

CALL FOR PROPOSAL FOR APPOINTMENT OF SCHOOL BUS OPERATOR TO PROVIDE SCHOOL BUS SERVICES

1. Introduction

1.1 Tao Nan School (“**the School**”) invites interested persons to submit a proposal to be appointed as a school bus operator to provide school bus services to ferry the students of the School to and from School on School Days, including from School after supplementary lessons/enrichment programmes or Co-Curricular Activities on specific School Days, in the manner set out in this Call for Proposal.

1.2 The closing date for the submission of proposals is 10 August 2023.

1.3 Defined terms in this Call for Proposal shall have the meanings ascribed to them in Clause 1A of the Agreement for Appointment of School Bus Operators to Provide School Bus Services (“**Main Agreement**”) found in **ANNEX B**.

2. Duration of Services Required

2.1 An initial period of two (2) years from 01 January 2024 to 31 December 2025 with an option for the School to extend the contract in the manner set out in Clause 10 of the Main Agreement for a further 2 years.

3. School Profile

3.1 The School is a coeducational, primary, and single session school with approximately 2,220 students. Based on past years’ data the expected number of students requiring the Services is 440.

4. Details of the School’s Requirements

4.1 The appointed school bus operator shall consider the pick-up and drop-off locations stated in the Parent’s Request for Services, and shall confirm with the Parent whether it is able to provide the Services from the pickup location and drop-off location indicated in the Request for Services, or propose an alternative address (the “**Location**”).

4.2 The appointed school bus operator shall adhere to the general arrival and departure times indicated below, as well as the specific departure and arrival times as agreed upon between the appointed school bus operator and each individual Parent:

Day	Arrival Time at School	Departure Time from School
Monday	Between 6.45am to 7.00am	Between 1.40pm to 1.55pm
Tuesday		
Wednesday		
Thursday		
Friday		

- 4.3 The appointed school bus operator shall provide Services where the Distance from the Pickup Address and Drop-off Address to the School is equal to or less than 6 km. Where the Distance from the requested pick-up or drop-off address of a student to the School is more than 6 km, the appointed school bus operator shall consider on a best-efforts basis whether it can provide the Services and agree with the Parent on an acceptable bus fare. In considering such a request, the appointed school bus operator shall take into account any other requests made by other parents whose pick-up and drop-off addresses are within a reasonable distance from the pick-up or drop-off address of the first mentioned parent.
- 4.4 The appointed school bus operator shall also provide Services after supplementary lessons /enrichment programmes and Co-Curricular Activities on the specific days and at the specified times below, provided the students are scheduled to depart from the School's premises no later than 4pm:

Day	Activity	Departure Time from School
Monday	CCAs	3.40pm to 3.55pm
Tuesday	Supplementary classes and enrichment Programme	
Thursday	Supplementary classes and enrichment Programme	
Fridays	CCAs	

The expected number of students requiring this service based on the previous year is 50.

Where the supplementary lessons/enrichment programmes and Co-Curricular Activities end later than 4 pm, the appointed school bus operator shall consider on a best-efforts basis whether it can provide the Services and agree with the Parent on an acceptable bus fare. In considering such a request, the appointed school bus operator shall take into account any other requests made by other parents whose pick-up and drop-off addresses are within a reasonable distance from the pick-up or drop-off address of the first mentioned parent.

- 4.5 The appointed school bus operator shall meet the requirements set out in the Main Agreement.
- 4.6 The appointed school bus operator shall offer competitive bus fares which are determined by distance as specified by the School.
- 4.7 The appointed school bus operator shall agree with parents on the actual bus fares provided that the fare shall not exceed the 'Not to Exceed Price' (i.e. maximum prices) for the relevant distance range (i.e. Up to 2km, >2 - 4km, and >4 – 6km). Unless agreed to between the appointed school bus operator and the School, the 'Not to Exceed Price' for the Initial Contract Period and Option

Period (if any) shall not be increased throughout the respective Initial Contract Period and Option Period.

- 4.8 In respect of all the services provided under the Contract in a calendar year, the appointed school bus operator shall only collect bus fares from Parents in respect of the months of January, February, March, April, May, July, August, September and October. For the avoidance of doubt, no Parent shall be required to pay bus fares in respect of school bus services provided on every School Day in the months of June, November and December.

5. Selection criteria for appointment of school bus operator to provide school bus services

- 5.1 The School will evaluate the proposals for the appointment of school bus operator based on the following criteria:

Critical Evaluation Criteria

- Bidders must not be debarred.
- Bidders must meet the statutory requirements set by LTA which include:
 - Insurance policy – In compliance with the requirement of the Motor Vehicles (Third-Party Risks and Compensation) Act, 189
 - Maintenance – Periodically inspections to ensure buses are maintained regularly and in roadworthy condition.
 - Safety measures – Seatbelts for small buses, licensed attendant in each bus which has more than 30 seating capacity, installation of automatic activated hazard lights and reflective triangular “Children Crossing” sign, licensed drivers etc.

Other Evaluation Criteria

- Price assessment (30%)
- Capability assessment (50%)
- Past track records (20%)

- 5.2 The School shall be under no obligation to accept the lowest or any proposal.

6. Instructions to Applicants

- 6.1 Applicants shall submit their proposals **in a sealed envelope** to the following address by 10 August 2023. The school will open the envelope after the closure of bids.

Contact person and designation: Ms Phay Yuh-Shuang,
Administration Manager
Address: 49 Marine Crescent Singapore 449761
Contact No: 6442 8307

- 6.2 The following documents are to be submitted:

- a. Completed **ANNEX A** – Information required from vendor includes:
 - i. Price Schedule for school buses. Please note that proposed bus fares should be quoted as 'Not to Exceed' price (i.e. maximum price) for each distance range (i.e. Up to 2km, >2 - 4km, and >4 – 6km). The vendor may propose alternative fare-structure options for the school bus services for consideration;
 - ii. The vendor's contact/ company's information; and
 - iii. Bus fleet details.
 - b. List of safety measures or safety Standard Operating Procedures for students.
 - c. Procedures and response time during breakdowns of buses.
 - d. Customer service management system (e.g., customer support channels available, knowledge of customer service staff, response time in responding to customer enquiries/ feedback/ complaints, etc.).
 - e. Feedback from schools and/ or parents for similar services rendered.
- 6.3 Failure to submit the above documents may render the bid submission to be disqualified.
- 6.4 The bids shall remain valid for acceptance for 2 calendar months upon the closing date of this Call for Proposal.
7. **Appointment Process**
- 7.1 All applicants will be officially notified of the outcome of their application by email and post. The appointed school bus operator shall be required to sign a School Bus Agreement with the School. A sample of the School Bus Agreement can be found in **ANNEX B**.
- 7.2 The School reserves the right to appoint more than 1 school bus operator.
- 7.3 The decision of the School on the appointment shall be final.