

REQUEST FOR PRICE QUOTES

OPERATIONS FOR A SHUTTLE IN THE CENTRAL PERIMETER BUSINESS DISTRICT



PERIMETER
CONNECTS
options @ the center

BACKGROUND

[Company name] is located on [Abernathy Road], approximately .08 mile from the Dunwoody MARTA station. Approximately ### employees come to the building complex during the work week. In an effort to provide ample commute options and mobility access to their employees, [Company name] is interested in offering a shuttle serving the MARTA station as an amenity to employees.

This organization is seeking bids for a turnkey operating service to provide this shuttle activity. Ideally, the stakeholders in this effort expect the first day of operation to be January 1, 2017.

PROPOSED ROUTE

The shuttle would utilize the most dependable, efficient route between [Company name] and the [Dunwoody] MARTA Station.

PROPOSED ROUTE SPECIFICATIONS

1. Hours, Schedule and Headways

Stakeholders seek to have a shuttle operate on **approximately 250** business weekdays per year. The shuttle will operate in **two shifts: 6:30 – 10:00 AM, then again from 3:45 – 6:45 PM.**

The shuttle will operate on a conservative, published schedule, achieving 15 – 20 minute roundtrip headways. Stop times will be established for all pickup points on the route.

2. Vehicles Size, Insurance

The vehicle(s) used for this route should be no less than 21 passenger, and no more than 30 passenger capacity. The stakeholders anticipate that the ridership at the end of the first year of operations will be approximately 120 - 150 boardings per day.

The shuttle service chosen to operate this route should carry insurance policies that provide at least the levels identified below, which are consistent with that required by existing shuttle operations in the Perimeter market. The chosen operator will also add any participating property owners to their policy as additional insured. The operator will also execute hold-harmless agreements for all the same parties.

\$1,000,000	General Liability
\$2,000,000	Aggregate Liability
\$500,000	Workers Compensation
\$1,000,000	Auto
\$5,000,000	Excess/Umbrella

3. Eligibility and Ridership Data

The stakeholders do not wish to collect a per-boarding fare from all shuttle riders. Only current **[Company name]** tenants and their visitors will be eligible to ride the shuttle

The operator will also keep a daily log of boardings and de-boardings at each stop along the route. The documents for this activity will be provided by the contracting entity to your company. The stakeholders may use this information for their own planning and budgeting purposes. The operator will deliver this ridership data to the contract management entity on a weekly basis. The operator should also transfer the hard copy logs into an electronic format for record keeping purposes

FORMAT FOR SUBMITTING PRICE QUOTATIONS

The prospective bidder for this service should provide the following information:

1. **Company Profile:** please provide a brief profile of your company, expertise, other ongoing shuttle routes that your firm operates, key personnel, etc.
2. **A Description of the Vehicle** that the bidder anticipates allocating to this service. Include the make, model, passenger size, age, and a picture of the vehicle. Include a list of amenities in the vehicle (AC, heat, etc.). Please describe any systems you have used (or propose) for the display of removable route information on the exterior of the vehicle. Be prepared to exhibit the vehicle to stakeholders for their approval.
3. **Insurance Information**, including coverage amounts, insurance carrier, and a description of the relevant policies. Include an example statement of the acceptance of the additional insured and hold-harmless requirements.
4. **A Written Description of Your Company's Customer Service** philosophy, procedures, and any specific elements you believe fit particularly well with the proposed service here. Please provide answers to the following areas of concern:
 - ▶ How will your firm organize field supervision for the route? How will it communicate with driver(s)? Will you use radios, cell phones, etc?
 - ▶ Will the vehicle(s) your firm commits to this contract be leased or owned? How will the preferred arrangement affect your customer service delivery?
 - ▶ Briefly describe your firm's training program for drivers, as well as any drug and alcohol testing policy. Describe any program for training drivers on customer service delivery. How are drivers evaluated?
 - ▶ How will your firm respond to vehicle breakdowns? What is your firm's proposed maximum response time to placing a replacement vehicle on the route?
 - ▶ Include your procedures for handling commuter complaints, input, or information that should be shared with stakeholders.

5. **Contract Termination procedures**, should either party wish to end the service. The price quote should assume that either party can end the contract with 30 days notice, with no penalty.
6. **An Hourly Price Rate** for providing the service detailed above. The bidder should also extrapolate this price rate into estimated monthly and yearly billings. The stakeholders wish to receive one invoice per month from your company. This invoice will be calculated based on your hourly rate, and multiplied by the actual hours the shuttle operated that month.

All questions should be directed to **[Representative name]**, and should be submitted by **April 1, 2019** at 3 PM. Answers to all questions will be provided to all invited bidders by **April 5** at 3 PM via email.

All proposals shall be firm offers and may not be withdrawn for a period of one hundred twenty (120) days following the deadline date for submission of proposals noted herein.

- A. Please submit four (4) double-sided copies of the Professional Service elements of your bid (items 1-6).
- B. Then, in a sealed envelope with your firm's contact info on the exterior, provide the pricing quote for your services (item 7), attached to the Professional Services copies.

All proposals are due at **4 PM on April 15**, to:

Name

Company

Address

Email Address

Stakeholders reserve the right to interview finalists if desired. If so, these interviews will take place by the end of **April 2019**.