



## Department of Procurement Services

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160 S Hollywood St · Room 126 · Memphis, TN 38112 · (901) 416-5376

### QUESTIONS AND ANSWERS

#### **RFP 12225LB Student Transportation Services**

1. With such a short turnaround time, it is difficult for bidders to provide competitive quotes for an August 1, 2026 contract start. Would the Board consider reissuing the RFP within a month or two, for a 2027 school start to allow for ample time to review?

**Answer: The solicitation and the start date will stand as is.**

2. Would the board consider providing a firm award date in early to mid-January?

**Answer: The solicitation will be awarded no later than January 31, 2026 and will additionally require the Board's approval.**

3. Would the board consider extending the due date to early January?

**Answer: Please see the posted Addendum I**

4. Would you confirm if Type C would be acceptable instead of Type D buses?

**Answer: No, we need type D buses to support the District's needs.**

5. Can you provide a timeline regarding a decision on the walk zone reduction. Adding 100 +/- routes with notice in the winter would be hard to pull-off, especially finding 100 more drivers in the market would be a huge challenge.

**Answer: This matter is TBD. We will provide additional info once received.**

6. Tech ratio: RFP calls for 1:15 tech to bus ratio. Can we vary from this in our proposal?

**Answer: 1:15 prefer, max is 1:25**

7. Field Trip billing: Will the Contractor bill each school for trips and have schools pay the invoice, or can we send one invoice to the District?

**Answer: Yes, each school must be billed for trips directly.**

8. Specifications ask for a 4, 5.5, and 7 hour rate, but will pay over hours. Can you amend the rate sheet to allow spacing for an over-hour rate?

**Answer: Yes, we will pay over hours. Request for cost will be added as addendum.**

9. Specs are for a 4 year base term +1 extension. I do not see a mechanism or space to quote rate increases for years 2 through 4 on the pricing pages. Where should we state our annual rate increases? Should we add that to the rate sheets?

**Answer: Rate increase for 2-4 years should not exceed 3% CPI for additional years.**

10. Do the specification require an 8 year average fleet age or is it an 8 year max fleet age? If it's an average, is there a max age?

**Answer: The entire fleet average max is 8 years (ref. per RFP 2.15.4)**

11. Specs require disinfecting 2x/day like we did during COVID. Is this being done today or can this be limited based on any new incidents?

**Answer: Disinfecting 2x/day will be based on new incidents and emergencies.**

12. What format is used for the annual customer survey? What individuals should be sent the survey?

**Answer: If you are referring to survey sent by contractors, it should be sent to the Director of Transportation & Executive Director of Business Operations.**

13. In reference to page 1, please confirm that a respondent who does not currently operate in Shelby County is not required to submit a copy of a Shelby County Business License.

**Answer: If you do not operate in Shelby County, you do not have to provide a Shelby County License. This is for the purpose of applying our Local Preference Purchasing Policy 2011.**

14. In reference to RFP 4.0 Notice of Intent to Award (page 3), please specify when Memphis-Shelby County Schools (MSCS) intends to award the contract and where the award notification will be publicly posted.

**Answer: The Intent to Award will be issued to all vendors who submit a proposal. We do not post Intents publicly.**

15. In reference to RFP 4.0 Notice of Intent to Award (page 3), please disclose if MSCS intends to award one vendor or split the awarded contract amongst multiple vendors.

**Answer: The contract will be awarded to one (1) vendor.**

16. In reference to RFP 7.0 Contract Type (page 5), please provide a copy of the current contract and current rates for student transportation services.

**Answer: Please reach to Procurement for the requested information.**

17. In reference to RFP 14.0 Liquidated Damages (page 6), please disclose the total amount of liquidated damages levied to the student transportation services current contractor(s) for the past three years

**Answer: N/A**

18. In reference to RFP Tab E. Technical Response to Scope of Work (page 9), please identify the sections MSCS considers a “major requirement of Part V (Scope of Work).

**Answer: All requirements are considered major.**

19. In reference to Tab H. Electronic Media (page 10), please provide direction on what a respondent should provide MSCS in this proposal section.

**Answer: Submit a USB drive with your completed proposal loaded onto the drive.**

20. In reference to 1.0 The Services (page 13), RFP #122225LB identifies 339 AM & PM routes per day, plus the need for 10% spares, which totals approximately 374 buses. The solicitation also requires a contractor to provide two (2) facilities that can accommodate 80 Buses each (160 total). MSCS has two (2) facilities that house 142 and 113 buses. This would represent a total of 415 buses across all four facilities. Please explain the discrepancy between the number of routes and the number of buses.

**Answer: The accommodation is up to the number identified for each terminal. The total is 374 and the number of buses may vary at each terminal based on route assignments.**

21. In reference to 1.0 The Services (page 13), please identify the number of single-tier vs multi-tier routes that exist today or will be expected for next year.

**Answer: We currently have 6 single tier Sped routes and 10 single tier GenEd routes. All others are multi-tier. This is subject to change per new school year routing configurations.**

22. In reference to 1.0 The Services (page 13), please provide a breakdown of the 339 routes by vehicle type (as shown in Appendix I: Compensation/Pricing Schedule) to ensure respondents capture MSCS's estimated spend correctly. The accuracy of this split will greatly impact pricing.

**Answer: We currently have 78 71/72 packs and 138 84pks. Buses are utilized per routing needs and are subject to change per routing assignments and location of students.**

23. In reference to 1.0 The Services (page 13), please share the bell schedules for all grade levels, including any special programs, to help respondents assess route length.

**Answer: We currently have 3 bell times. 7:15am 8:15am & 9:15am. The dismissal times are 2:15pm, 3:15pm and 4:15pm. Specialized programs including CBI, Career Technology/Early College, and CLUE are based on program needs.**

24. In reference to 1.0 The Services (page 13), of the 23,000 students transported, please identify the number of Please provide the number of Special Needs and Specialized and Exceptional Children.

**Answer: 23,000 GenEd, 1638 Sped. All are subject to change.**

25. In reference to 1.0 The Services (page 13), please identify the number of car seats, harnesses, and special equipment that is used for the transportation of Special Needs/Specialized and Exception students.

**Answer: Car seats 126/ Harnesses 125/ Wheelchairs 169, all are subject to change according to student's needs,**

26. In reference to 1.0 The Services (page 13), please identify the service days for regular school year and extended school year.

**Answer: Number regular school days is 177 days. Extended school year is currently 20 days. Both are subject change.**

27. In reference to 1.0 The Services (page 13), please identify how many Supplemental Transportation trips were scheduled last year by trip type (e.g. field trips, excursions, athletic activities, etc.) and what are the projections for next year.

**Answer: Schools book their own trips. N/A**

28. In reference to 1.0 The Services (page 13), please provide the average mileage and time duration of Supplemental Transportation trips based on historical data.

**Answer: Times varies.**

29. In reference to 1.0 The Services (page 13), please disclose or detail any service issues MSCS has experienced with the current student transportation provider(s).

**Answer: N/A**

30. In reference to 2.2 Minimum Run Lengths (page 14), please identify the average deadhead hours from the North Lot and East Lot.

**Answer: N/A**

31. In reference to 2.2 Minimum Run Lengths (page 14), please provide average run time for home-to-school services, special needs home-to-school services, and specialized and exceptional children services separately.

**Answer: Run times vary according to routing configurations.**

32. In reference to 2.2 Minimum Run Lengths (page 14), please share the current route sheet in excel or google sheets.

**Answer: N/A**

33. In reference to 2.6 Proposal Bond (page 15), please consider waiving the bid bond and performance bond and evaluate historical performance instead, as bonds can substantially drive up cost and increase the overall pricing.

**Answer: Please reach out to Procurement.**

34. In reference to 2.11 Contract Payments (page 17), please share the past three months' invoices from the current transportation contractor(s), including a breakdown by service category (e.g., monitors, home-to-school transportation, midday routes, field trips, etc.).

**Answer: N/A**

35. In reference to 2.14 Personnel Matters (page 17), please disclose whether bus drivers and monitors are unionized. If yes, please share a copy of the current collective bargaining agreement. The CBA will help ensure a well-informed and strategic approach to pricing.

**Answer: Yes, some bus drivers and monitors are unionized. CBA is N/A.**

36. In reference to 2.14 Personnel Matters (page 17), please specify if any MSCS-funded benefits exist that the awarded contractor must uphold.

**Answer: N/A**

37. In reference to 2.14.26 (page 21), if a respondent is offering to supply a brand-new fleet, please allow the reduction of the trained mechanic ration to “not fewer than a 1:30 ratio.” The current “1:15 ratio” is high, and, with a brand new fleet the need for that level of mechanics seems unnecessary. It would save the MSCS money while maintaining proper inspection frequency & vehicle safety standards.

**Answer: Max is 1:25**

38. In reference to 2.15.5 (page 22), please allow for cellular radio systems in place of traditional two-way UHF/VHF radios, as cellular systems have better coverage and perform identically to their two-way counterparts which should help in areas of poor coverage and for routes travel outside of the radio coverage area

**Answer: More discussion is needed regarding this item.**

39. In reference to 2.15.6 (page 22), please confirm MSCS intends all vehicles to be diesel fueled and what would be required of a respondent to be granted an exception to diesel fuel.

**Answer: Yes, all vehicles must be diesel fuel unless agreed upon to incorporate some electric buses.**

40. In reference to 2.16 Facilities (page 23) please provide more information on the North Lot and East Lot (e.g., size of site, office and parking space, photos, number of offices, number of restrooms, space for a training room, employee break lounge, driver/monitor room, etc.).

**Answer: You can schedule a time to visit site if needed.**

41. In reference to 2.16 Facilities (page 23) please identify the size of the maintenance areas of the North Lot and East Lot and equipment details (e.g., number of service bays, air compressor(s), airlines, lubricant hoses, etc.).

**Answer: You can schedule a time to visit site if needed.**

42. In reference to 2.16 Facilities (page 23) please specify if the North Lot and East Lot has fuel tanks on-site and properly approved for use. If so, identify the size of the tanks and fuel types that can be accommodated.

**Answer: Fuel is provided by the District and tanks are properly approved for use. 10,000-gallon tanks are available at each site for diesel fuel.**

43. In reference to 2.16 Facilities (page 23) please disclose if MSCS would like or allow the awarded vendor to invest in cosmetic upgrades to the North Lot and East Lot.

**Answer: Yes, we can discuss investments in cosmetic upgrades by vendors**

44. In reference to 2.17 Fuel (page 23), please specify if MSCS intends to furnish the fuel via we those mechanisms or are fuel tank(s) required at the transportation facilities.

**Answer: Yes, MSCS will furnish diesel fuel at each terminal location.**

45. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please share the estimated SY25-26 budget, the estimated SY26-27 estimated budget, and the SY24-25 actual spend for student transportation services.

**Answer: N/A**

46. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please the current driver and bus monitor/aide/assistant wages to ensure fair and equitable compensation.

**Answer: Driver current pay starts at \$20 up to \$27. Monitor pay is currently \$15 up to \$15.70**

47. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please provide the current driver and bus monitor/aide/assistant guaranteed hours to ensure fair and equitable compensation.

**Answer: N/A**

48. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please identify any driver and bus monitor/aide/assistant shortage MSCS has experienced.

**Answer: Driver shortages have been experienced but not consistently. We have not experienced any monitor shortages**

49. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please allow respondents to propose minimum hours for bus monitor/aide/assistants.

**Answer: N/A**

50. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please share the current and historical pricing from the prior 5 years to ensure competitive pricing.

**Answer: N/A**

51. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please allow respondents to submit alternate proposals for base & excess rates.

**Answer: N/A**

52. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please amend “HOME-TO-SCHOOL SERVICES” to include a higher number of Type Cs (71/72 capacity buses) than the maximum of 10%, as production timelines allow for speedier builds for Type Cs than Type Ds (84 capacity buses). High capacity Type Cs nearly have the same capacity as Type Ds and are more inexpensive; allowing further savings to the District as well. Please consider revising this requirement to “\*84 capacity should be no more than 10% of fleet.”

**Answer: No amendment allowed for need.**

53. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please specify the number of wheelchair positions MSCS prefers on the WC buses.

**Answer: 1 up to 4 max**

54. In reference to Appendix I: Compensation/Pricing Schedule (page 52), please identify the number of route buses of each of the following capacities are currently utilized:

84

71-72

37/38

47/48

37/38 w/WC

47/48 w/WC

71/72 w/WC

84 Pax

**Answer: Routes assignments are adjusted according to need.**

Thank you,

Procurement Services