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CBISD SMS RFQ ADDENDUM #1

This addendum documents the questions, answers and statements following the CBISD SMS RFQ release.

1. **4.3 Emergency Service Response Policy**
   a) *Q: Please define "software and equipment".* The vendor will have on staff sufficient and appropriately trained personnel to provide "emergency service" to software and/or hardware provided by and under support agreement with the selected vendor. For example, if software functionality, end user support or hardware stability prevents timely processing of time sensitive activities related to PEIMS, the vendor will have the necessary support to successfully meet the needs of the district to process the function in question.
   b) *Q: Does the district desire hot site backup?* The district does not require a hot, warm or cold remote site backup service to be provided within this RFQ. Hardward design options such as RAID will be evaluated based upon price performance.
   c) *Q: What is the district looking to protect?* The district wants to minimize application downtime, maximize data integrity and obtain real time help desk support to protect the districts departmental functions associated with the SMS system.

2. **3.3.14 Planning and Managing Transitions**
   a) *Q: What is meant by "a plan for the transition from the district to vendor services"?* "Current services" reference current district SMS environment and "vendor supplied services" reference vendor supplied hardware and software. The vendor will provide and plan and manage the migration efforts from the current to the new SMS environment.
   b) *Q: How is the vendor expected to "become involved in the district's activities and/or projects"?* The vendor will become "involved" to the extent of taking ownership for the migration process. This includes developing a migration strategy, plan and execution of the migration plan.
   c) *Q: What is meant by "a plan for changes in workflow that result from service changes"?* "Workflow changes" refers to the departmental and information flow of data changes which will occur as a result of implementing the vendors application solution.
   d) *Q: How does the following requirement differ from standard end user training? "Educating employees about new work methods must be part of the new software".* "New work methods" refers not only to end user application training, but to the training of how information flows between functions so that department organization and processes can be modified to best utilize the automated functions provided by the SMS.
   e) *Q: Does the District want to outsource their technical services for this project?* The RFQ does not request outsourcing technical services. The responding vendor can submit any added value option for district review.
   f) *Q: Is the district desiring an application service provider solution where the vendor hosts the application?* The RFQ does not specify an Application Service Provider (ASP) solution, but this option will be evaluated based upon the best interest of the district.

3. **3.1 General Specifications**

   "fully operational by January 1, 2000" should read "fully operational by January 1, 2001".

4. **BUSTOPS**

   CBISD currently has MicroAnalytics BUSTOPS transportation software. Please include any interface processes that would be required to exchange information between applications in your response. http://www.bestroutes.com/bustops.html