

SPECIFICATIONS/SCOPE OF SERVICES

XXX School District Specifications:

Students:	XX
Eligible Riders:	XX
+ Public Transit:	XX
Schools:	XX
District Size:	XX sq. miles
Routed Miles:	XX
Runs:	XX
Route Buses:	XX
Transfer Sites:	XX
Students routed through transfers:	XX
Personnel:	
Manager:	X
Analysts:	X
Routers:	X
Facilities:	X
Director:	X
Asst. Managers:	X
Dispatchers:	X
Clerical:	X
Phone Bank:	X
Supervisors:	X
Current Routing System:	XXXXXX

Scope of Services

- A. Executive Summary (3 page maximum): Please provide a description of your proposal to deliver the requested bus tracking application to the District. All responses to the RFP must address the respondent's qualifications to assist the District in meeting its needs in each of the categories set forth in the Project Scope using the Background Information. Include a narrative describing the proposed scope of services. It should be responsive to the requirements in terms of the Scope of Services and Background Information.
- B. Services: Please address each of the requirements listed. Further descriptions of each metric as listed in the table below.
- C.
 1. Functionality
 - a. Scope and flexibility of bus tracking application capabilities
 - b. Scope and flexibility of reporting capabilities
 - c. Multiple user classifications (i.e. Transportation Department personnel, parents, etc.)
 2. Adaptability
 - a. Ability to meet district technology standards
 - b. Ability to operate on both iPhone and Android smartphones, and web-based platforms
 - c. Ability to integrate with any student information system, any exceptional education system, any GPS system, and any routing system

- 3. Security
 - a. SOC 2 report and PII Assessment
- 4. Responsiveness
 - a. Software customer service and support
 - b. Contract Compliance
 - c. Customer Satisfaction
 - d. Complaint Resolution Plan
- 5. Financial Impact
 - a. Financial Incentive(s)
 - b. Payment Structure

ID	Measure	Description	Purpose
1a. Functionality	Scope and flexibility of bus tracking application capabilities	<p>The bus tracking application’s ability to fully adapt to the district’s unique and challenging eligibility determinations and routing requirements.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1. Does your Application have an Estimated Time of Arrival option? 2. Does your Application have real-time map functionality? If so, how frequently does it update? 3. How secure is your Application? 4. How often can/does your Application sync with other software systems of the district? 5. Does your application have native and integrated Alert/Messaging/Notification capability? 6. Does your Application have an integrated bus swap module? 7. Does your Application have an integrated student ridership module? 8. Is your Application compatible with scanning software? If so, which ones? 	Determines whether the software will be robust enough to meet the needs of the District
1b. Functionality	Scope and flexibility of reporting capabilities	The bus tracking application’s pre-defined KPI reports, dashboard, ad hoc reporting, and auditing capabilities. Also includes web access capabilities for schools and other non-transportation personnel	Determines whether the reporting capabilities will be robust enough to meet the needs of the District
1c. Functionality	Multiple user classifications	Application must have user defined role options for use by Transportation and other School District personnel as well as by parents and students as applicable	Determines whether or not the application can meet the demands of different users
2a. Adaptability	Ability to meet district technology standards	<p>The bus tracking application’s ability to work with the District’s existing network, including platform, security, database structure, and data</p> <p>Example: Who “owns” the data, and can it be exported in bulk?</p>	Measures the perceived impact of the vendor’s technological capabilities

ID	Measure	Description	Purpose
2b. Adaptability	Ability to operate on both iPhone and Android smartphones, and web-based platforms	Application is available for download for iOS and Android. Updates are available for each. Application is also available via web-browser to be viewed on any internet connected device (ie. PCs, tablets, etc.)	Determines whether or not the application can meet the demands of different users
2c. Adaptability	Ability to fully and easily interface with any student information system, any exceptional education system, any GPS system, and any routing system	Application is capable of interfacing with any software the district has now or may have in the future.	Determines whether the software will be a good match for the district's student information systems and the requisite student data exchanges, the routing and GPS systems, now and in the future.
3a. Security and Availability	SOC 2 Report and PII Management	Does your Application provide a SOC 2 report and Personally Identifiable Information ("PII") Assessment, including, reports on Controls at a Service Organization relevant to Security, Availability, Processing Integrity, Confidentiality and Privacy?	Security - The system is protected against unauthorized access (both physical and logical).
3.b Security and Availability	Confidentiality and Privacy	Information designated as confidential is protected as committed or agreed. Personal information is collected, used, retained, disclosed and disposed of in conformity with the commitments in the entity's privacy notice, and with criteria set forth in Generally Accepted Privacy Principles (GAPP) issued by the AICPA and Canadian Institute of Chartered Accountants.	Security - The system is protected against unauthorized access (both physical and logical).
3c. Security and Availability	Availability	What measures are in place to ensure the Application is available at all necessary times?	Ensures the system is available for operation and use as committed or agreed.
3d. Security and Availability	Reliability	Quality assurance and control – what measures are in place to ensure processing integrity and timeliness?	Ensures system is available for operation and use as committed or agreed.
4a. Responsiveness	Software customer service, support, and documentation	The level of customer service and support provided by the vendor, as well as software documentation and help files available to parents, schools and transportation staff	Measures effectiveness of the vendor's customer service and support capabilities
4b. Responsiveness	Contract Compliance	Rate of contract compliance	Measures effectiveness of vendor management processes
4c. Responsiveness	Customer Satisfaction	Relative measure of service quality	Measures system users' satisfaction with vendor's services

ID	Measure	Description	Purpose
4d. Responsiveness	Complaint Resolution Plan	Plan to resolve user complaints	Measures effectiveness of vendor complaint resolution plan contents, implementation strategies and tactics
5a. Financial Impact	Financial Incentive(s)	The extent of incentive(s) that exceeded RFP requirements or expectations	Measures the bottom-line impact(s) of financial incentive(s) offered by the vendor
5b. Financial Impact	Payment Structure(s)	How is the payment structured? Who pays? When? Options or customized?	Measures the bottom-line impact(s) offered by the vendor