QUESTIONS AND ANSWERS - PRE-PROPOSAL CONFERENCE  
(Posted 04/11/2019)

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

PRE-PROPOSAL CONFERENCE

When: Thursday, April 11, 2019, 2:00 P.M. PST

Conference Location: San Francisco Unified School District  
2nd Floor Conference Room #210  
135 Van Ness Avenue  
San Francisco, CA 94102

Dial-in Info: (US) +1 615-787-8611  
PIN: 523 103 361#

Questions and Answers regarding RFP No. STR-2019

1. Does San Francisco Public Schools want the vendor to host the program or will the district host it?

   A: The District will host the program at this point. We prefer a hosted solution in your current service offering in case we decide to migrate seamlessly over to a hosted solution if need be.

2. You note a project start date of June 5, 2019 for implementing the software. Are you anticipating full use for your 2019-20 fall opening? If so, what is that opening date?

   A: We anticipate a contract start date of June 5, 2019, building of systems and training summer-fall, implementation Spring of 2020.

3. Please define “route” as it is used in the second paragraph under the heading: “Overview SFUSD’s Transportation Department” on page 3.

   A: Staff design routes.

4. What routing software is the district currently using?

   A: The District currently uses EDGAR routing software.

5. Will a phone number be provided to call-in to the Pre-proposal conference on April 11?

   A: (US) +1 615-787-8611 PIN: 523 103 361#

6. What GPS hardware is currently on your First Student buses? Please identify the manufacturer and type of GPS installed at this time.

   A: First Student uses the Zonar System.

7. How many transportation personnel will be trained as users in the routing software? Full access A: 8 and read-only A: 2
8. How many people will need training on the web interface to look up routing and student busing information?
   A: 14.

9. How many users will need to be trained to use the Automatic Vehicle Location (AVL) software?
   A: Not sure what this means, not noted in the RFP.

10. What county is the district located in?
    A: San Francisco County.

11. Does the district provide transportation to any surrounding counties? If so, which counties?
    A: Yes, to our NPS schools located in Alameda, Contra Costa, Marin, San Mateo, Santa Clara & Sonoma counties.

12. Does the software need to account for various bell times at the same school for different sets of students?
    A: Yes.

13. Does the software need to account for loading/unloading students somewhere other than their assigned school (i.e. transfers or shuttles)?
    A: Yes.

14. Does the software need to account for students who are assigned to a school that is different from the normal enrollment boundaries?
    A: Yes.

15. Does the software need to preserve geocoded addresses so the import from the Student Information System (SIS) does not overwrite corrections made by routers?
    A: Yes.

16. In reference to Section 2. Software Implementation Support, bullet 4, please provide examples of “standard and ad-hoc query reports the District will use to monitor services.”
    A:
    a. Students by route, zip code, school, schedule, etc.
    b. Student ridership by date or date range (headcounts).
    c. Routes that exceed trip time thresholds, turn-by-turn driving directions for routes and stops, deadhead times and distances, daily drivers, driver credentials, on-time performance, cost per mile operated, cost per rider, cost per bus, cost per school, accidents, age of fleet, fleet maintenance, type of vehicles, hourly/daily buses as a percent of total buses, daily runs per bus, daily seat utilization, daily ride times, compare planned vs actual times/drivers, etc.

17. When does the district expect to go live with all routes setup in the new software?
    A: Spring Semester of 2019-20 school year.

18. In the Addendum, under Pre-Implementation Services, Design Specifications, 1.1. The Vendor shall help design and build a new enterprise software to automate SFUSD Transportation service. Is the district
expecting the vendor to design and build an entirely new system specific to for the district or implement current software offering?

A: Design and customization would be needed only if the proposed new software does not meet the District needs.

19. Does the district have the routes and schedules in a current software product? If so, please specify what software.

A: The SFUSD currently uses EDGAR routing and planning software.

20. Can the district provide on the current GIS based route information, including stop locations, stop times, students assigned to each stop and driving paths for current routes?

A: Yes, this could be provided to the selected vendor if needed for setting up the new system.

21. Can the district provide paper route sheets that include route information, including stop locations, stop times, students assigned to each stop and driving paths for current routes?

A: Yes, this could be provided to the selected vendor if needed for setting up the new system.

22. Of the 950 runs/pulls, can you please provide a breakdown of how many of the runs are general education morning runs to school?

A: 144 pulls are General Education.

23. How many buses operate daily for general education students?

A: 29.

24. Please explain the tier structure for your bus runs. Are you picking up K-12 all in one bus run? Do you pick up high school students and drop them off, then pick up middle school students and drop off, and then elementary school?

A: Whenever possible, in order to maximize bus utilization our routes include runs from different school levels. We do not currently integrate students from Elementary, Middle and High School in the same pull, but a route may have pulls for different levels.

25. Using the following example: What is the total number of individual runs/trips performed by all general education buses in the morning? Example: If 15 vehicles do a High School / Middle School run, then 17 vehicles do an Elementary run, that would be 32 AM runs/trips total.

A: 57 are AM runs.

26. Using the same example above: How many general education runs/trips in the afternoon?

A: 87 are PM runs.

27. Are the afternoon bus runs essentially a 'mirror' of the morning runs? (Same core stop locations? Buses generally run the same area AM & PM?)

A: Yes, but there are additional pulls in the PM that do not run in the morning.

28. How many special needs runs are operating in the morning? Afternoon?
29. Do you have many transfers with your bus runs? An example of this would be where a student is picked up on one bus and then transfers to another bus at some district location before being taken to their destination?

A: None at this time.

30. What type of integration is expected with First Student Inc.?

A: First Student can import and process planned route data files from the major routing solution providers into their operating systems.

31. Does this district prefer a fully hosted solution or to have primary software on-premise?

A: On-premise.

32. Please read the following requirement and confirm whether or not the district seeking Fleet maintenance software to manage work order, parts, inventory and PMI services?

Business requirement: Generate standard and ad-hoc query reports to help manage services, monitor costs, and track key performance indicators e.g., routes that exceed trip time thresholds, turn-by-turn driving directions for routes and stops, deadhead times and distances, daily drivers, driver credentials, on-time performance, cost per mile operated, cost per rider, cost per bus, cost per school, accidents, age of fleet, fleet maintenance, type of vehicles, hourly/daily buses as a percent of total buses, daily runs per bus, daily seat utilization, daily ride times, compare planned vs actual times/drivers, etc.

A: The district is not currently seeking fleet maintenance software but is looking for the new routing software to be compatible with/capable of managing a fleet if the future need arise.

33. Can you provide more information regarding the school bell time schedules, including details on how bell schedules are adjusted on different days of the week?

A: 40 schools adjust schedules weekly (7 schools have a late start once a week, 27 schools have an early release once a week, 6 schools have an early release twice a week).

34. What are the effects on the routes with regards to the 52 schools with varying bell schedules on different days of the week, do the bus runs transport the same students to and from the same stops but at different times or are the bus runs and student assignments different on those days?

A: We try to keep the bus routes consistent whenever possible so the students ride with the same bus/driver on a regular basis, although we might have a few exceptions if needed in order to maximize the use of the fleet.

35. Referring to Amendment one, 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. SFUSD, please provide your data use agreement.

A: Please see section 19 & 20 of the SFUSD Online Hosted Software Services Agreement (OHSSA) contract form, which has been uploaded to the SFUSD website:


Please look for “Online Hosted Software Services Agreement” under “Student Transportation Routing and Planning Software”.

A: 510 are AM Pulls, 590 are PM Pulls.
36. Referring to Amendment one, Pre-Implementation Services Under 1. Design Specifications: 1.3 Please provide a list of existing applications the district is expecting the vendor to integrate with.

A: The main system we would like the software to integrate with is Synergy SIS (Edupoint).

37. Referring to Amendment one, Pre-Implementation Services Under 1. Design Specifications: 1.5 Please provide a sample of the automated reports the district would like to have created/generated.

A:

a. Planned future changes
b. Reports upon GPS data about stop times, speeds, and on-time arrival at stops and schools from Zonar GPS tracking software
c. Print map reports with student-specific data, such as location and save walk to a stop path
d. Reports on routing bell schedules, global calendar date(s), early out exceptions, or other scheduling exceptions
e. Vehicle assets records and active/inactive status reports
f. Lists of riders by route, pull, school, grade, zip code, lists by specific bus type, or by specific need (harness, wheelchair, etc.)
g. Contact lists (with option to include/exclude emergency contact info) by route, pull, school, grade, zip code, lists by specific bus type, or by specific need (harness, wheelchair, etc.).
h. Attendance report (headcount)
i. Student add, delete, change report based on database integration with Synergy
j. Stop instructions
k. Routes by school
l. Total drive times by school / route / pull
m. Route report (by route)
n. Turn by turn directions by pull / route
o. Stops report
p. Letters (notifying about add, change, delete) automatically generated
q. Mileage report by pull, route, bus, school
r. Lists of schools, stops, hubs
s. Driver contact list
t. Fleet report
u. Incident report
v. Field trips report

38. Referring to Amendment one, Under 3. Implementation Services: 3.3 Is it the intention of the district for the vendor to develop integrations, or to ensure that the data can be imported/exported between existing district systems and the new software?

A: Ensure that the data can be imported/exported in an automated way. The intention is for the vendor to work with our internal team to ensure that the correct data is being pulled, and that the data is formatted correctly for any integrations and any import/export files.