REQUEST FOR PROPOSAL – NSCC14-02

Shuttle Bus Services
Charter Transportation Services

March 24, 2014

Reynaldo Ramos
Procurement Manager

Patricia J. Callahan
Comptroller

North Shore Community College (hereinafter referred to as College or NSCC) is currently accepting competitive proposals for transportation services as indicated in the Service Requirement section of this Request for Proposal (RFP). Our objective is for the College to secure the services of a qualified vendor(s) to meet the guidelines and requirements set forth in this RFP.
REQUEST FOR PROPOSAL

North Shore Community College is requesting proposals for transportation services (RFP# NSCC14-02) for shuttle bus service between our campuses, as well as charter transportation services. Specifications will be available on March 24, 2014 and may be found at: http://www.northshore.edu/downloads/fiscal/transportation-rfp.pdf. Proposals must be received on or before 12:00 noon on Friday May 2, 2014. All responses must be properly formatted and emailed, clearly marked with subject line: RFP NSCC14-02 to: Reynaldo Ramos rramos@northshore.edu and Patricia J. Callahan tcallaha@northshore.edu

This is for a three (3) year contract with option for two (2) one year extensions. Note: The proposal accepted will be based on the quality of services offered, the ability to perform work as required by the College, and the cost of service to others. Proposals will not be based solely on price. North Shore Community College reserves the right to waive informalities and to reject any and all proposals; or to accept the proposal deemed best for the college.

**Procurement Timetable:**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Optional Pre Proposal Site Visit</td>
<td>April 3, 2014 10am *</td>
</tr>
<tr>
<td>Deadline for written bid questions</td>
<td>April 11, 2014 by noon</td>
</tr>
<tr>
<td>Responses to questions to be posted by</td>
<td>April 21, 2014 by noon</td>
</tr>
<tr>
<td>RFP’s must be received by</td>
<td>May 2, 2014 by noon</td>
</tr>
<tr>
<td>RFP Campus Evaluation period</td>
<td>May 2 – May 16, 2014</td>
</tr>
<tr>
<td>Viable finalists for shuttle bids notified</td>
<td>Week of May 19, 2014</td>
</tr>
<tr>
<td>Site Visits and presentations for viable bidders</td>
<td>May 27 – June 6, 2014</td>
</tr>
<tr>
<td>Vendor Selected</td>
<td>Week of June 9, 2014</td>
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<tr>
<td>Contract(s) Awarded</td>
<td>By June 30, 2014</td>
</tr>
<tr>
<td>Contract(s) Commence</td>
<td>July 1, 2014</td>
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*Pre-Proposal Visit will take place on April 3, 2014 at 10:00 am. Meeting will be held in the Danvers campus Berry Building Student Conference Room DB130.
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Section I
General Information

A. INTRODUCTION & OBJECTIVE

Established in 1965, North Shore Community College is one of the oldest and largest of the fifteen community colleges in Massachusetts.

Operating from campuses in Lynn, Beverly, and Danvers, we serve 26 cities and towns along the coastal region from north metropolitan Boston to Cape Ann.

NSCC delivers excellent post-secondary education to more than 10,450 credit students in an academic year, and an additional 5300 noncredit students through more than 90 programs of study. The College also provides lifelong learning opportunities to more than 700,000+ area residents through Corporate Training Solutions, and is a leading provider of custom-designed, high-quality training programs.

The population served by NSCC represents a mix of urban and suburban, a diversity of ethnic and racial groups, white- and blue-collar, middle- and low-income groups, as well as a growing numbers of recent immigrants.

North Shore Community College community is concerned with student accessibility to programs and courses that cross locations, and a desire to continue to provide transportation for students between the Lynn and Danvers campus locations to increase accessibility and convenience. The vendors responding to this RFP may wish, in addition to the basic proposal, to provide additional information on additional proposals that would assist the college in charter (ad hoc) transportation services. Visit our website www.northshore.edu for additional background information and our mission statement.

North Shore Community College (hereafter referred to as the “College”) is hereby soliciting competitive proposals from qualified and experienced companies ordinarily engaged in the business of providing shuttle and charter services to institutions of higher education.

The College is an agency of the Commonwealth of Massachusetts and is exempt from any State tax or Federal excise tax.

EQUAL OPPORTUNITY:
The Contractor agrees not to discriminate against any employee or applicant for employment because of race, sex, color, religions creed, national origin, and/or ancestry. The contractor agrees to post in conspicuous places notices to be provided by the Massachusetts Commission against Discrimination with respect to the Fair Employment Practice laws of the Commonwealth of MA which are herein made part of this contract reference.
North Shore Community College requests Proposals for the operation of a student shuttle bus routes as follows:

Campus Shuttle: Daily established route between the Danvers main campus and Lynn Campus with one stop location at each destination and route to be approved by Vice President of Student and Enrollment Services.

These shuttle bus services only run during the academic year September to May. Vice President of Students and Enrollment Services or her designee will advise the selected winner of the proposal of the holiday schedule when the buses do not have to run, e.g. President’s Day, Patriot’s Day, etc.

Charter transportation: To be determined on an as needed basis.

B. TERM OF CONTRACT(S)

For campus shuttle bus services: The intent of the College is to enter into a 3-year contract with a single vendor. The contract may be renewed upon mutual consent of both parties for two (2) additional one year terms, not to exceed the maximum five (5) year contract. The contract will commence July 1, 2014. The contract will be reviewed annually with the selected vendor.

For charter transportation services: The intent of the College is to enter into a 3-year contract with multiple vendors. The contract may be renewed upon mutual consent of both parties for two (2) additional one year terms, not to exceed the maximum five (5) year contract. The contract will commence July 1, 2014. The contract will be reviewed annually with the selected vendor(s).

C. SPECIFICATIONS

It is not the intention of these specifications to rule out or eliminate any prospective bidder. If the materials or services you intend to propose do not comply with the specifications as they are written, you are instructed to attach to your proposal a complete itemization and explanation for each deviation or variation to the specifications. The College will, at its discretion, consider or deny any deviation and award the contract based on the service(s) that best meet North Shore Community College’s needs. The bidder shall not purposely propose service of a lesser quality than specified.

E. ISSUING OFFICE

The Purchasing Department of North Shore Community College is the issuing office for this document and all subsequent addenda relating to it. The Purchasing Department is the sole point of contact with regard to all procurement and contractual matters relating to requirements described herein. The Purchasing Department is the only office authorized to change, modify, and clarify, etc., the specifications, terms and conditions of this request for proposals and any contract awarded as a result of this request for proposals.
All communications concerning this RFP should be submitted via email with subject line: RFP NSCC14-02 and sent to:

<table>
<thead>
<tr>
<th>Reynaldo Ramos</th>
<th>Patricia J. Callahan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement Manager</td>
<td>Comptroller</td>
</tr>
<tr>
<td>Email: <a href="mailto:rramos@northshore.edu">rramos@northshore.edu</a></td>
<td>Email: <a href="mailto:tcallaha@northshore.edu">tcallaha@northshore.edu</a></td>
</tr>
</tbody>
</table>

F. VENDOR INQUIRIES

You will have an opportunity to ask questions and review the route at the Optional Pre Proposal Site Visit on April 3, 2014. If unable to attend the Pre Proposal Site Visit on April 3, 2014 and you have questions which could have a significant impact on the responses to the RFP, such questions should be submitted via email to Reynaldo Ramos and Patricia Callahan no later than noon on April 11, 2014. Responses to written questions will be provided by noon on April 21, 2014. In the event that it becomes necessary to revise this RFP, in whole or in part, an addendum will be provided on our website.
Section II
Proposal Instructions

A. SUBMISSION OF PROPOSALS

Electronic proposals must be submitted no later than: 12:00 noon on Friday May 2, 2014. Proposals must be sent with subject line: RFP NSCC14-02. Once proposals are received, an electronic confirmation will be sent documenting receipt.

By submitting a proposal, the vendor represents that:

1. Vendor has read and understands the request for Proposal and submits the response in accordance therewith.
2. The vendor possesses the capabilities, equipment, and personnel necessary to provide an efficient and successful service.
3. The vendor is qualified and an experienced company ordinarily engaged in the business of providing shuttle and charter service to institutions of higher education.
4. The vendor is authorized, licensed and insured to drive out of state.
5. The vendor has all required licenses including DOT & ICC (Federal) and DPU (State) licenses.

B. WITHDRAWAL OF PROPOSALS

At any time prior to the hour and date set for submitting Proposals, a vendor may withdraw the Proposal. This will not preclude the submission of another Proposal prior to the hour and date set for submitting the Proposal.

After the scheduled time and date for submitting Proposals, no bidder will be permitted to withdraw the Proposal unless the award is delayed for a period exceeding 60 days.

C. RECEIPT OF PROPOSALS

Only those Proposals which are received in a timely fashion as set forth in this RFP will receive consideration. Late Proposals will not be considered. Once proposals are received, an electronic confirmation will be sent documenting receipt.

D. EVALUATION OF PROPOSALS

During the initial phase of the evaluation process the RFP Review Committee will evaluate and summarize the Proposals. First, non-responsive Proposals (those not conforming to RFP requirements) will be eliminated.

The award will be made to the most responsive and responsible bidder offering the best value as defined by the College. All bidders, in submitting Proposals, concur with this method of award and will not, under any circumstances or in any manner, dispute any award made using this method. In general, the following criteria will be used:
The quality and performance of the service and equipment to be provided by the vendor as determined by North Shore Community College.

a. Competitive pricing (including payment terms) and other cost saving methods and invoicing options proposed.

b. The ability to adhere to the College's schedule.

c. Reputation and experience of the supplier as evidenced by North Shore Community College and outside referrals.

d. Experience in higher education will be favorably considered.

e. Vendor's commitment to ensure quality service.

f. Number of years in business, size of staff and age and size of fleet.

g. Professional associations and affiliations.

h. Ability to affix name of college and college logo on the bus prior to 9/3/2014.

i. Rate chart for vehicles for charter services.

j. Desirable sustainability features

E. FACILITY AND EQUIPMENT TOUR

At the conclusion of this initial evaluation phase, it is anticipated that viable candidates will be selected for detailed review and evaluation. As part of this detailed review and evaluation process of Proposals, the selected vendors may be required to provide the College with a presentation and a tour of their facility, equipment, training and preventative maintenance records.

North Shore Community College may award the contract, or determine finalist vendors without the benefit of a tour or demonstration. Accordingly, each initial Proposal should be submitted setting forth most favorable price and service capabilities.

F. CONTRACT AWARD

North Shore Community College reserves the right to reject any or all Proposals received, or waive any informalities or irregularities therein, and/or request new Proposals if the Purchasing Department determines it is in the best interest of the College. A single vendor will be selected for the campus shuttle bus services. For charter transportation services, multiple vendors may be awarded contracts.

G. SUSTAINABILITY PRACTICES

Bidders are encouraged to provide information regarding their environmentally preferable/sustainable business practices as they relate to this Proposal.
Section III
Proposal Format

A. PROPOSAL FORMAT

All Proposals shall include the following:

1. Statement of Transmittal: The purpose of this statement is to transmit the Proposal; therefore, it should be brief. The electronic statement must be sent by an individual who is authorized to bind the firm with subject line: RFP NSCC14-02

2. Description of Services: Bidders are advised to supply all information as requested. Any other information that may be relevant but does not fall in the above format should be provided as an additional attachment.

3. Terms and Conditions:

   A specific, point by point acknowledgment and acceptance of, or exception to, each and all terms and conditions specified in section IV of this RFP, as well as the general terms and conditions contained in the Commonwealth of Massachusetts State Contract and Terms and Conditions form. The winning bidder(s) will be required to sign a Commonwealth of Massachusetts Contract and the Commonwealth of Massachusetts Terms and Conditions.

4. Completed Proposal (Appendix A): The Proposal shall be completed and sent electronically by an individual who is authorized to bind the firm.

5. Certificates of Insurance: Each respondent must provide a copy of certificate of insurance. The bidder must have sufficient insurance to travel out of state. The bidder must have $5,000,000 of insurance as required by Federal DOT.
Section IV
Terms and Conditions

A. PURCHASE TERMS

Where a term or condition contained in this RFP differs from a term or condition set forth in the state contract, the terms or conditions of the state contract shall preside.

B. ADDITIONAL TERMS AND CONDITIONS

No additional terms and conditions included with the proposal response shall be evaluated or considered and all such additional terms and conditions shall have no force and effect and are inapplicable to this proposal. If submitted either purposely through design or inadvertently appearing separately in transmittal letters, specifications, literature, price lists or warranties, it is understood and agreed that the general and special conditions in this proposal solicitation, including the purchase order terms and conditions referenced herein, are the only conditions applicable to this proposal.

C. PRICING

Quoted pricing shall remain firm for the entire term of the contract. Vendors may include future pricing models for the two additional one (1) year contract extensions. In the event that the College adds an additional campus, pricing per mile is requested to serve as a benchmark for any changes to current schedule for service between Danvers and Lynn Campus.

D. PAYMENT TERMS

Preferred invoice payment terms will include an optional well-defined prompt payment discount. In the event there is a discrepancy between the order and the invoice, payment terms shall be effective starting on the date the discrepancy is resolved. Also, please provide information regarding whether your company accepts payment via a credit card. It is the preferred method of North Shore Community College to pay with a credit card.

E. EXCUSABLE NON-PERFORMANCE

The vendor will use its best effort to provide satisfactory and uninterrupted service as described in the RFP. The vendor will not be responsible or in default for any failure of service arising from an act of God, civil riot, war, restrictions imposed by governmental authorities, or other causes determined by North Shore Community College to be beyond the vendor’s control.

F. CONTRACT TERMINATION

If the contractor persistently disregards the laws, ordinances, rules, regulations or orders of any authority having jurisdiction, or otherwise is guilty of substantial violation of a provision of the contract documents, or the College deems the services provided to be unsatisfactory, then the
College may, without prejudice to any right or remedy and after given the carrier thirty (30) days written notice, terminate the employment of the carrier.

The College shall be obligated only for those services rendered and accepted prior to the date of Notice of Termination, less any liquidated damages that may be assessed for nonperformance.

G. CONTRACT RENEWAL

The intent of the College is to enter into a 3-year contract(s). The contract may be renewed upon mutual consent of both parties for two (2) additional one year terms, not to exceed the maximum five (5) year contract(s). The contract(s) will commence July 1, 2014. The contract(s) will be reviewed annually with the selected vendor(s).

The selected vendor(s) shall provide a 120 day advance written notice of the vendor’s intent not to renew the contract, or of any changes to pricing required by the vendor(s) as a condition of contract extension.

H. EMPLOYEES

All workers performing services shall be employees of Contractor and shall not under any circumstances be considered employees of North Shore Community College. Contractor shall provide and be responsible for all required services and benefits with respect to its employees, including but not limited to worker's compensation and unemployment insurance.

Shuttle personnel assigned to work at NSCC must:
- Be identifiable, with a company photo ID badge to ensure recognition by the campus community
- Present a neat, clean appearance and behave in a courteous manner
- Be able to read and communicate, verbally and in writing in English
- Not use offensive language or behave in a loud, boisterous or offensive manner
- Meet all legal requirements for employment in the US and the Commonwealth of Massachusetts. It is the responsibility of the contractor to meet this condition
- Be drug-free and the Contractor will be required to do random drug testing
- Be of adequate mental health and physical condition to perform the duties assigned
- Be at least eighteen (18) years of age and not connected with the college in any way
- Be experienced and trained in use of the vehicle used to operate the vehicles
- Drivers shall not operate cell phone (voice or text) while operating the vehicles except in case of an emergency.

I. DRIVER BACKGROUND CHECK

It is the responsibility of the contractor to complete a background check on all personnel assigned to operate vehicles transporting individuals on behalf of North Shore Community College. This check shall include but not be limited to:
• Conduct a Criminal Record check & inquire if he or she has a criminal record outside of Massachusetts.
• Conduct a check of the Sex Offenders Registry to determine if he or she is classified as a Sex Offender.
• Conduct periodic and random drug testing
• Conduct a Drivers History Record check.

Employees of the contractor with a Drivers History, Criminal Record or a positive Sex Offender Registry Classification must bring this information to the attention of the VP of Student and Enrollment Services and the Chief of Campus Police prior to assigning the employee work at the College. It is the Vice President of Student and Enrollment Services and Chief’s responsibility to review this information; the Vice President of Student and Enrollment Services will make the final determination on the Contractors Employee’s eligibility.

North Shore Community College reserves the right to make the final decision on all bus operators.

J. INDEMNIFICATION

Contractor agrees to indemnify, defend and hold harmless North Shore Community College, its Trustees, officers, agents, employees, and contractors from any liability, cost or expense in connection with or growing out of any claims whatsoever by North Shore Community College for loss or damage to NSCC or by any other person for injury, death, loss or damage to any person or to the property of any person arising from or in any way related to the activities of Contractor. This indemnity and hold harmless agreement shall include indemnity against all costs, expenses, judgments, arbitrations, settlements, penalties, and liabilities (including without limitation attorney's fees) incurred in connection with any claim or proceedings brought thereon and the defense thereof, without limitation.

K. INSURANCE

Contractor agrees to obtain and maintain in full force and effect a policy or policies of public liability and property damage insurance, in form and substance satisfactory to North Shore Community College, under which Contractor and NSCC are named as insured, and under which the insurer agrees to indemnify and hold NSCC harmless from and against all costs, expenses and/or liability arising out of or based upon any and all claims, accidents, injuries and damage included within the indemnification obligations of Contractor set forth in the above paragraph and in this Agreement. The "other insurance" clause shall be deleted from such policy so as to make it clear that the coverage of such policy is primary and any coverage under any policy or policies held by NSCC is secondary. Such policy shall be endorsed to provide a separate general aggregate limit for the work performed under this contract, and will, by its terms, specifically cover the entire term of this contract. Each such policy shall be non-cancellable with respect to North Shore Community College without thirty (30) days written notice to NSCC, and a duplicate original or certificate thereof shall be delivered to NSCC by no later than 15 days from execution of contract. North Shore Community College reserves the right to refuse performance under this contract if such certificate is not provided as specified above. If any policy is canceled,
Contractor must obtain and provide North Shore Community College with evidence of a replacement policy on equivalent terms as a condition to Contractor’s right hereunder to continue performance of the contract. The minimum limits of liability of such insurance shall be $5,000,000 bodily injury, personal injury and property liability combined single limit. Contractor shall also obtain and provide NSCC with evidence of motor vehicle insurance with $5,000,000 bodily injury and property damage liability coverage and worker’s compensation insurance covering the work of Contractor hereunder or otherwise undertaken by Contractor in connection with the contract. Contractor shall be responsible for obtaining evidence of motor vehicle insurance with $5,000,000 bodily injury and property damage liability coverage with respect to each agent and subcontractor employed in connection with the contract. North Shore Community College shall have no responsibility or liability for any loss (by theft or otherwise) of or damage to fixtures or other property of Contractor, its agents, employees, contractors, licensees, visitors or invitees.

L. NO JOINT VENTURE

It is expressly agreed and understood that this contract shall not be deemed or construed so as to create a joint venture, partnership, agency or employer-employee relationship, or make North Shore Community College in any way responsible for the past, current or future debts, fees and/or losses of Contractor.

M. ANTI-KICKBACK PROVISION

This contract is subject to the provisions of the Anti-Kickback Enforcement Act of 1986, Public Law 99-634 (41 U.S.C. secs. 51-58). By agreeing to this binding Agreement, the transacting parties (1) certify that they have not paid kickbacks directly or indirectly to any employee of North Shore Community College for the purpose of obtaining this or any other agreement, purchase order or contract from NSCC and (2) agree to cooperate fully with any Federal Agency investigating a possible violation of the Act. Copies of the statute and the pertinent regulations may be obtained from NSCC upon request of the Office of Affirmative Action and Government Regulation Compliance.

N. SMOKING

Contractor understands and agrees that North Shore Community College campuses are smoke-free, and that no smoking will be permitted in any NSCC building or vehicle at any time.

O. AFFIRMATIVE ACTION

Contractor hereby certifies that it is an Equal Employment Opportunity employer and that it complies with the provisions set forth in Executive Order 11246, as amended, and with all other applicable state and federal statutes and regulations that prohibit discrimination in the workplace, including but not limited to Department of Labor regulations and The Rehabilitation Act of 1973, as amended. The contract clauses set forth at 41 CFR sec. 60-1.4 (a) and (b), 41 CFR sec. 60-1.7, 41 CFR sec. 60-250.4 and 41 CFR sec. 60-741.4 are hereby included and made a part of this agreement.
P. RIGHT TO AUDIT

The College shall have the right to audit all invoices submitted by the vendor. The College shall have the right to audit all relevant data upon which the vendor’s prices are based. The College shall have the right to have College personnel periodically ride the bus to evaluate service, timeliness and quality.

Q. STATE AND LOCAL TAXES

North Shore Community College is exempt from sales and excise taxes. Such taxes shall not be included in quoted prices, but if any taxes are known by the vendor to apply, they shall be shown separately. If not so shown, they shall be considered an expense of the vendor and deemed a part of the quoted prices.
Section V
Service Requirements for Campus Shuttle Bus Service

1. Schedule

The Carrier will be required to provide shuttle bus services as outlined in Appendix B. Our 2014-2015 academic schedule will commence on September 3, 2014 and end on May 8, 2015 per Appendix C. There will be no shuttle service during winter and Spring breaks and holiday service will be determined by Public Safety. Assume similar schedule for following academic years. Schedules and calendars to be provided to selected vendor. The College reserves the right to amend schedules as needs change.

2. Vehicles

The shuttle services are to be provided using vehicles owned by the Carrier. Equipment for shuttle services shall be late model Mini-Coach Buses, to start the September 2014 shuttle service with a passenger capacity of 27-31. No school or activity buses will be accepted at any time. Minis should have two (2) tie-downs and be wheel chair equipped high back forward facing seats with audio and video equipment. The bidder should have additional late model vehicles for the additional charter work that is needed. The age of the equipment you are proposing should not be more than three (3) years old at the beginning of the contract. This age of vehicle requirement will be revisited and renegotiated should the contract be rolled forward and extended beyond the initial contract to extensions in year 4 and 5. Buses are to be in good, safe repair, good appearance, equipped with a minimum of one tie-down, interior lighting and heating and air conditioning systems, subject to inventory at time of run. Buses must be equipped with two-way radios or cell phones, allowing drivers to communicate with each other and their base. The bus must be maintained on a cleaning schedule, particularly during winter weather when they are more prone to high traffic and being dirtier than usual. There must be a back up bus or contingency plan for times when the designated college buses are out for preventative maintenance or emergency services. Please explain as part of your response what the contingency plan would be and how long it would take to get a replacement bus here or wherever a bus breaks down.

The buses shall be prominently affixed with the North Shore Community College logo furnished by the College. All buses should be the same color. In an event of a malfunction, a suitable replacement must be on site within one (1) hour. Any variation of this standard for longer than twenty hours must be agreed to by North Shore Community College. All vehicles shall be HP accessible in conformance with the American Disabilities Act (ADA) and operators will operate within the Commercial Drivers Licensing (CDL) codes.

All vehicles shall be licensed and inspected in accordance with the motor vehicle regulations of the state in which they are licensed and shall be subject to safety and housekeeping inspections by North Shore Community College or agents of NSCC.

3. Carrier Responsibilities
(a) Vehicle Operation

The vehicles used shall be operated at all times in a safe courteous manner by fully trained, competent, and licensed operators. All operators shall be dressed neatly (preferably in a standard uniform acceptable to NSCC) and shall ensure that all vehicles in use are free from debris. Operators shall meet the schedule of vehicle trips established by NSCC, notifying their supervisor of any schedule deviations and/or difficulties encountered during work shifts.

The Carrier’s equipment operators shall be fully qualified; having a valid operator license with CDL endorsements for the class of vehicle he/she is operating. Carrier must provide the college with a color copy of the operator’s license (front and back) and CDL card documentation regarding the operators driving record, experience in like vehicles, training and testing.

All operators shall respect and obey the College’s rules and regulations as well as public laws and regulations. NSCC reserves the right to have the removal of Carrier personnel in the event of conduct or performance that is deemed by the College to be unacceptable. The Carrier shall immediately replace any such removed person with an individual acceptable to NSCC.

(b) Maintenance of Equipment

All passengers carrying equipment shall be subject to the provisions of this section:

1. All equipment shall be maintained in accordance with the standards of safety established by the Commonwealth of Massachusetts Department of Public Utilities and Federal DOT.

2. All equipment, while in service, shall have its interior cleaned daily. Such cleaning shall include the removal of debris, the dusting of interior surfaces, and if necessary, the cleaning of seats and the inside of the windows. Rest rooms (if provided) will be cleaned and stocked with necessary supplies daily and inspected and picked up after each run.

3. Heavy cleaning of all equipment shall be done once per week prior to the scheduled shuttles. Such cleaning shall include a complete washing from headlining to floor, vacuuming or cleaning of seats, mopping of floors, and washing of windows.

4. All heating and air conditioning equipment shall be maintained on a regular basis adequate to provide proper operation.

5. The exterior of all buses in service shall be washed at least twice each week, once prior to contracted schedule, except during freezing or inclement weather.

6. If equipment failure occurs during a scheduled daytime shuttle run, the carrier must provide a replacement vehicle within one (1) hour. If equipment should fail during an evening shuttle run, a replacement vehicle must be provided within 1 hour.
7. Bidder should have his own garage to maintain the equipment so as not to have a third party control service or timing of buses.

8. The buses must be inspected and approved by DOT, and ICC as well as a DPU inspection.

(c) License and Insurance

All permits or licenses necessary to allow the use of prescribed highways, roads and routes, shall be obtained and maintained in current status by the common carrier.

Carrier shall file Certificates of Insurance with the North Shore Community College Purchasing Department prior to undertaking to provide any transportation services under any agreement. Updated certificates will be required each year the carrier performs services for The College. Insurance requirements are outlined in Section IV Terms and Conditions.

(d) Reporting Requirements

A daily passenger log sheet will be filled out by each bus driver indicating the number of passengers per run by stop and submitted to: Lisa Milso, Director of Student Life to North Shore Community College, 1 Ferncroft Road, Danvers, MA 01923 on a weekly basis.

North Shore Community College will have a designated employee periodically travel on the shuttle bus during the day and evening hours to report on service and compliance issues. The bus driver or company designee will be expected to communicate with the VP of Enrollment and Student Services or her designee on any issue or concerns that develop.

The Carrier shall also be required to perform surveys and submit reports which detail the number of passengers boarding and alighting at each stop. Such reports shall be in a form acceptable to the College. Sample surveys may be submitted as part of the PROPOSAL documents.

4. On-time Performance of Buses

It is expected service will be provided in timely fashion. Exceptions to the schedule may be a result of traffic, weather condition, construction issues and/or critical incidents.

5. Incident Reporting

The Carrier will notify North Shore Community College immediately of any accident, collision, moving violation, or incidents involving the vehicle, operator, or passengers. Such incidents are to be reported to the North Shore Community College Campus Police Department Shift Supervisor at 781-593-7032
Section VI
Materials to be Provided

1. Materials to Be Provided

1. A client list including names and phone numbers. Please include any institutions of higher education.

2. A company profile and background including how long you have been in business.

3. Associations and affiliations.

4. Tell us about your Company’s strategy, company philosophy or objectives. Describe your Quality Control Program. How do you handle customer service? Do you conduct customer surveys? Are you available to meet with students and/or administrators on a monthly basis or as needed to discuss service issues?

5. Trade and bank references.

6. List of principal personnel who will be involved with the operations and management of the account including longevity of personnel.

7. Include information on your Company’s safety, training and drug testing programs.

8. Average length of years drivers have been employed with your Company.

9. List a description of your fleet equipment. List equipment that will be used on this account.

10. Supply a copy of your certificate of insurance.

11. Supply a copy of your Department of Public Utilities license and a copy of the ICC and DOT numbers plus rating.

12. Charter Rates should include rates including a range from 15 to 55 passenger vehicles. Rates should include the cost for airport transfer, any hour minimum(s) and additional hour for each class of bus, as well as any other charges that may pertain.

13. Is your company licensed in all States and Canada?

14. Statement of Financial strength

15. Do you engage in sustainable practices that serve to reduce or minimize an impact to the environment? Please describe.

16. Proposal Quote. Campus shuttle proposal (Appendix A) should be based on Campus Shuttle Service Schedule detailed in Appendix B
APPENDIX A
PROPOSAL QUOTE

Campus Shuttle:
Monday, Wednesday, Friday 7:00 A.M. – 4:30 P.M. x 75 days = $__________
Tuesday and Thursday 7:00 A.M. – 6:00 P.M. x 75 days = $__________
Should the terms above be exceeded, each additional hour would be: $__________
Should an additional campus location be added, cost of each additional mile: $__________

Charter Services:
For each vehicle that may be used. Please include smaller, 15-21 passenger and larger vehicle prices using format below:

Vehicle Hourly minimum: Mileage rate:

Please detail any additional costs associated per trip (hourly minimum, after midnight, longer distances, etc)

________________________
________________________
________________________

Vehicle Hourly minimum: Mileage rate:

Please detail any additional costs associated per trip (hourly minimum, after midnight, longer distances, etc)

________________________
________________________
________________________

Vehicle Hourly minimum: Mileage rate:

Please detail any additional costs associated per trip (hourly minimum, after midnight, longer distances, etc)

________________________
________________________
________________________

Vendor Name

Signature Title

Date: Vendor’s Federal I.D. Number
APPENDIX B
CAMPUS SHUTTLE SERVICE SCHEDULE

Below are the Shuttle Bus Routes for the 2014-2015 School Year

NSCC Shuttle Bus Schedule:

Monday 7:00 A.M.  4:30 P.M.
Tuesday 7:00 A.M.  6:00 P.M.
Wednesday 7:00 A.M.  4:30 P.M.
Thursday 7:00 A.M.  6:00 P.M.
Friday 7:00 A.M.  4:30 P.M.

NSCC Shuttle Stops:
Danvers – Main Building Entrance
Lynn – McGee East, Gymnasium end

Between the hours 7:00 A.M. – 4:30 P.M., Monday, Wednesday and Friday, Bus will start at Lynn Campus proceed to Danvers campus in continuous loop throughout day. A third campus stop may be required in the future.

Between the hours 7:00 A.M. – 6:00 P.M., Tuesday and Thursday, Bus will start at Lynn Campus proceed to Danvers campus in continuous loop throughout day. A third campus stop may be required in the future.
APPENDIX C
ACADEMIC CALENDAR

2014 – 2015 Academic Year

March 31.............................. Web on for viewing Fall 2014 credit schedule 9 AM
April 7.............................. Fall 2014 registration begins
July 29 (by 5 PM)................. Fall Bills due 5 PM
August 27........................... Fall 2014 courses with low enrollment cancelled by noon
September 1........................ Labor Day, Holiday
September 3.......................... Classes begin, day and evening
September 3-9....................... Add/drop period
September 3-9....................... Withdrawal through Week 1: 100% tuition/fee charge refund until 5PM Sept 9th.
September 16....................... After 5 PM no refund
September 23....................... Deadline to change from audit to credit or credit to audit
September 26....................... Final Exam Survey sent to Faculty
October 13.......................... Columbus, Day, Holiday
October 16.......................... Final Exam Survey due to Associate Registrar from Faculty
November 11....................... Veterans' Day, Holiday
November 14....................... Final Exam draft sent to Faculty via email for revisions
November 25....................... Deadline for IP Contracts for Spring and Summer 2014
November 25....................... Last day to drop a course or withdraw from the College with a “W” grade
November 26....................... Final Exam Schedule (revised) distributed to students and posted on Pipeline
November 26-30..................... Thanksgiving recess, evening/weekend classes
November 27-30..................... Thanksgiving recess, day classes
December 6......................... Deadline to petition for Fall graduates
December 12....................... Day classes end
December 16....................... Evening classes end
December 15-17..................... Final Exam period, day classes
December 19....................... Grades due by noon
January 5......................... Grades/GPA posted on Campus Pipeline


<table>
<thead>
<tr>
<th>Intersession runs January 2 – January 30</th>
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<tbody>
<tr>
<td>October 27.............................. Web on for viewing Winter/Spring 2015 credit schedule 9 AM</td>
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<tr>
<td>November 3.............................. Winter/Spring 2015 Registration begins</td>
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<tr>
<td>TBA.................................... Winter/Spring Payment Due</td>
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<tr>
<td>January 14............................. Winter/Spring 2015 courses w/ low enrollment cancelled by noon</td>
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<tr>
<td>January 19............................. Martin Luther King Day, Holiday</td>
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<tr>
<td>January 20............................. Classes begin, day and evening</td>
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<tr>
<td>January 20-26.......................... Add/drop period</td>
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<td>February 2............................. After 5PM no refund</td>
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<tr>
<td>February 6............................. Deadline to change from audit to credit or credit to audit</td>
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<tr>
<td>February 6............................. Deadline to matriculate or change program of study</td>
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<tr>
<td>February 6............................. Final Exam Survey sent to Faculty</td>
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<tr>
<td>February 16........................... President’s Day Holiday</td>
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<tr>
<td>February 26........................... Final Exam Survey due to Associate Registrar from Faculty</td>
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<tr>
<td>March 7.............................. Deadline to petition for spring graduates &amp; ensure name in program</td>
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<tr>
<td>March 15-22........................... Spring recess, day and evening classes</td>
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<tr>
<td>March 23............................. Classes resume, day and evening</td>
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<tr>
<td>March 27............................. Final Exam draft sent to Faculty via email for revisions</td>
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<tr>
<td>April 17............................. Final Exam Schedule (revised) distributed to students and posted on Pipeline</td>
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April 17 ........................................ Deadline for IP Contracts for Fall 2013
April 17 ........................................ Last day to drop a course or withdraw from the College with a “W” grade

2014 – 2015  Academic Year, continued

April 20 ........................................ Patriots’ Day, Holiday
May 8 .............................................. Day classes end
May 11 .............................................. Evening classes end
May 11-13 ...................................... Final Exam period, day classes
May 15 .............................................. Grades due by noon
May 20 .............................................. Grades/GPA posted on Campus Pipeline
May TBA .......................................... Graduation
May 25 .............................................. Memorial Day, Holiday
Summer Session I May 18 – June 25  Summer Session II July 6 – August 13