

RFP#2017-12-001 – Charter Bus Services

EXHIBIT A - STATEMENT OF WORK

This exhibit identifies the anticipated requirements of any contract resulting from this RFP. The term “Contractor” in this document refers to the proposer responding to this RFP.

The Contractor must respond to each requirement or question, and explain how it will fulfill each requirement. Attach any supplemental information and appropriately reference within your response.

BACKGROUND

Rice University’s Athletics Department spends approximately \$270,000 annually on motor coach services. However, it should be clearly understood that there is no guarantee of spend.

Visit the Rice University website at www.rice.edu for more information about the University.

SCOPE

Rice University is seeking proposals from experienced and qualified Charter Bus Service suppliers to provide Rice University Athletics’ Department transportation service on an “as needed” basis. Rice University recognizes that some bus transportation firms specialize in certain types of vehicles and that it is unlikely that one firm will be able to meet the full range of Rice University’s bus transportation needs. Therefore, Rice University reserves the right to enter into more than one agreement and with more than one supplier if necessary.

Vehicle usage may include buses for daily trips within the local area, trips out of town both daily and overnight, transportation to and from airports, and sleeper coaches for cross-country or overnight trips. Contractor shall comply with all intrastate and interstate transportation requirements as they relate to vehicles and drivers.

Travel schedules are available on the Athletics webpage at <http://www.riceowls.com/calendar/events/>.

The Athletics Department will initiate charter bus arrangements directly with the Contractor. To assure availability, Athletics Department will be encouraged to contact Contractor regarding charter bus services several weeks, or as suggested by the proposer, in advance, whenever possible.

After specifics of the trip(s) are provided to the Contractor, Contractor will provide a written, itemized quote(s) for the trip(s) to the departmental contact. All trips must then be authorized and approved through issuance of a purchase order. No trips should take place without an authorized purchase order. No guarantee of payment will be made without a purchase order. Payment will be issued and a check written, according to Rice University’s payment policy, once the department accepts.

The Contractor shall furnish all supervision, labor, materials, supplies and operating expenses, necessary and required for the safe and proper fulfillment of the services listed. All tips, tolls, parking fees, etc. should be included in the quoted price. The purchase order will not be adjusted for these fees.

Federal, State or Local government regulations, laws, standards and codes shall be used as minimum standards for service unless otherwise noted. Proposals must clearly demonstrate the proposer understands these standards.

Each team or group may have a certain special requirements for their trips. In most cases, the requirement is a *54-passenger motor coach*.

REQUIREMENTS

Charter Bus Services are utilized by the Athletics Department's teams for games away from home. Most trips occur within the same day with occasional overnight travel. The Contractor must have the capabilities to transfer athletes, coaches, luggage and equipment.

1. Organization

Proposer must provide a detailed description of how the below services will be provided.

- a. Proposer must acknowledge compliance with generally accepted standard of the bus transportation industry for operation and maintenance practices. As a minimum, proposer acknowledges compliance with all provisions of applicable statutes and agreements, which may affect safety, and with all US Department of Transportation and State of Texas regulations, directives, orders, rules, and standards.
- b. Description of Contractor's ability to provide the services required by this RFP, including all plans to subcontract services under the contract, if you plan to do so.
- c. Description of proposed plan for managing Rice University's account. Describe the roles and organization of a dedicated account representative or team to support Rice University's business.

2. Vehicles

Proposer must provide a detailed fleet portfolio. A description of all vehicles intended to be utilized under a resulting contract should be provided. Including quantity, make, model, year, size, number of passenger seats, sleeper ability, mileage (at time of offer) and any special features such as ADA accessibility, alternate fuel/CNG, air-conditioning, recliner type seats, and rest rooms, etc. Attach actual pictures of each make and model in the fleet, without marketing material. Advise of any/all amenities such as Wi-Fi, flat panel television, electrical outlets, wide body dimensions, etc. Describe any warranties included in the proposal and explain the process for reporting warranty issues and how the Contractor will handle any repairs or replacements. Rice University reserves the right to require additional warranties other than those identified by the Contractor in its response to this RFP.

- a. Description of Contractor's ability for accommodating disabled and special needs riders.
- b. Description of Contractor's emergency procedures in place for on-road vehicle breakdowns. Including procedures for abandoning the bus.
- c. Description of Contractor's procedures to be used for the cleaning of the exterior and interior of the vehicles, including the personnel to be used for each activity and the frequency of cleaning.

- d. Agree and understand that the Contractor must make available, upon reasonable requests, all such records as may be necessary to ascertain the safety of equipment including but not limited to maintenance records.
- e. Description of Contractor's policy on allowing food, drink, and/or coolers on board vehicles used under this contract.

3. Staff/Drivers

a. Staff

- Proposer must appoint one individual, specifically assigned to the Rice University account, that will respond to inquiries regarding the Contract Activities, answering questions related to ordering and delivery, etc. (the "Contractor Representative").
- Agree and understand that the Contractor must notify Rice University's Contract Administrator at least five (5) calendar days before removing or assigning a new Contractor Representative.
- If the proposer intends to utilize subcontractors, the Contractor must disclose the following:
 1. The legal business name; address; telephone number; a description of subcontractor's organization and the services it will provide; and information concerning subcontractor's ability to provide the Contract Activities.
 2. The relationship of the subcontractor to the Contractor.
 3. Whether the Contractor has a previous working experience with the subcontractor. If yes, provide the details of that previous relationship.
 4. A complete description of the Contract Activities that will be performed or provided by the subcontractor.
 5. Of the total bid, the price of the subcontractor's work.

b. Drivers

- Description of Contractor's qualification requirements for drivers. Including information on new applicant/new hire screening process including background check and drug testing; indicate the average length of service; and a description of mandatory training programs for drivers.
- Description of Contractor's policy of on-going verification and screening of drivers.
- Describe in detail all driver restrictions and procedures for driver transfer (maximum number of consecutive hours driver, etc.).
- Description of Contractor's policy regarding payment of driver's lodging and meals. Including any other associated expenses. Questions and/or concerns on where to stay and/or what the requirement to stay in the same hotel of the team/group/trip should be obtain from the trip organizer.
- Description of Contractor's company policy on loading/unloading and securing baggage.

- Agree and understand that driver's must be equipped with a cell phone at all times during trips, they must provide their name and cell number for the department to use should they need to contact the driver.

- Description of Contractor's policy of driver's uniform.

4. Communication

- a. Description of Contractor's proposed plan for communication with Rice University to ensure meeting the passenger and staff needs. Provide copies of quote forms, how these forms are transmitted, etc.

- b. Proposer must specify its toll-free number for Rice University to contact with the Contractor Representative.

- c. Describe how Contractor will solicit customer feedback of performance. Including sample(s) of the company's customer satisfaction surveys, if available.

- d. Contractor must provide name(s) of contact(s) for:
 - Customer service problems.
 - Escalation procedures in the event of unresolved issues.
 - List of individuals who may be contacted after normal business hours in the event of an emergency.

5. Reservations/Bookings

- a. Description of Contractor's proposed procedure for Rice University to follow when requesting transportation services, from initiation to completion including required information (number of passengers, distance, length of stay, etc.) and method of requesting these services. This method will be evaluated as an option, but may differ in the way Rice University decides to acquire services; the final method will be communicated with the awarded Contractor(s).

- b. Description of how Contractor handles overflow work, e.g. outsource, use back-up vehicles, declination of service.

- c. Description of Contractor's cancellation policy within one month, two weeks, one week, seventy-two hours, day of scheduled trip. Is there an additional fee?

- d. Description of Contractor's change policy within one month, two weeks, one week, seventy-two hours, day of scheduled trip. Is there an additional fee?

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