



Community Services Division

Identifying Community Agency Partners - Community Transportation Services Questions and Answers

Questions:

1. Question: Do the five identified transportation gaps carry equal weight in evaluation, or does the county prioritize certain gaps over others?

Answer: We are looking for the transportation solution to address at least two of the five transportation gaps identified. Each of the transportation gaps carry equal weight in evaluation.

2. Question: Is there a minimum number of rides or riders per month the county expects funded programs to deliver?

Answer: Dakota County expects that the respondent will provide an estimate of the number of rides provided and/or the number of riders provided rides per month. Your detailed budget should show the details of the cost.

3. Question: Would a technology-enabled model that connects riders to a network of drivers (rather than a fixed fleet) be considered responsive?

Answer: Yes, as long as the solution addresses at least two of the five transportation gaps.

4. Question: Can a provider subcontract ride fulfillment to a TNC/transportation platform like Lyft?

Answer: Yes, as long as the solution addresses at least two of the five transportation gaps. Ensure that the transportation model is outlined in detail in the response.

5. Question: How will the \$300,000 be allocated if multiple providers are selected – is there a minimum or maximum award per organization?

Answer: \$300,000 is the total amount available per year. There is not a minimum or maximum award per provider or per solution. Funds will be allocated based on the responses received.

6. Question: Section C.7 (Prime Responder Responsibilities) and Exhibit 4 preamble (subcontractor flow-down): Will the County accept TNC partners operating under Minn. Stat. § 65B.472 as satisfying the underlying transportation provider requirements, in lieu of treating them as Contractor subcontractors subject to flow-down obligations?

Answer: The proposer can propose using TNC services as part of their transportation solution as long as it solves at least two of the five transportation gaps identified.

7. Question: Section D(a)–(b) (Contractor Requirements — background checks and mandatory reporting training): Please confirm that "staff who will perform the service(s)" refers to the Contractor's coordination personnel (intake, dispatch, customer service, eligibility verification), and that TNC drivers operating under their platforms' regulatory and training frameworks are not subject to these specific Contractor staff requirements.

Answer: If the proposer is proposing TNC services, they should outline the background checks and training that TNC drivers are subject to.

8. Question: Section D(a) and Attachment B (background check frequency): The RFP references both a 5-year window (Section D(a)) and annual checks (Attachment B). Please confirm that annual criminal background checks with continuous monitoring (the TNC standard under Minn. Stat. § 65B.477) satisfy both provisions.

Answer: Please consult with your attorney on this question.

9. Question: Exhibit 4, Section 4 (Auto Liability — \$2M per accident with County as Additional Insured): For Contractors that do not own or operate vehicles, will the County accept (a) Auto Liability coverage scoped to non-owned and hired auto exposure, and (b) recognition of TNC partner statutory auto coverage under Minn. Stat. § 65B.472 as the underlying transportation auto coverage?

Answer: We are ok to accept Coverage for contractors that do not own or operate the vehicles. We are also ok to accept the Transportation Network Company statutory auto coverage under Minn. Stat. § 65B.472 as the underlying transportation auto coverage. Please note there is a strong potential that they may only have \$1M in coverage during period 3 (when they are transporting a client) we are ok accepting this.

10. Question: Exhibit 4, Section 3 (Professional Liability — \$2M occurrence/aggregate): Will the County accept Technology Errors & Omissions coverage at the required limits in lieu of traditional Professional Liability, given the Contractor's services are technology-enabled coordination rather than traditional professional services?

Answer: Professional Liability coverage would not be necessary to require for this contract. We are requiring Network Security and Privacy Liability (Cyber Coverage) as a separate coverage.

11. Question: Exhibit 4, Sections 2 and 3 (one-year post-termination coverage maintenance): Please confirm that claims-made coverage with an appropriate extended reporting period (tail) satisfies the post-termination maintenance requirement.

Answer: The claims made coverage is sufficient, as long as the tail cover meets the one year post termination requirement.

12. Question: Exhibit 5, Section 2 (MGDPA "as if a governmental entity" and subcontractor flow-down): Please confirm that the Contractor's MGDPA compliance obligation applies to data the Contractor itself creates, collects, receives, stores, uses, maintains, or disseminates, and that TNC partners' data practices governed by their own statutory and contractual frameworks are not subject to MGDPA flow-down.

Answer: Please consult with your attorney on this question.

13. Question: Exhibit 5, Section 13 (MDHS Third-Party Beneficiary): The section states it applies to "contracts related to adult mental health services." Please confirm this section is inapplicable to the Community Transportation Services contract.

Answer: This is not a contract related to adult mental health services.

14. Question: Exhibit 5, Section 5 (Prohibited Telecommunications Equipment) and Section 2 (Protected PII): These provisions apply if the Contractor is a subrecipient of federal grant funds. Attachment B identifies Transportation Sales and Use Tax as the payment source. Please confirm no federal grant funds are used under this contract.

Answer: Federal funds are not funding this project.

15. Question: Section C.13 (WCAG 2.1 AA Digital Accessibility): Section C.13(b) contemplates alternative solutions for nonconforming Digital Content. Please confirm that phone-based ride request channels — staffed by trained customer service personnel — satisfy the accessibility requirement for users who would otherwise rely on digital interfaces, particularly given that the target population includes older adults and individuals with disabilities for whom phone access may be the preferred channel.

Answer: Please consult with your attorney on this question.

16. Question: Section C.12 (Fidelity Bond): Will rides be fully County-subsidized, or do riders pay any portion (co-pay, fare share, etc.)? If rider payments are involved and processed through TNC partner payment systems rather than the Contractor, please confirm whether the fidelity bond requirement applies.

Answer: Proposer needs to tell Dakota County how their proposed program would be paid for.

17. Question: Attachment B (Monthly Reporting): What level of rider information does the County expect in monthly reports — aggregate counts only, or rider-level data? This affects the data handling scope under MGDPA.

Answer: Proposed programs will vary with data requirements. Proposer should tell Dakota County what reporting is available to provide. If the proposer is gathering rider-level information, that information should be able to be shared with the county.

18. Question: Do you have previous pricing or past invoices that you are able to share?

Answer: We do not. This is an open-ended project that must solve 2 of the identified transportation gaps.

19. Question: Can you confirm the correct mailing address to list on the Certificate of Insurance?

Answer: It would be:

**Dakota County
1 Mendota Rd. W., Suite 500
West St. Paul, MN 55118**

Please also list Dakota County as additional insured.

20. Question: Do you know if this is an ongoing contract like the Just Friends program?

Answer: The contract term is tentatively from July 1, 2026-December 31, 2027 with a potential extension to December 31, 2029.

21. Question: Would the contract allow us to work in collaboration with another agency?

Answer: Yes.

22. Question: Does Dakota County anticipate that transportation services must be fully operational on the contract start date (July 1, 2027), or will awarded vendors be provided a startup and implementation period following contract execution to complete hiring, training, vehicle preparation, and operational setup activities?

Answer: It is not expected that services are fully operational on the contract start date. There will be an implementation period available – please provide details of your timeline in your answer to question 3b.

23. Question: Can we describe the information outlined in #3 of the evaluation criteria except for point a and f in one description or would you prefer for this information to appear in each of the 5 identified transportation gaps?

Answer: Question #3 is project specific – not about your background experience. Provide information on your background experience in question #2. For question #3, please provide the details on each project you are proposing. If you are submitting a response for multiple projects, provide the information for each of the projects separately.

24. Question: Does the county want true door to door service?

Answer: The county is not requiring a certain level of service for the project. Please describe the type of service that you are proposing.

25. Question: What is the proposed operational days of the week and hours of the day?

Answer: There is not a specific requirement for operational days/times. Please describe the operational days/times that you are proposing.

26. Question: How many vehicles are required? Does it have a minimum number of vehicles (1 ada, 1 non ada, etc.)?

Answer: There is not a specific vehicle requirement. Please describe your project in detail that you are proposing. Please note that one of the gaps in service is wheelchair accessible service, so be sure to note if your project would have capacity for wheelchair accessible service.

27. Question: Is there a fee associated with each trip for the rider?

Answer: You can decide. Please describe any fees associated with your service in the detailed description.

28. Question: Are there any vehicle specific requirements?

Answer: See the answer above for the question around vehicles.

29. Question: Will the geographic zone be set by the county? If drop-off locations are outside the county/zone, will the county set that? For example: hospitals, doctor's offices, grocery stores.

Answer: Please describe your geographic boundaries in the project description. This service should be for Dakota County residents, but residents can go outside the county.

30. Question: Can different riders be picked up to go to the same location (ie: dr offices, grocery stores, etc.)

Answer: Please provide information about if your project is shared ride in your project description.

31. Question: What is the proposed start date?

Answer: We are anticipating that contracts will be executed by July 1st. Please provide your implementation timeline in the project description.

32. Question: Will there be a zoom or teams conference for open discussion of the project? Just want to make sure we do not miss anything?

Answer: There is not a scheduled call to discuss the RFP.

33. Question: Does the County anticipate awarding multiple contracts fir the provision of these services?

Answer: The county has the option to award multiple contracts for multiple projects, depending on the responses to the RFP.

34. Question: Following the release of responses to vendor questions, will vendors have the opportunity to submit additional clarifying questions?

Answer: No, the question deadline is firm. All questions are due today, 5/18, and the cumulation of all questions and answers will be posted on May 20.

35. Question: Is it the County's intention that the contractor handle eligibility and reservations or is this the responsibility of the county?

Answer: That will be the responsibility of the contractor. Please provide your proposed details in your answer to Attachment A, question #6.

36. Question: What is the anticipated annual and/or monthly trip volume for the contract term?

Answer: This will be a new service. Provide your estimates in your response to question #3f.

37. Question: What percentage of trips are expected to require wheelchair-accessible vehicle (WAV) service? What are the average trip distances for ambulatory (AMB) trips and WAV trips?

Answer: This is a new service.

38. Question: What are the current service hours and days of operation? What geographic areas are included within the service area?

Answer: This is a new service.

39. Question: Who are the current providers delivering these services?

Answer: This is a new service.

40. Question: Can the County provide historical performance and operational data for the previous 12 months, including trip volumes, on-time performances, cancellations, no-shows, and complaint metrics?

Answer: This is a new service.

41. Question: What service challenges or operational issues has the County experienced under the current contract, and what improvements are being sought under the next agreement?

Answer: This is a new service.

42. Question: Page 19 (Exhibit 5: Standard Assurances / Debarment Certification): There appears to be a blank line/space in this section. Could you clarify what specific information needs to be entered there, or if this section is purely for our review at this stage?

Answer: This is purely for review at this stage.

43. Question: Page 22 (Exhibit 6: Data Management Information): There are some lines/underlines within this text. Could you clarify if there is any specific information we need to write or fill out on this page?

Answer: There is nothing you need to fill out for this page.

44. Question: Page 24 (Exhibit 7: Data Management Questionnaire): For Question 1 and 2 regarding the Minnesota Government Data Practices Act (MGDPA) and our protocols for collected data (such as Tennesen Warnings and Release of Information)—should we print/type our specific procedures directly into the questionnaire form, or should we attach our procedural documents as a separate addendum?

Answer: Enter applicable information into the form. All RFP submission information should be in one document / proposal.

45. Question: Pages 27–30 (Attachments A & B / Provider Eligibility): Looking over the evaluation criteria and the community transportation service grid outlined on pages 27 through 30, is this RFP open to smaller companies, or is it primarily geared toward larger organizations? For context, we are a smaller operation with a fleet of four vehicles, and we want to ensure that a company of our size is eligible to apply and compete for this contract.

Answer: There is no size requirement for your company. 2 of the 5 identified transportation gaps must be met with your proposal.

46. Question: To ensure proposers can deliver the most comprehensive, thoughtful, and highly responsive solution that addresses all operational nuances of the RFP, will the County grant an additional 10 pages to the overall page limit?

Answer: No, please keep your response within the page limit defined in the RFP.

47. Question: Does Dakota County anticipate a target or estimated number of monthly rides or riders served for awarded vendors? Is there an estimated number of riders for each of the service gaps identified that would be served by an awarded vendor?

Answer: Please propose your project and include the estimated number of individuals that your project will serve each month in our response to question 3F.

48. Question: Will Dakota County permit shared or grouped trips in which multiple riders are transported in the same vehicle with multiple pickup and drop-off locations along the route?

Answer: If your project is shared ride, include that information in your response to question 3A.

49. Question: Will riders be permitted to travel with an attendant, caregiver, or family member?

Answer: Yes. Please provide those details when describing your program in response to question 3A.

