

ADDENDUM III
DATE: September 8, 2022
FOR
FURNISHING AND DELIVERY
OF
VALET AND SHUTTLE SERVICES
FOR
THE CURATORS OF THE UNIVERSITY OF MISSOURI
ON BEHALF OF
UNIVERSITY OF MISSOURI HEALTH CARE
RFP #23013
DATED: August 11, 2022

The above entitled specifications are modified as follows and except as set forth herein remain unchanged and in full force and effect:

1. **Question:** Is there a charge for valet? If yes, does the awarded vendor have to provide a credit card and revenue control system?
Answer: No, there is not a charge for valet.
2. **Question:** Is gratuity accepted/allowed?
Answer: Yes, however, staff may not solicit tips as outlined in the RFP.
3. **Question:** What kind of vehicles are needed shuttles? (How many passengers)
Answer: Vehicles are provided by MUHC. Shuttles vary between 5 – 8 passengers. Respondents are expected to propose the types of shuttles needed and how many passengers to best service the account.
4. **Question:** How many vehicles are needed?
Answer: Vehicles are provided by MUHC. Respondents are expected to propose the number of vehicles they believe are needed to address the number of passengers and 10-minute continuous loops to best service the account.
5. **Question:** Is there any current parking technology utilized on campus today?
Answer: MUHC does not have parking technology. Staff parking is managed by campus.
6. **Question:** Will the lot attendant hours for Adult ED be the same for Children's ED?
Answer: Yes, twenty-four hours and seven days (24/7) a week is required.
7. **Question:** Can you provide how many spaces will be designated for valet parking at PS7?
Answer: Approximately one hundred (100) spaces are on the 1st floor.
8. **Question:** Is there any current valet technology utilized during the operation today?
Answer: No, there is not currently valet technology in operation today.

9. **Question:** Can you provide how many current vans, golf carts, and LSV are in rotation for the fleet?
Answer: Current information is as follows; Two (2) Vans, Two (2) MotoElectric Carts/Busses, and Two (2) ADA Carts.
10. **Question:** Can you provide the year, make, model, and mileage for each shuttle in operation?
Answer: Information will be shared with the awarded vendor, if required.
11. **Question:** Who will be the owner of the shuttle fleet?
Answer: MUHC is the owner of the shuttle fleet, currently. Respondents are encouraged to make recommendations.
12. **Question:** With regard to shuttle operations, please confirm that all expenses including fuel, maintenance, insurance, etc. will be paid by MUHC (with the exception of wages, benefits, uniforms, and training which will be borne by the operator)
Answer: MUHC will cover the cost of the vehicles. Cost may be transferred to vendor due to negligence on their part.
13. **Question:** Is there any interest in the new vendor to replace the existing shuttle fleet?
Answer: MUHC is open and willing to review any options presented by respondents.
14. **Question:** Are we able to store the shuttles onsite?
Answer: Yes, shuttles can be stored onsite.
15. **Question:** With regard to the question deadline being August 19, 2022, and the RFP response being 4 business days later, would a two-week extension be considered to a new due date of 14 days after questions are answered and distributed to vendors? Given that the operational start is scheduled for January 1st, 2023, this request is made with an understanding that the targeted operational start will remain the same.
Answer: Extension provided by MUHC.
16. **Question:** Please confirm that if there is any mandated increase to minimum wage, a commensurate increase can be passed-through to MUHC.
Answer: Respondent should provide information on the procedure for a mandated commensurate increase.
17. **Question:** Can you confirm if the 30-page limit is for Volumes I AND II or for each section?
Answer: Yes, the thirty (30)-page limit is for Volume I and Volume II.
18. **Question:** With regard to financial statements, please confirm if this will be counted toward the page limit or can be included in summary or attached as an exhibit.
Answer: Respondents may attach as an exhibit, and it will not count against the thirty (30)-page limit.

- 19. Question:** With regard to the employee handbook, please confirm if this will be counted toward the page limit or can be included in summary or attached as an exhibit.
Answer: Respondents may attach as an exhibit, and it will not count against the thirty (30)-page limit.
- 20. Question:** Can the successful awarded vendor provide a signed attestation from the vendor's Chief Human Resources Officer stating that the vendor's staff members have successfully passed all background and drug testing results in lieu of providing each candidate's complete report (this request is made for employee privacy considerations)?
Answer: MUHC is required to meet all regulatory requirements and approval will need to be provided by HR prior to the award if this is a respondent's request.
- 21. Question:** Can you confirm that resumes are only required on-site salaried management positions?
Answer: Yes, resumes are only required for on-site salaried management positions.
- 22. Question:** Can you provide examples of what medical equipment the Lot Attendants will be handling?
Answer: Examples include wheelchairs, oxygen tanks, and walkers.
- 23. Question:** Is there a sample contract that can be provided for vendor legal teams to review or will this be negotiated with the successful operator? If a sample contract is being provided by MUHC, please confirm there will be opportunity for the selected operator to review and negotiate terms. Alternatively, we are happy to provide a templated contract for these services.
Answer: Contract will be provided at time of the award. Yes, the awarded vendor will be able to review and negotiate language.
- 24. Question:** Please confirm if it is acceptable to propose under alternative structures if doing so is in the best interest of MUHC.
Answer: Yes, MUHC is open to hearing the recommendations from respondents on how to best meet the needs of patients and visitors.
- 25. Question:** Can you provide a list of additional, and possible dates, that valet would be requested in off-hours at the NextGen building?
Answer: No, this work would be done outside of the scope of this agreement. This was done with a previous group for other special events on campus.
- 26. Question:** With regard to question 14 (pg. 21 of RFP), please clarify the question (is this ticketing in reference to valet, enforcement, etc.)
Answer: Ticketing is referring to valet. Enforcement is done by Security.
- 27. Question:** The RFP states that soliciting tips is not allowed and that tip containers may not be displayed - Did the valet team still accept discreet tips? Or were tips not accepted whatsoever?
Answer: Yes, tips are allowed without the vendor or staff soliciting for them.

28. Question: How many managers/supervisors did the previous vendor have on-site before valet services ended?

Answer: One (1) manager and one (1) assistant manager as well.

29. Question: Did the previous vendor charge a separate management fee?

Answer: No, the previous vendor charge did not charge a separate management fee.

30. Question: This may have been answered yesterday, but I wanted to be sure - all valet equipment, podiums, and signage is still on-site?

Answer: We have the podiums and signage; however, respondents should provide recommendations on what is needed. All equipment should be clean, in good repair, and present a professional image.

31. Question: Will the University please consider an extension to the due date of this RFP to allow time for internal deal approval and proper review and consideration of responses to questions when delivered?

Answer: Extension provided by MUHC.

32. Question: Please confirm, as listed, the hours of operation for all scopes (valet, attendants, greeters, shuttles) under pages 14-16 in the RFP.

Answer: Scheduling as listed is correct; however, is subject to change based on the needs of the organization.

33. Question: Will all mini vans, and golf carts, and any other transportation vehicles remain onsite to be used by an awarded entity?

- a. If so, who will be responsible for insuring, fueling, and maintaining the vehicles owned by MUHC and will the costs be reimbursed as a pass-through expense or how will those costs be reimbursed to Operator?

Answer: Vendor will work with Security Department to ensure that maintenance is completed at our costs.

34. Question: If new shuttles are needed to be procured, will the purchase price need to be included in the billable hour fee, or separately as a one-time cost?

Answer: Vendor will work with Security Department if additional vehicles are needed.

35. Question: Please confirm the preferred number of shuttles running, as well as the desired headway times between shuttles.

Answer: Three (3) to four (4) shuttles running with pickups at each location every 10 minutes. Respondents are expected to propose recommendation for number of riders and commitment to 10-minute loops.

36. Question: Please confirm the Shuttle deal structure is also a billable hour.

Answer: Yes, please complete the financial information as requested in the RFP.

37. Question: Do our preferred Diverse Suppliers need to have any specific certifications (State, University, or other)?

Answer: Diverse Suppliers are defined in Attachment B.

38. Question: Please confirm the ridership/passenger counts by hour per day for the shuttles.

Answer:

0600	19	1000	170	1400	116
0700	65	1100	126	1500	91
0800	119	1200	100	1600	44
0900	144	1300	113	1700	9