



Solicitation Information
December 21, 2018

Addendum #1

RFI # 7597642

TITLE: Statewide Student Transportation Services

Submission Deadline: January 14, 2019 at 2:00 PM (ET)

PLEASE NOTE:

Submission deadline has been extended from January 3, 2019 to Monday, January 14, 2019 at 2:00 PM (ET).

Attached are vendor questions with State responses. No further questions will be answered.

Gail Walsh
Chief Buyer

This is a Request for Information and as such no award will be made as a result of this solicitation.

1. Will there be a pre-solicitation meeting?
 - a. If so, when, where, and what time is this meeting?
NO, THIS IS A REQUEST FOR INFORMATION ONLY.
2. By when will answers to solicitation questions be posted?
RESPONSES TO SOLICITATION QUESTIONS ARE POSTED AT LEAST A WEEK PRIOR TO THE OPENING DATE.
3. Can you please provide copies of all current management contract related to statewide student transportation services, so we can better understand the current system in place?
THESE CAN BE MADE AVAILABLE THROUGH A PUBLIC RECORDS REQUEST.
4. What efficiencies do you believe your existing transportation system needs?
THIS RFI SOLICITS RESPONSES TO THIS EXACT QUESTION.
5. What are the existing transportation regions?
 - a. How are they defined today (by district, by school, etc.)?
THERE ARE 5 TRANSPORTATION REGIONS FOR PRIVATE PAROCHIAL CHARTER & VOCATIONAL STUDENTS ONLY. TRANSPORTATION REGIONS DO NOT APPLY FOR MCKINNEY VENTO, FOSTER CARE STUDENTS OR DIVERSE LEARNERS (I.E., SPECIAL EDUCATION). THE RFI CONTAINS A LINK SPECIFYING THE REGIONS.
 - b. How many students are in each region?
**Region 1- 200
Region 2- 250
Region 3-1300
Region 4 and 5- 200
Special Ed (no regional boundaries) - 850
Mckinney Vento and Foster Care (no regional Boundaries) - 400**
 - c. What is the average ride time in each region?
AVERAGE RIDE TIME 40-60 MINUTES
 - d. What is the longest ride time in each region?
PRIVATE PAROCHIAL CHARTER & VOCATIONAL TECH CANNOT EXCEED 90 MINUTES. SPECIAL EDUCATION STUDENT MAXIMUM IS 75 MINUTES.

6. What types of vehicles besides yellow school buses are used today to transport students?
PUPIL TRANSPORTATION VEHICLES INCLUDE YELLOW SCHOOL BUSES AND VANS. THE RFI CONTAINS A LINK SPECIFYING TRANSPORTATION APPROPRIATE VEHICLES.
 - a. Why type of student population uses vehicles other than yellow school buses?
ALL STUDENTS
 - b. How many students are being transported through vehicles other than yellow school buses?
175 STUDENTS

7. Do students who attend the school of their choice have access to bus transportation?
YES - ONLY WITHIN REGION
8. If not, how are they transported?
OUT OF REGION - RESPONSIBLE PARENT OR GUARDIAN
9. Do students currently have bus transportation to the Career & Technical Education schools?
YES, WITHIN REGION
 If not, how are they transported?
OUT OF REGION - RESPONSIBLE PARENT OR GUARDIAN
10. Do students currently have bus transportation to CCRI and other experiences?
YES, WE HAVE SPECIAL EDUCATION STUDENTS ATTENDING A MULTITUDE OF OUT PLACEMENTS
 - a. If not, how are they transported?
11. How is the current transportation registration process structured?
SCHOOL DISTRICTS ENROLL DIVERSE LEARNERS, FOSTER CARE STUDENTS AND MCKINNEY VENTO STUDENTS VIA THE ERIDE PORTAL. PARENTS ENROLL PRIVATE PAROCHIAL CHARTER & VOCATIONAL TECH STUDENTS USING THE RIDE WEBSITE TOOL VIA A URL LINK.
 - a. Can parents register their students online?
YES SEE ABOVE
 - i. If so, who manages this online tool?
RIDE VIA THEIR TRANSPORTATION MANAGEMENT COMPANY
12. How are parent transportation complaints handled today?
RIDE VIA THEIR TRANSPORTATION MANAGEMENT COMPANY
13. How do the contractors communicate with parents regarding bus transportation today?
RIDE VIA THEIR TRANSPORTATION MANAGEMENT COMPANY
 - a. Is there a mobile app in place?
NO

i. If so, who manages this mobile app?

NOT APPLICABLE

14. Who performs the routing functions?

RIDE VIA THEIR TRANSPORTATION MANAGEMENT COMPANY

a. Is there an electronic routing system(s) in place?

YES

i. If so, which system(s)?

VERSATRANS SOFTWARE

15. Who manages this system(s)?

RIDE VIA THEIR TRANSPORTATION MANAGEMENT COMPANY

16. How are Key Performance Indicators (KPIs) used today as part of overall operator compensation strategy?

OPERATORS MUST MEET ESTABLISHED KPI(S) OR RISK THE ABILITY TO RECEIVE FULL PAYMENT.

a. What are the most critical Key Performance Indicators

YEAR AND MILEAGE OF VEHICLES

ON TIME ROUTE PERFORMANCE

ACCIDENT / INCIDENT RATES

DRIVING STAFF TRAINING AND COMPLIANCE DOCUMENTS

17. How does RIDE currently promote quality improvements with bus operator contractors?

MONTHLY CONFERENCE CALLS WITH OPERATORS

QUARTERLY MEETINGS

INCIDENT MANAGEMENT SERVICE TRACKING

ANNUAL VENDOR AUDITS

18. What performance measures and other standards of service are currently in place with contractors?

REVIEW RESPONSE TO QUESTION # 16

19. What is the org structure for the current System Manager?

RIDE PROCURES AN INDEPENDENT TRANSPORTATION MANAGEMENT CONTRACTOR

a. How many personnel are currently on staff?

7 ONSITE STAFF / 3 OFFSITE SUPPORT STAFF

- i. What are their job titles and duties?
 - 1 System Manager – Transportation Team Oversight and KPI Compliance
 - 3 Routers – Process Transportation Requests and Routing
 - 2 Transportation Coordinators – Customer Service
 - 1 Accountant – Financial Management and KPI Compliance

20. Relative to the System Manager, do they have any functional programs in place, such as staff programs that monitor effectiveness of the existing system?

YES, KPI TRACKING AND CONTRACT COMPLIANCE

- a. For example, is there a statewide maintenance team to support all sites, etc.?

QUESTION UNCLEAR

21. How does the System Manager interact with other state agencies, such as in bad weather instances?

RELATIONSHIP WITH EMERGENCY MANAGEMENT SYSTEM (EMS) AGENCY

22. What kind of oversight mechanisms does the System Manager have in place?

KPI(s)

23. What software applications and/or data systems are currently used within the RIDE transportation management function?

ERIDE PORTAL

INCIDENT MANAGEMENT SYSTEM (IMS)

- a. Are there any plans to change or update applications/systems in the near future?

TO BE DETERMINED