RFP ADDENDUM NO. 1
(Posted 04/02/2019)

STUDENT TRANSPORTATION ROUTING AND PLANNING SOFTWARE
RFP No. STR-2019

Due Date: April 24, 2019 at no later than 2:00 PM PST

TO: ALL BIDDERS

DATE OF ISSUANCE: APRIL 2, 2019

BIDDERS ARE ADVISED:

The San Francisco Unified School District ("District") hereby issues this RFP Addendum No. 1 to the Bid/Contract, as defined below. This RFP Addendum No. 1 modifies Student Transportation Routing and Planning Software Request for Proposal No. STR-2019, as detailed herein.

EACH BIDDER MUST SUBMIT A SIGNED AND COMPLETED COPY OF THIS RFP ADDENDUM NO. 1, TOGETHER WITH ITS BID PROPOSAL, BY THE BID DUE DATE AND TIME, OR THE BIDDER'S BID PROPOSAL MAY BE DEEMED NON-RESPONSIVE.

1. **Definitions.** The following definitions shall apply to this RFP Addendum No. 1 to the Bid/Contract:


   b. **Other Terms.** Terms used and not defined in this RFP Addendum No. 1 shall have the same meaning assigned to such terms as in the Bid/Contract.

2. **Modifications to the Bid/Contract.** The following provisions of the Bid/Contract are hereby amended by this RFP Addendum No. 1, and supersede the corresponding terms and/or conditions of the Bid/Contract, as set forth in this RFP Addendum No. 1.

**New Sections added on Page 5 after the “Routing Requirements” section**

**Equipment, Software and Licensing Specifications**

**Recommended hardware, software version and components**

1. The Vendor shall provide computing equipment sizing, software versions and licensing requirements.

2. The Vendor shall identify the type of licenses, rights and/or product entitlement are included in the acquisition i.e. Perpetual license, Subscription, Cloud, Hosted, On-Premise, "non-exclusive, non-transferrable".

3. The Vendor shall identify how the licenses be measured i.e. concurrent, non-concurrent, full-time equivalent, unlimited, limitations, restrictions.

4. The Vendor shall identify how the licenses are counted and priced based on the above specifications.

**Recommended hardware, software technology requirements**
1. The recommended solution must integrate with SFUSD’s Active Directory environment for access, identity, and password management.
   a. Must integrate seamlessly with the District’s Google infrastructure and/or Active Directory to provide access to the software’s interface to authorized District users only through one of the following methods: OAuth2, ADFS, SAML, (or LDAP if software is hosted on-premises)

2. The recommended solution must integrate with SFUSD’s current technology ecosystem, specifically the district’s student information system, Synergy, and the district’s special education management system, SEIS, through automated APIs or automated processes. If APIs are not available, the vendor must outline how it will build or assist the district in building APIs for data integration.

Data security, privacy, and standards

3. Vendor shall provide its data privacy policy, which must align to the district’s current data use agreement, the Online Hosted Shared Services Agreement.

4. Vendor shall identify the types of data that will be needed and accessed by the system, i.e. student data, employee data, others.

5. Vendor shall identify how data will be collected, stored, secured, and accessed, and by whom.

6. Vendor shall identify how they will prevent unauthorized access to data.

7. The district must own the data that is stored in the system. The vendor shall identify how the district will take-out/remove data upon termination of the contract and the formats that it will be accessible in for the district.

8. Product/platform must support the Ed-Fi data standard. If it does not currently support the standard, vendor must commit to adopting the data standard within 12 months of the establishment of a contract with the district.

9. The vendor shall identify whether the product supports other data standards such as IMS Global or Access 4 Learning.

Professional Service Specifications

The District is seeking for an integration partner, who will work closely with District Staff throughout the design, implementation, and transition phase of the project to implement the new Transportation Routing and Planning Software as defined in the Detailed Scope of Work. Please provide the Total Cost of Professional Services required to complete work to meet Overall Objectives and services outlined in the Scope of Work.

Pre-Implementation Services

1. Design Specifications
   1.1. The Vendor shall help design and build a new enterprise software to automate SFUSD Transportation service.
   1.2. This new automated system shall cover all areas as described in the Detailed Scope of Work section.
   1.3. The Vendor shall provide guidance and assist with data conversion/integration with our existing applications.
   1.4. The Vendor shall provide documentations, reference guide and knowledge transfer to SFUSD designated technical employee(s).
   1.5. The Vendor shall help create, generate, and automate reports as requested from SFUSD business units.

2. Project Management Requirements
   2.1. The Vendor shall submit, with bid package, a high level project plan showing the Vendor’s approach on executing the requested services. Please include the following critical components to the plan:
       2.1.1. Sample Project Plan with tasks that will be performed during planning, design, execution (implementation) and project close out.
       2.1.2. Sample Quality control plan.
2.1.3. Sample migration plan.
2.1.4. Sample Configuration management plan.
2.1.5. Sample Operation plan

2.2. Partner with District Project Manager on establishing the project plan and deliverable schedule that indicates the timetable in which the project will be completed.

2.3. Partner with District Project Manager to establish a transition plan from project to production.

2.4. Participate in project status and business/technical meetings with District Staff, as needed.

3. Implementation Services

1. The Vendor shall provide guidance and assist with data conversion with SFUSD technical staff.

2. The Vendor shall perform/assist all duties required to successfully cutover SFUSD existing system to the new automated application, including testing and Q&A.

3. The Vendor shall perform/assist with the development of needed integrations between the new automated system and existing SFUSD systems, specifically SFUSD’s student information system, Synergy, and SFUSD’s special education system, SEIS.

4. The Vendor will be responsible to ensure all SFUSD Transportation services are functioning as intended by the new automated application.

5. In partnership with District Project Team, the Vendor will help identify the implementation approach and cutover maintenance window that will have minimal impact to students, teachers and staff ability to access network services.

6. In partnership with District Project Team, the Vendor will develop and execute a test plan to perform post cutover to check the health of services on the new automated application.

**Post-Implementation Services**

The Vendor will provide the following complete documentations:

1. Physical automated system design
2. Logical process, data flow design
3. Documentation to configurations of all components (H/W, S/W versions and components)
4. Documentations, reference guide, knowledge transfer and operation procedures
5. All support and manufacturer licensing documentations
6. Documented Service Level Agreement (SLA), escalation procedure and incident protocol
7. The Vendor will provide post-implementation support services up to 90 days, as needed, after the cutover to new Transportation automated services

See Page 5 - Software Implementation Support Section - Second Bullet Point

**Amended From:** Define all the data the district must provide to support the Business, Routing, and Technical Requirements described in this RFP

**Amended To:** Define all the data the district must provide to support the Business Requirements, Routing Requirements, Equipment, Software and Licensing Specifications, Professional Service Specifications, and Technical Requirements described in this RFP

See Page 5 - Software Implementation Support Section - Third Bullet Point

**Amended From:** Using the District’s data, prepare all the databases and maps required to support all Business, Routing, and Technical Requirements described in this RFP

**Amended To:** Using the District’s data, prepare all the databases and maps required to support all Business Requirements, Routing Requirements, Equipment, Software and Licensing Specifications, Professional Service Specifications, and Technical Requirements described in this RFP

See Page 6 - Proposal Format - Statement of Services Section - First Bullet Point
Amended From: A description of all the features of the proposed software, and verification that it has the capacity to at a minimum meet the Business Requirements, Routing Requirements, and Technical Requirements described in this RFP

Amended To: A description of all the features of the proposed software, and verification that it has the capacity to at a minimum meet the Business Requirements, Routing Requirements, Equipment, Software and Licensing Specifications, Professional Service Specifications, and Technical Requirements described in this RFP

See Page 6 - Evaluation and Selection Process - Paragraph 3

Amended From: In order to be found sufficiently qualified and responsible in response to this RFP, a vendor must demonstrate to the District that the proposed software meets or exceeds the Business Requirements, Routing Requirements, and Technical Requirements described in this RFP.

Amended To: In order to be found sufficiently qualified and responsible in response to this RFP, a vendor must demonstrate to the District that the proposed software meets or exceeds the Business Requirements, Routing Requirements, Equipment, Software and Licensing Specifications, Professional Service Specifications, and Technical Requirements described in this RFP.

See Page 7 - Evaluation and Selection Process - “What We’re Looking For” Table - Software Criteria

Amended From: Software: The vendor provided evidence that their software can meet the Business Requirements, Routing Requirements, and Technical Requirements outlined in this RFP. The software’s graphical icons, visual indicators, and menus are visually appealing easy to navigate. The terms of the software maintenance and support agreement are aligned with the District’s expectations.

Amended To: Software: The vendor provided evidence that their software can meet the Business Requirements, Routing Requirements, Equipment, Software and Licensing Specifications, Professional Service Specifications, and Technical Requirements described in this RFP. The software’s graphical icons, visual indicators, and menus are visually appealing easy to navigate. The terms of the software maintenance and support agreement are aligned with the District’s expectations.

Except as expressly modified by this RFP Addendum No. 1, all of the terms and conditions of the Bid/Contract remain unchanged and in full force and effect as set forth in the Bid/Contract.

EACH BIDDER MUST SUBMIT A SIGNED AND COMPLETED COPY OF THIS RFP ADDENDUM NO. 1, TOGETHER WITH ITS BID PROPOSAL, BY THE BID DUE DATE AND TIME, OR THE BIDDER’S BID PROPOSAL MAY BE DEEMED NON-RESPONSIVE.

Any bidder that has already submitted a bid proposal to the District under the Bid/Contract as of the date of issuance of this RFP Addendum No. 1, is required to submit a signed and completed copy of this RFP Addendum No. 1 by the bid due date. If such a bidder will amend its bid proposal as the bidder may deem necessary in order to comply with the modifications made in this RFP Addendum No. 1, such bidder must submit any such amended bid proposal, together with this RFP Addendum No. 1, as above, by the bid due date. The signed and completed copy of RFP Amendment No. 1, along with any amended bid proposal, must be submitted in a separate sealed envelope stating the Bid/Contract proposal number and due date.

As with the bid proposal, any bid addenda or bid amendments received by the District after the bid due date and time will not be considered.
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