



**COMMUNITY
ACADEMIES**
OF NEW ORLEANS

**Community Academies of New Orleans
Request for Proposal - Special Student Transportation:
VAN/BUS Services**

Release Date: Wednesday, May 17, 2023

Pre-Bid Meeting: Tuesday, May 23, 2023 10:00AM-11:00AM

RFP Questions Due: Wednesday, May 24, 2023 at 2:00PM
Questions directed to Katharine Schweighardt, School Operations Consultant, at
kschweighardt@communityacademies.org

Proposal Submittal Deadline: Friday, June 2, 2023, 12PM to:
Katharine Schweighardt
School Operations Consultant
Community Academies of New Orleans

Clearly marked "CANO-RFP-SPECIAL TRANSPORTATION"

Emailed to: kschweighardt@communityacademies.org

RFP Timeline Summary

RFP Action	Date
Request for Proposal Released	Wednesday, May 17, 2023
Pre-Bid Meeting	Tuesday, May 23, 2023 at 10:00AM
Questions re: RFP	Wednesday, May 24, 2023 at 2:00PM
CANO Answers to Questions	Wednesday, May 31, 2023 by 12:00PM
Final Proposals Due	Friday, June 2, 2023 by 12:00PM
Initial Scoring	Tuesday, June 6, 2023
Awardee Announced	Friday, June 9, 2023 by COB
Contract Negotiation & Execution	By Friday, June 23, 2023
Contract Plan Year Begins 2023-24	July 1, 2023

RFP Bid Process

Pre-Bid Meeting: Tuesday, May 23, 2023 at 10:00AM via Zoom:

- Time: May 23, 2023 10:00AM AM Central Time (US and Canada)
- <https://us04web.zoom.us/j/73464890002?pwd=ehds7NweZE8bUlywY3SEr0kvZHFK82.1>
- Meeting ID: 734 6489 0002, Passcode: WB2T8U

Submission: The Proposer will submit the following by Friday, June 2, 2023 by 12:00PM.

- One electronic copy of all proposal documents Via EMAIL, to kschweighardt@communityacademies.org

Optional

- Original copy of all proposal documents, including checklist and all attachments, bound, marked ORIGINAL and sealed in an envelope
- One additional hard copy of all documents
- Interviews to be conducted on an as-needed basis after the submission of proposals

Optional Hard Copy

Optional Hard Copy Submission can be delivered by mail or by hand to:
Community Academies New Orleans, Paul L. Dunbar School
9330 Forshey Ave. New Orleans, LA 70119

Any questions regarding this RFP should be directed to Katharine Schweighardt by Wednesday, May 24, 2023 by 2:00PM, at kschweighardt@communityacademies.org. Questions will be answered via a document on the RFP page of the CANO Schools website by Wednesday, May 31, 2023 at 2:00 PM. An email, notifying the document has been posted and/or updated, will be set to all attendees of the mandatory pre-bid meeting.

Administrative & General Information

Community Academies of New Orleans (“CANO”) is a new charter school management organization created to bring together Foundation Prep Charter School and Choice Foundation schools, Lafayette Academy and Esperanza Charter School with the ultimate goal of strengthening all three schools. The nonprofit boards that governed Foundation Prep and Choice Foundation voted to establish this partnership in 2019 to benefit from the organizations’ shared values, similar programming, and strong leadership and set operations of CANO to launch ahead of the 2020-2021 academic year. CANO is applying to the Orleans Parish School Board for its authorization to assume the charters of these schools now and expects to be approved in May 2020. After approval CANO will immediately assume operations of all three schools by June 2020 as intended by its board of directors. To launch successfully, CANO seeks to secure all operations and services by Spring 2020.

CANO’s vision is to build a system of exemplary schools, deeply influenced by our students, families, and communities, with graduates who are committed to being community advocates and leaders. Its mission is to cultivate schools that nurture students’ character and critical thinking ability in responsive learning environments, thereby equipping them to be impactful

community leaders. CANO will strive for academic performance at these schools while securing partnerships and programming that use community assets to support the schools and students. In doing this, CANO brings fresh, yet grounded vision to the New Orleans charter landscape and forges a new path ahead for students, families, and communities alike.

CANO’s Values are:

- INTEGRITY. We always do the right thing.
- TEAMWORK. We work and grow together.
- PASSION. We love our students; our community; our work.
- DIGNITY. We value and respect every member of our community.
- COURAGE. We approach challenges with optimism and confidence.

Our Schools

School	Esperanza Charter School	Foundation Preparatory Charter School	Lafayette Academy Charter School
Location	The Crossman Building (PK-4) Paul. L. Dunbar Building (5-8)	The Nelson Building (PK-8)	Leah Chase Building
Address	4407 S. Carrollton Ave. New Orleans, LA 70119 9330 Forshey St. New Orleans, LA 70118	3121 St. Bernard Ave. New Orleans, LA 70119	2727 S. Carrollton Ave. New Orleans, LA 70118
SY22-23 Enrollment	525	210	544
Staff	60	34	71
Summary: Three Schools, Four Campuses, 1,279 Students, Approx. 189 Staff Members			

SY22-23 Start and End Times

Start and end times are subject to change for the 2023-24 school year.

School	Esperanza Charter School	Foundation Preparatory Charter School	Lafayette Academy Charter School
Start Time	7:40 AM	7:15 AM	8:30 AM (K-4) 9:00 AM (5-8)
End Time	3:30 PM	2:50 PM	4:30 PM

Purpose

CANO seeks proposals from qualified vendors interested in providing Special Student Transportation VAN and/or BUS services as described in this RFP.

The winning Proposer shall provide full-service student VAN and/or BUS transportation for students requiring transportation accommodations via their Individualized Education Plan (IEP). Full-Service is defined as including all vehicles, consumables, maintenance, insurance, staffing, supervision, and management necessary to operate school vans and buses as well as running a staffed Dispatch operation. The Proposer must also include route creation and routing support. The primary obligation of the Proposer is to operate its affairs so that CANO will be assured of continuous, reliable service and such that CANO is not burdened with day-to-day operations.

CANO expects the Proposer to have the staffing, resources, and expertise necessary to complete the service required as well as a plan to deliver high-quality, dependable transportation service. The proposer is to have a management structure that will ensure high-quality customer service, as well as a plan to maintain responsiveness and effective communication with CANO leadership and CANO parents. The proposer is expected to offer the requested service at a competitive price, and all of the necessary factors that contribute to the price must be included in the proposed price. Proposer is to have a demonstrated track record of success in the industry, is to provide positive references, and is to have sound business practices that show fiscal responsibility.

While the Proposer's cost is of great importance, proposing the lowest price will not assure award of the service. CANO demands comprehensive, reliable, efficient, professional service and high-quality customer service. Failure to address CANO requirements or concerns about any matter will disqualify the Proposer from consideration.

Proposal Authorities, Restrictions & Clauses

CANO Authorities and Options

- CANO reserves the right to reject any and all proposals for any reason.
- CANO reserves the right to correct or waive irregularities in submitted proposals should it be deemed in the best interest of CANO to do so.
- CANO reserves the right to negotiate any and all proposals for any reason.
- CANO reserves the right to award to more than one Proposer.
- CANO has 90 days to accept a submitted Proposal; the Proposer cannot withdraw a Proposal within that 90 day period without mutual consent with CANO.
- CANO reserves the right to require a performance bond; if such is required, the cost of that bond will be reimbursed to the Contractor by CANO.
- Final prices will be negotiated between the Proposer and CANO. CANO reserves the right to cancel the contract award if Proposer cannot commit to a contract that has prices within 5% of what is initially quoted.

Negative Assurances

- CANO cannot assure that the services will be awarded to any Proposer at any time.

Prohibitions

- CANO shall assess, negotiate and decide on this Proposal without influence from the Proposer's employees, the Proposer's representatives or agents, the Proposer's vendors, or any other parties with a business, financial or family relationship to the Proposer.
- The Proposer is prohibited from exploiting a conflict of interest, gratuities, kickbacks, or any other type of incentive or influence upon CANO, its Board(s) and its agents; violators will be prosecuted to the extent of the laws pertinent to CANO.
- Proposers must submit a firm bid. A Proposer shall not stipulate in its proposal any conditions not contained in the contract documents. Any qualifying statements or conditions may be declared irregular and as not being responsive to the advertisement for bids.

Proposer Responsibilities

- It is the Proposer's duty to inspect all submitted documents to assure completeness, legibility, etc.
- It is the Proposer's duty to understand the RFP; any misunderstanding is the responsibility of the Proposer; CANO has no obligation to correct, reject or question any portion of the proposal.
- Proposer must abide by all RFP requirements; the proposal may be rejected by CANO regardless of the type or significance of noncompliance.

Termination of the Contract: The contract will naturally expire at the end of the contract term. CANO reserves the right to terminate the Contract with thirty (30) days advance written notice as a result of inferior quality of materials, product, workmanship, and/or reductions/termination of funding. CANO reserves the right to terminate the Contract immediately if there are unresolved safety or liability concerns.

Proposer Requirements

Overview: The Proposer should be aware that the intent of this contract is for CANO to hold the Proposer accountable for the reliable and efficient operation of a Transportation system that services our special needs students both efficiently and effectively. It is not the intent of this contract to specify required practices or procedures but to hold the Proposer to a very high level of performance. The Proposer is given the flexibility to develop and perform their own programs, provided required performance standards relating to the reliability and safety of the service are met and the work is completed within the bounds outlined in this RFP.

Location of Services: We at CANO Schools serve students and families throughout Orleans Parish. The proposer is required to service students who live within Orleans Parish to include the Westbank and Algiers.

Staffing: The Proposer agrees not to discriminate against any employee or applicant for employment because of race, sex, religion, color, age, disability, national origin or sexual orientation. The Proposer will ensure that all employees involved in their services pass a drug screening and background check prior to employment and will submit those tests to CANO upon request. The Proposer will, at the request of the School Operations Manager, Transportation Director, Chief Schools Officer, immediately remove from the Work Site any person employed on the Work Site who, in the opinion of CANO, is incompetent or who has been conducting him- or herself improperly. The Proposer will not permit a person so removed to remain on or return to the Work Site or any CANO site. The Proposer shall maintain adequate staffing at all times. All of the Proposer's employees shall be neatly dressed and shall be presentable, helpful, friendly and cooperative at all times. The children's interest in transportation takes precedence over the interests of the Proposer, its drivers, or CANO. Drivers and all other persons coming in contact with the children must be of stable personality and of the highest moral character. CANO places and the Proposer accepts full responsibility of assuring such qualities in personnel.

Appointment of Supervisor: The Proposer will appoint an experienced Supervisor residing in the Greater New Orleans area to be responsible for all work required under the contract. The Supervisor will manage all technical activities of the Proposer (scheduling, drivers, buses, etc.) as well as business activities (compliance, inspection, billing, etc.) and must be trained and experienced in the supervision of bus drivers. The Supervisor must be acceptable to CANO and receive on behalf of the Proposer any order or communication relating to the work on this contract. The Supervisor will be readily accessible to CANO personnel at all times and will have communication equipment (cell phone and email).

Assignments: Services shall be performed by qualified, trained and properly licensed personnel who are directly employed by the Proposer. The Proposer will not make any assignments or subcontract any work under this agreement without prior written permission from CANO.

Vans (If Required for Special Needs Students): The Proposer shall ensure that all vans have functional video and audio recording equipment, first aid kits, fire extinguishers, back-up alarms, functional exit doors, working two-way radios, working Air Conditioning, and an up-to-date inspection sticker. The Route Number must be posted on the side of the van and on the front of the van, visible to potential passengers. These conditions must be met on all vans that service CANO, per requirements dictated by the School District and by CANO leadership. Financial penalties may be issued for any instance of non-compliance.

Buses: The Proposer shall ensure that all buses have working GPS, operational 3 point camera system, first aid kits, fire extinguishers, operational and lighted stop arms, back-up alarms, functional exit doors, a functional front arm extension, working two- way radios, and an up-to-date inspection sticker. The School District Name (CANO Schools) must be posted on midline of all buses (both sides). The Route Number must be posted on the side of the bus and on the front of the bus, visible to potential passengers. These conditions must be met on all buses that service CANO, per requirements dictated by the State School board, Orleans Parish School District and by CANO leadership. Financial penalties may be issued for any instance of non-compliance.

Confidentiality: Confidentiality is required from the Proposer and its employees at all times.

Legal: The Proposer must fulfill all obligations in compliance with all applicable laws and regulations, including the Occupational Health and Safety Act. The Proposer must notify CANO concerning any litigation involving the Proposer or its parent or subsidiary companies. The Proposer must report to CANO any driver who has been arrested for any offense related to operating any vehicle.

Responsibility: The Proposer will be responsible for all damage to the School's property, equipment, and buildings caused by its employees or its equipment. The Proposer will also be responsible for any injuries to persons caused by its

staff or equipment. The Proposer must be knowledgeable about and abide by all provisions of legislative enactments, by-laws and regulations in regard to safety.

Insurance: Proposer shall obtain and maintain, at all times this Agreement is in effect, insurance with carriers having an AM Best rating of [A-VII], against all claims made by or on behalf of any persons, firm or corporation, arising from, related to, or connected with the conduct and operation of Contractor business including, but not limited to, the following minimum limits set forth below:

- Commercial general liability: \$1,000,000.00 per occurrence; \$2,000,000 general aggregate. Must include coverage for sexual abuse or molestation.
- Business automobile insurance covering all owned, hired, and non-owned vehicles: \$1,000,000.00 combined single limit.
- Workers' compensation: as required by state law with statutory limits and also minimum Employers Liability limits of \$500,000.
- Excess or Umbrella coverage with limits of not less than \$5,000,000 which shall be excess over the general liability, employers liability and automobile liability coverages.

Such policies shall name CANO Schools (specific name and its officers, employees, agents, volunteers, etc. as developed by their legal counsel) as additional insured for both ongoing and completed operations on Auto Liability and General Liability. Such policies shall evidence the insurer's waiver of subrogation in favor of School with regard to general liability, auto, and workers' compensation policies, be primary and noncontributory with any coverage maintained by School, and provide that notice of cancellation shall be provided to School in accordance with policy provisions.) Contractor shall provide duly executed certificates evidencing such types and limits of insurance as required above. Such certificates shall be deposited with School on or before the Commencement Date of this Agreement and upon renewals of such policies, not less than thirty (30) days following renewal of each policy. The Contractor's failure to provide a certificate or Owner's acceptance of a non-conforming certificate does not waive these contractual insurance requirements.

Environment: The Proposer is expected to adhere to and assist in efforts to reduce harmful emissions, recycle materials, and preserve the environment through programs instituted by CANO as well as through their own operations. Every effort will be made by the Proposer to expand the environmental programs in their areas of responsibility.

Transition Plan: The Proposer must have all staff, equipment, and procedures in place BEFORE regular transportation service begins on 8/7/2023. All Proposers already providing transportation service in the greater New Orleans area must assure their ability to increase their operational capacity. Any Proposer not currently providing services in the New Orleans area must outline their plans to set up operations in New Orleans and must address land, vehicles, staffing, and insurance.

Scope of Work - Special Transportation Services

The Proposer is responsible for all Special Education day-to-day Transportation operations. CANO Schools provides Student Transportation via Van Services for students that require transportation accommodations via their Individualized Education Plan (IEP). These services require transportation directly from the student's home to and from school. We are proud to offer safe, reliable transportation to all of our students, no matter what their needs may be.

The Proposer must have all staff, equipment, and procedures in place before service begins on 8/8/23. The Proposer must run all buses and vans as they are routed, on time and on schedule, and at no time shall the Proposer's employees deviate from the designated stops or times except by prior consent of CANO or in the event of an emergency.

Routing Services

The Proposer must be able to provide Routing Services to CANO. All stops and routes are to meet the specifications below but shall otherwise be designed to be as convenient as possible for the parents and students utilizing these Transportation Services. CANO intends to tier as many runs as possible to maximize consistency and reduce costs.

- Routes no longer than 1 hour 15 minutes (no students are picked up prior to 6am or dropped off later than 5:30pm)
- Buses are cleaned twice a day
- Drivers are courteous and respectful of students and families
- Students and families are respectful and courteous to drivers

- Buses are maintained in accordance with State, local and manufacturers specifications
- Follow all municipal and state laws regarding inspections and location of stops (i.e. any existing Orleans Parish and BESE regulations)
- All routes are run prior to the start of school (dry runs)
- ○ After the routes are established families are assigned the stop nearest to them using infofinder the day they register/enroll so the student can be transported while they are being routed

Safety: The Proposer is responsible for implementing and administering a comprehensive safety program. The program must include continuing on-the-road training and classroom training for all drivers as well as bi-annual emergency exit drills (documented). CANO retains the right to inspect the vans/buses and all other vehicles to ensure safety compliance. The safety of the transported children is our primary priority. CANO, at its discretion and pursuant to a student's designated need, may purchase and require the proposer to install safety equipment to ensure the safe transport of students.

Examples of equipment are seat belt covers, safety seats and safety harnesses. We are also requiring that all proposers include a price to have cameras on all vans/buses that service CANO students.

Drivers: The Proposer is responsible for the hiring, assigning, training, and managing of all van drivers. Both regular and substitute drivers shall be assigned as consistently as possible to the same van run for the purpose of route familiarization and pupil control. It is the express desire of CANO that the rate of driver turnover be minimal. CANO delegates to the Proposer's drivers the necessary authority to maintain orderly behavior on vans, and drivers must have the training and experience necessary to control student conduct. Drivers must also follow / implement school created behavior and health plans as they apply to transportation before and after school. Authorization shall not include corporal punishment, or the right to eject any offender under circumstances other than those which present an immediate danger likely to result in injury. Student Transportation Behavior Reports must be completed by the driver and given to the school for any incident. All driver qualifications and training must be consistent with BESE Bulletin 119 (Chapter 3). CANO will conduct regular file audits of the selected vendor to ensure adherence to these requirements. Referenced bulletin can be found via the link below:

- LINK: [Bulletin 119 - Louisiana School Transportation Specifications and Procedures](#)

Communication: The Proposer must run a Dispatching operation that stays in regular communication with CANO leadership. Dispatch must be adequately staffed (a minimum 30 minutes before 1st stop of the day to 30 minutes after last scheduled stop of the day) on every day that buses/vans are running for CANO, including nights and weekends. Information concerning late buses/vans will be communicated by text message or email to the School Operations Manager as soon as it is known. The Proposer will provide a direct phone number by which CANO leadership can reach Dispatch in order to ensure effective communication. The Proposer will also provide a direct phone number for CANO parents and students in order to ensure consistent, courteous, professional assistance to our families. In the event of a bus/van breakdown or an accident involving a bus/van, the Proposer will work proactively with CANO to communicate the necessary information to affected families.

Fleet Maintenance: The Proposer is responsible for maintenance and repairs on all vehicles utilized under the contract at its own cost. The Proposer is to provide sufficient spare vehicles as backup units during breakdowns and whenever vehicles may be out of service for maintenance or repairs. The Proposer will also supply a reasonable number of additional vehicles to provide for special services or an increase in need during the contract period. The Proposer shall also perform daily pre-trip inspections and promptly correct any deficiencies discovered on any vehicles or equipment to be utilized under the contract. Under no condition may an unsafe vehicle be used to transport students. The Proposer will keep on file the completed inspection sheets and submit copies of the sheets to CANO Leadership when requested. Exterior cleaning will be done at least twice a month from August through June. Vehicle windows must be clean and clear, and vehicle numbering must be visible at all times. All vandalism or damage to the Proposer's equipment will be the responsibility of the Proposer unless such damages result from the negligence of CANO; however, CANO will assist the Proposer in attempting to collect from the responsible party for damage to the proposer's property. Proposer must meet or exceed the expectations laid out in BESE Bulletin 119 specifically relating to vehicle inspection, maintenance and operations. CANO will conduct annual file audits to ensure adherence to these requirements. Referenced bulletin can be found via the link below:

- LINK: [Bulletin 119 - Louisiana School Transportation Specifications and Procedures](#)

Policies and Procedures: The Proposer will have in place and provide to CANO upon request for review, its Policies and Procedures pertaining to, but not limited to, the following items. The details for each item are CANO's expectations, to be met by the policy as necessary.

- **Planned Absence:** Proposer's system for ensuring qualified, on-time substitute drivers on routes, as well as Proposer's plan to communicate substitutions to the School Operations Managers.
- **Unplanned Absence:** Proposer's system of bench drivers and short-notice support to ensure on-time performance of all routes on all days.
- **Vehicle Accidents or Broken-Downs:** Protocol for drivers as well as communication plan to keep schools and parents updated with pertinent information.
- **Major Behavior Issue on Bus/Van:** Drivers are to control behavior as much as possible at all times, but if extra support is needed, then the driver is to contact Dispatch. Under no circumstances is the driver to contact the Police unless the issue escalates into a life-or-death situation. Procedures must include Proposer's plan to communicate these issues with the school.

Short Answer Questions

For each of the **short answer questions** below the Proposer must provide a detailed response (approximately 1 page) and can include additional documentation or forms if desired. The Proposer must answer every question.

1. Communication Plan: In the event of a vehicle breakdown, accident, or any student related incident (behavior, injury etc.) involving a bus, please outline how the Proposer will work proactively with CANO to communicate the necessary information to CANO as well as the affected families. Lastly, how will your company run Dispatch?

2. Providing Individualized Student Support: Describe how you would respond to one of the following scenarios: A) A student with autism who is nonverbal consistently gets the driver or monitor's attention by banging on the back of their seat or the windows while the vehicle is in motion, or B) An eleven-year-old student with an emotional behavioral disorder uses inappropriate language regularly and when corrected, he verbally lashes out at the monitor and driver.

Evaluation: A variety of weighted criteria, given below, will be considered in evaluating proposals. This evaluation will be made based on information provided within the Proposal, by the Proposer during RFP specific presentations or negotiations, client references, and industry references.

Component	Scoring Scale	Evaluation Criteria
Proposal Quality	0-50 points	Award of a purchase order or contract is based on the best value to CANO: quality, availability, delivery, specifications, terms, conditions, and fitness for the particular purpose. When a solicitation requires an oral presentation, submission of test samples, or inspection of facilities, these factors are part of the component evaluation.
Price	0-30 points for each (Price, Professional References & Company Financials) The highest score is 30 points; however, applicants failing to address a Component entirely will receive a score of zero.	Lowest bid(s) receive 30 points; Highest bid(s) receive 0 points; all other bids receive between 29 and 1 points. The total cost may include unit price, delivery and installation, and maintenance and cost of operation as defined in the solicitation. If there is a discrepancy between a unit price and its extension, the unit price will prevail.
Professional References		Relevant professional experience, but no expertise in project subject; between 5 and 10 years of specified expertise in project subject; more than 10 years of expertise in specific project subject.
Company Financials		Three years of most recent audited company financials are requested. The audited financial reports will be reviewed to determine if the company has the financial capacity to perform the work outlined in the contract.
Headquarter Location	0-20 points each Applicant has provided verifiable evidence of component described by the Evaluation Criteria	20 Points: Principal of Business and Registered Office in Orleans Parish as listed with the Louisiana Secretary of State. 10 Points: Principal of Business and Registered Office in the Greater New Orleans Area (Jefferson, Plaquemines, St. Bernard, St. Charles, St. James, St. John the Baptist, and St. Tammany) as listed with the Louisiana Secretary of State. 5 Points: Principal of Business and Registered Office in Louisiana as listed with the Louisiana Secretary of State.
State & Local Disadvantaged Business Enterprise and/or Minority Owned Business		20 Points: Certified DBE, a certificate issued by the Department of Transportation, City of New Orleans or other certifying agency must be provided with the submission. 15 Points: Principal of Business (owns at least 51% interest and also controls management and daily business operations), as listed with the Louisiana Secretary of State, is a minority- or women-owned business. We will require a copy of the principal business owner(s) driver's license or other state-issued identification.
Executive Resumes	0-10 points for each Applicant can successfully demonstrate the Component as described by the Evaluation Criteria	Consideration is also given to the applicants' potential ability to perform successfully under the terms and conditions and their past performance record.
Community Involvement		Demonstrated organizational commitment to programs or public service initiatives serving the youth of New Orleans community relationships.
Innovation		Proposal demonstrates innovative means and methods.

Proposal Requirements

1. Executive Summary (2 pages maximum)
2. Company Overview/Fiscal Responsibility Summary
 - Experience in the education industry in New Orleans (Pre-K through College)
 - Cost-Containment Strategy
 - Organization Chart
 - Resumes of Key Contributors
3. Organization Policies and Procedures
 - Employee Sourcing, Screening and Hiring Procedures
 - Frequency and type of background/drug checks performed
 - Staff Training/Professional Development Program
 - Pay and benefit information for employees
 - Safety and Security Program
 - Policies and Procedures as Listed in this RFP: Substitutes, Accidents, etc.
4. Performance History & Preparedness for CANO
 - Proposer's references (minimum of 3) - please include contact info, not letters of reference
 - Summary of ability to take on the additional workload expected by the Proposer
5. Service Implementation Plan
 - Requirements as Listed in this RFP: Staffing, Vehicles, etc.
 - Transportation Service Plan: Dispatch, Scheduling, Maintenance, etc.
 - Alignment with Start-Up Schedule
1. Customer Service Proposal
 - Management/Supervision Structure
 - How the Proposer plans to monitor and measure service quality (schedule of inspections)
 - Plan for maintaining responsiveness/communication with CANO leadership team(s)
 - Plan for maintaining responsiveness/communication with CANO Parents
 - Contingency/Coverage plan for expected and unexpected absences or staff turnover
 - Other methods for ensuring high-quality customer service
 - Responses to short answer questions (page 9)
2. Implementation/Transition Plan
 - Employee Recruiting and/or existing staff transition plan
 - Training/Onboarding Plan
 - Proposed Transition Timeline
3. Insurance Ability or Certificates (Requirements for insurance on Page 6)
4. Service Proposal – Pricing Sheet – Attachment A
5. Contact Information/Bid Authorization – Attachment B
6. Non Collusion – Attachment C
7. Responsibility Disclosures – Attachment D

Attachment - A (VAN & BUS)

Page 1 of 1 - PRICING PROPOSAL - OTHER COSTS

	Regular Van	Lift Van	Mini Bus	Bus
COST PER ROUTE PER DAY SINGLE-TIER ROUTE Per Details Above				
COST PER ROUTE PER DAY DOUBLE-TIER ROUTE Per Details Above				
Capacity of Vehicle				
Indicate Number of Students And Number of Adults And Number of Wheelchairs				
3-Point Camera System	(required - include in base price)	(required - include in base price)	(required - include in base price)	(required - include in base price)
Indicate if per day or per year	(required - include in base price)	(required - include in base price)	(required - include in base price)	(required - include in base price)
Real-Time GPS Positioning	(required - include in base price)	(required - include in base price)	(required - include in base price)	(required - include in base price)
Air Conditioning				
Indicate if per day or per year Indicate Installation Timeline				
Discipline/Behavior Trained Monitor Indicate if Per Run or Per Hour Indicate Minimum (if applicable)				
Special Needs Trained Monitor Indicate if Per Run or Per Hour Indicate Minimum (if applicable)				

Attachment B

Page 1 of 1

CONTACT INFORMATION/BID AUTHORIZATION	
Primary Contact Name Primary Contact Phone Number Primary Contact Email Address	
Company Legal Name Company Address Company Phone Number	
Company Website	
Year Company Founded	
Years Operating in New Orleans	
Number of Clients	
Number of Employees	
Certified SLDBE (yes/no) If YES, Year Certified	
By signing the box below I am submitting my bid for Student Van Transportation Services:	
Authorized Representative Name	
Authorized Representative	
Signature Date of RFP Bid Submittal	

ATTACHMENT C Non-Collusion

The Proposer:
(Name of Authorized Representative) _____

(Title of Authorized Representative) _____

A Representative of:
(Organization Name) _____

(Organization Address) _____

Appendix A. Non-Collusion Statement

State of Louisiana Parish of Orleans

Hereby states that he/she is (a partner of the firm, officer of the corporation, or individual making the foregoing Proposal or bid); that said bid is genuine and not collusive or sham; that said Proposer has not colluded, conspired, connived or agreed, directly or indirectly, with any Proposer or person to put in a sham bid or to refrain from bidding, collusion, or communication or conference, with any person, to fix the bid price or affiant or any other Proposer, or to fix any overhead, profit or cost element, or that of any other Proposer, or to secure any advantage against any person interested in the proposed contract, and that all statements contained in the said bid or Proposal are true.

Signature _____ Date _____

ATTACHMENT D Responsibility Disclosures

Responses to the following questions must accompany the contractor’s bid. A bid may be deemed non-responsive if the contractor fails to provide complete answers or provides false statements to any of the questions provided herein. If any change(s) occur(s) during the bidding process, updated responses must be provided within thirty (30) calendar days of such change(s).

1. Please indicate whether, within the past five (5) years, your firm has been the defendant in any type of court action(s) for (an) alleged violation(s) of labor or employment laws in connection with a contract for [insert type] services. Yes No

If yes, please explain the circumstances, including the specific allegation(s) filed against your firm; the name of the plaintiffs; the case number; and the disposition/current status of each case.

2. Please indicate whether, within the past five (5) years, your firm or any of its owners, partners, or officers, has/have ever been investigated, cited, assessed any penalties, or found to have violated any labor or employment laws. Yes No

If yes, please explain the circumstances, including the specific charge(s) filed against your firm, its owners, partners, and/or officers; the agency that was involved; and the disposition/current status of each case.

3. If a license is required for any of the services performed by your firm, please indicate whether, within the past five (5) years, your firm, or any individual employed by your firm, has been investigated, cited, assessed any penalties, subject to any disciplinary action by a licensing agency, or deemed to have violated any licensing laws. Yes No

If yes, please explain the circumstances, including the specific charge(s) filed against your firm; the licensing agency that was involved; and the disposition/current status of each case.

_____ Signature of Legally Responsible Party

_____ Date

ATTACHMENT E - Information Only

(Do Not Complete as part of the Proposal, this will be part of any contract signed with CANO Schools)

CANO Schools Contract Addendum

Louisiana recently enacted new requirements that govern the collection, disclosure and use of personally identifiable information of students. The new laws include increased contract requirements between schools or districts and anyone entrusted with such personally identifiable information. The items listed below are specific requirements necessary for any contract that governs the release of student information.

Sensitive information must be protected at a level that can ensure that only those who are authorized to view the information are allowed access (secure passwords, encryption, etc.) The vendor's network must maintain a high level of electronic protection to ensure the integrity of sensitive information and to prevent unauthorized access in these systems. Regular review of the protection methods used and system auditing are also critical to maintain protection of these systems. Vendor agrees to protect and maintain the security of data with protection security measures that include maintaining secure environments that are patched and up to date with all appropriate security updates as designated by a relevant authority.

In order to ensure that only appropriate individuals and entities have access to personally identifiable student data, organizations must implement various forms of authentication to establish the identity of the requester of the information with a level of certainty that is commensurate with the sensitivity of the data. Each organization must individually determine the appropriate level of assurance that would provide, in its specific environment, reasonable means of protecting the privacy of student data it maintains. No individual or entity should be allowed unauthenticated access to confidential personally identifiable student records or data at any time.

The individual, vendor or entity shall implement appropriate measures designed to ensure the confidentiality and security of personally identifiable information, protect against any anticipated access or disclosure of information, and prevent any other action that could result in substantial harm to CANO Schools or any individual identified with the data or information in vendor's custody.

Vendor agrees that any and all CANO Schools personally identifiable student data will be stored, processed and maintained solely on designated servers and that no CANO Schools data at any time will be processed on or transferred to any portable or laptop computing device or any portable storage medium, unless that storage medium is in use as part of the vendor's designated backup and recovery processes. All servers, storage, backups, and network paths utilized in the delivery of the service shall be contained within the states, districts, and territories of the United States unless specifically agreed to in writing by a CANO Schools employee with signature authority.

Vendor agrees that any and all data exchanged shall be used expressly and solely for the purposes enumerated in the Original Agreement or Contract. Data shall not be distributed, repurposed, shared across other application, environments, or business units of vendor. As required by Federal and State law, vendor further agrees that no data of any kind shall be revealed, transmitted, exchanged or otherwise passed to other vendors or interested parties.

Vendor agrees that, as required by applicable state and federal law, auditors from state, federal, CANO Schools, or any other agencies so designated by CANO Schools, shall have the option to audit the outsourced service. Records pertaining to the service shall be made available to auditors and CANO Schools during normal working hours for this purpose.

Vendor agrees to comply with the Louisiana Database Breach Notification Law (Act 499) and all applicable laws that require the notification of individuals in the event of unauthorized release of personally identifiable information or other event requiring notification. In the event of a breach of any of the vendor's security obligations or other event requiring notification under applicable law, vendor agrees to notify CANO Schools immediately and assume responsibility for informing all such individuals in accordance with applicable law and to indemnify, hold harmless and defend CANO Schools and its employees from and against any claims, damages, or other harm related to Notification Event.

The vendor agrees that upon termination of this Agreement it shall return all data to CANO Schools in a usable electronic form, and erase, destroy, and render unreadable all CANO Schools data in its entirety in a manner that prevents its physical reconstruction through the use of commonly available file restoration utilities, and certify in writing that these actions have been completed within 30 days of the termination of this Agreement or within 7 days of the request of an agent of CANO Schools, whichever shall come first.

Vendor and CANO Schools acknowledge that unauthorized disclosure or use of the protected information may irreparably damage CANO Schools in such a way that adequate compensation could not be obtained from damages in an action at law. Accordingly, the actual or threatened unauthorized disclosure or use of any protected information shall give CANO Schools the right to seek injunctive relief restraining such unauthorized disclosure or use, in addition to any other remedy otherwise available (including reasonable attorney fees). Vendor hereby waives the posting of a bond with respect to any action for injunctive relief. Vendor further grants CANO Schools the right, but not the obligation, to enforce these provisions in vendor's name against any of vendor's employees, officers, board members, owners, representatives, agents, contractors, and subcontractors violating the above provisions.

Vendor must have established and implemented a clear data breach response plan outlining organizational policies and procedures for addressing a potential breach, which is an essential step in protecting the privacy of student data. Prompt response is essential for minimizing the risk of any further data loss and; therefore, plays an important role in mitigating any negative consequences of the breach, including potential harm to affected individuals. A data breach is any instance in which there is an unauthorized release or access of personally identifiable information or other information not suitable for public release. This definition applies regardless of whether an organization stores and manages the data directly or through a contractor, such as a cloud service provider.

A vendor's audit strategy will require the following actions to protect and retain audit logs. The storing of audit logs and records on a server separate from the system that generates the audit trail. Access to audit logs must be restricted to prevent tampering or altering of audit data. Retention of audit trails must be based

Vendor is permitted to disclose Confidential Information to its employees, authorized subcontractors, agents, consultants and auditors on a need to know basis only, provided that all such subcontractors, agents, consultants and auditors have written confidentiality obligations to vendor and F.

The confidentiality obligations shall survive termination of any agreement with vendor for a period of fifteen (15) years or for as long as the information remains confidential, whichever is longer and will insure to the benefit of CANO Schools.