



REQUEST FOR PROPOSALS (RFP 2022-45)
GENERAL PUBLIC RIDESHARE MANAGEMENT
SERVICES

The City of Manor is requesting sealed proposals for the following project:

Project: General Public Rideshare Management Services Program

Proposal Due Date & Time: Monday, November 14, 2022 at 2:00 p.m. CST

Submission Location: Personal Delivery or Mail – Five (5) copies and one (1) flash drive

City of Manor
Attn: City Secretary 105 E. Eggleston Street
Manor, Texas 78653

Direct Inquiries to: Scott Moore or Scott Jones

Email: smoore@manortx.gov
sjones@manortx.gov

Scope of Services:

The City of Manor seeks written proposals from qualified firms for the development of General Public Rideshare Management Services. Proposal responses will be received physically only in standard 8.5 x 11 single-spaced type on vertically-oriented pages numbered at the bottom and one USB containing a .PDF copy shall also be submitted by 2:00 P.M. on November 14th, 2022 at 105 E, Eggleston St., P.O Box 387, Manor, TX 78653, and then considered on November 16th, 2022, should the City of Manor Special Election Proposition A on the ballot for November 8, 2022 regarding continuation of Capital Metropolitan Transportation Authority services in Manor receive a majority of “No” votes. Proposer will provide Services beginning at 7am on November 22, 2022. The City of Manor, Texas reserves the right to accept or reject any and all proposals and to accept only those proposals which are in the best interest of The City of Manor, Texas.

The City of Manor, Texas desires to offer subsidized rides utilizing a rideshare company as well as planned trip access to a Wheelchair Accessible Vehicle (WAV) company on demand.

The City of Manor, Texas is a public entity seeking to supplement its public transportation system by utilizing the services of private ridesharing providers, more commonly known as Transportation Network Companies (TNCs). This partnership is referred to as a The General Public Rideshare Management Services.

The City of Manor, Texas seeks to enter an agreement for its customers, whereby customers may directly utilize a voucher program to receive discounted rides from the TNC 24 hours/day, 7 days/week. The City of Manor, Texas will subsidize a portion of the cost of the ride by directly paying the TNC. The initial Voucher subsidy is proposed

to be \$4 paid by the City, and the balance of the ride will be paid by the rider. The initial Voucher program plan is to limit the City to 10 discounted vouchers per rider per month, subject to adjustment by the City. A Profile System can be put in place for additional vouchers to accommodate downtown commuters, upon demand. The program has the ability to be rider-specific.

The City of Manor, Texas seeks to provide a convenient method for its customers to access the TNC and WAV vouchers. This may be direct with the TNC or through the development (if applicable) and integration of a municipal app into the TNC and WAV platforms. Rides can be shared between multiple riders utilizing a single voucher. Unused vouchers expire on the last day of each month.

The successful proposer will work as a partner with The City of Manor, Texas to develop, promote and grow the General Public Rideshare Management Services Program. The City of Manor, Texas will rely on proposer for the development and access to TNC- and WAV-approved digital marketing and media information.

The successful proposer will act as the ongoing intermediary between The City of Manor, Texas and a TNC and WAV provider. It is understood that The City of Manor, Texas will dedicate personnel to respond to all local inquiries concerning the General Public Rideshare Management Services.

The proposer will work with a TNC and WAV provider to establish a geofence area for ride subsidies to include an area for pickup and delivery of riders acceptable to the City of Manor, Texas, which may include areas outside of the City Limits of Manor, in the Manor ETJ, in the Austin ETJ, and within the City Limits of Austin.

Paratransit services through the WAV provider will initially be on standby and will be provided to riders on a pre-planned trip basis 24 hours per day, 7 days/week within the geofenced service area and to the other specified delivery areas defined above, with an option to be expanded to other areas outside the service area upon request and at additional cost to the rider above the City contribution.

Additionally the proposer will have an established relationship with the TNC and WAV provider and will develop programs to enhance the viability and efficacy of said programs.

The successful proposer must provide The City of Manor, Texas with ridership data from the TNC and WAV providers. Additionally, proposers must provide other data as practical and available for the successful deployment and ongoing operation of the General Public Rideshare Management Services.

The City of Manor, Texas understands that the TNC and WAV providers may invest in vehicles and drivers (and support personnel) based on an agreement.

The successful proposer must also assist The City of Manor, Texas in creating policies and procedures regarding transportation and ridesharing services to individuals with disabilities and to minors. Proposer will establish screening and safeguards to assure that riders under the age of 18 years are not allowed to access transportation except on a parent or guardian's transportation provider account and never in violation of any City truancy ordinance in place.

The City of Manor, Texas will retain a copy of all correspondence with customers requesting accessible transportation on the service, including the name and contact information of the customer.

Released: October 31, 2022