHMCS Transportation RFP 2024, as well as the school's specific needs.

GRADES SERVED

16 months - 8th grade

YEAR OPENED

2021

MISSION AND VISION

Mission: Preparing every student for tomorrow by nurturing the love of learning today.

Vision: Creating a space for students, families, and community members to thrive as they collaborate to learn, to celebrate, and to serve one another.

TOTAL ENROLLMENT

Toddler & Pre-School: 71 students

Kindergarten, Elementary & Junior High: 164 students

TRANSPORTATION TOTALS

- Approximately 40-60 general education (Kindergarten, elementary and junior high) students, with pick-up and drop-off locations within the Mounds View School District boundaries. We will run one or two routes, based on affordability.
- Approximately 5 special education students, with pick-up and drop-off locations within the Mounds View School District boundaries.
- Addresses can be provided upon request.



OHMCS Transportation RFP

AUTHORIZOR INFORMATION

The MOCha

<https://themocha.org/about-us/>

LEADERSHIP

Executive Director: Shirley Volk

Current Transportation Environment

- ✓ OHMCS anticipates approximately 40-60 students who will ride the general education school bus, with one or two routes. We may also require 1-2 vans for special education transportation. We are looking for a vendor to cover either general education bussing and/or special education van transportation. We have limited flexibility on start and end times and are interested in vendors who can provide mid-tier times - 8:45am and 3:45pm school day start and end times respectively, with a consideration for a 15-minute time differential if it results in cost-savings.

There is a high level of interest among all user groups in a comprehensive Transportation service with enhanced capabilities and functionality. The highest interest is in:

- ✓ Service
- ✓ Cost Effectiveness
- ✓ Reliability
- ✓ Accountability
- ✓ Communication
- ✓ Safety

Transportation Vision

The key success factor for this selection and installation of a vended solution are:

- ✓ Support the academic achievement of students by providing for the safe operation of a school transportation service.
- ✓ Provide courteous and professional service to all stakeholders.
- ✓ Clearly established rules for bus safety clearly communicated from the bus driver to the students.
- ✓ Accountability for performance.
- ✓ Setting the highest standards and continually seeking a better way to do things.
- ✓ Follow strict laws, regulations, federal guidelines and policies that govern the operation of student transportation including but not limited to:
 - Obeying of all traffic laws
 - Certification and ongoing training of school bus drivers
 - Record keeping requirements
 - Federally mandated alcohol and drug testing for all employees
 - Criminal background checks for all employees
 - Vehicle maintenance and certification requirements
- ✓ Maintain that student safety is our priority.

Transportation Stakeholders

Individuals who will come in contact with the Transportation service include:

- ✓ Students riding the bus or van



OHMCS Transportation RFP

- ✓ Parents of students riding the bus or van
- ✓ Associate Director, who communicates daily with families regarding delayed buses, manages the vendor contract and processes invoices for vendor services, and who may interface with the vendor or school bus drivers with issues on the bus
- ✓ Stakeholders who will not come in direct contact with the vendor, however, are stakeholders in the service, are school teachers and students who do not ride the bus or van. These individuals rely on the bus to be on time for students/peers to be ready for instruction to start in the morning.

B. Transportation Service Goals

Primary Components:

The proposed transportation must include, but not limited to, the following components:

- ✓ Services rendered on time in accordance with agreement with the school and families.
- ✓ Clean and well-maintained vehicles.
- ✓ High quality customer service to students from bus drivers at the bus stop, in the vehicle, and at school.
- ✓ High-quality customer service to families at the bus stop and who call the main line.
- ✓ High-quality customer service to school staff who help students in and out of vehicles.
- ✓ Real-time and accurate communication with the school Associate Director regarding delayed buses on routes to students.

C. Description of Expected Services

1. OHMCS expects the highest level of quality, professionalism, and results from the vendor and product and the development and implementation of services provided by them, including, but not limited to the following:
 - a. Organization shall comply with all applicable federal, state, and local statutes, laws, ordinances, rules and regulations, including securing and maintaining in force such permits and licenses as are required by law in connection with the furnishing of services pursuant to this agreement.
2. Success of the vendors' performance and product will be determined at the sole discretion of OHMCS.

SECTION III: GENERAL BUSINESS INFORMATION

A. General Business Requirements

1. Please note that OHMCS will be selecting a vendor for:
 - a. School bus transportation services for general education students (approx. 40-60) (one or two routes, TBD)
 - b. School van transportation services for special education students (approximately 5)Please indicate in your RFP if you are interested and able to provide for one or both services.
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.
2. 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 yes, provide a brief summary of the case and its current status.

3. In the past seven years, has your organization experienced any major debt restructure or bankruptcy proceedings? If yes, provide a brief summary.
4. List any contracts or business arrangements currently and/or formerly in place between your organization and OHMCS.
5. Provide three (3) current (no more than three years old) K-12 (K-8 is ideal) preferred customer references. If K-12 or K-8 is not available, provide non K-12 customer references. For each reference, provide the following information in a table format in Appendix B.

B. Inventory and Staffing

1. Total number of buses (if applicable)
2. Total number of bus drivers
3. Total number of Type III Vans, total number of passenger seats per van (if applicable)
4. Total number of van drivers

C. Business Ethics

1. How does your organization protect confidential employee and student information (e.g. home addresses, medical requirements, etc.)?
2. Describe your process for conducting background and reference checks on new hires including criminal checks and providing that information to schools.
3. If applicable, how frequently do you provide drug and alcohol tests for staff?

D. Service Level Expectations

1. Describe in detail your organization's contingency plan for working around problems which may arise as a result of providing your services.
2. Please describe your structure for employee and organization relationship, i.e., how many account managers, project managers, technical engineers etc?
3. Clarify whether you contact the school for delays or cancellations.
4. Clarify whether you contact parents directly for delays or cancellations.
5. Clarify whether you send out postcards/mailings to students/parents to notify them of their bus stop and time in the late summer.
6. Who will be the main point of contact for OHMCS?
7. How will you support OHMCS in ensuring parents and families feel at ease with their students in your care? How will your organization work with OHMCS to communicate real-time changes, delays, cancellations, etc?
8. What are the hours of operation for your customer service and technical support?
9. Explain, in detail, your complaint escalation process if the contract is in breach.
10. Does your company have any limitations for school start and end times? Are there any tier times that are not available?
11. Please address general ability to handle issues around vehicle breakdown or driver absence. Prove history of delayed delivery due to these issues.
12. Regarding Special Education billing: We require the following on each invoice for special education students. Can you comply with this federal requirement?:
 - a) Names of each student on the route
 - b) Cost of route
 - c) If the transportation company bills per student, cost to transport each student must be clear
 - d) Dates service was provided
 - e) Cost for additional services (aide, CSR, etc.)

E. Fees and Costs



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1. Describe in detail your fee structure and additional costs. The summary breakdown should clearly delineate initial costs vs. ongoing costs. Include your flat rate amount. Please provide rates for one (1) and two (2) routes (general education) and one (1) route for special education.
2. Provide complete details of your pricing methodology.
3. Are there any other costs OHMCS can anticipate that have not been identified in this RFP?

SECTION IV: Appendix Requirements

A. References: 3 references in the following format:

Description	Response
Customer Name	
Name of Representative and Position Title	
Contact Information for Representative	
Time Period of Service	
List of Services Rendered	
# of Students Served	

B. Additional Documents: Attach any additional documents needed that pertain to this RFP.

APPENDIX 1 Organization Information Cover Page

<u>Organization Information</u>
Name of Organization:
RFP Contact Person's Full Name and Title:
RFP Contact Person's Email Address:
RFP Contact Person's Phone Number:
Main Office Address:
Date (Month/Year) the organization was formed: