

# NEWPORT NEWS PUBLIC SCHOOLS PURCHASING DEPARTMENT

12465 Warwick Boulevard  
Newport News, VA 23606-3041

Telephone: (757) 591-4525  
Fax: (757) 591-4593

## NOTICE OF AWARD

RFP #016-0-2024/KG

August 6, 2024

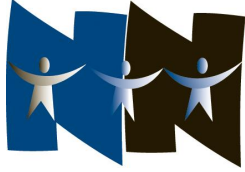
Successful Bidder: **J. Diamond, Inc. dba Agape Travel & Tours**  
Address: 805 Live Oak Drive, Ste. 104 Chesapeake, VA 23320  
In Response To: RFP#016-0-2024/KG  
Description of Work/Products to be furnished: Charter Bus Services  
Delivery/Performance Date Start: August 26,2024

Your offer is hereby accepted at the discounts and terms stated for **RFP#016-0-2024/KG**  
**ATTACHMENT 'A'** subject to all conditions and requirements of the RFP, including addenda,  
purchase specifications, and warranties.

*Karlene Greenhow*

Karlene Greenhow  
Procurement Officer

RECORDS OF THIS SOLICITATION ARE NOW AVAILABLE FOR PUBLIC INSPECTION



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PURCHASING DEPARTMENT**

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Telephone: (757) 591-4525  
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**NOTICE OF AWARD**

RFP#002-0-2024/KG

August 6, 2024

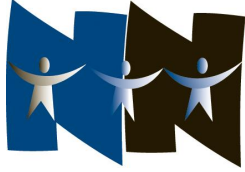
Successful Bidder: **Freedom Tours Coach Lines**  
Address: 6050 Mainsail Lane, Suffolk, VA 23435  
In Response To: RFP#016-0-2024/KG  
Description of Work/Products to be furnished: Charter Bus Services  
Delivery/Performance Date Start: August 26, 2024

Your offer is hereby accepted at the discounts and terms stated for **RFP#016-0-2024/KG ATTACHMENT 'A'** subject to all conditions and requirements of the RFP, including addenda, purchase specifications, and warranties.

*Karlene Greenhow*

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## NOTICE OF AWARD

RFP#002-0-2024/KG

August 6, 2024

Successful Bidder: **Newton Bus Service, Inc.**

Address: 6838 Belroi Road Gloucester, VA 23061

In Response To: RFP# 016-0-2024/KG

Description of Work/Products to be furnished: Charter Bus Service

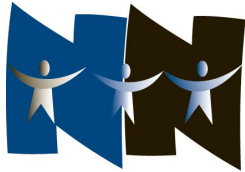
Delivery/Performance Date Start: August 26, 2024

Your offer is hereby accepted at the discounts and terms stated for **RFP#016-0-2024/KG ATTACHMENT 'A'** subject to all conditions and requirements of the RFP, including addenda, purchase specifications, and warranties.

*Karlene Greenhow*

Karlene Greenhow  
Procurement Officer

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Newport News, VA 23606-3041

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Fax: (757) 591-4593

## NOTICE OF AWARD

RFP#002-0-2024/KG

August 6, 2024

Successful Bidder: **Venture Tours, Inc.**

Address: 600 S Military Highway Virginia Beach, VA 23464

In Response To: RFP# 016-0-2024/KG

Description of Work/Products to be furnished: Charter Bus Service

Delivery/Performance Date Start: August 26, 2024

Your offer is hereby accepted at the discounts and terms stated for **RFP#016-0-2024/KG ATTACHMENT 'A'** subject to all conditions and requirements of the RFP, including addenda, purchase specifications, and warranties.

*Karlene Greenhow*

Karlene Greenhow  
Procurement Officer

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# REQUEST FOR PROPOSALS

## Newport News Public Schools

**ISSUING OFFICE:**

PURCHASING DEPARTMENT  
12465 WARWICK BOULEVARD  
NEWPORT NEWS, VA 23606-3041  
TELEPHONE: (757) 591-4525  
FAX: 757) 591-4593

**DATE: April 23, 2024**

Attention of Offeror is Directed to Section  
2.2-4367 to 2.2-4377 Code of Virginia  
(Ethics in Public Contracting)

**RFP ITEM NO.  
016-0-2024/KG**

**PROCUREMENT OFFICER  
Karlene Greenhow, VCO**

**CLOSING DATE  
May 31, 2024**

**CLOSING TIME  
11:00 AM - EST**

**PREPROPOSAL CONFERENCE  
Optional**

**Date: May 10, 2024  
Time: 11:00a.m.**

**SEALED PROPOSALS** will be received in the Issuing Office above until Closing Date and Closing Time as specified in this solicitation including any addenda issued by this office. Newport News Public Schools is not responsible for late delivery by U.S. Postal mail or other couriers.

All inquiries for information regarding this Request for Proposal are to be directed to the Issuing Office as defined herein.

**COMMODITY: Charter Bus Services:**

**NIGP CODE: 96113, 96182,  
07117, 55660, 55670, 95892,  
96288, 97514**

**PLEASE FILL IN OFFEROR'S NAME & ADDRESS  
IN THE SPACES PROVIDED BELOW:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**THIS IS NOT AN ORDER**

THE SCHOOL BOARD OF THE CITY OF NEWPORT NEWS, HEREAFTER REFERRED TO AS NEWPORT NEWS PUBLIC SCHOOLS (NNPS), RESERVES THE RIGHT TO ACCEPT OR REJECT ANY AND ALL PROPOSALS IN WHOLE OR IN PART AND WAIVE ANY INFORMALITIES IN THE COMPETITIVE NEGOTIATIONS PROCESS. FURTHER, NNPS RESERVES THE RIGHT TO ENTER INTO ANY CONTRACT DEEMED TO BE IN ITS BEST INTEREST. THE ENTIRE CONTENTS OF THE REQUEST FOR PROPOSALS, ANY ADDENDA, OFFEROR'S PROPOSAL AND NEGOTIATED CHANGES SHALL BE INCORPORATED BY REFERENCE INTO ANY RESULTING CONTRACT.

**NNPS DOES NOT DISCRIMINATE AGAINST FAITH-BASED ORGANIZATIONS.**

**DESCRIPTION OF GOODS/SERVICES**

**CHARTER BUS SERVICES**

**ACKNOWLEDGE RECEIPT OF ADDENDUM: #1 \_\_\_ #2 \_\_\_ #3 \_\_\_ #4 \_\_\_ (Please Initial)**

IN COMPLIANCE WITH THIS SOLICITATION AND TO ALL THE CONDITIONS IMPOSED HEREIN, THE UNDERSIGNED AGREES TO PERFORM ANY CONTRACT AWARDED AS A RESULT OF THIS SOLICITATION. THE FOLLOWING SECTION SHALL BE SIGNED BY AN AGENT AUTHORIZED TO

**Authorized Agent:**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Type or Print Name**

\_\_\_\_\_  
**Email Address**

\_\_\_\_\_  
**Telephone Number**

\_\_\_\_\_  
**Fax Number**

\_\_\_\_\_  
**Company FEI/FIN#**

**ANTI-COLLUSION/NONDISCRIMINATION/DRUG-FREE WORKPLACE REQUIREMENTS**

**ANTI-COLLUSIONCLAUSE:**

IN THE PREPARATION AND SUBMISSION OF THIS PROPOSAL, SAID OFFEROR DID NOT EITHER DIRECTLY OR INDIRECTLY ENTER INTO ANY COMBINATION OR ARRANGEMENT WITH ANY PERSON, FIRM OR CORPORATION, OR ENTER INTO ANY AGREEMENT, PARTICIPATE IN ANY COLLUSION, OR OTHERWISE TAKE ANY ACTION IN VIOLATION OF THE SHERMAN ACT (15 U.S.C. SECTION 1), SECTIONS 59.1-9.1 THROUGH 59.1-9.17 OR SECTIONS 59.1-68.6 THROUGH 59.1-68.8 OF THE CODE OF VIRGINIA.

THE UNDERSIGNED OFFEROR HEREBY CERTIFIES THAT THIS AGREEMENT, OR ANY CLAIMS RESULTING THEREFROM, IS NOT THE RESULT OF, OR AFFECTED BY, ANY ACT OF COLLUSION WITH, OR ANY ACT OF, ANOTHER PERSON OR PERSONS, FIRM OR CORPORATION ENGAGED IN THE SAME LINE OF BUSINESS OR COMMERCE; AND, THAT NO PERSON ACTING FOR, OR EMPLOYED BY, NNPS HAS AN INTEREST IN, OR IS CONCERNED WITH, THIS PROPOSAL; AND, THAT NO PERSON OR PERSONS, FIRM OR CORPORATION OTHER THAN THE UNDERSIGNED, HAVE, OR ARE, INTERESTED IN THIS PROPOSAL.

**DRUG-FREE WORKPLACE:**

DURING THE PERFORMANCE OF THIS CONTRACT, THE SUCCESSFUL OFFEROR AGREES TO (I) PROVIDE A DRUG-FREE WORKPLACE FOR THE SUCCESSFUL OFFEROR'S EMPLOYEES; (II) POST IN CONSPICUOUS PLACES, AVAILABLE TO EMPLOYEES AND APPLICANTS FOR EMPLOYMENT, A STATEMENT NOTIFYING EMPLOYEES THAT THE UNLAWFUL MANUFACTURE, SALE, DISTRIBUTION, DISPENSATION, POSSESSION, OR USE OF A CONTROLLED SUBSTANCE OR MARIJUANA IS PROHIBITED IN THE SUCCESSFUL OFFEROR'S WORKPLACE AND SPECIFYING THE ACTIONS THAT WILL BE TAKEN AGAINST EMPLOYEES FOR VIOLATIONS OF SUCH PROHIBITION; (III) STATE IN ALL SOLICITATIONS OR ADVERTISEMENTS FOR EMPLOYEES PLACED BY OR ON BEHALF OF THE SUCCESSFUL OFFEROR THAT THE SUCCESSFUL OFFEROR MAINTAINS A DRUG-FREE WORKPLACE; AND (IV) INCLUDE THE PROVISIONS OF THE FOREGOING CLAUSES IN EVERY SUBCONTRACT OR PURCHASE ORDER OF OVER \$10,000, SO THAT THE PROVISIONS WILL BE BINDING UPON EACH SUCCESSFUL OFFEROR OR VENDOR.

FOR THE PURPOSE OF THIS SECTION, "DRUG-FREE WORKPLACE" MEANS A SITE FOR THE PERFORMANCE OR WORK DONE IN CONNECTION WITH A SPECIFIC CONTRACT AWARDED TO A SUCCESSFUL OFFEROR IN ACCORDANCE WITH FEDERAL LAW, THE EMPLOYEES OF WHOM ARE PROHIBITED FROM ENGAGING IN THE UNLAWFUL MANUFACTURE, SALE, DISTRIBUTION, DISPENSATION, POSSESSION OR USE OF ANY CONTROLLED SUBSTANCE OR MARIJUANA DURING THE PERFORMANCE OF THE CONTRACT.

**EMPLOYMENT DISCRIMINATION BY THE SUCCESSFUL OFFEROR SHALL BE PROHIBITED:**

1. DURING THE PERFORMANCE OF THIS CONTRACT, THE SUCCESSFUL OFFEROR AGREES AS FOLLOWS:
  - a. THE OFFEROR, SHALL NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT FOR EMPLOYMENT BECAUSE OF RACE, RELIGION, COLOR, SEX, NATIONAL ORIGIN, AGE, DISABILITY, OR ANY OTHER BASIS PROHIBITED BY STATE LAW RELATING TO DISCRIMINATION IN EMPLOYMENT, EXCEPT WHERE THERE IS A BONA FIDE OCCUPATIONAL QUALIFICATION REASONABLY NECESSARY TO THE NORMAL OPERATION OF THE SUCCESSFUL OFFEROR. THE SUCCESSFUL OFFEROR AGREES TO POST IN CONSPICUOUS PLACES, AVAILABLE TO EMPLOYEES AND APPLICANTS FOR EMPLOYMENT, NOTICES SETTING FORTH THE PROVISIONS OF THIS NONDISCRIMINATIONCLAUSE.
  - b. THE SUCCESSFUL OFFEROR, IN ALL SOLICITATIONS OR ADVERTISEMENTS FOR EMPLOYEES PLACED BY OR ON BEHALF OF THE SUCCESSFUL OFFEROR, SHALL STATE THAT SUCH SUCCESSFUL OFFEROR IS AN EQUAL OPPORTUNITYEMPLOYER.
  - c. NOTICES, ADVERTISEMENTS, AND SOLICITATIONS PLACED IN ACCORDANCE WITH FEDERAL LAW, RULE OR REGULATION SHALL BE DEEMED SUFFICIENT FOR THE PURPOSE OF MEETING THE REQUIREMENTS OF THIS SECTION.
2. THE SUCCESSFUL OFFEROR WILL INCLUDE THE PROVISIONS OF THE FOREGOING PARAGRAPHS A, B, AND C IN EVERY SUBCONTRACT OR PURCHASE ORDER OF OVER \$10,000, SO THAT THE PROVISIONS WILL BE BINDING UPON EACH SUBCONTRACTOR OR VENDOR.

**Name and Address of OFFEROR:** Date: \_\_\_\_\_ Authorized Signature \_\_\_\_\_  
Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**Federal Tax Identification Number/Social Security Number:** \_\_\_\_\_

Is Offeror a "minority" business?  Yes  No If yes, please indicate the "minority" classification below:

African American  Hispanic American  American Indian  Eskimo  Asian American  Aleut  Other; Please Explain:

Is Offeror Woman Owned?  Yes  No Is Offeror a Small Business?  Yes  No Is Offeror a Faith-Based Organization?  Yes

No



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### Attachments:

Attachment A: Pricing Schedule (submit with your proposal)

Attachment B: Certification of Compliance with Code of VA 22.1-296.1 (submit with your proposal)

Attachment C: State Corporation Commission Form (submit with your proposal)

Attachment D: Required Documents

## **I. PURPOSE**

The purpose of this RFP is to solicit sealed proposals from fully licensed bus companies to provide charter bus services to Newport News Public Schools (NNPS). It is Newport News Public Schools' intent to award the contract to multiple vendors. The number of contracts awarded will depend on the number and quality of the proposal's submissions received.

## **II. BACKGROUND**

Newport News Public Schools (NNPS) educates approximately 28,000 students in 3 early childhood centers, 24 elementary schools, 8 middle schools, 1 middle- high combination school and 5 high schools. There are also programs available for at-risk students in addition to special education programs. The school division has approximately 4,500 employees. A listing of NNPS and their locations may be access via NNPS's official web site at <http://sbo.nm.k12.va.us/schools>.

## **III. STATEMENT OF NEEDS**

The successful offeror shall provide all labor, materials, and equipment necessary to transport various NNPS groups, programs and Athletic teams, including faculty, staff, and students to and from destinations designated by the School Division. The majority of the services are required by the Athletic Programs as well as other School Division groups needing charter bus services on an as needed basis. It is the School Division's intent to enter into a contract with one or more Contractors capable of providing charter bus needs. In the instance the contracted vendor is unable to provide the requested services, the School Division reserves the right to contract with another charter bus provider. Whenever possible, all potential offerors are encouraged to subcontract any applicable services by partnering with qualified contractors that have been certified SWaM business through the Virginia Department of Small Business and Supplier Diversity (SBSD).

- 1) All offerors shall be primarily engaged in the Charter Bus Transportation Services business and shall have been actively engaged in this field for a period of not less than 2 years.
- 2) Newport News Public Schools reserves the right to inspect the offeror's vehicles and facility, including maintenance facilities, to perform such investigation as may be deemed necessary to ensure that competent personnel and management will be utilized in the performance of the contract.
- 3) Contract shall be awarded to responsible offeror(s) fully capable of performing the work. Before the award of contract, any offeror may be required to show that they have the necessary facilities, experience, ability, insurance, and financial resources to perform this work on time and in a satisfactory manner.
  - a. Employees: The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the School Division. If an authorized representative of NNPS notifies the

Contractor that any person employed on this contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be assigned without the written consent of the authorized NNPS representative.

b. The drivers assigned by the Contractor must meet the minimum requirements:

1. Shall be fully qualified and trained professionals.
2. Possess all required certifications, including a valid Commercial Driver's License. Certifications shall be available upon request.
3. Shall be neat and professional in appearance.
4. Have successfully completed a national criminal background check

c. Federal Motor Carrier Safety Administration (FMCSA): The Contractor must be currently registered with the FMCSA, compliant with all applicable commercial and safety regulations and requirement, including valid USDOT Number and associated insurance coverage and limits, as applicable. At a minimum, the Contractor must have and maintain a "satisfactory" rating from the FMCSA.

d. Equipment: At a minimum, each of the vehicles furnished by the Contractor shall meet the following requirements:

The Offeror shall list the variety and quantity of available fleet vehicles, including but not limited to full size buses (each providing minimum seating for 47-55 passengers); mini-coaches and motor coaches. Full size buses shall be "Suburban or intercity coach" style accommodations (built on a "heavy" chassis as defined in the bus industry), with lavatory facilities, heat and air conditioning, tinted glass (preferable), overhead or underneath baggage or parcel racks storage, adequate headroom (a minimum of 74 inches preferable) and other features normally associated with comfortable suburban or intercity passenger service. The entry door's height should be as low as is practical to permit easy boarding for elderly passengers and passengers with disabilities. In their proposal, the Offeror may also provide other types of vehicles such as motor coaches and mini coaches.

Except for Certified type A School buses, 12-15 passenger vans or sport utility vehicles are not permitted for the transportation of school children as specified by Federal Motor Vehicle Safety Standard and Regulations Title 49, CFR part 571, specific to school buses.

Each vehicle shall be equipped to meet all applicable federal and state Highway Specifications, Interstate Commerce Commission specifications and state specifications, safety standards, emission requirements, and handicap provisions. Buses may have a front destination sign above the windshield.

The Offeror shall state if any of their vehicles are equipped with wheelchair lifts to allow people with wheelchairs to easily board the bus. Each vehicle shall be maintained in good working

condition, to include but not be limited to properly functioning reclining seats, overhead bins that close, and operable interior lights, if applicable. Buses should not be more than ten (10) years old. Overall appearance, interior and exterior, must be clean, in good repair, and free of unpleasant odors.

1. The Contractor shall furnish clean, modern, and mechanically safe buses with functioning heat and air conditioning that are licensed, regularly inspected, and are subject to a regular maintenance schedule. Buses must be able to accommodate differing size groups.

2. Service records shall be made available upon request.

3. The equipment on buses shall be maintained in good condition and in working order.

4. Buses shall be equipped with video, TV, outlets, and Wi-Fi. Radio/phone communications equipment shall be in proper working condition. Wi-Fi accessibility is required for all trips regardless of distance.

5. Buses shall have interior lighting adequate for reading by passengers.

6. Buses shall have lockable luggage and storage compartments.

7. Seating shall be reclining.

8. Bathrooms, if equipped, will be dumped, and sanitized before a trip and emptied and cleaned, if necessary, for the return trip.

9. Buses shall be large enough to carry all overnight bags.

e. Fleet: Contractor must provide a list of their entire fleet of vehicles to include year, make, model, bus capacity/number of seats, and service history within the last 18 months.

e. Routing: It should be the responsibility of the Contractor to research and find the best route for each trip.

**f. Operational Requirements:**

1) The Contractor shall be responsible for paying all toll charges, licenses, fees, taxes, parking fees, violation fines, fuel, and other operating costs incurred by the Contractor as a part of providing these services. There shall be no added-on charges of any kind.

2) All vehicles shall be equipped with two-way radios, cellular telephones, or similar equipment that will enable communication with the Contractor's administrative and maintenance facility.

3) Drivers shall not operate any personally owned communication device while driving. Texting while driving is specifically prohibited.

4) Drivers shall not smoke at any time while on the bus or while providing any other services under this contract. Drivers may smoke when on authorized breaks outside of the bus and away from children. All NNPS grounds are tobacco free. No smoking is allowed on any NNPS grounds.

5) The Contractor shall be responsible for providing all other functions necessary for the safe, reliable, and efficient operation of the vehicle service that are not specifically discussed herein.

6) Newport News Public Schools district has the right to revise or cancel trips due to snow emergency or other weather conditions, within eight (8) hours' notice prior to the first pick-up, without financial penalty.

**g. Emergency Contacts:** Prior to the start of the contract, the Contractor shall provide the emergency contacts available 24/7, to NNPS. In the event of a bus breakdown or other emergency, the contacts on this list shall provide assistance, information, or guidance above and beyond that provided by the driver.

**h. Traffic Accidents:** Written report of all accidents involving vehicles, clients, and staff shall be transmitted/reported to the NNPS Transportation Department (verify if this is the appropriate dept) within one (1) hour of the accident occurrence.

i. Contractor must use only their company-owned buses. No trips can be subcontracted to another bus company or individual without prior written consent of NNPS. Contractor shall be solely responsible to ensure that the subcontractor and the subcontractor's employees are compliant with all the terms and conditions identified herein. In addition, Contractor is fully responsible for the actions of, and services provided by the subcontractor and the subcontractor's employees. In the instance subcontractors provide the requested services, the School Division will issue payment to the contracted/prime vendor. The contracted/prime vendor is responsible for payment to its subcontractors.

j. Bus(es) shall arrive at the designated NNPS department point no later than 45 minutes prior to the departure for a planned event unless an alternate arrival time has been approved. Drivers must reference pickup location from sent trip itinerary to arrive at the appropriate location.

k. During periods of inclement weather, NNPS reserves the right to cancel, reschedule, or delay the departure of any trip. In the event a trip is to be made on the original scheduled date but rescheduled, the vendor and NNPS shall agree to when the bus will arrive at the NNPS department location based on the new departure time.

l. Bus and driver shall be ready for immediate departure at the conclusion of each event in the following manner:

- Bus shall be fully fueled and serviced prior to departure.

- Driver shall be rested, fed, and relieved.

- m. Driver(s) shall be on call for transportation while at the destination site. Driver's location shall always be made known to the Staff in charge of the traveling party.
- n. All drivers shall be in good health and meet the physical requirements for commercial drivers by the USDOT standards.
- o. All buses shall be non-smoking.
- p. Driver breaks must coincide with the scheduled stops within the trip itinerary.
- q. Payments: Payment will be made after confirmation of completion of services and upon receipt of an approved invoice by the Contractor on a Net 30 basis. If the invoice is under \$2,500 and the Contractor agrees, payment may be made by credit card. It is the Division's preference that the awarded vendor have an online payment option to ensure timely payment.
- r. Attachment A, Pricing Schedule, lists some of the recurring destinations and is designed to give offerors a general idea of NNPS' travel needs.
- s. Final schedules will be submitted to the selected Contractor(s) as soon as all athletic contests are contractually finalized by NNPS. Every effort shall be made by NNPS to provide schedules to the Contractor(s) no later than 30 days prior to the first trip of each individual sport.
- t. Complaints: The Contractor must respond to all complaints received and provide the division the manner and resolution of the complaint within 24 hours of receipt of the complaint.
- u. Federal, State and Local Laws: The Contractor agrees that it will comply with all federal, state, and local rules, regulations and ordinances governing the provision of public motor transportation services.
- v. The Contractor shall be responsible for paying toll charges, parking fees, licenses, fees, taxes, violation fines, fuel, and other operating costs incurred by the Contractor as a part of this program.
- w. NNPS will provide the Contractor with complete itineraries including schedules of team/group functions at least 48 hours in advance of a required departure. In case of emergencies when the 48- hour prior notification is not possible, the Contractor shall provide the required services as soon as is reasonably possible.
- x. NNPS will be responsible for supervision of passengers.
- y. **Delivery, Performance, Inspection and Acceptance:** Delivery of charter bus services shall be made directly to each school, group of schools, or Central Administration department requesting the charter. Inspection and acceptance of charter bus services under this contract shall be the responsibility of the school principal, director, or coordinator, or their designee. Routine inspection of the contractor's charter buses, facilities, and driver's records may be made at any

time by the Executive Director of Transportation Services, or their designee. Invoices shall be submitted to the requesting department.

#### **IV. SPECIAL INSTRUCTIONS TO THE OFFEROR**

##### **A. Definitions:**

Issuing Office:

Wherever used in this Request for Proposal, Issuing Office will be:

Karlene Greenhow, Assistant  
Procurement Specialist Newport  
News Public Schools Purchasing  
Department 12465 Warwick  
Boulevard  
Newport News, VA  
23606-3041 Phone:  
(757) 591-4525 x  
10751  
Fax: (757) 591-4593  
Email: [karlene.greenhow@nn.k12.va.us](mailto:karlene.greenhow@nn.k12.va.us)

NNPS Contract Administrator:

Wherever used in this Request for Proposal and for purposes of any notices under this contract, the NNPS Contract Administrator will be:

Shay Coates, Executive Director Transportation  
12571 Patrick Henry Drive  
Newport News, VA 23602  
Phone: 757-881-5052 x 13117  
Email: [shay.coates@nn.k12.va.us](mailto:shay.coates@nn.k12.va.us)

##### **B. Contact with NNPS Staff, Representatives, and/or Agents:**

Direct contact with NNPS staff, representatives, and/or agents other than Purchasing Department staff on the subject of this RFP or any subject related to this RFP is expressly prohibited except with the prior knowledge and permission of the Purchasing Agent.

##### **C. Offerors of Record:**

Offerors receiving a copy of this RFP from a source other than the Issuing Office via [www.eVA.virginia.gov](http://www.eVA.virginia.gov) must contact the Issuing Office and provide Offeror's name, address, contact person, telephone and fax number, and the RFP Item Number. Offeror will be added to the eVA Plan holders' list and will receive notification of any addenda to the RFP.

**D. Pre-Proposal Conference (Non-Mandatory):** The pre-proposal will be conducted via ZOOM FORMAT at 11:00AM EST May 10, 2024

Zoom Meeting Lin: [https://nn-k12-vau-zoom.us/j/84814364417?pwd=K1RtNjFpekkyZHDvd3pZdnBYK0Zzdz09](https://nn-k12-vau.zoom.us/j/84814364417?pwd=K1RtNjFpekkyZHDvd3pZdnBYK0Zzdz09) .

Meeting ID: 848 1436 4417

Passcode: 454523

**E. Questions:**

Offerors must submit questions regarding this Request for Proposal in writing to the Issuing Office at [karlene.greenhow@nn.k12.va.us](mailto:karlene.greenhow@nn.k12.va.us) no later than **11:00AM EST, May 17, 2024**. Necessary replies will be issued to all Offerors of record as addenda that shall become part of the contract documents. Oral instructions do not form a part of the Proposal documents. Offeror is responsible for checking the [www.eVA.virginia.gov](http://www.eVA.virginia.gov) web site or contacting the Issuing Office within 48 hours prior to Proposal closing to secure any addenda issued for this RFP.

**F. Changes or Modifications:**

Changes or modifications to this Request for Proposals made prior to the date and time of closing will be addressed by addenda from the Issuing Office. Offerors are to acknowledge receipt of addenda in the space provided on the cover page of this Request for Proposal. Oral communications are not a part of the Proposal documents. This RFP and any addenda shall be incorporated, by reference, into any resulting contract.

**G. RFP Closing:**

Offeror shall ensure its Proposal is time stamped by the Issuing Office no later than the Closing Date and Time shown on the cover page of this Information for Proposal. Proposals received after the specified date and time (time stamped 11:01 A.M. or later) will not be considered and will be retained in the procurement file.

**H. Proposal Submittal Requirements:**

1. Each Proposal submission shall be submitted to the Issuing Office and shall include the following documents:
  - a. The cover page of this Request for Proposal, which will contain:
    - 1) Original signature of an agent authorized to bind the company;
    - 2) Requested contact information;
    - 3) Company FEI/TIN number; and,
    - 4) Acknowledgment of any addenda on page one (1).
  - b. Completed and signed anti-collusion/nondiscrimination clauses on page 2;
  - c. Completed Attachment "A" Pricing Schedule
  - d. Completed Attachment "B" Certification of Compliance with Code of Virginia 22.1-296.1
  - e. Completed Attachment "C" State Corporation Commission Form
  - f. Attachment "D" Required Documents
  - g. Copy of USDOT Certification
  - h. List of All Fleet vehicles to include: make, model, VIN#, and seating capacity.
2. Offerors are encouraged to submit their Proposals on recycled paper and to use double-sided copying.
3. Proposals must be submitted utilizing the following requirements:
  - a. **Offerors shall submit proposals in a sealed envelope or package and label the envelope or package with the Request for Proposal's item number and the name and address of the Offeror. Proposals received by e-mail telephone, telegraph, facsimile, or any other means of electronic transfer shall not be accepted.**
  - b. Submit one (1) original and five (5) paper copies plus one (1) electronic copy (USB flash drive) of the proposal.



### **I. Evaluation of Proposals:**

4. After the proposal opening, NNPS will select for further consideration two or more Offerors deemed to be fully qualified and best suited among those submitting proposals based on Offerors' responses to the information requested in this RFP.
5. The following criteria will be used in the evaluation process:
  - a. Offeror's **experience, reference, and past performance** – 30%
  - b. Offeror's **capability and skills** – 25%
  - c. Offeror's **quality & suitability of Services & Equipment** – 30%
  - d. Offeror's proposed **costs** - 15%
6. Based on the initial evaluation, NNPS may request the selected Offerors to make oral presentations. Thereafter, NNPS will conduct negotiations with each of the selected shortlisted Offerors. Individuals representing the Offeror during negotiations shall have the authority to negotiate and contractually bind the company to a contract.
7. After negotiations are completed, NNPS will select the Offeror who, in NNPS's opinion, has made the best proposal and shall award the contract to that Offeror (referred to in this RFP as the Successful Offeror).
8. Should NNPS determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.
9. NNPS is not required to furnish a statement of the reason(s) why a proposal was not deemed to be the most advantageous.

### **J. Presentation/Demonstration:**

If in NNPS's opinion, vendor presentations or demonstrations of the Offeror's proposed system's features and capabilities are warranted, NNPS will notify the appropriate vendors. Such a presentation or demonstration will be at an NNPS site at a date and time mutually agreed to between NNPS and Offeror and will be at the Offeror's expense.

### **K. Preparation of Proposals:**

In presenting their proposals, Offerors are encouraged to be thorough in addressing the *Statement of Needs*, the *Preparation of Proposal Guidelines*, and the *Proposal Submittal Requirements* as outlined in this RFP.

To facilitate the NNPS's evaluation of Offeror's proposal, Offeror is to number all pages of its proposal and provide tabs listing the evaluation criteria indicated above.

Offerors should be completely responsive to this RFP, be able to conform to the terms and conditions provided herein and provide responses to the evaluation criteria outlined below. Offeror should not incorporate its standard contract document into its proposal, by reference or in full text, without listing each exception it represents to the terms and conditions of this RFP, as described in the Exceptions/Alternatives section of this paragraph.

Offerors are encouraged to provide thorough and detailed information regarding the product and services being offered, based on the details provided below.

Offeror must fully address each of the following items and submit proposals using the following format:

1. **Experience** - Provide a concise description of all work experience as they relate to the scope of services outlined herein. Said description should include, but not be limited to:
  - a. Offeror's prior experience
  - b. Number and types of customers the Offeror has served with comparable services.
  - c. Number of years Offeror has been providing these types of services.
  - d. Information detailing Projects of similar scope Offeror is currently engaged in, including:
    - a) Name of firm;
    - b) Address of firm;
    - c) Name, title, address, e-mail address, and phone and fax number of a contact for the firm;
    - d) Number of years Offeror has served the firm; and
    - e) Brief summary of scope of services being provided.
    - e. Other available documentation to verify Offeror's experience.
    - f. A statement detailing why the Offeror is the best candidate to provide the NNPS with the services requested in this RFP.
2. **Capabilities and Skills:** - Describe the qualifications and skills of the organization to provide the services. Said description should provide, but not be limited to, the following information:
  - a. Background information about the organization, e.g., philosophy, ownership, size, facilities and locations, etc.
  - b. Location of the office, if applicable, that will serve the NNPS
  - c. Offeror's qualifications to perform the services, including all resources available to Offeror for the performance of the contract.
  - d. Offeror's demonstrated ability to perform requested services.
  - e. Offeror's understanding of Virginia Department of Education procedures and requirements.
  - f. Name, title, address, e-mail address, phone and fax numbers, and work hours of the Offeror's Contract Representative for the following functions:
    - 1) Contact for prompt contract administration upon award of the contract;
    - 2) Contact during the period of evaluation;
    - 3) Authorized agent to accept any notices provided for in this contract.
  - g. A copy of the certificate verifying the firm is registered to do business in the Commonwealth of Virginia.
  - h. If Offeror intends to subcontract any part of the work under this contract, indicate services to be subcontracted and subcontractor(s) to provide said services. NNPS reserves the right to reject / change subcontractor(s).
3. **Services to be provided:** Provide a detailed description of the services to be provided under this contract Said description must address, at a minimum:
  - a. Best practice approaches to providing services to the NNPS that enhance efficiency and effectiveness. Innovative solutions will be considered by the NNPS.
  - b. EACH of the Statement of Needs items specified in this RFP.
  - c. Details of any assistance, equipment, or other items the Offeror will require the NNPS to furnish under this contract.
  - d. A statement explaining why the Offeror's proposed solution would be the most advantageous to the NNPS.
  - e. Describe the one attribute that places the Offeror ahead of the competition.
4. **Price:**
  - a. Submit with the proposal **Attachment "A"** which should include Offeror's Scenario rates and Offeror's **total proposed cost** of to be provided. All costs are inclusive of all materials, labor, fees, etc.
  - b. Offeror's prices may be subject to negotiations.
  - c. After negotiations and award of this contract, Successful Offeror's pricing for the services

provided under this contract shall be a firm fixed-price during the term of the contract.

**C. Cost of Responding:**

This solicitation does not commit NNPS to pay any costs incurred by the Offeror or any other party in the preparation and/or submission of proposals or in making necessary studies or designs for the preparation thereof, nor is NNPS obligated to procure or contract for such services.

**V. GENERAL TERMS AND CONDITIONS**

**M. Contract Document:**

This RFP, its addenda, Successful Offeror's proposal, any additional information requested, and negotiated changes and will constitute the final contract hereafter referred to as this "contract". These documents will be incorporated by reference into the NNPS purchase order awarding this contract. This contract shall be governed by the contract documents in the following order of precedence:

This RFP document; Any negotiated changes to the foregoing documents; and Offeror's proposal

**N. Proposal Binding for One-Hundred Twenty (120) Days:**

Offeror agrees that its Proposal shall be binding and may not be withdrawn for a period of one hundred (120) calendar days after the scheduled closing date of this Request For Proposals.

**O. Proprietary Information/Non-Disclosure:**

Offeror is advised that the Virginia Public Procurement Act (Section 2.2-4342, Code of Virginia, 1950 as amended) shall govern public inspection of all records submitted by Offeror. Specifically, if Offeror seeks to protect any proprietary data or materials, pursuant to Section 2.2-4342, Offeror shall:

1. Invoke the protections of this section prior to or upon submission of the data or other materials,
2. Provide a statement that identifies the data or other materials to be protected and that states the reasons why protection is necessary.
3. Submit trade secrets or other proprietary information under separate cover in a sealed envelope clearly marked "**PROPRIETARY**".
4. Information submitted that does not meet the above requirements will be considered public information in accordance with State statutes.
5. NNPS reserves the right to submit such information to the NNPS attorney for concurrence of the Offeror's claim that it is in fact proprietary.
6. References to the proprietary information may be made within the body of the Proposal; however, all information contained within the body of the Proposal shall be public information in accordance with State statutes.
7. Trade secrets or proprietary information submitted by an Offeror in conjunction with this RFP is not subject to public disclosure under the Virginia Freedom of Information Act (VFOIA).
8. Information submitted that does not meet the above requirements will be considered public information in accordance with the VFOIA.
9. An all-inclusive statement that the entire Proposal is proprietary is unacceptable. A statement that Offeror's costs and/or Proposal pricing are to be protected is unacceptable. Offeror will be requested to remove any such statement(s) in order to be eligible for further consideration.

**P. Contract Modification(s):**

After award, any and all modifications to this contract shall be mutually agreed to by both parties, in writing, and authorized by the NNPS Purchasing Agent or his designee via issuance of a change order (purchase order).

**Q. Offeror Obligation:**

Offeror shall carefully examine the contents of this Request for Proposals and any subsequent addenda. Failure to do so shall not relieve the Successful Offeror of its obligation to fulfill the requirements of any contract awarded as a result of this RFP.

**R. Conditions of Work:**

Offeror shall inform itself fully of the conditions relating to services required herein. Failure to do so will not relieve a Successful Offeror of the obligation to furnish all goods and/or services necessary to carry out the provisions of this contract.

**S. Prime Contractor:**

If in its performance of this contract, Successful Offeror supplies goods or services by or through another party or subcontractor, Successful Offeror agrees that:

10. Successful Offeror shall act as the prime contractor for the goods and services to be provided under contract and shall be the sole point of contact with regard to all obligations under this contract.
11. Successful Offeror represents and warrants that Successful Offeror has made third parties or subcontractors aware of the proposed use and disposition of the other party's products or services, and that such other party has agreed in writing that it has no objection and that NNPS is not liable to such third parties or subcontractors for any work performed under this contract.
12. The use of subcontractors and the work they perform must receive the prior written approval of NNPS. NNPS will designate a Contract Administrator to approve such work.
13. Successful Offeror shall be solely responsible for all work performed and materials provided by subcontractors.
14. Successful Offeror shall be responsible for the liability of subcontractors for the types and limits required of the Successful Offeror under this contract.

**T. Subcontractors:**

Contractor's use of subcontractors and the work they are to perform must receive written approval from the Contract Administrator at least ten (10) calendar days prior to the work being performed. Contractor shall be solely responsible for all work performed and materials provided by subcontractors. Contractor shall be responsible for the liability of subcontractors for the types and limits required of the Contractor.

**U. Non-Assignment:**

Successful Offeror shall not assign its rights and duties under this Agreement without the prior written consent of the NNPS Contract Administrator.

**V. Antitrust:**

Any perceived anti-trust violation will be reported to the State Attorney General for possible enforcement of anti-trust laws.

**W. Anti-collusion/Nondiscrimination Requirements Form:**

The attached “Anti-collusion/Nondiscrimination Requirements” form, on page 2 of this RFP, shall be executed by Offeror and is to be submitted with Offeror’s Proposal. The requirements set forth on said form shall be considered to be binding terms and conditions in any contract resulting from this RFP. A contract will not be awarded to an Offeror who has not signed the anti-collusion/nondiscrimination statement.

**X. Hold Harmless/Indemnification:**

It is understood and agreed that Successful Offeror hereby assumes the entire responsibility and liability for any and all material damages to persons or property caused by or resulting from or arising out of any act or omission on the part of Successful Offeror, its subcontractors, agents or employees under or in connection with this Contract or the performance or failure to perform any work required by this Contract. Successful Offeror agrees to indemnify and hold harmless NNPS and its agents, volunteers, servants, employees and officials from and against any and all claims, losses, or expenses, including reasonable attorney's fees and litigation expenses suffered by any indemnified party or entity as the result of claims or suits due to, arising out of or in connection with (a) any and all such damages, real or alleged, (b) the violation of any law applicable to this Contract, and (c) the performance of the work by Successful Offeror or those for whom Successful Offeror is legally liable. Upon written demand by NNPS, Successful Offeror shall assume and defend at Successful Offeror's sole expense any and all such suits or defense of claims made against NNPS, its agents, volunteers, servants, employees or officials.

**Y. Notices:**

All notices, requests, demands, and elections under this contract, other than routine operational communications, shall be in writing and shall be deemed to have been duly given on the date when hand- delivered, or on the date of the confirmed facsimile transmission, or on the date received when delivered by courier that has a reliable system for tracking delivery, or six (6) NNPS business days after the date of mailing when mailed by United States mail, registered or certified mail, return receipt requested, postage prepaid. All notices shall be addressed to the following individuals:

To NNPS: NNPS Contract Administrator as designated in this RFP.

To Successful Offeror: Successful Offeror’s Contract Administrator as defined in Successful Offeror’s Proposal. Either party may from time to time change the individual(s) to receive notices and/or its address for notification purposes by giving the other party written notice as provided above.

**Z. Non-Performance:**

1. Delivery Delays: NNPS reserves the right to procure goods and/or services to be provided under this contract from other sources in the event Successful Offeror fails to deliver such goods and/or service deliverables in accordance with delivery dates and time frames set forth in this contract.
2. Unacceptable Deliveries (Rejections): Upon notification by NNPS that goods and/or

service deliverables provided by the Successful Offeror under this contract are damaged and/or not of the quality specified by NNPS, such goods and/or service deliverables will be rejected. Successful Offeror shall replace such rejected goods and/or service deliverables immediately or within a reasonable time as determined by NNPS.

3. Successful Offeror shall remove all rejected materials, equipment or supplies from the premises of NNPS within ten (10) days of notification. Rejected goods and/or service deliverables not removed from NNPS' premises within ten (10) days will be regarded as abandoned, shall become the property of NNPS, and NNPS shall have the right to dispose of such items.
4. NNPS reserves the right to authorize immediate purchase from other sources against rejections.
5. Liability: Successful Offeror shall be liable to NNPS for all costs incurred by NNPS as a result of Successful Offeror's failure to perform in accordance with the contract. Successful Offeror's liability shall include, but not be limited to:
  - a. Damages and other delay costs, to include costs to procure goods/services from alternate suppliers.
  - b. Increased costs of performance, such as extended overhead and increased performance costs resulting from performance delays caused by Successful Offeror and/or rejections of Successful Offeror's goods and/or service deliverables.
  - c. Warranty and rework costs, liability to third party, excess costs, attorney's fees and related costs incurred by NNPS due to non-responsive performance of Successful Offeror.

**AA. Termination Without Cause:**

NNPS may at any time, and for any reason, terminate this Contract by written notice to Successful Offeror specifying the termination date, which shall be not less than thirty (30) days from the date such notice is mailed. Notice shall be given to Successful Offeror by certified mail/return receipt requested, addressed to the Successful Offeror's Contract Administrator. In the event of such termination, Successful Offeror shall be paid such amount as shall compensate Successful Offeror for the work satisfactorily completed, and accepted by NNPS, at the time of termination. If the event NNPS terminates this Contract, Successful Offeror shall withdraw its personnel and equipment, cease performance of any further work under this Contract, and turn over to NNPS any work completed or in process for which payment has been made.

**BB. Termination With Cause/Breach:**

In the event that Successful Offeror shall for any reason or through any cause be in default of the terms of this Contract, NNPS may give Successful Offeror written notice of such default by certified mail/return receipt requested, addressed to the Successful Offeror's Contract Administrator. Unless otherwise provided, Successful Offeror shall have ten (10) days from the date such notice is mailed in which to cure the default. Upon failure of the Successful Offeror to cure the default, NNPS may immediately cancel and terminate this Contract as of the mailing date of the default notice. Upon termination, Successful Offeror shall withdraw its personnel and equipment, cease performance of any further work under the Contract, and turn over to NNPS any work in process for which payment has been made. In the event of violations of law, safety or health standards and regulations, this Contract may be immediately cancelled and terminated by NNPS and provisions herein with respect to opportunity to cure default shall not be applicable.

**CC. Breach of Contract:**

Successful Offeror shall be deemed in breach of this contract if the

Successful Offeror: Fails to comply with any terms of this contract;

- Fails to cure such noncompliance within ten (10) calendar days from the date of the NNPS written notice or such other time frame, greater than ten (10) calendar days, specified by the NNPS Contract Administrator in the notice.
- Fails to submit a written response to NNPS's notification of noncompliance within ten (10) calendar days after the date of the NNPS notice.
- All notices under this contract shall be submitted, either by fax or certified mail, return-receipt requested, to the respective contract administrator. Successful Offeror shall not be in breach of this contract as long as its default was due to causes beyond the reasonable control of and occurred without any fault or negligence on the part of both the Successful Offeror and its subcontractors. Such causes may include, but are not restricted to, acts of God or of the public enemy, acts of NNPS in its sovereign capacity, fires, floods, epidemics, strikes, freight embargoes, and unusually severe catastrophic weather such as hurricanes.

**DD. Applicable Law:**

This Contract shall be deemed to be a Virginia contract and shall be governed as to all matters whether of validity, interpretations, obligations, performance or otherwise exclusively by the laws of the Commonwealth of Virginia, and all questions arising with respect thereto shall be determined in accordance with such laws. Regardless of where actually delivered and accepted, this Contract shall be deemed to have been delivered and accepted by the parties in the Commonwealth of Virginia.

**EE. Compliance With All Laws:**

Successful Offeror shall comply with all federal, state and local statutes, ordinances, and regulations now in effect or hereafter adopted, in the performance of this contract. Successful Offeror represents that it possesses all necessary licenses and permits required to conduct its business and/or will acquire any additional licenses and permits necessary for performance of this contract prior to the initiation of work. If the Successful Offeror is a corporation, Successful Offeror further expressly represents that it is a corporation of good standing in the Commonwealth of Virginia and will remain in good standing throughout the term of the contract and any extensions. All City of Newport News business license, personal property, real estate and other applicable tax requirements shall be met by Successful Offeror.

**FF. Venue:**

Venue shall be in the Circuit Court of the City of Newport News, Virginia, and the United States District Court for the Eastern District of Virginia, Norfolk Division, compliant with applicable laws and regulations, as deemed appropriate by NNPS.

**GG. Severability:**

If any provision of this contract is found by any court of competent jurisdiction to be invalid or unenforceable, the invalidity of such provision shall not affect the other provisions of this contract, and all other provisions of this contract shall remain in full

force and effect.

**HH. Non-Appropriation of Funds:**

It is understood and agreed between the parties herein that NNPS shall be bound hereunder only to the extent that the funds shall have been appropriated. In the event no funds or insufficient funds are appropriated, NNPS shall immediately notify the Successful Offeror of such occurrence and this Contract shall terminate on the last day funds are available without penalty or expense to NNPS of any kind whatsoever.

**II. Tax Exemption:**

NNPS is exempt from federal excise tax and from all State and local taxes. Successful Offeror shall not include such taxes in any invoices under this agreement. Upon request, NNPS will furnish the Successful Offeror with tax exemption certificates or the NNPS tax exempt number.

**JJ. Vendor's Invoices:**

Successful Offeror shall submit to NNPS all invoices promptly upon completion of the requirements for installation, delivery, and acceptance of the Products and Services required under this contract. Invoices shall not include any costs other than those identified in the executed NNPS purchase order awarding this contract or any subsequent change orders issued by the NNPS Purchasing Division. All shipping costs are the Successful Offeror's responsibility, except to the extent such charges are identified in the executed NNPS purchase order or change orders. Successful Offeror's invoices shall provide at a minimum:

- a. Type and description of the Product or Service installed, delivered and accepted;
- b. Serial numbers, if any;
- c. Quantity delivered;
- d. Charge for each item;
- e. Extended total (unit costs x quantity);
- f. This RFP number and the NNPS Purchase Order Number.

**KK. Contractual Disputes:**

Any dispute concerning a question of fact as a result of a contract with NNPS which is not disposed of by agreement shall be decided by the NNPS Purchasing Agent, who shall reduce his decision to writing and mail or otherwise forward a copy thereof to the contractor within thirty (30) days. The decision of the NNPS Purchasing Agent shall be final and conclusive unless the contractor appeals within six (6) months of the date of the final written decision by instituting legal action as provided in the Code of Virginia. A contractor may not institute legal action, prior to receipt of the public body's decision on the claim, unless the public body fails to render such decision within the time specified. Contractual claims, whether for money or other relief, shall be submitted in writing no later than sixty days after final payment; however, written notice of the contractor's intention to file such claim shall have been given at the time of the occurrence or beginning of the work upon which the claim is based. Nothing herein shall preclude a contract from requiring submission of an invoice for final payment within a certain time after completion and acceptance of the work or acceptance of the goods. Pendency of claims shall not delay payment of amounts agreed due in the final



payment.

**LL. Warranty/Guarantee:**

Successful Offeror guarantees against defective or faulty material or workmanship for at least one (1) year or for the manufacturer's standard warranty period, whichever is greater, from date of acceptance by NNPS. To furnish adequate protection from damage for all work and to repair damages of any kind for which Successful Offeror or Successful Offeror's workmen are responsible, to the building or equipment, to Successful Offeror's own work, or to the work of others. Any merchandise or service provided under the contract which is or becomes defective during the warranty period shall be replaced by the Successful Offeror free of charge with the specific understanding that all replacements shall carry the same guarantee as the original equipment or service (one year or manufacturer's standard warranty period, whichever is greater, from the date of acceptance of the replacement). Successful Offeror shall make any such replacement immediately upon receiving notice from NNPS.

**MM. Payment Terms:**

To be eligible for payment, all labor, equipment and materials covered under Successful Offeror's invoice must be completed and accepted by NNPS. NNPS agrees to make payments under this contract within thirty (30) days after receipt of a correct invoice for such payment. Where payment is made by mail, the date of postmark shall be deemed to be the date of payment. Any amounts due to NNPS under the terms of this or any other agreement may be applied against Successful Offeror's invoices with documentation for the basis of the adjustment attached. In no event shall any interest penalty or late fee accrue when payment is delayed because of disagreement between NNPS and Successful Offeror regarding the quantity, quality, time of delivery, or other noncompliance with the contract requirements for any Product or Service or the accuracy or correctness of any invoice. Payment terms offering a "prompt payment discount" of 20 days or greater will be considered in the evaluation of Proposals. All other payment terms shall be net thirty (30) calendar days or greater. Payment terms not specified by Offeror shall be Net 45 days.

Special Educational or Promotional Discounts

Successful Offeror shall extend any special educational or promotional sale prices or discounts immediately to NNPS during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

**NN. Prompt Payment:**

NNPS will promptly pay for completed, delivered goods or services accepted under this Contract by the payment date established. The required payment date will be either: (i) the date on which payment is due under the terms of this Contract for the provision of the goods or services; or (ii) if a date is not established by this Contract, not more than forty-five (45) days after goods or services are received or not more than forty-five (45) days after the invoice is rendered, whichever is later.

Within twenty (20) days after the receipt of the invoice or goods or services, NNPS shall notify the supplier of any defect or impropriety that would prevent payment by the payment date. Should NNPS fail to pay the Contractor by the pay date, finance charges may be

assessed by the Contractor. Unless otherwise provided under the terms of this Contract, interest will accrue at the rate of one percent (1%) per month. This will not apply to late payment provisions in any public utility tariffs or public utility negotiated Contracts. Contractor shall include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.

In cases where payment to Contractor is made by mail, the date of postmark shall be deemed to be the date payment is made for purposes of this Contract.

Individual Contractors shall provide to NNPS their social security numbers and proprietorships, partnerships, and corporations to provide their federal employer identification numbers.

Within seven (7) days after Contractor receives payment from NNPS, Contractor shall take one or more of the following actions:

1. Pay all subcontractors for the proportionate share of the total payment received from NNPS attributable to the work performed by the subcontractors under this Contract;
2. Notify NNPS and all affected subcontractors, in writing, of Contractor's intention to withhold all or a part of each affected subcontractor's payment including the reason for nonpayment.
3. Pay interest to the subcontractor on all amounts owed by the Contractor that remain unpaid after (7) seven days following receipt by the Contractor of payment from NNPS for work performed by the subcontractor under that Contract, except for amounts withheld, as allowed in #2 above.

A Contractor's obligation to pay an interest charge to a subcontractor pursuant to the payment clause in this section shall not be construed to be an obligation of NNPS. A Contract modification will not be made for the purpose of providing reimbursement by NNPS for interest charges owed by Contractor. A cost reimbursement claim to NNPS shall not include any amounts for reimbursement of interest charges owed by Contractor.

#### **OO. Payment by Electronic Funds Transfer (EFT)**

##### **(a) Method of payment.**

(1) All payments by Newport News Public Schools (NNPS) under this contract shall be made by electronic funds transfer (EFT) except as provided in paragraph (a)(2) of this clause. As used in this clause, the term "EFT" refers to the funds transfer and may also include the payment information transfer.

(2) In the event NNPS is unable to release one or more payments by EFT, the Contractor agrees to either—

- (i) Accept payment by check or some other mutually agreeable method of payment; or
- (ii) Request NNPS to extend payment due dates until such time NNPS makes payment by EFT (but see paragraph (d) of this clause).

##### **(b) Mandatory submission of Contractor's EFT information.**

(1) The Contractor is required to provide NNPS with the information required to make payment by

EFT (see paragraph (j) of this clause). The Contractor shall provide this information directly to the NNPS Accounting Department (hereafter referred to as “Accounting”) no later than 15 days prior to submission of the first request for payment. In the event that the EFT information changes, the Contractor shall be responsible for providing the updated information to the Accounting.

(2) If the Contractor provides EFT information applicable to multiple contracts, the Contractor shall specifically state the applicability of this EFT information in terms acceptable to Accounting.

(c) *Mechanisms for EFT payment.* NNPS may make payment by EFT through the Automated Clearing House (ACH) network, subject to the rules of the National Automated Clearing House Association

(d) Suspension of payment.

(1) The NNPS is not required to make any payment under this contract until after receipt, by Accounting, of the correct EFT payment information from the Contractor. Until receipt of the correct EFT information, any invoice or contract financing request shall be deemed not to be a proper invoice for the purpose of prompt payment under this contract.

(2) If the EFT information changes after submission of correct EFT information, NNPS shall begin using the changed EFT information no later than 30 days after its receipt by Accounting to the extent payment is made by EFT. However, the Contractor may request that no further payments be made until the updated EFT information is implemented by Accounting. If such suspension would result in a late payment under the prompt payment terms of this contract, the Contractor’s request for suspension shall extend the due date for payment by the number of days of the suspension.

(e) Liability for uncompleted or erroneous transfers.

(1) If an uncompleted or erroneous transfer occurs because NNPS used the Contractor’s EFT information incorrectly, NNPS remains responsible for—

- (i) Making a correct payment;
- (ii) Paying any prompt payment penalty due; and
- (iii) Recovering any erroneously directed funds.

(2) If an uncompleted or erroneous transfer occurs because the Contractor’s EFT information was incorrect, or was revised within 30 days of NNPS’ release of the EFT payment transaction, and—

- (i) If the funds are no longer under the control of Accounting, NNPS is deemed to have made payment and the Contractor is responsible for recovery of any erroneously directed funds; or
- (ii) If the funds remain under the control of Accounting, NNPS shall not make payment and the provisions of paragraph (d) shall apply.

(f) *EFT and prompt payment.* A payment shall be deemed to have been made in a timely manner in accordance with the prompt payment terms of this contract if, in the EFT payment transaction instruction released to the Federal Reserve System, the date specified for settlement of the payment is on or before the prompt payment due date, provided the specified payment date is a valid date under the rules of the Federal Reserve System.

(g) *EFT and assignment of claims.* If the Contractor assigns the proceeds of this contract as provided for in the assignment of claims terms of this contract, the Contractor shall require as a condition of any such assignment, that the assignee shall provide the EFT information required by paragraph (j) of this clause to Accounting and shall be paid by EFT in accordance with the terms of this clause. In all respects, the requirements of this clause shall apply to the assignee as if it were

the Contractor. EFT information that shows the ultimate recipient of the transfer to be other than the Contractor, in the absence of a proper assignment of claims acceptable to NNPS, is incorrect EFT information within the meaning of paragraph (d) of this clause.

(h) *Liability for change of EFT information by financial agent.* NNPS is not liable for errors resulting from changes to EFT information provided by the Contractor's financial agent.

(i) *Payment information.* Accounting shall forward to the Contractor available payment information that is suitable.

for transmission as of the date of release of the EFT instruction to the Federal Reserve System. NNPS may request the Contractor to designate a desired format and method(s) for delivery of payment information from a list of formats and methods Accounting is capable of executing. However, NNPS does not guarantee that any particular format or method of delivery is available and retains the latitude to use the format and delivery method most convenient to NNPS. If NNPS makes payment by check in accordance with paragraph (a) of this clause, NNPS shall mail the payment information to the remittance address in the contract.

(j) *EFT information.* The Contractor shall provide the following information to Accounting. The Contractor may supply this data for this or multiple contracts (see paragraph (b) of this clause). The Contractor shall designate a single financial agent per contract capable of receiving and processing the EFT information using the EFT methods described in paragraph (c) of this clause.

(1) The contract number (or other procurement identification number).

(2) The Contractor's name and remittance address, as stated in the contract(s).

(3) The signature (manual or electronic, as appropriate), title, and telephone number of the Contractor official authorized to provide this information.

(4) The name, address, and 9-digit Routing Transit Number of the Contractor's financial agent.

(5) The Contractor's account number and the type of account (checking, saving, or lockbox).

(6) If applicable, the Fedwire Transfer System telegraphic abbreviation of the Contractor's financial agent.

(7) If applicable, the Contractor shall also provide the name, address, telegraphic abbreviation, and 9-digit Routing Transit Number of the correspondent financial institution receiving the wire transfer payment if the Contractor's financial agent is not directly on-line to the Fedwire Transfer System; and, therefore, not the receiver of the wire transfer payment.

NNPS Accounting Department Designated Contact:

Accounting Department

NNPS Administration Building

12465 Warwick Blvd.

Newport News, Virginia 23606

Tel: (757)591-4513

Kimberly Powell, Accounting Supervisor

[Kimberly.powell1@nn.k12.va.us](mailto:Kimberly.powell1@nn.k12.va.us)

**PP. Audits:**

NNPS shall have the right to audit all books and records (in whatever form they may be kept, whether written, electronic or other) relating or pertaining to this Contract (including any and all documents and other materials, in whatever form they may be

kept, which support or underlie those books and records), kept by or under the control of Successful Offeror, including, but not limited to those kept by Successful Offeror, its employees, agents, assigns, successors and subcontractors. Successful Offeror shall maintain such books and records, together with such supporting or underlying documents and materials, for the duration of this Contract and for at least three years following the completion of this Contract, including any and all renewals thereof. The books and records, together with the supporting or underlying documents and materials shall be made available, upon request, to NNPS, through its employees, agents, representatives, contractors or other designees, during normal business hours at Successful Offeror's office or place of business in Newport News, Virginia. In the event that no such location is available, then the books and records, together with the supporting or underlying documents and records, shall be made available for audit at a time and location in Newport News, Virginia, which is convenient for NNPS. This paragraph shall not be construed to limit, revoke, or abridge any other rights, powers, or obligations relating to audit which NNPS may have by state, city, or federal statute, ordinance, regulation, or agreement, whether those rights, powers, or obligations are express or implied.

**QQ. Notice of Award:**

Any contract resulting from this RFP will be publicly posted for inspection in the NNPS Purchasing Department, 12465 Warwick Boulevard, Newport News, Virginia.

**RR. Award:**

NNPS intends to award a contract to a fully qualified Offeror(s) submitting the best proposal based on the criteria set forth herein and as determined by NNPS in its sole discretion. At NNPS' sole discretion, NNPS may reject any or all proposals in whole or in part if such action is determined to be in NNPS' best interest. NNPS reserves the right to enter into any contract deemed to be in its best interest, including the award of this contract to more than one contractor.

**SS. Disposition of Proposals:**

All materials submitted in response to this RFP will become the property of the NNPS. One (1) copy of each proposal will be retained for official files, will become a matter of public record after award of the contract, and will be open to public inspection subject to the *Proprietary Information/Disclosure* section of this RFP.

**TT. Non-Exclusivity**

NNPS reserves the right to procure goods or services covered under this contract from a third party when, in NNPS' sole discretion, it is deemed to be in NNPS' best interest.

**VI. SPECIAL TERMS AND CONDITIONS**

**UU. Contract Term:** The initial contract will be for one (1) year, tentatively on or **September 1, 2024**.

**VV.** This contract may be extended upon mutual agreement of both parties for four (4)

additional, one (1) year renewal terms, upon the same price, terms, and conditions set forth in the negotiated contract resulting from this RFP.

**WW. Time is of the Essence:**

Time is of the essence in this Contract. Successful Offeror expressly acknowledges that in the performance of its obligations, NNPS is relying on timely performance and will schedule operations and incur obligations to third parties in reliance upon timely performance by Successful Offeror and may sustain substantial losses by reason of untimely performance.

**XX. Insurance:**

1. Contractor shall submit to the NNPS Contract Administrator certificates of insurance (COI), prior to beginning work under the Contract and no later than ten (10) days after award of the Contract.
2. All policies of insurance required herein shall be written by insurance companies licensed to conduct the business of insurance in Virginia, and acceptable to Owner, and shall carry the provision that the insurance will not be cancelled or materially modified without thirty days (30) prior written notice to the Owner or to the extent permitted by Virginia law.
3. The certificates of insurance shall list NNPS, 12465 Warwick Boulevard, Newport News, Virginia, 23606-0130, as the additional insured for the specified project as outlined in this RFP. Copies of actual endorsements to the policy shall be required to confirm any special request, such as additional insured status. A COI shall not be issued or delivered that gives the impression there are coverage terms the referenced policy does not specifically provide.

IT IS THE RESPONSIBILITY OF THE CONTRACTOR TO IMMEDIATELY NOTIFY THE OWNER SHOULD ANY POLICY BE CANCELLED. FAILURE TO NOTIFY THE OWNER SHALL CONSTITUTE A MATERIAL BREACH OF THE CONTRACT.

Forms	Limits
Workers' Compensation	Statutory
Automobile Liability	\$1,000,000 Combined Single Limit
Commercial General Liability Including Contractual Liability and Products	\$1,000,000 Combined Single Limit
Umbrella/Excess Liability	\$5,000,000

The establishment of minimum limits of insurance by NNPS does not reduce or limit the liability or responsibilities of the Successful Offeror.

**YY. Unauthorized Disclosure of Information:**

Successful Offeror shall assume the entire responsibility and liability for any and all damages caused by or resulting from or arising out of the negligent or willful unauthorized disclosure of confidential information on the part of the Successful Offeror, its subcontractors, agents or employees under or in connection with this contract. The Successful Offeror shall save harmless and indemnify NNPS and its agents, volunteers,

servants, employees and officers from and against any and all claims, losses or expenses, including but not limited to attorney's fees, which either or both of them may suffer, pay or incur as the result of claims or suits due to, arising out of or in connection with, any and all such unauthorized disclosures, real or alleged. The Successful Offeror shall, upon written demand by NNPS, assume and defend, at the Successful Offeror's sole expense, any and all such suits or defense of claims alleging unauthorized disclosures of confidential information.

Any negligent or willful unauthorized disclosure of confidential information on the part of the Successful Offeror, its subcontractors, agents or employees under or in connection with this contract shall constitute a breach of the terms of this contract. NNPS may proceed by appropriate court action, including seeking injunctive relief, to prevent continuing unauthorized disclosures, and Successful Offeror shall save harmless and indemnify NNPS for court costs, litigation expenses and attorney's fees that it may pay or incur as the result of seeking to prevent or stop any and all unauthorized disclosures of confidential information.

**ZZ. Certification Regarding Debarment**

This is to certify that this person/firm/corporation is not now debarred by the Federal Government or by the Commonwealth of Virginia or by any other state, or by any town, city, or county, from submitting Bids on contracts for construction covered by this solicitation, nor are they an agent of any person or entity that is now so debarred.

\_\_\_\_\_  
Name of Official

\_\_\_\_\_  
Title

\_\_\_\_\_  
Firm or Corporation

\_\_\_\_\_  
Date

**AAA. Criminal Background Check**

In accordance with Virginia §22.1-296.1, as a condition of awarding a contract for the provision of services that require the contractor or his employees to have direct contact with students on school property during regular school hours or during school sponsored activities, the school board shall require the contractor to provide certification that all persons who will provide such services have not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child.

Any person making a materially false statement regarding any such offense shall be guilty of a Class 1 misdemeanor and, upon conviction, the fact of such conviction shall be grounds for the revocation of the contract to provide such services, and, when relevant, the revocation of any license required to provide such services. School Boards shall not be liable for materially false statements regarding the certifications required by this subsection.

This shall not apply to a contractor or his employees providing services to a school division in an emergency or exceptional situation, such as when student health or safety is endangered or when repairs are needed on an urgent basis to ensure that school facilities are safe and habitable,

and when it is reasonably anticipated that the contractor or his employees will have no direct contact with students.

**BBB. Copyright/Patent Indemnity**

Successful Offeror shall pay all royalty and license fees relating to the items covered by this contract. In the event any third party shall claim that the manufacture, use and sales of the goods supplied under this contract constitute an infringement of any copyright, trademark, or patent, the Successful Offeror shall indemnify NNPS and hold NNPS harmless from any cost, expense, damage or loss incurred in any manner by NNPS on account of any such alleged or actual infringement.



**Attachment “A”**

SCENARIO PRICING: Newport News Public Schools (NNPS) will evaluate the pricing criteria using the **GRAND TOTAL** of the following hypothetical scenario. All pricing for the below trips is based on 55/56 passenger bus unless otherwise stated.

Team/Dept	Pick-Up Address	Departur e Date	Departu re Time	Destination Location	Destination Address	Return Date	Return Time	Total Cost of Trip
Extended Learning	12465 Warwick Blvd Newport News VA 23602	3/9/24	5:30 am	Morgan State	1700 E Cold Spring Ln Baltimore MD 21251	3/9/24	6:30 pm	\$
Career & Technical	12465 Warwick Blvd Newport News VA 23602	12/1/23	5:30 am	Capital Building	Washington DC 20501	12/1/23	6:45 pm	\$
Guidance & Counseling	12465 Warwick Blvd Newport News VA 23602	3/30/23	6:30 am	George Mason	4400 University Dr Fairfax VA 22030	3/30/23	8:00 pm	\$
Extended Learning	12465 Warwick Blvd Newport News VA 23602	12/10/22	6:00 am	Luray Caverns	101 Cave Hill Rd Luray VA 22835	12/10/22	6:00 pm	\$
Extended Learning	12465 Warwick Blvd Newport News VA 23602	5/16/20	6:00 am	Smithsonian	901 7 <sup>th</sup> NW 4 <sup>th</sup> Fl Washington DC 20001	5/16/20	6:30 pm	\$
Career & Technical	12465 Warwick Blvd Newport News VA 23602	4/5/19	7:00 am	Hyatt	1800 Presidents St Reston, VA 20190	4/7/2019	1:00 pm	\$
Guidance & Counseling	12465 Warwick Blvd Newport News VA 23602	11/19/23	8:00 am	Fed-Ex Field	1600 FedEx Way Greater Landover Md 21785	11/19/23	8:00 pm	\$

<b>GRAND TOTAL</b>								<b>\$</b>
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**Instructions:** The offeror shall complete and submit the Pricing Schedule within the proposal submission. The Total Cost of the Trip rate shall include all labor, equipment, general and administrative costs, travel and incidentals necessary to complete the requested services, in accordance with the requirements and conditions of the solicitation, statement of needs and contracting documents.

Offeror/Company Name: \_\_\_\_\_

Pricing Per	Shuttle 15-25 Passenger	36 Passenger	46 Standard Passenger	55/56 Standard Passenger
Minimum Daily Rate				
Rate per Mile (Loaded)				

Rate Per Mile (Deadhead)				
<b>Minimum # of Hours</b>				
Overnight Fee				
Late Arrival Hourly Fee				
Shuttle Fee Per Mile				
Roundtrip Transportation to/from Norfolk International				
Roundtrip Transportation to/from Newport News Airport				
Roundtrip Transportation to/from Richmond Airport				
List of Applicable Fee				
Minimum Fee				
Emergency				

\*Shuttle Fee- fee for extra and/or side trips (i.e. restaurants, shopping malls/stores, sightseeing. Etc.)

**Attachment "B"**

**CERTIFICATION OF COMPLIANCE WITH CODE OF VIRGINIA, §22.1-296.1**

I, \_\_\_\_\_, a duly authorized representative and officer of \_\_\_\_\_ (Contractor's name), in accordance with the Code Virginia, §22.1-296.1, do certify \_\_\_\_\_ (Contractor's name)

hereby certify that the employees, subcontractors, partners, and representatives who will be in direct contact with students (i) have not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child; and (ii) has not been convicted of a crime of moral turpitude. "Direct contact with students" is defined as "being in the presence of students during regular school hours or during school-sponsored activities."

Any person making a materially false statement regarding any such offense shall be guilty of a Class 1 misdemeanor and, upon conviction, the fact of such conviction shall be grounds for the revocation of the contract to provide such services and, when relevant, the revocation of any license required to provide such services. NNPS shall not be liable for materially false statements regarding the certifications required by the state code.

Contractor is responsible for ensuring that each of its employees, subcontractors, partners, and representatives who will be in direct contact with students have certified the above and shall maintain such certifications on file for the duration of the contract period.

I do understand the above information and certify that the above statements are true.

\_\_\_\_\_  
(Contractor's Authorized Office – Signature)

\_\_\_\_\_  
(Contractor's Authorized Officer – Printed Name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Date)

**Attachment “C”**

**State Corporation Commission Form**

**Virginia State Corporation Commission (SCC) registration information. The bidder:**

is a corporation or other business entity with the following SCC identification number:  
\_\_\_\_-OR-

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust -OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the bidder in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder’s out-of- state location) -OR-

is an out-of-state business entity that is including with this bid an opinion of legal counsel which accurately and completely discloses the undersigned bidder’s current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

**\*\*NOTE\*\*** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):

Signature \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

## Attachment “D”

### Required Documents

- A. CERTIFICATE(S) OF INSURANCE meeting the requirements stated in I. the General Provisions, paragraph 15 Insurance.
- B. Documentation of USDOT # assigned to firm named on page 1. If the name is different from the name on page 1, explain. Proposals using USDOT# not belonging to the offeror will not be considered.
- C. Policy or statement on over booking.
- D. Date of last Compliance Review and a copy of the review.
- E. Company’s policy on how often and on what schedule drivers’ licenses or Division of Motor Vehicle records for drivers are checked.
- F. Copy of the periodic Virginia State safety inspection for each vehicle within the last twelve (12) months.
- G. List of all current drivers, including the date of each driver’s last medical certification and the CDL expiration date. Must be updated annually, not later than August 1st of each contract year.
- H. Drug and Alcohol Testing policy and testing Company Name.
- I. Company policy on refunds and addressing grievances.
- J. Company policy on charges for cleaning buses due to accidental occurrences to include the disposal of any classified bio-hazardous material, examples include human and animal blood, tissues, and certain body fluids, recombinant DNA, and human, animal or plant pathogens.
- K. A list of all vehicles that may be used for charter vehicle services including a brief description, vehicle unit numbers, vehicle identification numbers, and license tag numbers, make, model and year. The seating capacity of each vehicle submitted on your list must be included.
- L. Certification compliance with the Code of Virginia § 22.1-296.1C, on employees that will come in direct contact with students, for the provision of services under this contract. that all drivers and other employees that will come in direct contact with students, have not been convicted of a felony, a misdemeanor involving (1) sexual assault, (2) obscenity and related offenses, (3) drugs, (4) moral turpitude, (5) physical or sexual abuse or neglect of a child or an equivalent offense in another state, and (6) are not listed in any sexual offender registry.
- M. Certification that all drivers who may be assigned to work under this contract, have not been, within the preceding five years, convicted of

a charge of driving under the influence of intoxicating liquors or drugs, convicted of a felony, or assigned to any alcohol safety action program or driver alcohol rehabilitation program or, within the preceding twelve (12) months, have NOT been convicted of two or more moving traffic violation or have NOT been required to attend a driver improvement clinic by the Commissioner of the Department of motor Vehicles.

1. If the offeror has drivers currently employed or employees' drivers in the future who do not meet this standard, the offeror/contractor shall notify Newport News Public Schools of this fact and what safeguards the offeror/contractor has put in place to insure that drivers who do not meet this standard will not be assigned to drive any charter for Newport News Public Schools. The assignment of a driver who has been convicted of a felony, a misdemeanor involving (1) sexual assault, (2) obscenity and related offenses, (3) drugs, (4) moral turpitude, (5) physical or sexual abuse or neglect of a child or an equivalent offense in another state, and/or (6) is listed in any sexual offender registry to a charter for Newport News Public Schools shall be a material breach of the contract by the contractor.
- N. Statement on whether maintenance is performed on-site or off-site, personnel qualifications, and inspection schedules. If maintenance is performed by a third party, provide the personnel qualifications information on firm furnishing maintenance.
- O. State/national professional associations and emergency assistance affiliations.
- P. Statement on how emergencies and breakdowns are handled.
- Q. Statement on the type of communication devices (radio, cell phone, etc.) used between driver(s) and office, and assurance that this is standard procedure for all trips.
- R. Sample Trip Evaluation or Survey form and explanation of how you ensure customer satisfaction.