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# TRANSPORTATION ROUTING & BILLING SYSTEM

Request for Proposal (RFP)

**PITTSBURGH PUBLIC SCHOOLS**

October 30, 2019

## Request for Proposal (RFP)

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## 1 INTRODUCTION

Pittsburgh Public Schools (PPS) is the largest of forty-three (43) School District in Allegheny County and the second largest in Pennsylvania. Pittsburgh Public Schools serves approximately 27,000 students in Pre-Kindergarten through Grade 12 in 54 schools, and manages data for some 33,000 individuals throughout the City. Pittsburgh Public Schools currently employees approximately 5,000 full time employees.

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## 2 STATEMENT OF PURPOSE

The purpose of this document is to solicit proposals for supplying a Transportation Routing and Billing System to PPS.

**Our primary objectives in implementing a new Transportation Routing and Billing System are as follows:**

## 3 EXISTING ENVIRONMENT

### 3.1 Background

#### 3.1.1 District Information

As the largest of 43 school Districts in Allegheny County and second largest in Pennsylvania, Pittsburgh Public Schools serves approximately 27,000 students in Pre-Kindergarten through Grade 12 in 54 schools, and manages data for some 33,000 throughout the City. Pittsburgh Public Schools currently employees approximately 5,000 full time employees.

PPS facilities are located as follows:

**PPS Headquarters:** Pittsburgh, PA

**Schools:** All schools are located within the Pittsburgh School District in Allegheny County.

In addition to the public schools in the District, PPS is also responsible for transporting students to 26 charter schools and 109 non-public schools. The District may also service public schools of other Districts as necessary per McKinney-Vento regulations.

**Size:** The District is approximately 55 square miles, and includes all communities within the City of Pittsburgh and Mt. Oliver Borough.

#### 3.1.2 Transportation Information

**Routes:** The District has approximately 2,200 routes that operate on approximately 800 buses. The routes could be one, two, or, three-tiered.

**Contracted Carriers:** The District contracts with 19 transportation companies to provide vehicles and drivers to operate the routes. The District also uses Public Transportation for approximately 3,480 middle school and high school studnets.

**Drivers:** The District manages credentials for approximately 850 drivers

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## 4 VENDOR REQUIREMENTS & INSTRUCTIONS

### 4.1 RFP Questions

Our objective is to ensure that the District provides you with all of the information you need in order for you to provide the most complete response to this RFP as possible. As such, the District welcomes any and all questions which you might have. Questions or requests for clarification must be emailed to: [mpatton1@pghschools.org](mailto:mpatton1@pghschools.org) by **8 November 2019 by 3:30 PM EST**. A copy of all questions and their associated responses will be e-mailed to all participants as they are received and addressed by PPS. No oral interpretation will be made to any Company as to the meaning of the RFP. Any oral communication will be considered unofficial and non-binding on the District. Unauthorized contact by the Company with other District employees or Board members regarding the RFP may result in disqualification.

Proposers shall make all investigations necessary to thoroughly inform themselves regarding the delivery of services as required by this solicitation. No pleas of ignorance by the Proposer of conditions that exist or that may hereafter exist as a result of failure to fulfill the requirements of the contract documents will be accepted as the basis for varying from the requirements of the District or the compensation to the Proposer.

All information regarding this RFP will be posted on the District website: [www.pghschools.org/bids](http://www.pghschools.org/bids)

### 4.2 Response Information

#### 4.2.1 Delivery

The Company must submit five (5) original copies of the Proposal in a sealed envelope plainly labeled "Transportation Routing System" and an electronic version of the proposal formatted as a single Adobe PDF file (on USB drive). All RFP responses must be submitted no later than **15 November 2019 by 10:30 AM EST**.

Please submit to:

**School District of Pittsburgh**

**Pamela R. Capretta, COO**

**1305 Muriel Street**

**Pittsburgh, Pennsylvania 15203**

**[pcapretta1@pghschools.org](mailto:pcapretta1@pghschools.org)**

The District is not responsible for lateness or non-delivery by the US Postal Service or any other carrier to the District. The time and dated recorded by the District shall be the official time of receipt.

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### 4.2.2 General Conditions

The District may award a contract based upon the initial Proposals received without discussion of such Proposals. However, the District may select a small number of Companies to make a presentation and attend an interview at the Company's own expense.

The information presented in the RFP is not to be construed as a commitment of any kind on the part of the District. There is no expressed or implied obligation for the District to reimburse responding firms for any expense incurred in preparing a Proposal in response to this request.

The District reserves the right to reject any or all Proposals and waive informalities and minor irregularities in Proposals received. The District, in its sole discretion, will determine whether an irregularity is minor.

The District reserves the right to decline any or all Proposal submissions, or to cancel the RFP call, in whole or in part, at any time prior to making an award, for any reason, or no reason, without liability being incurred by the District to any Company for any expense, cost, loss, or damage incurred or suffered by the Company as a result of such withdrawal.

While the District has used considerable efforts to ensure an accurate representation of information in this RFP document, the information contained herein is contained solely as a guideline for proposers. The information is not guaranteed or warranted to be accurate by the District, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP document is intended to relieve proposers from forming their own opinions and conclusions in respect to the matters addressed in this RFP document.

### 4.2.3 Submission Requirements

Upon receipt of this RFP and if your company plans to respond, send a corresponding email to Megan Patton, [mpatton1@pghschools.org](mailto:mpatton1@pghschools.org). Proposals must be concise and organized. Appendix A should be completed for sections seven (7) and eight (8). For sections six (6), nine (9) and ten (10) written narratives are to be submitted but shall not exceed twenty (20) pages. Narrative shall not exceed twenty (20) pages; not including the letter of transmittal, Executive Summary, personnel resumes, or any attachment as required by the District.

The Proposal shall include a Letter of Transmittal that provides an introduction to the Company that includes an expression of the Company's ability and desire to meet the requirements of the RFP. The Letter of Transmittal should be under the signature of a Company Officer.

The Proposal shall include an Executive Summary that briefly describes the Company's approach to meeting the District's requirements as outlined in the RFP, indicated any requirements that cannot be met, and highlights the major features of the Proposal. The Executive Summary must be no longer than five (5) pages. The reader should be able to determine generally how well the Proposal meets the District's requirements by reading the Executive Summary.

4.2.4 Important Due Dates

<b>Date to be Received</b>	<b>Items to be Returned</b>
30 October 2019	RFP is Released to Select Group of Vendors
3:30 PM EST, 8 November 2019	Vendor Questions and Clarification Requests Due
10:30 AM EST, 15 November 2019	RFP Submissions Due
19- 26 November 2019	Demo/ Interviews
December 2019	Excepted Final Decision & Board Approval

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## 5 TERMS AND CONDITIONS

Vendors are required to adhere to the below terms and conditions.

### 5.1 Information Access

The information provided within this, or any other document supplied by PPS, is to be considered strictly confidential and shall be considered proprietary to PPS. This information is not to be shared with individuals outside of your organization unless PPS has specifically provided either written or verbal consent allowing said individuals access to this information.

### 5.2 General Conditions

#### Contract Duration

For purposes of this RFP, prices quoted for software and services to be provided by your organization, or contracted through your organization, are to be valid for a minimum period six (6) months. The District visions a five (5) year contract.

#### Response Preparation

You response should clearly state the ability of your organization to satisfy the requirements defined within this document. In addition, you should provide your most aggressive pricing related to the various components of this RFP. It is the intent of PPS to use this pricing both as a key element in the ultimate decision regarding the selection of a vendor, as well as a part of the determination of the budget for the project. In each case in which a specific configuration (of hardware, software, network, etc.) is provided, you should quote a price for the defined configuration only. While you may recommend, and we may ultimately end-up with, a configuration substantially different than what is defined within this document, we want to achieve a specific “apples to apples” comparison of pricing. This will help us to ensure that every organization is judged against exactly the same set of criteria.

### 5.3 Bid Evaluation and Negotiation

#### Evaluation Criteria

This request for proposal is designed to provide PPS with the ability to make a determination of which potential vendor will best satisfy the requirements of PPS. Each vendor will be evaluated against exactly the same set of criteria, and will be provided a “score” for each category in the evaluation. The categories associated with the evaluation are listed below.

The maximum score is 100 points. The Selection Committee will invite up to the top three ranked proposals for an interview or may choose to move forward to the equipment data test period of the top three highest-scoring firms. The purpose of the interview is for clarification and verification of the written proposal. The Selection Committee may re-score all aspects of the proposal except pricing, unless the Committee requests a best final offer.

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### 5.3.1 Vendor Scoring

1. Qualifications	<b>15 Points</b>
Expertise of the firm; demonstrated ability to meet the scope of work.	
2. System Requirements	<b>25 Points</b>
3. Technical Requirements	<b>15 Points</b>
4. Strength of References	<b>10 Points</b>
5. Training/Support Requirements	<b>5 Points</b>
6. RFP Responsiveness:	<b>10 Points</b>
Completeness and conformity of the proposal to the RFP requirements.	
The respondent's demonstrated ability to perform required services.	
7. Costs and Fees:	<b>20 Points</b>
This includes the cost to furnish supervision, labor, supplies, and installation of all equipment, and on-site training. Costs also include total annual support and maintenance costs and fees for a five (5) year period.	

Initial scoring will be based on the 100 points as outlined above, and the committee will award 50 additional points to those selected for an Interview and Presentation.

### 5.4 Formal Presentation

Based upon an evaluation of all of the proposals received, PPS expects to invite up to three vendors to make a formal presentation regarding their proposal to a team of PPS representatives. These meetings will be arranged in advance by PPS.

(see important due date 4.2.4)

### 5.5 Demonstration

The District may require a product demonstration with sample student data, which will be subject to confidentiality and data specifications documentation

## 6 SCOPE OF THE RFP

This RFP is a solicitation for information regarding the purchase, implementation, and maintenance of a Transportation Routing and Billing System.

PPS desires that the vendor's software and implementation recommendations utilize information that supports a proven "best practices" approach for K-12 operations, including examples of where the software is in use and how it was implemented.

The proposal should include how PPS may become more efficient and effective in the delivery of information technology services when using the vendors system.

### 6.1 Product Software Pricing

This section of your response should define the detail of how you price your product. Your response should include the price to purchase the software as well as any costs associated with installation of

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the software and training of both users and technical personnel in the use, operation, and maintenance of the proposed product(s).

Also included should be any costs associated with other products (integration tools, development tools, operating system software, etc.) that you believe are required in order to implement and efficiently operate the new business information system.

The warranty period associated with the software should also be defined within this section. Make sure to specify not only the duration of the warranty period, but also the relationship between the warranty period and the onset of a maintenance and support agreement.

### 6.2 Organization, Staffing, and Qualifications

Proposals should include names, titles, and specific responsibilities of team members. Clearly indicated the Company's prior experience in school District transportation routing projects.

Proposer should give information on the specific office that would be responsible for completing the project. Resumes for all personnel who will have major project responsibilities, as employed as of the date of this proposal should be included.

### 6.3 References

Proposals should include references from other School Districts with name, address, and phone number of the contact person. References should be from projects completed within the last three (3) years.

## 7 SYSTEM REQUIREMENTS

### 7.1 Geographic Information System

- 7.1.1 Provide an electronic, fully integrated mapping and database technology solution. The real-time map(s) must represent the District streets, walk zones, transportation eligibility, hazardous areas, school boundaries, and known subdivisions or other roads up to the time of delivery of the system, as well as all necessary Pittsburgh and county maps inside and outside District boundaries; Allegheny, Beaver and Washington.
- 7.1.2 Provide one-click link to Google Street View including satellite, orthographic GIS data mapping formats, such as ESRI or MapInfo
- 7.1.3 Provide Tax Parcel structure point data assigned to address based on longitude and latitude geocode
- 7.1.4 GIS should not use proprietary mapping technology

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### 7.2 Map Editing

- 7.2.1 Map editing must be integrated delivering optimal product features such as the ability for multiple users to edit maps simultaneously
- 7.2.2 Map editing functions should include undo, adjust address points, drag and drop, digital drawing, modifying streets and addresses
- 7.2.3 Provide for allowing manual map editing and/or direction writing to fit actual roads on a route, changes speeds, stop times, and load times in order to adjust actual minutes between stops on a route
- 7.2.4 Allow multiple users to be editing the map simultaneously with appropriate user rights
- 7.2.5 System should include all map editing functions in the same program as the routing functions, not requiring the user to start a different editing program
- 7.2.6 System should not require vendor intervention to allow user to be able to add or modify streets or house numbers
- 7.2.7 System should provide the ability to digitally draw new roads in ways that can appropriately scale the entered roads

### 7.3 Student Data

- 7.3.1 Store and report on student identifiers assigned by both eSchoolPLUS (SSI ID number), with the ability to manually add a student to the system without an ID
- 7.3.2 In addition to the home address, the system should allow for multiple addresses for a single child (i.e., different AM pickup, different PM drop off), including on different days of the week, as well as midday transportation needs
- 7.3.3 The system should allow for storage of mailing address that may not be the same as the physical address
- 7.3.4 System should store the school of attendance and school of residence, and allow for changes due to open enrollment and/or alternative school programs
- 7.3.5 System should have the ability to identify student upgrades, changes, additions, and deletions within the system when the student update process is applied
- 7.3.6 System should have the ability to manually add, delete, or update student changes when interface updates from other systems are not available
- 7.3.7 System should allow the user to protect certain student records or attributes in order not to wipe out specific manually entered students
- 7.3.8 System should be able to store multiple contacts with phone numbers and a note indicating the relationship of the contact to the student
- 7.3.9 System should allow the user to enter student notes in paragraph
- 7.3.10 System should be able to store a photographs of students that are imported from the student information system

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- 7.3.11 System should have the ability to click on a student's stop, bus, or facility location on the map and access additional information about that entity
- 7.3.12 Ability to identify and notify users of student upgrades, changes, additions, and deletions within the system when students are updated in eSchoolPLUS
- 7.3.13 System should allow the operator to attach files in standard formats to the student record that are stored in the system and remain with the student through grade advancement
- 7.3.14 System should allow flexible definition of codes within the system to limit translation from codes maintained on the pupil system. These include, but are not limited to, student identification number, grade, school, program, ethnicity, and transit code
- 7.3.15 System should have no boundaries when dealing with students with exceptionalities and other attributes.

### 7.4 Geocoding

- 7.4.1 The system should be configured to run an automated process to import, change, and delete students daily and periodically from the District's student information system
- 7.4.2 System should automatically geocode students, individually or in batch, based on their house number and street name
- 7.4.3 System should automatically accept standard variations, such as ST/Street, AV/AVE/Avenue, etc.
- 7.4.4 System automatically recognizes simultaneously valid situations where a single street is known by more than one name
- 7.4.5 System automatically locates a student where the same address occurs more than once on a map
- 7.4.6 System should allow for manual geocoding

### 7.5 Transportation Assignments

- 7.5.1 Automatically determine the appropriate transportation walk/ride status based on home school criteria then permitting changes based on various student programs, status, and choice (such as magnet, special education, ESL, CTE, early childhood, and out-of-district)  
  
ESL- English as a Second Language  
CTE- Career and Technical Education
- 7.5.2 If the user turns on automations, the system should automatically assign a student to a specific stop, as determined by the District, alerting the user when ridership loads exceed designated limits
- 7.5.3 System should provide a list of students who cannot be automatically assigned transportation
- 7.5.4 Notify of any conflicts between a student's special needs requirements or loading requirements and the equipment, bus, or route assigned

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### 7.6 Routing Map Functionality

- 7.6.1 Show all students on a routes at the same time and not just one at a time
- 7.6.2 The user must be able to see all transportation eligible students who are assigned and not assigned to a route, including which stop students are assigned to
- 7.6.3 Provide intuitive routing methodology including two alternative routes generated for each trip, one that is fastest and one that is shortest
- 7.6.4 Provide stop sequence optimization; the ability to adjust the sequential order of the stops on the bus route using a selected criteria or creating a new trip in a selected geographic criterion.
- 7.6.5 Other optimization tools are needed for 'what if' analysis, no left turn, hypermiling, fuel savings, and new City development projects
- 7.6.6 System should allow the user to select whether or not to display the following features when using the map: students, stops, runs, schools, boundaries, streets, lakes, rivers, railroad tracks, airports, etc.
- 7.6.7 Maps should graphically display the street names on the digital map and have the option of displaying all streets or major streets
- 7.6.8 System should allow the ability to track restricted access to any streets where bus travel is prohibited
- 7.6.9 System should allow users to calculate dead-head mileage with the ability to turn these features on and off
- 7.6.10 System should have the ability to measure distances on the map or draw a radius of user-specified distances around a user-defined point
- 7.6.11 System should allow for stop times, speeds, and directions to be adjusted manually by the user for each route; adjustments should not be an overall change within the system which effects all routes
- 7.6.12 System must be functional for the creation and maintenance of specialized routing, vocational routing, and other types of specialty routing such as out-of-district and multiple drop offs
- 7.6.13 The user should be able to click on an existing part of a route and as he/she clicks on another point, the software redirects accordingly
- 7.6.14 The user must be able to loop up any group of students on the map for placing onto a route or moving from one route to another
- 7.6.15 System must have a point and click distance measurement capability in order to determine walk-to-stop distance between stops
- 7.6.16 System should graphically display on a single user screen, walk zones, transportation eligibility, hazardous walk zones, and school boundaries with each area being displayed with ease of use and at user direction
- 7.6.17 User should be able to copy/reverse routes as needed to accommodate needs/changes necessary to bus routes with system toolbar options
- 7.6.18 Ability to export student stop and route data to Google Earth

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- 7.6.19 The system should have an initial notification/task screen that brings key information to the user's attention immediately upon starting the program, such as showing students which need to be assigned or removed from bus routes
- 7.6.20 System should have an undo function, which enables the individual to undo the actions back to the last save
- 7.6.21 System should allow the user to open multiple views of the map on the screen simultaneously
- 7.6.22 System should allow routing early out bus runs on certain days of the week
- 7.6.23 System must have a redistricting and boundary planning functionality for manipulation school attendance zones
- 7.6.24 System must be able to analyze non-eligibility zones that establish walk zones for each school based on District criteria

### **7.7 Vehicles**

- 7.7.1 System should allow users to determine the load factors
- 7.7.2 System should allow for scheduling and tracking of shuttle buses and late buses
- 7.7.3 System should have the ability to recognize potential conflicts when creating tiered routes
- 7.7.4 System should be able to store and track information
- 7.7.5 System should have GPS capability
- 7.7.6 System should have the capability to store fuel prices and cost per vehicle

### **7.8 Drivers**

- 7.8.1 System should be able to host a database with driver information
- 7.8.2 System should be able to track expiration dates of the Pennsylvania required documentation for bus drivers: Driver's License, School Bus Endorsement Card, School Bus Physical Card, Motor Vehicle Record, FBI Fingerprint Submission, Criminal Background Report, Child Abuse History

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Clearance, Sexual Misconduct/ Abuse Clearance, Arrest/Conviction form, Mandated reporter certificate

- 7.8.3 Ability to run reports of driver information by transportation carrier

### **7.9 Data Manipulation/Importation**

- 7.9.1 System should accept ASCII downloads in fixed-field, comma delimited, or tab-delimited formats
- 7.9.2 System should provide the user the ability to preview the import prior to running to verify it will import properly
- 7.9.3 System should process downloaded data during the import process to geocode students and assign each student to the appropriate walk/ride status, bus stop, and school according to established system rules
- 7.9.4 System should allow Transportation personnel to grade advance students to begin work on next year's routes without altering the routes (or students) for the current year or creating a separate database
- 7.9.5 System must have analytic capability to analyze peak usage and use "what if" scenarios for testing fuel savings and alternative routes
- 7.9.6 System must have a dashboard that reports on the metrics related to productivity, efficiency, and compliance criteria set by District policies along with state and federal regulations

### **7.10 Parent/Student Interface**

- 7.10.1 A public web application where a student's zoned school can be located by entering their address
- 7.10.2 A parent interface for bus information shall be available through a secure web browser
- 7.10.3 System should integrate with parent interface

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### 7.11 Reports/Forms

- 7.11.1 System must come with a library of pre-defined reports with concern to students, staff, routes, and schools
- 7.11.2 Generate mailers in multiple languages to parents with transportation assignments in batch or singular
- 7.11.3 System must, as part of internal capabilities, be able to manipulate information in spreadsheet form when specific criteria are asked; must be able to send these reports to recipients' email addresses
- 7.11.4 User should be able to define data, sort data, sub-sort data, and save data as required based on specific queries
- 7.11.5 A dashboard should assist the user in printing reports, accessing information by school building, and assist with full Microsoft Office forms integration
- 7.11.6 Ability for users to work with a minimum of training to construct queries, reports, charts, and graphs
- 7.11.7 Ability to knowledge transfer and create specification for District BI dashboard reporting
- 7.11.8 Ability to do Pennsylvania State and Federal Reporting
- 7.11.9 Ability to email detail and summary route reports to carriers
- 7.11.10 Ability to electronically invoice bus carriers

### 7.12 Billing

- 7.12.1 Pittsburgh Public Schools generates the monthly invoices for carriers.
- 7.12.2 System needs to have the ability to handle vast budgeting needs, track invoicing and payments by different categories.
- 7.12.3 Examples:
  - Maintain different budget information
  - Fuel allowance and bus extras
  - Advancements
  - Vehicle Daily Rates
  - Rate Adjustments/ Billing adjustments
  - Vehicle Reports

### 7.13 Other General Requirements

- 7.13.1 Ability to manipulate information on current year, future year, and summer school programs simultaneously
- 7.13.2 Vendor's ability to demonstrate successful integrations with One Roster and/or Ed-Fi is highly favored

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## 8 TECHNICAL REQUIREMENTS

### 8.1 Technical

- 8.1.1 Operate as a mature, well designed and developed, web-based student transportation solution
- 8.1.2 Operate on Windows Server 2016 R2 (Standard) with the latest updates
- 8.1.3 Provide Cloud-based virtualization options
- 8.1.4 Run on the VMWR server environment running on VERail physical host servers
- 8.1.5 Authenticate users through the District AD integration Single Sign On capabilities
- 8.1.6 Provide servers and functions of all necessities such as hardware specifications, database, reports, and web applications, recommended for optimal District size
- 8.1.7 Provide processor, RAM, hard drive size, NIC configuration (e.g., quantity for redundancy/load balancing) and RAID technology used for disk subsystem
- 8.1.8 Support multiple web browser interfaces and call out add-ons, software requirements such as Silverlight, or third-party tools needed for ideal performance
- 8.1.9 Support Dell and Apple devices, as well as mobile devices on various operating systems
- 8.1.10 Ability to handle integrations with software tools such as eSchoolPLUS, parent communication tool (HAC, Let's Talk), District Data Warehouse (APIs), ACCESS411, Blackboard, Qualtrics, and GPS
- 8.1.11 Describe backup recover, and retention strategy and list any additional third-party tools
- 8.1.12 Email functionality for users in and out of the District networks including parents, carriers, and other stakeholders
- 8.1.13 Provide a development, testing, training, and production environments with detail maintenance training
- 8.1.14 The District will have rights and ownership to all District data
- 8.1.15 Staff members will need full access daily to make changes to bus routes and an additional users, defined as temporary users, should be allowed access when needed
- 8.1.16 Ability to assign user permissions to maintain quality assurance (full access, limited access, no access, read-only)

## 9 IMPLEMENTATION

- 9.1.1 Proposals must include a Project Plan for implementation that includes milestones, allocations, and go live dates. Implementation team must include, at minimum, a dedicated Project Manager, Trainer, and Technical SME.

## 10 TRAINING/SUPPORT REQUIREMENTS

- 10.1.1 The vendor will be responsible for teaching the designated Transportation Department staff how to use the product. Initial training information included in the proposal should include a comprehensive plan and timetable. All training materials should be supplied via web access, with

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the ability to generate a hard copy if necessary. The system would need to be completely installed and fully functional within all parameters before training would begin. Training should be able to be conducted using District data.

- 10.1.2 On an ongoing basis, vendor must provide timely, no charge, unlimited toll-free phone and online support using any available meeting software. Proposer should provide information on the availability of the Company's support staff and what the typical lead time is for assistance. The company should also note if there is additional support available around the start of the school year.
- 10.1.3 In addition, the vendor should provide, via online format, ways for existing employees to get a refresher or to aid in the training of new employees.
- 10.1.4 Vendor should also provide the previous five years' function upgrade release schedule. Proposals should identify if a required maintenance schedule is required for support services or software updates. Uploads should be able to be completed any time of day, and any day of the week.