



**24-1139**

**Shared Transportation Services**

Issue Date: 5/2/2024

Questions Deadline: 5/13/2024 02:00 PM (CT)

Response Deadline: 5/23/2024 02:00 PM (CT)

UM Procurement

**Contact Information**

Contact: Teresa Vest

Address: UM Procurement

2910 LeMone Industrial Boulevard

Columbia, MO 65201

Phone: (573) 882-7171

Email: [vestt@umsystem.edu](mailto:vestt@umsystem.edu)

## Event Information

Number: 24-1139  
Title: Shared Transportation Services  
Type: Request for Proposal  
Issue Date: 5/2/2024  
Question Deadline: 5/13/2024 02:00 PM (CT)  
Response Deadline: 5/23/2024 02:00 PM (CT)  
Notes: The University of Missouri requests proposals for the **Furnishing and Delivery of Shared Transportation (Scooters & Bikes)**. The resulting agreement will be a collaborative effort with the City of Columbia. The University will be the lead agency.

Qualified suppliers are invited to submit a proposal on the items or services specified. All proposals shall be subject to the terms and conditions included herein.

Proposals submitted must be received utilizing the University of Missouri System's electronic bidding platform. The University assumes no responsibility for any supplier's on time submission.

## Billing Information

Address: 801 Conley Avenue  
325 Jesse Hall  
Columbia, MO 65211  
Email: [umprocimagingvouche@umsystem.edu](mailto:umprocimagingvouche@umsystem.edu)

## Bid Activities

**Deadline for Questions** 4/30/2024 2:00:00 PM (CT)

Any questions related to this Request for Proposal must be submitted through the online bidding system no later than Tuesday, April 30 at 2:00 pm.

## Bid Attachments

### Solicitation\_Terms\_and\_Conditions.pdf

University of Missouri General Terms and Conditions

[Download](#)

### Instructions\_to\_Respondents.pdf

University of Missouri Instructions to Respondents

[Download](#)

### ITSRQ (RFP for Shared Transportation (Scooters,Bikes)).xlsx

Complete and attach as described in Attribute #16.

[View Online](#)

### Data Breach Addn.docx

Data Breach Addendum per Attribute XX

[View Online](#)

### Detailed Specifications.docx

Detailed Specifications for Shared Transportation Services

[View Online](#)

## Requested Attachments

### ITSRQ

(Attachment required)

Attach completed ITSRQ here.

### Data Breach Addendum

(Attachment required)

Per Attribute #, attach completed Data Breach Addendum here.

### PCI Compliance SAQ form and acknowledgement

(Attachment required)

Per Attribute #, attach completed PCI Compliance information here.

## Bid Attributes

### 1 General Terms and Conditions

I acknowledge reading and understanding the University of Missouri General Terms and Conditions attachment.

Yes

(Required: Check if applicable)

### 2 Exceptions to Terms and Conditions

Do you have any exceptions to the Terms and Conditions (under Attachments tab)? If YES, please list exceptions below.

Yes  No

(Required: Check only one)

### 3 Exception to General Terms and Conditions

Provide page number, section and reason for exception. (Attach additional pages if needed).

NOTE: Exceptions taken may cause the solicitation response to be rejected at the sole discretion of the University. Any terms to which Supplier does not take exception shall be binding and any subsequent objection to those terms shall have no effect.

(Optional: Maximum 1000 characters allowed)

### 4 Instructions to Respondents

I acknowledge reading and understand the Instructions to Respondents attachment.

Yes

(Required: Check if applicable)

### 5 Supplier Agreement

The University of Missouri expects the awarded Supplier to comply with all terms outlined in the General Terms and Conditions included with this solicitation. Shall the awarded supplier require a separate agreement to be executed, it shall be incorporated into the final contract award. However it shall not supersede or conflict with the University's terms unless otherwise mutually agreed upon. To be considered, Supplier's agreement must be attached in the Response Attachment tab in an editable Word Document format. Any hyperlinked terms must also be attached in an editable Word Document format. **The University will not accept hyperlinked terms.**

Acknowledged

(Required: Check if applicable)

### 6 LOCAL BUYING PREFERENCE

**7 Maintain a regular place of business in the State of Missouri?**  
 Yes  No  
*(Required: Check only one)*

**8 Are company headquarters located in Missouri?**  
 Yes  No  
*(Required: Check only one)*

**9 SUPPLIER DIVERSITY PARTICIPATION**  
The University of Missouri System is committed to and supports supplier diversity as an essential part of the University’s mission and core values. As such, the University strongly encourages suppliers, who are not minority or diverse owned, to engage with minority and diverse owned businesses. When possible, suppliers may be asked to provide annual Tier 2 spend reports.  
  
Tier 2 Spend is when a primary (non-diverse) supplier of the University of Missouri subcontracts work to, or make purchases from a diverse supplier. Suppliers have two options in reporting Tier 2 dollars depending on the terms of the contract:

- Direct dollars - those dollars directly spent with Women and Diverse Owned suppliers in the fulfillment of the contract.
- Indirect dollars - based on a percentage of revenue the University represents to the supplier.

**10 Spending with Diverse Companies**  
If you are a non-diverse owned company, are you able to identify and provide tier 2 spend (as defined above)? If no, are you willing to commit to use diverse owned companies and provide tier 2 spend if awarded?

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*(Optional: Maximum 1000 characters allowed)*

**1** **SUPPLIER REGISTRATION INFORMATION**

**1** DEFINITIONS:

WOMAN OWNED BUSINESS ENTERPRISE (WBE): defined as an organization that is 51% owned, controlled and/or managed, by a woman. The determination of WBE status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 106-554 for more detail.

MINORITY BUSINESS ENTERPRISE (MBE): defined as an organization that is 51% owned, controlled and/or managed by minority group members. The determination of minority status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 95-507 for more detail. MBE classification includes the following categories:

- Asian-Indian - A U.S. citizen whose origins are from India, Pakistan and Bangladesh
- Asian-Pacific - A U.S. citizen whose origins are from Japan, China, Indonesia, Malaysia, Taiwan, Korea, Vietnam, Laos, Cambodia, the Philippines, Thailand, Samoa, Guam, the U.S. Trust Territories of the Pacific or the Northern Marianas.
- Black - A U.S. citizen having origins in any of the Black racial groups of Africa.
- Hispanic - A U.S. citizen of true-born Hispanic heritage, from any of the Spanish-speaking areas Mexico, Central America, South America and the Caribbean Basin only.
- Native American - A person who is an American Indian, Eskimo, Aleut or Native Hawaiian, and regarded as such by the community of which the person claims to be a part.

VETERAN BUSINESS ENTERPRISE or SERVICE-DISABLED VETERAN BUSINESS ENTERPRISE: defined as an organization that is 51% owned, controlled and/or managed by Veterans. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.). Please see Public Law 109-461 for more detail.

LESBIAN, GAY, BISEXUAL, TRANSGENDER, OTHER: defined as an organization that is 51% owned, controlled and/or managed by someone in one of these groups. The determination of status depends solely on ownership and operation and is not related to employment. The firm should be certified by a recognized agency (e.g., state, local, federal, etc.).

**1** **Supplier Classification**

**2** Select one of the following classifications.

- [Please Select the most appropriate]    Woman Owned    Minority Owned    Veteran Owned
- Service Disabled Veteran Business    Lesbian, Gay, Bisexual, Transgender, Other
- None of the Above

*(Required: Check only one)*

**1** **Best and Final**

**3** The University of Missouri reserves the right to negotiate best and final terms with any Respondent.

**1** **Contract Term**

**4** The contract period shall be from date of award for two (2) years from June 1, 2024 through May 31, 2026, with the option to renew for four (4) additional one year terms.

**1** **Insurance Requirements**

**5** If awarded, Supplier agrees to maintain, on a primary basis and at its sole expense at all times during the life of any resulting contract, insurance coverage limits, including endorsements, as outlined in Required Insurance Attachment.

- Acknowledged

*(Required: Check if applicable)*

**1**  
**6** **Security Requirements for Information Technology Purchases**

As part of the selection process, Respondents must demonstrate compliance with the security criteria listed in the categories stated on the "IdP Integration Questionnaire" and "Information Technology Security Questionnaire" (ITSQ) spreadsheets in the Attachments by responding in writing to every statement and question. It is the respondent's responsibility supply sufficient and complete information for a full evaluation of all items in this section, including detailed explanations. Validation of the answers provided by the respondent may be conducted during the review/assessment process. Any erroneous information could limit the respondent's ability to finalize implementation of the proposed solution. Please include any security white papers, technical documents, or policies that are applicable. Failure to provide the necessary information to meet the requirements in this section could lead to disqualification.

The University assigns data classification levels (DCL) for all University owned or hosted IT-based systems. **This system will have a DCL level of 4.** Security requirements for all DCL levels can be found at: <https://www.umsystem.edu/ums/is/infosec/classification-device-guidelines>. The University of Missouri reserves the right to periodically audit any or all hardware and/or software infrastructure provided by the supplier to ensure compliance with industry standards and best practices, as well as the requirements of the University's DCS. When applicable, the University of Missouri requires compliance with the Health Insurance Portability and Accountability Act (HIPAA), FERPA, GLBA, PCI specifications, and all other applicable state, local and federal laws and regulations.

Acknowledged  
(Required: Check if applicable)

**1**  
**7** **Digital Accessibility**

Applicable Digital Accessibility Laws and Regulations: The University affords equal opportunity to individuals with disabilities in its employment, services, programs and activities in accordance with federal and state laws, including Section 508 of the Rehabilitation Act, 36 C.F.R., Pt. 1194. This includes effective communication and access to electronic and information communication technology resources, and the University expects that all products will, to the greatest extent possible, provide equivalent ease of use for individuals with disabilities as for non-disabled individuals. The University of Missouri has adopted the Web Content Accessibility Guidelines (WCAG), as specified by the University of Missouri Digital Accessibility Policy. Supplier shall: (1) deliver all applicable services and products in reasonable compliance with University standards (Web Content Accessibility Guidelines 2.0, Level AA or above); (2) provide the University with an Accessibility Conformance Report detailing the product's current accessibility according to WCAG standards using the latest version of the Voluntary Product Accessibility Template (VPAT); (3) if accessibility issues exist, provide a "roadmap" plan for remedying those deficiencies on a reasonable timeline to be approved by the University; (4) promptly respond to assist the University with resolving any accessibility complaints and requests for accommodation from users with disabilities resulting from Supplier's failure to meet WCAG guidelines at no cost to the University; and (5) indemnify and hold the University harmless in the event of any claims arising from inaccessibility. When installation, configuration, integration, updates, or maintenance are provided, the Supplier must ensure these processes are completed in a way that does not reduce the original level of WCAG conformance. If at any point after procurement it is determined that accessibility improvements need to be made in order to comply with the WCAG standards, the Supplier agrees to work with the University to remedy the non-compliance by submitting a roadmap detailing a plan for improvement on a reasonable timeline. Resolution of reported accessibility issue(s) that may arise should be addressed as high priority, and failure to make satisfactory progress towards compliance with WCAG, as agreed to in the roadmap, shall constitute a breach of contract and be grounds for termination or non-renewal of the agreement.

Acknowledged  
(Required: Check if applicable)

**1**  
**8** **Data Breach**

Review and complete the attached Data Breach Addendum.

Acknowledged  
(Required: Check if applicable)

**1**  
**9** **PCI Compliance**

Respondents must include the following as Response Attachments:

- Valid SAQ form

Acknowledge below that your company will take responsibility for your merchant environment.

Acknowledged

*(Required: Check if applicable)*

**2**  
**0** **Background Information**

University Background - The University of Missouri has provided teaching, research and service to Missouri since 1839. It was the first publicly supported institution of higher education established in the Louisiana Purchase territory. Today, the University of Missouri is one of the nation's largest higher education institutions with more than 73,000 students, 28,000 faculty and staff on four campuses, an extension program with activities in every county of the state, comprehensive distance learning services and an extensive health care network.

City of Columbia Background - Columbia, Missouri is the county seat of Boone County and home to the University of Missouri. Founded in 1821, it is the principal city of the five-county Columbia metropolitan area. It is Missouri's fourth most-populous and fastest growing city, with an estimated 123,180 residents in 2018.

**2**  
**1** **Scope of Work**

The University of Missouri seeks responses for a Shared Transportation (primary scooter/secondary bike share) program. The goal of this project is to give students, staff and visitors the option to use an alternative mode of transportation (scooters/bikes) to travel across the campus to include core campus and downtown facilities and within the City of Columbia, Missouri community, efficiently and safely. Such service will provide user with a low-cost alternative transportation option. The University of Missouri prefers to hire a contractor that is already fully developed and used by an existing client base, but which can be customized to meet our specific needs. At this time, we are not interested in supporting the development of a fully custom-built system.

## Definitions

- “Allotment” shall mean the maximum number of permitted Small Vehicles that a Permittee is allowed to have available at any single point in time per day.
- “Application Programming Interface (API)” shall mean a set of functions and procedures allowing the creation of applications that access the features or data of an operating system, application, or other service.
- “Applicant” shall mean an entity that formally applies for the Shared Scooter permit but has yet to obtain a permit.
- “Awarded Supplier” shall mean the entity owning the Active Transportation, its agents, contractors (including independent contractors) and every individual or entity retained by the Awarded Supplier to plan, gather, monitor or maintain the Awarded Supplier's Small Vehicles. It shall also mean a person, company, sole proprietorship, partnership, association, corporation, or governmental or nonprofit agency that is the named holder of a permit to operate a Shared Active Transportation Operation under this Rule. This term includes any employee, agent, or independent company hired by the permit holder.
- “Director” shall mean Director of MU Parking & Transportation Services
- “Extreme Weather” or “Inclement Weather” shall mean severe or unseasonal weather that may put users at risk. Conditions may include but are not limited to snow events or icy conditions.
- “Fleet” shall mean all of the Awarded Supplier's small vehicles in operation within MU's and the City of Columbia jurisdiction boundaries at any one time.
- “Frontage Zone” shall mean the area adjacent to the property line where transitions between public sidewalk and the space within building occurs.
- “Furnishing Zone” shall mean that portion of the sidewalk used for street trees, landscaping, transit stops, street lights, and site furnishings.
- “Geofence” shall mean a virtual geographic boundary, defined by GPS or RFID technology that enables software to trigger a response when a mobile device enters or leaves a particular area.
- “No Parking Zone” shall mean a designated area or areas in which Small Vehicles may not be left at the conclusion of usage event.
- “No Ride Zone” shall mean a designated area or areas in which Small Vehicles may not be operated, whether through signage or control of the Small Vehicle via GPS positioning.
- “Parking Zone” shall mean a designated area or areas in which Small Vehicles are required to be left at the conclusion of the usage event.
- “Rider” shall mean any person using the Small Vehicle.
- “Right-of-Way” shall mean a general term denoting land, property or the interest therein, usually in the configuration of a strip, acquired for or devoted to transportation purposes. When used in this context, right-of-way includes the roadway, shoulders or berm, ditch and slopes, extending the right-of-way limits under the control of the state or local authority
- “Shared Active Transportation” shall mean a dock less network or system of Small Vehicles, placed in public right-of-way and for rent in short-term increments that provides increased mobility options over short distances.
- “Shared Active Transportation Operation” shall mean Awarded Supplier's Shared Active Transportation as well as any incidental use or patronage thereof.
- “Small Vehicle” or “Small Vehicles” shall mean dock less scooters, e-scooters, skateboards, bicycles, e-bikes, or other small wheeled vehicles designed specifically for shared-use and deployed by the Awarded Supplier.
- “Throughway Zone” shall mean the portion of the sidewalk for pedestrian travel along the street.



**2  
3 Requirements**

The rules and regulations for a Shared Transportation program on the University of Missouri (MU) campus and in the City of Columbia, Missouri are defined below. The operation of Shared Transportation is a privilege, not a right. A Shared Transportation Operation must be approved through this RFP process and must meet the following requirements to operate or offer Shared Transportation on the MU campus and in the City of Columbia. Awarded Supplier shall:

- Obtain a permit and satisfy all requirements of the permit, and pay all fees pursuant to Section 9 of this Rule
- Obtain and maintain insurance pursuant to Section 8 of this Rule
- Have an approved data-sharing agreement
- Have an approved privacy policy
- Submit a safety history report from all other cities in which the Applicant provides or has provided Shared Transportation
- Submit a copy of their User Agreement
- Conduct a successful test of established geo-fences with MU staff and City
- Provide evidence of financial stability

Failure to comply with these Requirements, City ordinance, state law, and permit conditions is subject to suspension or revocation of the Shared Transportation Operation Company's permit by the Director.

**2  
4 Deployment and Size of Fleet**

Company must coordinate with University and the City regarding their fleet launch and schedule. Company shall begin operations in Columbia, Missouri corporate limits with a Fleet of five hundred (500) small vehicles. During the term of this Agreement, Company may not reduce the size of its Fleet below four hundred (400) Small Vehicles without written notification to MU and City, provided at least seven (7) days before the reduction is to occur. Company shall not increase the size of its Fleet beyond five hundred (500) Small Vehicles without the approval of MU and the City. However, MU and City, may deny a request to increase the Fleet size as described herein if in their sole discretion they determine that an increase would not be in the best interest of the public health, safety, or welfare.

A minimum of one-hundred fifty (150) Small Vehicles will be allowed on the MU campus initially. Additional Small Vehicles will be allowed only after it has been approved by the MU campus.

Small Vehicles must each have a unique identification number.

**2  
5 Safety**

Company shall establish a program to offer helmets to riders at a discounted price, including offering the helmets for free. Such program may be directly from the Company or delivered in conjunction with existing MU stores or City bike stores.

**2  
6 Communication Requirement**

MU Parking & Transportation must review and approve all communications with the customers in Columbia including emails, advertisements, and any app messages the company sends out.

**2  
7 Detailed Specifications**

Please read and acknowledge understanding the attached Detailed Specifications located on the Bid Attachments tab.

Acknowledged  
*(Required: Check if applicable)*

**2  
8 MANDATORY REQUIREMENTS**

Respondents must meet all Mandatory Requirements in this section in order to continue with a response to this Request for Proposal. Any Respondent that does not meet all the following requirements will be removed from further consideration. Respondents must provide a written, affirmative response to each of the criteria stated below and provide substantiating information to support your answer.

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**Mandatory Requirement #1**

Describe the proposed vehicle equipment in detail. Include the type and specifications of all vehicles to be deployed, including safety features, user amenities (if any), accessibility features, color scheme and company logos, and any other relevant design information.

Confirm and provide substantiating information to support your answer.

Yes  No

*(Required: Check only one)*

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**Mandatory Requirement #1 Substantiating Information**

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*(Required: Maximum 4000 characters allowed)*

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**Mandatory Requirement #2**

Describe your company's experience, date founded and ownership. Has the firm experienced a significant change in organization structure, ownership or management during the past (3) three years? If so, describe.

Confirm and provide substantiating information to support your answer.

Yes  No

*(Required: Check only one)*

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**Mandatory Requirement #2 Substantiating Information**

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*(Required: Maximum 4000 characters allowed)*

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**Mandatory Requirement #3**

Provide contact information for local representative, include staffing plan and team responsibilities. Provide hours of customer service and field support.

Confirm and provide substantiating information to support your answer.

Yes  No

*(Required: Check only one)*

<b>3 4</b>	<b>Mandatory Requirement #3 Substantiating Information</b>
<i>(Required: Maximum 4000 characters allowed)</i>	

<b>3 5</b>	<b>Mandatory Requirement #4</b>
	Provide your geo-fencing capabilities, and the ability to adjust geo-fencing within 24 hours of request.  Confirm and provide substantiating information to support your answer. <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(Required: Check only one)</i>

<b>3 6</b>	<b>Mandatory Requirement #4 Substantiating Information</b>
<i>(Required: Maximum 4000 characters allowed)</i>	

<b>3 7</b>	<b>DESIRABLE CRITERIA</b>
	It is the Respondent's responsibility to supply sufficient and complete information for a full evaluation of all items listed in the Desirable Criteria section, including detailed explanations. If additional space is needed, make note for each desirable criteria and include in the Response Attachments. Do not include financial information in this section.

<b>3 8</b>	<b>Desirable Criteria #1</b>
	Describe your plan for ensuring individual customers comply with state and local laws, as well as University requirements.
<i>(Required: Maximum 4000 characters allowed)</i>	

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**Desirable Criteria #2**

Provide information on the vehicle communications, location systems, capabilities, system data collection details and tracking system to be used. Include the functionality and features of software and operations management system(s).

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*(Required: Maximum 4000 characters allowed)*

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**Desirable Criteria #3**

Provide details of the warehouse/operational center that will be set up, and details for the vehicle charging plan that will be implemented.

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*(Required: Maximum 4000 characters allowed)*

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**Desirable Criteria #4**

Describe your plan for regular maintenance for the fleet of vehicles. Describe how vehicles are deemed unsafe. Provide information on how vehicle recalls and damaged vehicles are handled.

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*(Required: Maximum 4000 characters allowed)*

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**Desirable Criteria #5**

Outline how your company works toward sustainability. Include information on the disposal plan for vandalized vehicles.

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*(Required: Maximum 4000 characters allowed)*

**4**  
**3** **Desirable Criteria #6**  
Provide details for discounted price options offered. Include any qualifications for this option, alternative pricing structure, and the process for qualified users sign up for the program.

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*(Required: Maximum 4000 characters allowed)*

**4**  
**4** **Desirable Criteria #7**  
Are "slow zones" where the vehicle is restricted to a certain speed as well as no ride zones an option with your scooter/bike?

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*(Required: Maximum 4000 characters allowed)*

**4**  
**5** **Fees**  
What are the fees charged to users? Include all applicable fee structures.

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*(Required: Maximum 4000 characters allowed)*

**Bid Lines**

**1** Fee to be paid to University/City, per ride

Price: \$  Total: \$

Supplier Notes: \_\_\_\_\_

\_\_\_\_\_

No bid  
 Additional notes  
*(Attach separate sheet)*

**2** Any other proposed revenue share information.

Price: \$  Total: \$

Supplier Notes: \_\_\_\_\_

\_\_\_\_\_

No bid  
 Additional notes  
*(Attach separate sheet)*

**Supplier Information**

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Supplier Notes**

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By submitting your response, you certify that you are authorized to represent and bind your company.

\_\_\_\_\_  
*Print Name*

\_\_\_\_\_  
*Signature*