



Office of the Vice President
and Chief Financial Officer

Procurement Services

<https://procurement.ufl.edu/>

May 11, 2020

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ADDENDUM #1 to the University of Florida ITN21LD-142 Ride Hailing scheduled to be opened on May 27th, 2020 at 3:00 pm.

An email submission must be made in lieu of paper copies. These emails will not be opened prior to the published deadline of May 27, 2020 at 3pm. Any submissions received after this time will not be accepted. Submissions should include in the title of the email: ITN21LD-142 Ride Hailing and the name of the vendor submitting the proposal. Submissions should be sent to procurement@ufl.edu, Copied to LSD@ufl.edu. To ensure all submissions are received and avoid potential email delays, if possible, do not wait until the deadline to submit your proposals.

This addendum shall be considered part of the Contract Documents for the above mentioned **ITN21LD-142** as though it had been issued at the same time and incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original document, this addendum shall govern and take precedence. All other terms, conditions, and regulations will apply.

This addendum consists of:

- Responses to supplier questions including a change to the proposal submission process.

Sincerely,

Lisa Deal
Asst. Vice President & Chief Procurement Officer

Please acknowledge receipt of Addendum #1 by signing below and returning this addendum with your proposal. Failure to include addendum with your proposal may result in rejection.

Signature

Company Name

Company Address

City/State/Zip

1. In an effort to adhere with CDC guidelines in response to COVID-19, our company has transitioned to a work from home model. Accordingly, will the University accept digital signatures (verified through DocuSign)? Further, considering business closures in response to COVID-19 that will limit our ability to print and bind proposals, will the University accept digitally submitted proposals?

A: Yes, UF will accept a DocuSign signature. UF has modified the response format to require an email submission. Email submissions must be made in lieu of paper copies. These emails will not be opened prior to the published deadline of May 27, 2020 at 3pm. **Any submissions received after this time will not be accepted.**

Submissions should include in the title of the email: ITN21LD-142 Ride Hailing and the name of the vendor submitting the proposal.

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To ensure all submissions are received and avoid potential email delays, if possible, do not wait until the deadline to submit your proposals.

2. Is the University interested in responses which propose a custom-branded, dedicated Rider App for University of Florida students? Under such a model, the University would partner with the Contractor to configure a mobile application that best meets the needs of the University and its students.

A: UF is not necessarily opposed to creating a custom-branded app but would need to know more about pricing and timeline for creation of such an app before approving it. A company's generic app would be sufficient for providing the service as long as it works well and is easy to use, especially if a custom-branded app would increase the service price significantly or delay implementation. However, UF would prefer that any apps used for providing UF Safe Rides require UF authentication for eligible student identification.

3. Is the University interested in responses that propose the deployment of a dedicated fleet of custom-branded vehicles for the services contemplated by this ITN, if such a model can be demonstrated to offer more efficient operations and higher quality of service?

A: Yes, UF would prefer that the vendor who ends up being selected to provide the UF Safe Rides e-hailing service use branded, easily identifiable vehicles for our students' convenience and safety.

4. What is the anticipated launch date for the services contemplated in this ITN?

A: The beginning of Fall 2020 classes on Monday, August 31, 2020 or such time as live classes resume on campus.

5. Can the University share its total budget for this procurement? Providing proposers with a clear estimate of the budget will benefit the public by allowing for the most competitive procurement process, as proposers will compete to provide the greatest value for the University's money.

A: Currently there is no specific set budget for this service - all bids will be considered individually on their own merits, including total cost, and a budget will be developed to accommodate the winning bidder.

6. Will the University accept pricing proposals in an alternative format to that stipulated in the ITN (i.e., a single, fully burdened rate per vehicle hour)?

A: No, all proposals must conform to the specifications of the ITN in order to be considered.

7. Is the University able to provide demand data including average and maximum daily ridership over the last year and ridership by month? Providing proposers with demand data will allow proposers to have a better understanding of the supply required to meet existing demand.

A: Ridership numbers from the UF Safe Rides program are considered proprietary data by the previous service provider, so cannot currently be provided.

8. How many vans are being used for the current operation?

A: The current UF Safe Rides program is provided through a ride hailing model which does not use vans, they provide service within their normal service parameters and driver vehicles, with a special subsidized rate for UF students requesting rides within the Safe Rides discount zone and hours of operation.

9. Can we park the vans on campus?

A: UF is willing to discuss the possibility of providing parking accommodations for supplier vehicles, although cannot guarantee that this will be available.

10. Is there a dedicated office space for a manager and team members?

A: No, supplier staffing accommodations would need to be established off-campus.

11. Would the University of Florida be open to alternative collection proposals and alternative app proposals?

A: At this time UF is looking for proposals to adhere as closely as possible to the services described in this ITN.

12. Would the university be open to mutual language in the Termination for Convenience clause?

A: Suppliers are asked to provide their feedback regarding UF's Terms and Conditions in Exhibit D. Those terms will be negotiated with suppliers during the selection process.

13. While this RFP is focused on Safe Rides for students and transportation for seasonal events, will there be any consideration given to a partner who can provide a universal Platform offering to other UF organizations? Ex:

1. Healthcare use cases for clinical trials, worker commutes, and patient transportation.
2. Eats and foodservice to students, faculty and others.
3. Commute programs for faculty and staff.

4. Courier and delivery services (ie: books delivered from student store to dorm/apartment).

A: While those are excellent options, at this time UF is looking for proposals to adhere as closely as possible to the service described in this ITN.

14. Noting that the agreement term is planned for three (3) years, does UF intend to sustain the program throughout the calendar year (ie: through summer school and summer athletic training camps), or just during a school year?

A: The program will operate on all dates when classes are in session, including the Summer semester.

15. To ensure full adoption and awareness, is UF open to vendor's recommendation for communication best practices to students, including a limited number of email notifications?

A: Yes, UF is are open to hearing vendor proposals on best practices for communication and marketing. However, please note that agreement and adoption of said proposals is contingent on their being acceptable under the University's rules regarding communication to students and personal information protection.