

Addendum #1
Informal RFQ – Transportation Routing Software

Q: If I submitted questions prior to the 4/21, could I receive responses prior to the deadline? I see the paperwork states a final addendum will be posted.

A: I plan to issue any needed addendum on 4/21/26, before 5 pm. As long as I receive your questions by 4 pm on 4/21/26, I will get you an answer that same evening. If for some reason I can't get the answer in time, I will delay the addendum 1 day, and email you the answer the next day as well, so you will have your response.

Q: Could you please share details about your current system and your satisfaction with its performance?

A: SCS currently uses PathwiseK12's EZRouting platform. We are satisfied with its performance.

Q: Are you considering retaining your current system or exploring alternative solutions?

A: Both, we are considering retaining it, but are in the bid process to see what alternatives are available at this time.

Q: What is the total number of vehicles in your fleet? Please break down by route busses, spares, special needs vans, shuttles, etc.

A: 24 regular route buses, 7 spare regular route buses, 8 special needs route buses, 4 spare special needs route buses, 1 activity bus

Q: Of your 4,000 students, how many students are transported daily? How many are regular vs. special needs?

A: Approximately 2800 are transported daily, of those approximately 80 are special needs.

Q: For home-to-school transportation, in which county(s) are you transporting students?

A: Salem City, Roanoke County, Roanoke City, Franklin Co., Montgomery Co.

Q: How many users will require editing rights to bus route and map information in the routing software?

A: At least 2, possibly as many as 3 or 4.

Q: Can you please provide a breakdown of your transportation department with the types of roles and number of people in each role group?

A: 1 Coordinator of Transportation, 1 Transportation Secretary, 24 regular route drivers, 8 special needs bus drivers, 8 special needs bus aides, 4 van drivers, 15 sub bus drivers, 7 sub bus aides

Q: Regarding the SCS noted Contract Start Date of July 1, 2026, would the district be open to the contract starting in June given the targeted May 19th contract signing date?

A: Would probably use current software to route summer school, so sticking with July 1 is preferable

Q: In addition, would the district be open to beginning training in June and running through July?

A: Yes, but if we stick with July 1 start date, I presume new software vendor would not start training prior to July 1.

Q: Are routing team members and all key stakeholder available in the month of July for intensive training and hands-on usage of the system?

A: Most likely

Q: Is the routing team available for multi-day on-site training?

A: Would depend on the site: if our site, yes, if your site, no.

Q: How many users will require training for the routing software?

A: At least 2, possibly 3-4

Q: Regarding the targeted System Go-Live of August 1, 2026, is the Go Live intended to represent all routes are built in the system ready for drivers to utilize?

A: Yes

Q: What would the term of the contract be?

A: It would be a 1-year contract, renewable annually, with a maximum of 5 years.

Q: What routing software, if any, is Salem City Schools currently using, and what are the primary limitations that prompted this search?

A: PathwiseK12's EZ Routing. Per procedures, we're conducting a five-year review of this purchase.

Q: Does the division currently have GPS/AVL hardware and or/tablets installed on its buses? If so, what vendor or system is in use, and does Salem City Schools expect the new routing software to integrate with existing hardware or replace it?

A: Tablets are being installed in the very near future. Grant funding is covering the cost of the hardware and one year of service. We plan to use software that pairs with our current routing software initially. If new routing software can integrate with existing hardware, that would seem like the easiest thing for all parties involved.

Q: If there is no existing GPS/AVL hardware and or/tablets installed on the, should vendors quote the hardware, service fees, software license fees, installation costs, etc.?

A: N/A, tablets will be installed.

Q: How many buses and vans are in the fleet, and how many routes are operated daily?

A: 24 regular route buses (daily use), 7 spare regular route buses, 8 special needs route buses (daily use), 4 spare special needs route buses, 4 vans for van routes (daily use), 1 spare van, 1 activity bus

Q: How many staff members will need system access, and at what levels (transportation office vs. school building office)?

A: At least 2, but possibly 3-4, transportation office staff will need full access, 3-4 school and central office staff will need "read-only" access...7 buildings, so at most 30-school staff total.

Q: Approximately how many special needs students are transported, and how complex are those routes (e.g., multiple pickup windows, aide requirements, specialized vehicles)?

A: Approximately 80 students are transported on 8 bus and 4 van routes. All buses have an aide, no vans have an aide and currently our van routes do not require an aide. Four of the eight buses have a wheelchair lift; the routes served by the other four do not have students who use wheelchairs. Not exactly sure what is meant by "multiple pickup windows," but 11 of the 12 current bus and van routes operate fairly normal AM and PM routes. One van route is intentionally a "midday" route. We do have two fixed midday bus routes and add temporary midday routes as needed.

Q: Does the division currently operate tiered/staggered bell times across school levels, and if so, how many tiers?

A: Salem City has three tiered busing, that is, elementary, middle, and high school students bused separately. Dropoff order in the morning is elementary, middle, high, approximately 30 minutes apart from one another. Pickup order in the afternoon is elementary, middle, high, approximately 35 minutes apart from one another.

Q: Is there currently a parent-facing app or portal for bus tracking? If so, what system is being used? Would the proposed system need to replace any existing system?

A: We are not currently using a parent app, but our understanding is that a parent app is an included part of the tablets and software that we are receiving soon via grant funding. That feature would be desired in a new system.

Q: Of the preferred features listed in the RFQ, which two or three capabilities are most critical to the evaluation committee?

A: **Cloud-based software that is intuitive and easy to use and customer service that is readily available if/when needed.**

Q: Is there a budget range or not-to-exceed figure that can be shared informally to help vendors calibrate their quotes?

A: **No, not at this time.**

Q: Is the August 1, 2026 go-live date firm, or is there flexibility if implementation requires additional time?

A: **No, we would need it as close to full functionality as possible by August 1st.**

Q: Can implementation begin before July 1, 2026? One month is an exceedingly short time frame to implement a complete student transportation management system (including training, potentially ordering and installing hardware, etc.).

A: **We are under contract with a vendor until June 30, 2026, and would use that software to route summer school. Sticking with July 1st is preferable.**

Q: For the software demos scheduled May 4–7, how long will each session be, and are there specific scenarios you would like vendors to demonstrate?

A: **30 minutes; looking for an overview, "the big picture." At least one member of the audience will be well-versed in routing and may have questions. Tell us what sets you apart from the competition.**

Q: Given the requirement to provide hard copy responses (and thus the need to account for courier delivery times) and the amount of "unknowns" that are discussed in this query, would the Salem City Schools consider extending the submittal deadline by seven calendar days past the current April 28, 2026?

A: **No, we are not able to extend the deadline.**

Q: What is your current bus count?

A: 24 regular route buses, 7 spare regular route buses, 8 special needs route buses, 4 spare special needs route buses, 1 activity bus

Q: Do you run field trips and activities, and are you interested in receiving a quote for our trips/activities tool?

A: Yes, we do run field trips, and no we are not requesting a quote for a trips/activities tool.

Q: Are you looking for fleet maintenance tracking as part of your solution?

A: No.

Q: Do you need financial tracking capabilities within your routing software?

A: No.

Q: Do you currently use any GPS system — and if so, is integrating with it a priority, or are you open to a true one-stop-shop solution that includes GPS from one provider?

A: No, we are not currently using a GPS system. Yes, we are open to the one-stop-shop solution.

Q: How many vehicles does the District anticipate will need routing software installed?

A: 36

Q: How many driver tablets should we include in our quote?

A: 36

Q: How many vehicles does the District anticipate will need tablets/hardware installed?

A: 47 need mounting hardware, 36 will need a tablet

Q: Is there any existing hardware already installed on the vehicles (GPS trackers, tablets, tablet cradles/mounts)?

A: Yes.

Q: Please provide a breakdown of the District's fleet by vehicle type and quantity per type (e.g. 25 Type A, 100 Type C, etc.).

A: 6 Type A, 6 Type C, 31 Type D, 4 Dodge Caravans, 1 Chrysler Pacifica

Q: What routing software does the District currently have and is it currently in full use?

A: PathwiseK12's EZRouting. It is not in full use as we do not use the Parent Portal piece.

Q: What aspects of the existing routing software system would the district like the new system to improve upon the most?

A: Nothing in particular

Q: Is the District open to quotes for a GPS solution?

A: Yes.

Q: How many total drivers, including substitute drivers?

A: Approximately 45.

Q: Does the district have a budget range for the routing software or restrictions around pricing?

A: No, not at this time.

Q: Will the District please consider extending the due date by one week?

A: **No, we are not able to extend the deadline.**

Q: Will the District please consider accepting proposals via email?

A: **No, we need them printed, as we do not have a print shop to print them from when received electronically for the committee to use to evaluate.**

Q: Does the District have a preferred format for pricing?

A: **An annual subscription cost separate from any one-time start up costs would be preferable.**

Q: In the Quote Response Format section it states to include "*Hardware and software minimum requirements*". Can you please provide context? Does the District have specific minimum requirements for hardware and software? Or should vendors include any of their own minimum requirements?

A: **Vendors should include their own minimum requirements for this piece.**