

RFP#100920TJ Questions and Answers for Student Transportation Services

1. Why did the District issue an RFP rather than renew its contract with Durham? **The contract term has ended; therefore, a new RFP is required.**
2. What are the main goals that the District wants to accomplish via this RFP? **Answer: The main goal the District wants to accomplish via this RFP is to identify and procure a vendor to provide safe, efficient and dependable transportation services at a fair cost. It is important to the District to operate in the most efficient manner in an effort to preserve funds that can be allocated for the classroom.**
3. Are alternate proposals acceptable? If so, is the respondent required to provide a base proposal per the proposal specifications? **Answer: The respondent should submit a proposal based on the RFP document.**
4. Would the district consider a proposal in which the District is responsible for owning or financing the vehicles? **Answer: No, the District is not interested in owning or financing the vehicles.**
5. Would the district consider an award to multiple Contractors (split the award into zones)? **Answer: One vendor will be awarded the contract.**
6. Part I, Paragraph 15.0, Fingerprinting. Does this requirement apply to office and maintenance staff that may come in contact with students on the rare occasion? **Answer: Because these services may require entering school grounds, please see below per Section 15.0 Criminal Background Check. In accordance with TN Code Ann. 49-5-413, unless explicitly excluded by statute; and pursuant to Shelby County Schools' requirements, Vendors (persons, corporations or other entities) whose employee(s), subcontractor (s), or representative(s) will come in contact or close proximity to SCS students during the course of business, must require their employee(s), subcontractor (s), or representative(s) to supply a fingerprint sample, submit to a criminal history records check to be conducted by the Shelby County Schools, Tennessee Bureau of Investigation, and the Federal Bureau of Investigation, and obtain Shelby County School's identification badge prior to permitting the person to have contact with the children or entering school grounds.**
7. Part III, References – Should Appendix C be placed in Tab C, Tab F, or each? **Answer: Appendix C- References can be placed in Tab C on the Appendix C References Form.**
8. Part III, Pricing Schedule– Should Appendix J be placed in Tab F.11, Tab G, or each? **Answer: The Pricing Schedule should be placed in Tab G on the Appendix J Pricing Schedule Form.**
9. Part V, Paragraph 2.2, Run Times. What is the process for the Contractor to seek approval to increase run times based on dry runs, or actual run times, which may be longer than scheduled or due to ongoing route modifications? **The Contractor submits**

RFP#100920TJ Questions and Answers for Student Transportation Services

- run time request to SCS Transportation for review by providing GPS data for at least 5 schools days whereby the driver has run the route as proposed including leaving the bus terminal at the scheduled time.
10. How many route changes are sent during a typical week? **Route changes per week vary based on student movement throughout the District however during a typical week an approximate range is 50 – 100.**
 11. Part V, Paragraph 2.3, Supplemental Transportation. Is the Contractor to invoice and collect payments from each school for Supplemental Transportation, or does the Contractor invoice the District for Supplemental Transportation? **Answer: The Contractor invoices and collects payment from each school for Supplemental Transportation.** If the Contractor is to invoice and collect payments from individual schools and departments, does the school district guarantee payment? How many individual invoices have historically been sent to schools and Departments for Supplemental Transportation each year? **Answer: The District will not guarantee payment. Each school and department is responsible for paying invoices received for requested Supplemental Transportation and ensuring funds are available. Historically, over 5,000 invoices have been sent to schools and Departments each year.** If a school does not pay a trip invoice, can the Contractor suspend trip service for that school? **Answer: If a school does not pay a trip invoice, the Contractor should make every effort to communicate with the school and District to resolve outstanding invoices prior to taking the drastic step of suspending trip services for that school. We do ask for the Contractor to develop a collection process for schools in an effort to promptly identify non payments and address the concerns immediately. Also, it would benefit the Contractor to develop local standard operating procedures for reconciling invoices with checks received.**
 12. Part V, Paragraph 2.7.3.c, Supplemental Transportation. “The District may choose to utilize the rates under the Supplemental Transportation Contract, or the Home to School Contract excess hourly rate, as deemed to be in the best interest of the District.” **In what circumstance(s) would the District choose the Home to School Contract excess hourly rate instead of the Supplemental Transportation Contract rate?** This could be problematic because the Home to School Contract excess hourly rate does not necessarily include non-live time expense, and should be lower, whereas our Supplemental Transportation Contract rates includes additional expenses. **Answer: The District’s intent is to operate in the most efficient manner in an effort to preserve funds that can be allocated for the classroom. If an avoidable cost is identified, we want to make sure it is not imposed on the District.**
 13. Part V, Paragraph 2.2 and 2.7.3.c, Excess Hours. The Supplemental Transportation section refers to excess hourly rates in the Home to School Contract (see question above). **What is the process to propose excess hourly rates for routes that exceed**

RFP#100920TJ Questions and Answers for Student Transportation Services

- their designated time of 4.5, 5.5 or 7 hours per day, respectively?** There is no place for an excess hourly rate on Appendix J – Pricing Schedule. **Answer: Please add any additional cost on Appendix J Pricing Schedule Form.**
14. Part V, Paragraph 2.7.4, A/C. **Are all buses required to have air-conditioning?**
Answer: Yes.
Part V, Paragraph 2.7.4 and Appendix J, Pricing Schedule. **There is no place to add cost for seatbelt retrofits. Should we add to Appendix J or will a revised Appendix J be issued?** **Answer: Please add any additional cost on Appendix J Pricing Schedule Form.**
15. Part V, Paragraph 2.10, Performance Bond. Please clarify the performance bond language. It is hard to estimate impact of a bond without specific terms. **Answer: The successful Respondent may be required to submit a performance bond in the amount of one hundred percent (100%) of the total contract amount, to ensure the satisfactory completion of the services for which a contract is awarded. The bond, cashier or certified check must be made in favor of the SHELBY COUNTY BOARD OF EDUCATION, MEMPHIS, TENNESSEE 38112.**
16. Part V, Paragraph 2.14.10 and 2.25.2, CPR training. Does SCS require CPR certifications and/or CPR refresher training more often than State and Federal regulations? If so, what are the CPR training and certification requirements including frequency? **Answer: Yes. SCS requires CPR- First aid refresher training annually.**
17. Part V, Paragraph 2.14.26, Mechanic ratio. The current mechanic ratio to vehicles is 1:28. With a much lower vehicle age requirement in this RFP, why is the ratio 1:15? This adds 11 full-time maintenance positions costing the district over \$700,000 per year. **Answer: The District will consider a 1:25 ratio for mechanics to vehicles.**
18. Part V, Paragraph 2.15.4, Vehicle Age. Is the average vehicle age requirement the same each year of the contract (5 years), or does the average age requirement increase each year (6-year average age in the second year of the contract)? **Answer: The average vehicle age requirement is the same each year of the contract (5 years).**
19. Part V, Paragraph 2.15.5.e Cameras. Is the requirement that contractor view video from 5% of the routes daily to look for concerns with driving behavior, or student conduct, or each? **Answer: The requirement that the Contractor view video from 5% of the routes daily is to look for concerns with driving behavior and student conduct. This will assist with providing support to the driver in regard to bus management and safety concerns.**
20. Part V, Paragraph 2.15.5.e Cameras. Can DriveCam cameras, one facing the driver and one facing out of the front, be two of the six cameras required? **Answer: No. The District is requesting six cameras and must have access to footage on demand with the ability to submit footage to District personnel and Authorities timely.**

RFP#100920TJ Questions and Answers for Student Transportation Services

21. Part V, Paragraph 2.15.6, Diesel fuel. Will the District consider proposals using gasoline, propane, and/or electric powered buses? **Answer: No.**
22. Part V, Paragraph 2.16.5, Facility Use. Is Contractor permitted to operate charter school routes from District provided facilities for local charter schools? **Answer: The Contractor is permitted to operate charter school routes from District provided facilities for charter schools governed by the District.**
23. Part V, Paragraph 2.16, Facilities. Is the transportation facility at Mt. Pisgah Middle School available for the Contractor for vehicle parking, light maintenance, and office/dispatch? **Answer: No. The Contractor will need to procure two additional facilities in the South area and the Northeast area of the District.**
24. Part V, Paragraph 2.23, School Closings. Did the District pay its current contractor any amounts during the spring school closures due to Coronavirus? **Answer: No**

Part V, Paragraph 2.23, School Closings. Under this RFP, what is the District willing to pay the Contractor to cover fixed costs and/or employee wages in the event of school closures for weather, or for other unexpected and extended closures? **Answer: TBD.**
25. Part V, Paragraph 2.25.11 and, Cooperative Transportation. **Does this apply to individual field, athletic, activity, or charter trips for all entities other than SCS?** **Answer: No. Does this prohibit the Contractor from doing public charters (churches, weddings, etc.) without prior SCS approval?** **Answer: No. Does this prohibit the Contractor from contracting with local charter schools without prior SCS approval?** **Answer: No.**
26. Part V, Paragraph 2.29, Contract. **Would the District provide a draft of the contract including? “such other further additional provisions required by the District”?** **Answer: We will place sample contracts provision on the website under this RFP by the close business Wednesday October 7, 2020.**
27. Part V, Paragraph 2.30.1, Scorecard. If the rates are fixed for years one and two and any renewal must be agreed to mutually, how/when would the forfeiture of 1% of an increase based on a Transportation Scorecard apply? **Answer: District will utilize liquidated damages in lieu of a scorecard; however, the scorecard will be utilized as a source for internal data analysis.**
28. Part V, Paragraph 2.30.3, Non-Performance Damages. The LD for an unattended student appears twice in subsections c and gg. Can you clarify which one applies? **Answer: Both apply. Student left unattended on bus references a driver getting off the bus at a location and leaving student unattended. Student left on bus at the end of the route references**

RFP#100920TJ Questions and Answers for Student Transportation Services

driver has completed route for the morning or afternoon and left the bus but the student is still on the bus. This could be prevented if child-check is properly completed.

29. Part VI, Appendix A, Paragraph 2.k, Piggyback Clause. Does the Contractor need prior SCS approval to enter into a piggyback contract? **Answer: Please reference Appendix A-Special Terms and Condition for RFPs, k. Piggyback Clause in the RFP proposal. If you are referring to approval for Cooperative Transportation, please reference Section 2.25.11 Cooperative Transportation: see answer below to question a.**
- a. Does SCS require a copy of any such contract (paragraph 2.25.11)? **Answer: Please Reference Section 2.25.11 Cooperative Transportation: Only those children, adults or other person(s) authorized by the District to be transported shall be transported under the Contract. **The Contractor shall agree to secure the prior written approval of the District before agreeing to undertake the transportation of pupils for other districts, schools or individuals in conjunction with the trips specified in the Contract, and to furnish the District with copies of each such related Contract with another school, District or individual for such transportation.** The District reserves the right to assign students from other school districts to buses/routes. Should such assignment result in increased route time, the Contractor shall be compensated upon approval of the District, according to the prices submitted in the response, and the terms and conditions as specified herein. The Contractor agrees to cooperate fully with any District cooperative transportation efforts with other school districts, should they occur.**
30. Pricing Schedule Appendix J. Can 54 passenger buses be used on special needs routes in place of 37/38 or 47/48 passenger buses? **Answer: Yes.**
Pricing Schedule Appendix J. Can 82 passenger buses be used in lieu of 84 passenger buses (IC bus rear engine transit goes to 82)? **Answer: No. The District is requesting 84 passenger buses.**
31. Will there be someone onsite at the Procurement Office at 126 S Hollywood St. Memphis, on October 16th to receive the proposals? **Answer: Yes, Staff will be available to receive the proposals on October 16th.**
32. The RFP states that signed proposals must be delivered in sealed, opaque envelopes. Will the district accept opaque binders in lieu of envelopes? **Answer: All signed proposals must be sealed. Sealed envelopes or sealed boxes with proposals are also acceptable.**
33. The RFP states that all pages must be numbered consecutively from beginning to end. Is the District willing to make an exception for the signed forms/appendices? Otherwise, vendors may need to adjust/handwrite page numbers after forms are signed/notarized. **Answer: Numbering is not required for SCS forms.**
34. On page 11 of the RFP, one of the forms required to be submitted by the vendor is Appendix A (Special Terms & Conditions for RFPs). There is no indication that Appendix A requires a signature or any sort of form filling. Are we to simply print pages 40-54 of the RFP and include them in our proposal? **No, signature is required, and form is not required to be submitted. Appendix A is Special Terms and Conditions for the RFP.**

RFP#100920TJ Questions and Answers for Student Transportation Services

35. In Part III: Proposal Format, the vendor is asked to submit Appendices B and C twice. Can you confirm that you want two copies of each Appendix in every proposal? If not, which tab would you like each appendix in?
- Appendix B is requested in Tab A (p 10) and Tab F (p 11)
Answer: Appendix B- Addenda Acknowledge Form can be placed in Tab A and submitted once.
 - Appendix C is requested in Tab C (p 10) and Tab F (p 11)
Answer: Appendix C- References Form can be placed in Tab C on the Appendix C References Form and submitted once.
36. On page 11 of the RFP, one of the forms required to be submitted by the vendor is Appendix H (2011 Local Preference Purchasing). There is no indication that Appendix H requires a signature or any sort of form filling. Are we to simply print pages 62-64 of the RFP and include them in our proposal? **Appendix H Local Preference Purchasing does not require a signature. It is information concerning Local Preference Purchasing.**
37. Page 68: Acknowledgement by Vendor – See Appendix L: What should we to include here? **Answer: The Acknowledge by Vendor form is on the last page of the RFP Proposal. Please complete the form and have it notarized.**
38. Are alternate bids permitted? **Answer: An alternate bid is not needed for this project.**
39. Will we be able to tour the District's facilities at 1384 Farmville and 1681 Getwell prior to the proposal delivery date? **Answer: Yes.**
40. Page 4 - M/WBE participation: Is it possible to obtain a list of the vendors currently working with the incumbent? **Answer: There is currently one vendor, working with the incumbent which is ABC Charter. Please go to SCS website: www.scsk12.org, click on MWBE, then click Certified MWBE Listing.**
41. Could the district provide a copy of the existing contract? **Answer: A copy of the existing contract cannot be provided as a response to the question.**
42. *"2.10 Performance Bond. The successful contractor(s) may be requested to submit a performance bond."* – could the district define what the bond would require? **Answer: The successful Respondent may be **required** to submit a performance bond in the amount of one hundred percent (100%) of the total contract amount, to ensure the satisfactory completion of the services for which a contract is awarded. The bond, cashier or certified check must be made in favor of the **SHELBY COUNTY BOARD OF EDUCATION, MEMPHIS, TENNESSEE 38112.****

RFP#100920TJ Questions and Answers for Student Transportation Services

43. Page 5 – 2D – Please provide additional clarification around “another customer”: “Should the awarded vendor, at any time during the life of the contract, sell materials or similar quality to another customer, or advertise special discounts or sales, at a price below those quoted within the contract, the lowest discounted prices shall be offered to Shelby County”. **Answer: The award will be based on the terms and conditions stated in the RFP and executed contract.**
44. Page 41, Section 2.k. – If one of the Municipalities decides to partner (piggyback) with SCS, do they automatically get the same pricing as SCS? **Answer: If a Municipal piggyback on SCS contract, services will be based on the same terms and conditions, and cost cannot exceed SCS’ contract prices.**
45. 2.21.5 *Operating Days* – could the district provide the average operating days/anticipated calendars? **Answer: 175**
46. *Damages* – please provide the total damages assessed per year over the last 3-5 years of the contract. **Answer: 2016-17: \$410,857, 2017-18: \$196,556 and 2018-19: \$136,541**
47. What is the current fleet mix and fleet age? **Answer: 90 pac, 84 pac, 71/72 pac, 54 pac, 37/38 pac, Type A. Fleet age range: 2007 – 2021**
48. What is the desired/optimum fleet mix? **Answer: 84 pac, 71/72 pac, 54 pac, 37/38 pac, Very limited number of Type A.**
49. How many wheelchair positions are preferred in each type (37/38; 47/48; 72 pac) of wheelchair bus? **Answer: TBD. Wheelchair positions will be based on student enrollment and location.**
50. How many wheelchair routes does the District anticipate? **Answer: 90**
51. Could the district provide current routing with hours and miles? **Answer: Yes. This information will be provided at a later date.**
52. Could the District provide a current list of drivers by tenure/years of service? **Answer: No.**
53. Can the District provide the annual number of Student Charter trips? How many of these trips conflict with route times? **Answer: 5,000+. Approximately**
54. Can the District provide a breakout of the expected route numbers for each of the given route times? (4.5 hours. 5.5 hours and 7.0 hours) **Answer: 4.5 hours (34), 5.5 hours (40), 7.0 hours (265)**
55. For #54 above, can the District also provide the number of Special Needs routes for each route length? **Answer: 5.5 hours (40), 7 hours (103)**

RFP#100920TJ Questions and Answers for Student Transportation Services

56. Section 2.3.1 – Can the 30 large buses with undercarriage storage be used for routes as well or are they considered “dedicated” for Supplemental Transportation? **Answer: Yes. The 30 large buses with undercarriage storage can also be used for routes.**
57. Section 2.15.5.g. – what routing software does the District use? **Answer: Edulog**
58. For the contractor-provided facilities, will the District provide fuel cards or is one required to find a property with fuel tanks? **Answer: A fuel card will be provided for each bus to use at SCS District fuel tanks.**
59. Section 2.30.3 i – Who completes the Annual Customer Satisfaction Survey: Is it Administration, Building Principals, or Parents? **Answer: Administration**
60. Bus Assistants: The RFP states 160 bus assistants – could the district provide the routes these attendants are on and the associated route times? **Answer: Yes. This information will be provided at a later date.**
61. Do any buses have more than one monitor? **Answer: Yes.**
62. Middays: Are the 43 Middays all separate from routes? Or do they include some middays that are part of normal routes? **Answer: Middays are separate from routes.**
63. Do you have monitors on any of the middays? **Answer: No.**
64. Could the District provide the route length and hours for Midday runs? **Answer: Midday runs typically are approximately two hours and begin as early as 7:30 am and end by 1:30 pm.**
65. Summer: How many monitors/bus assistants are required? **Answer: 40**
66. How long are the summer routes? **Answer: 4.5 hours and 5.5 hours**
67. What buses will be required given the RFP statement regarding summer billing: 2.4 “to be invoiced at the same rate(s) as submitted in this proposal” – to be clear, the proposal does not have a summer specific rate, only rate by hours and bus type. **Answer: Summer billing will utilize the same rates utilized during the current regular school year.**
68. How many days, on average, does your summer program run? **Answer: Approximately 30 days.**
69. Medical Benefits: Drivers/Monitors – Could the district provide the number of drivers and monitors that are currently signed up for medical benefits? Could the medical plan details also be provided? **Answer: No.**
70. **Supplemental Transport:** The district requests that supplemental transportation INLCUDE the cost of fuel and the district will then receive a credit of \$3.00 for each hour. Would the district consider alternatives to this approach? **Answer: No.**

RFP#100920TJ Questions and Answers for Student Transportation Services

71. **Staffing:** Does the district require staffing minimums at each location (regarding management, maintenance, admin staff)? **Answer: Yes.**
72. **Facilities:** Do both of the district facilities have maintenance bays (2.16 North Lot and East Lot)? How many maintenance bays are at each location? **Answer: North Lot (5), East Lot (6)**
73. Will drivers be permitted to use **navigation tablets**? **Answer: No.**
- Non-Performance Damages:**
74. Section 2.30.3 item c and gg: Please clarify the difference between student left on unattended bus, and student left on a bus at the end of the route. **Answer: Student left unattended on bus references a driver getting off the bus at a location and leaving student unattended. Student left on bus at the end of the route references driver has completed route for the morning or afternoon and left the bus, but the student is still on the bus. This could be prevented if child-check is properly completed.**
75. In the event a sleeping student is found on a bus upon returning to the yard, and is safely returned to school upon notification, would liquidated damages still be assessed? **Answer: Yes.**