FirstLine Schools, Inc.
Request for Proposal – Student Transportation Van Services

RFP Announcement: Friday, March 11, 2016

Mandatory Pre-Bid Meeting: Tuesday, March 29, 2016, 3:00pm
FirstLine Schools Central Office
300 N. Broad St, Ste. 207
New Orleans, LA 70119

RFP Questions Due: Friday, April 8, 2016 , 2:00 PM
Questions directed to Rebekah Cain, Director of Operations, at rcain@firstlineschools.org

Proposal Submittal Deadline: Friday, April 22, 2016, at 2:00 PM
Rebekah Cain
FirstLine Schools
300 N. Broad Street-Suite 207, New Orleans, LA 70119

Administrative and General Information

Background: The mission of FirstLine Schools is to create and inspire great public schools in New Orleans. We do this by directly operating non-selective public schools and by developing training programs for teachers and school leaders across New Orleans.

FirstLine Schools, Inc. (hereafter "FirstLine") operates five (5) charter schools with approximately 3,300 students during the 2015-2016 school year. FirstLine also operates a central business office and supports The NET Charter High School. Under this RFP, the awarded bidder will be responsible for providing van services to all five (5) FirstLine schools: Arthur Ashe Charter School, Langston Hughes Academy, Joseph S. Clark Preparatory High School, Phillis Wheatley Community School, and Samuel J. Green Charter School. Basic information about all five sites is available in Attachment A.

Purpose: FirstLine seeks proposals from qualified Proposers interested in providing Student Transportation Van Services as described in this RFP.

The Proposer shall provide full-service student van transportation. The service will include the vehicles, maintenance, insurance, staffing, dispatch, supervision, and management. The primary obligation of the Proposer is to operate its affairs so that FirstLine will be assured of continuous, reliable service and such that FirstLine is not burdened with day-to-day operations.

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

FirstLine reserves the right to award service to a single provider or to multiple providers. FirstLine reserves the right to contract with parents, guardians, and others for the transportation of students.

Contract Period: This RFP addresses the Contract Period July 1, 2016, through June 30, 2019. The contract will be renewable by mutual agreement with one-year extensions through June 30, 2021.

Proposal Authorities, Restrictions & Clauses

FirstLine Authorities and Options

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

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

Prohibitions

- FirstLine 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 FirstLine, its Board(s) and its agents; violators will be prosecuted to the extent of the laws pertinent to FirstLine.
- 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; FirstLine 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 FirstLine regardless of the type or significance of noncompliance.

Termination of the Contract: The contract will naturally expire at the end of the contract term. FirstLine 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. FirstLine 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 FirstLine to hold the Proposer accountable for the reliable and efficient operation of a Transportation system that services our 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.

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 FirstLine upon request. Please see Attachment B for detailed information on background check requirements. The Proposer will, at the request of the School Operations Manager/School Business Manager, Director of Operations, or Chief Operating Officer, immediately remove from the Work Site any person employed on the Work Site who, in the opinion of FirstLine, 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 FirstLine 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 FirstLine. Drivers and all other persons coming in contact with the children must be of stable personality and of the highest moral character. FirstLine 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, busses, 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 FirstLine 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 FirstLine 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 FirstLine.

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 FirstLine concerning any litigation involving the Proposer or its parent or subsidiary companies. The Proposer must report to FirstLine any bus driver who has been arrested for any offense related to operating any vehicle. Confidentiality is required from the Proposer and its employees at all times.

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 must provide insurance coverage that will minimize FirstLine's risk exposure:

- Worker's Compensation/Employer's Liability insurance to cover bodily accidents in the amount of not less than $1,000,000 per accident
- Comprehensive General Liability insurance in the form of comprehensive, contractual insurance, personal injury, broad-form property damage, premises operations and completed operations in an amount of not less than $1,000,000 combined unit
- Automobile Liability and Physical Damage insurance for an amount of not less than $1,000,000 for each bodily injury and property damage combined, single limits, and extensions of comprehensive coverage for all leased, owned and hired vehicles
- All employees must be bonded

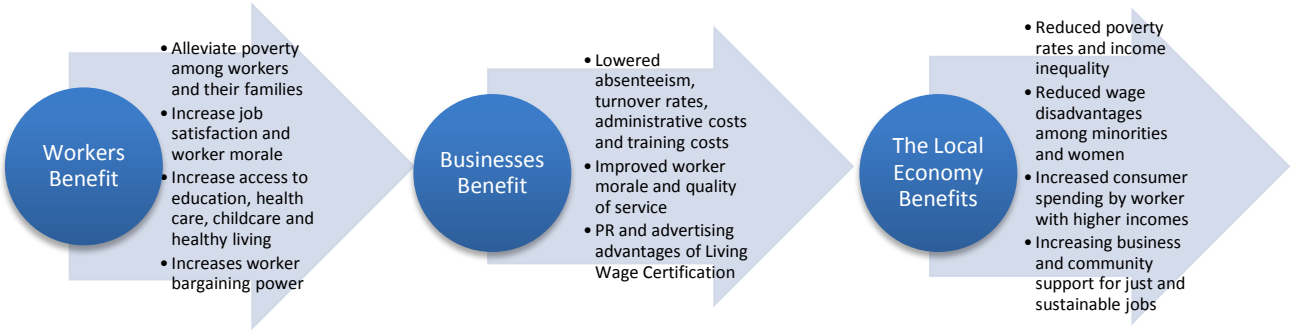
Environment: The Proposer is expected to adhere to and assist in efforts to reduce harmful emissions, recycle materials, and preserve the environment through programs instituted by FirstLine as well as through their own operations. Every effort will be made by the Proposer to expand the environmental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

Vans: The Proposer shall ensure that all vans have 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 FirstLine, per requirements dictated by the School District and by FirstLine leadership. Financial penalties may be issued for any instance of non-compliance.

Start-Up Schedule: FirstLine Schools expects the Proposer to meet a specific start-up schedule. The Proposer must have the staffing and resources necessary to deliver accurate information to FirstLine leadership on or before the delivery dates and to meet the deadlines for the activities given below.

1. 5/11/16: Award of Contract
2. 6/27/16: FirstLine to deliver rosters and route creation specs to Proposer (via TransFinder/PowerSchool link and/or via spreadsheet). Proposer to conduct dry runs and make adjustments.
3. 7/13/16: Proposer will share draft routes with FirstLine for review.
4. 7/15/16: FirstLine will offer feedback to draft routes for Proposer to incorporate and add any students that have been added since list was created on June 27, 2016.
5. 7/19/16: Final routes with these adjustments received by FirstLine.
6. 7/21/16: Routing info sent home to families and will be reviewed at school orientations where parents may ask for changes. Proposer will assist schools in making calls to families since these routes are door-to-door.
7. 8/1/16: Final routing info, if needed, sent by this date.
8. 8/3/16: First Day of School.
9. 8/8/16: Route feedback collected and shared with Proposer.
10. 8/12/16: Proposer completes changes to routes and produces new Route Sheets to be shared with FirstLine and makes calls to notify families.
11. 8/16/16: Begin Updated Routes.

Living Wage: The Proposer agrees to carefully monitor and enforce salaries and benefits that permit their employees to live comfortably. Today, working people struggle to cover the cost of housing, food, health care, childcare and other basic necessities for themselves and their families. A worker who is paid the minimum wage of $7.25/hour, or any wage below a living wage, cannot possibly afford necessities without assistance. This creates problems not only for workers, but for businesses and the local economy. Paying a living wage leads to increased worker morale, worker health and quality of service. Paying a living wage also lowers absenteeism, turnover rates, and recruiting and training costs. Living wages stimulate the economy through increased consumer spending and the money multiplier effect outlined below:



Because of the benefits to both community and individual, FirstLine mandates the following **minimum** wages:

Occupation (SOC Code)	Max # of Staff Under Supervision (If applicable)	Hourly Wage (75th Percentile)	Hourly Wage (90th Percentile)	Minimum Paid Days Off	Benefits Description
Bus Drivers, School or Special Client (533022)	N/A		$17.86	10	Health Care Paid Days Off
Monitors: Transportation Attendants, Except Flight Attendants (536061)	N/A	$11.25		10	Health Care Paid Days Off

SOC Code: Standard Occupational Classification code-see www.bls.gov/soc/home.htm

We also require at least 75% of the people employed under our contract to be full time employees.

Pricing: The Proposer will offer its services in a variety of ways so that FirstLine can build the best model for our network of schools. Proposed rates are to include ALL operating costs, including but not limited to overhead, facilities, maintenance, staffing, training, equipment, insurance, software, and any other costs necessary to provide student van transportation services.

Attachment C (Pages 1 and 2) The Proposer may elect to price their service by run, by hour, or by any combination of the two. The Proposer may elect to price their service by mile or by gallon of fuel or by any combination of the two. The Proposer MUST give a price for regular mini bus or van.

Any service that the Proposer does not wish to bid on must be indicated with **N/A**. Any pricing option that the Proposer does not use must be indicated with **N/A**. Provide details as requested in all boxes, and additional information as necessary.

Scope of Work – Student Van Transportation Services

The Proposer is responsible for all day-to-day Student Van Transportation operations. The Proposer must have all staff, equipment, and procedures in place before regular service begins on 8/3/16. The Proposer must run all van runs 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 FirstLine or in an emergency.

FirstLine 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.

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 yearly emergency exit drills (documented). FirstLine retains the right to inspect the vans and all other vehicles to ensure safety compliance. The safety of the transported children is our primary priority. FirstLine, 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 requesting that all proposers include a price to have cameras on all vans that service FirstLine 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 FirstLine that the rate of driver turnover be minimal. FirstLine 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.

Communication: The Proposer must run a Dispatching operation that stays in regular communication with FirstLine 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 vans are running for FirstLine, including nights and weekends. Information concerning late vans will be communicated by text message or email to the School Operations Manager/School Business Manager as soon as it is known. The Proposer will provide a direct phone number by which FirstLine leadership can reach Dispatch in order to ensure effective communication. The Proposer will also provide a direct phone number for FirstLine parents and students in order to ensure consistent, courteous, professional assistance to our families. In the event of a van breakdown or an accident involving a van, the Proposer will work proactively with FirstLine to communicate the necessary information to affected families.

Feedback System: The Proposer will enact a rigorous feedback system so that FirstLine and the Proposer both have regular opportunities to celebrate achievements, critique issues, and identify concerns to address. The feedback schedule must include weekly meetings during start-up, monthly meetings that

focus on customer service, and quarterly anonymous surveys submitted to students, parents, school leadership, School Operations Managers/School Business Managers, the Director of Operations, and the Chief Operating Officer.

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 vans 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 van be used to transport students. The Proposer will keep on file the completed inspection sheets and submit copies of the sheets to FirstLine Leadership when requested. The Proposer shall provide daily interior cleaning of all vehicles. 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 FirstLine; however, FirstLine will assist the Proposer in attempting to collect from the responsible party for damage to the Proposer's property.

Policies and Procedures: The Proposer will have in place and provide to FirstLine its Policies and Procedures pertaining to, but not limited to, the following items. The details for each item are FirstLine'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.
- Van Accidents or Broken-Down Vans: Protocol for drivers as well as communication plan to keep schools and parents updated with pertinent information.
- Major Behavior Issue on Van: Drivers are to control behavior as much as possible at all times, but if extra support is needed, then 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.
- Field Trips: Proposer's Request procedure, form to use, confirmation/reminder expectations and schedule of process. Proposer must also include their plan to properly assign vans and drivers who do not have other obligations during the field trip times. Drivers are expected to stay with the van at all times when on Field Trip. Field trips bills are to be consolidated by school by month. Vans are not used on a regular basis for Field Trips, but it is a possibility.

RFP Bid Process

Submission: The Proposer will submit the following by **Friday, April 22, 2016 at 2:00 PM**:

- 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
- One electronic copy of all documents (via email or USB device)

Submission should be delivered by mail or by hand to:

FirstLine Schools
Attn: **Ms. Rebekah Cain, Director of Operations**
300 N. Broad Street, Suite 207
New Orleans, LA 70119

Any questions regarding this RFP should be directed to Rebekah Cain, Director of Operations, at rcain@firstlineschools.org. Questions will be answered via a document on the RFP page of the FirstLine Schools website. An email, notifying the document has been posted and/or updated, will be set to all attendees of the mandatory pre-bid meeting.

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 FirstLine: 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.

Component	Scoring Scale	Evaluation Criteria
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.
Headquartered in Orleans Parish	0-20 points each Applicant has provided verifiable evidence of component described by the Evaluation Criteria	Principal of Business and Registered Office in Orleans Parish as listed with the Louisiana Secretary of State.
State & Local Disadvantaged Business Enterprise		A for-profit small business where socially and economically disadvantaged individuals own at least a 51% interest and also control management and daily business operations. As a certified DBE, a certificate issued by the City of New Orleans or other certifying agency must be provided with the submission
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
    a. Experience in the education industry in New Orleans (Pre-K through College)
    b. Cost-Containment Strategy
    c. Organization Chart
    d. Resumes of Key Contributors (bios will not be sufficient)
3. Organization Policies and Procedures
    a. Employee Sourcing, Screening and Hiring Procedures
    b. Frequency and type of background/drug checks performed
    c. Staff Training/Professional Development Program
    d. Pay and benefit information for employees
    e. Safety and Security Program
4. Performance History & Preparedness for FirstLine
    a. Proposer's references (minimum of 3)
    b. Summary of ability to take on the additional workload expected by the Proposer
5. Service Implementation Plan
    a. Requirements as Listed in This RFP: Staffing, Vans, etc.
    b. Policies and Procedures as Listed in this RFP: Substitutes, Accidents, etc.
    c. Transportation Service Plan: Dispatch, Scheduling, Maintenance, etc.
    d. Routing Plan: Route Creation, Data Management, etc.
    e. Alignment with Start-Up Schedule
6. Customer Service Proposal
    a. Management/Supervision Structure
    b. How the Proposer plans to monitor and measure service quality (schedule of inspections)
    c. How the Proposer plans to keep FirstLine informed of service quality (sample reports)
    d. Plan for maintaining responsiveness/communication with FirstLine leadership team(s)
    e. Plan for maintaining responsiveness/communication with FirstLine Parents
    f. Contingency/Coverage plan for expected and unexpected absences or staff turnover
    g. Other methods for ensuring high-quality customer service
7. Implementation/Transition Plan
    a. Employee Recruiting and/or existing staff transition plan
    b. Training/On-boarding Plan
    c. Proposed Transition Timeline
8. Service Proposal – Pricing Sheet – Attachment C (All 3 pages must be completed, indicate N/A where not applicable)
9. Contact Information/Bid Authorization – Attachment D
10. Non Collusion Affidavit – Attachment E
11. Responsibility Disclosures – Attachment F
12. Checklist of Required Elements – Attachment H

END OF RFP NARRATIVE

ATTACHMENT A
Page 1 of 1

FIRSTLINE SCHOOLS – SITE INFORMATION

	Samuel Green Charter School	Arthur Ashe Charter School	Phillis Wheatley Community School	Langston Hughes Academy	Clark Prep High School
Address	2319 Valence St 70115	1456 Gardena Dr 70122	2300 Dumaine St 70119	3519 Trafalgar St 70119	1301 N Derbigny St 70116
Enrollment	520	690	695	825	400
Grades	K - 8	K - 8	Pre K - 8	Pre K - 8	9 - 12
Ops Manager	Ken Kostrzewa	Neil Williams	Chris Bowers	Deinira Angelain	Meghan Raychaudhuri
Ops Manager cell	504-388-5948	504-444-5827	504-952-1525	504-330-9486	504-941-1694
Ops Manager email	kkostrzewa@firstlineschools.org	ndwilliams@firstlineschools.org	cbowers@firstlineschools.org	dangelain@firstlineschools.org	mraychaudhuri@firstlineschools.org
Bus Arrival AM	7:00am - 7:10am	8:15am-8:30am	8:10am	7:00am - 7:10am	7:00am-7:05am
Bus Unloading AM	7:10am	8:30am	8:15am	7:10am-7:30am	7:05am
Bus To Depart AM	7:20am	8:45am		7:10am-7:30am	7:10am
Bus Arrival PM	2:30pm	3:45-4:00pm	3:50pm	2:40pm	2:30pm-2:35pm
Bus Loading PM	2:30-2:45pm	4:05pm	3:55pm	2:50pm	2:35pm
Bus to Depart PM	2:45pm	4:15pm	4:00pm	3:05pm	2:45pm
Early Dismissal Bus Arrival PM	12:45pm	2:00pm	2:00pm	12:45pm	12:30pm-12:35pm
Early Dismissal Bus Loading PM	12:50pm	2:05pm	2:10pm	12:50pm	12:35pm
Early Dismissal Bus to Depart PM	1:05pm	2:15pm	2:15pm	1:05pm	12:45pm
Estimated Daily Van Routes	2	3	1	2	3
Tiers With	Ashe, Wheatley	Green, LHA	Green, LHA	Ashe, Wheatley	None

ATTACHMENT B
Page 1 of 2

Vendor Background Checks at FirstLine Schools

We are required to have a background check on all vendors that will work with our students and/or have unsupervised access to our students. For more information, please go here.

Background checks to be used, according to vendor's role and level of authority (see below chart for details, custodial staff are considered level "V3"):

- LobbyGuard (See http://lobbyguard.com/k-12-education-school-safety/)
  - Sex Offender Registry

Employment Research Services (ERS) online background check
- 7-year Criminal History Search
- Social Security Search (shows past addresses)
- Child Abuse Search
- Sex Offender Search

Louisiana State Police Bureau of Criminal Identification and Information
- State Criminal History Record
- Federal Criminal History Record- FBI Report
- National Criminal History Record

Background check results remain in effect for 3 years, with the vendor's written agreement that the vendor will notify FirstLine if criminal status changes for any reason.

Guidelines for Disqualification (includes, but is not limited to)
- **Conviction of any of the criminal offenses listed in the Louisiana Child Protection Act**
- Registered sex offenders
- Criminally found guilty of or pled nolo contendere to a charge of child abuse or neglect
  - Pending charge of child abuse on a case-by-case basis

Conviction or a plea of nolo contendere to any felony

Conviction or plea of no contest to any misdemeanor that indicates the individual may pose a threat to the integrity or safety of the school environment

Currently on probation for offenses that indicate the individual may pose a threat to the integrity or safety of the school environment will be further reviewed by HR

A pattern of criminal charges and arrests, even if they were dismissed, which cause concern that the individual may pose a threat to the integrity or safety of the school or school environment

Intentionally falsifying any information or documents submitted during the employment application process

Vendor Type	Background Check Required	Cost to Vendor
V0: No Student Contact , off-site vendors (e.g. works out of office and not in our schools)	• No background check required	$0
V1: Assisting- Provides services while a school employee is present, such as in a classroom or school office. Does not handle money and is never left alone with a student	• Must provide a state issued id to be scanned by LobbyGuard each time individual enters school building.	$0
V2: Limited authority- Vendor who is responsible for a group of children, but is	• All of the above, and must be cleared by ERS	$30-70 depending on number of past

always within eyesight of a school employee and is never in direct or sole supervisory or decision-making authority over students.	online background check prior to working with our students (2-3 day process).	zip codes
V3: Authority- Vendor who will have unsupervised access to or authority over students. Ex: bus drivers, cafeteria workers, custodial staff, facilities maintenance staff.	• All of the above and a fingerprint background check through the Louisiana State Police Bureau of Criminal Identification and Information. Must be cleared by ERS online background check prior to working with our students (2-3 day process).	$42.50 + cost of fingerprinting

NOTE: Vendors are NEVER allowed to transport students in any vehicle other than via a formal contract (school bus or van).

NOTE: Vendors at all tiers are not allowed to be one-on-one with a student without being within eyesight of a school employee. This is why we require cameras on all of our school buses and prefer cameras on all of our vans.

ATTACHMENT C
Page 1 of 3 - PRICING PROPOSAL - BY RUN

Mini Bus / Van
(Indicate capacity of vehicle)

	Price PER Van for Student Transportation Services (including Routing)
One Run / Day AM run only PM run only	
Two Runs / Day 1 AM run and 1 PM run 2 PM runs	
Three Runs / Day 1 AM run and 2 PM runs 2 AM runs and 1 PM run	
Four Runs / Day 2 AM runs and 2 PM runs 1 AM run and 3 PM runs	
In-Town Field Trip (Orleans/Jefferson) Per Bus Per Round-Trip Run	
Out-Of-Town Field Trip (Other Parishes/States) Per Bus Per Round-Trip Run	

ATTACHMENT C
Page 2 of 3 - PRICING PROPOSAL – BY HOUR

Mini Bus / Van
(Indicate capacity of vehicle)

	Price PER VAN for Student Transportation Services (including Routing)
3-Hour Day 2 AM runs 2 PM runs	
4-Hour Day 1 AM run, 2 PM runs 2 AM runs, 1 PM run	
5-Hour Day 2 AM runs, 2 PM runs 1 AM run, 3 PM runs	
6-Hour Day 2 AM runs, 2 PM runs 1 AM runs, 3 PM run	
7-Hour Day 2 AM runs, 2 PM runs 2 AM run, 3 PM runs	
In-Town Field Trip (Orleans/Jefferson) Per Bus Per Hour Indicate Minimum Hours	
Out-Of-Town Field Trip (Other Parishes/States) Per Bus Per Hour Indicate Minimums	

ATTACHMENT C
Page 3 of 3 - PRICING PROPOSAL – OTHER COSTS

	Mini Bus Or Van
3-Point Camera System Additional Cost Per Bus Per Day	
Real-Time GPS Positioning Additional Cost Per Bus Per Day	
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)	
Fuel Threshhold: Minimum Price/gallon below which FirstLine is refunded difference	
Fuel Threshhold: Maximum Price/gallon above which FirstLine is charged difference	
Estimated MPG for Unit	
Base Mileage Per Bus Indicate if Per Run or Per Day	
Excess Mileage Fee Indicate if Per Run or Per Day	

ATTACHMENT D
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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 E

Non-Collusion
AFFIDAVIT

STATE OF _____

PARISH/COUNTY OF _____

BEFORE ME, the undersigned authority, personally came and appeared, _____, (Affiant) who after being duly sworn, deposed and said that he/she is the fully authorized _____ of _____ (Entity), the party who submitted a Proposal/Contract/Bid/RFP/SOQ No. _____, to Jefferson Parish.

Affiant further said:

(1) That Affiant has not and will not employ any person, either directly or indirectly, to secure the public contract under which he/she is to receive payment, other than persons regularly employed by the Affiant whose services, in connection with the project or in securing the public contract, are in the regular course of their duties for the Affiant; and

(2) That no part of the contract price was paid or will be paid to any person for soliciting the contract, other than the payment of normal compensation to persons regularly employed by the Affiant whose services with the project are in the regular course of their duties for the Affiant.

_____
Signature of Affiant

SWORN TO AND SUBSCRIBED
BEFORE ME ON THIS _____ DAY OF
_____, 20____.

_____
NOTARY PUBLIC

ATTACHMENT F

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 G – Information Only
(Do Not Complete as part of the Proposal, this will be part of any contract signed with FirstLine Schools)

FirstLine 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 requestor 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 of disclosure of information, and prevent any other action that could result in substantial harm to FirstLine Schools or any individual identified with the data or information in vendor's custody.

Vendor agrees that any and all FirstLine Schools personally identifiable student data will be stored, processed and maintained solely on designated servers and that no FirstLine Schools data at any time will be processed on or transferred to any portable or laptop computing device or any portably 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 FirstLine 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, FirstLine Schools, or any other agencies so designated by FirstLine Schools, shall have the option to audit the outsourced service. Records pertaining to the service shall be made available to auditors and FirstLine 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 FirstLine Schools immediately and assume responsibility for informing all such individuals in accordance with applicable law and to indemnify, hold harmless and defend FirstLine 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 FirstLine Schools in a usable electronic form, and erase, destroy, and render unreadable all FirstLine 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 FirstLine Schools, whichever shall come first.

Vendor and FirstLine Schools acknowledge that unauthorized disclosure or use of the protected information may irreparably damage FirstLine 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 FirstLine 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 FirstLine 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 on a schedule determined collaboratively with operational, technical, risk management, and legal staff.

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 FirstLine Schools.

ATTACHMENT H
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CHECKLIST OF REQUIRED ELEMENTS

ITEM	PAGE	INCLUDED (y/n)	INITIALS
Executive Summary			
Company Overview/Fiscal Responsibility Summary			
Organization Policies and Procedures			
Performance History & Preparedness for FirstLine			
Service Implementation Plan			
Customer Service Proposal			
Implementation/Transition Plan			
Insurance Ability or Certificates			
Pricing Proposals – Attachment C			
Company Information/Bid Authorization – Attachment D			
Non-Collusion Affidavit - Attachment E			
Responsibility Disclosures - Attachment F			
Checklist (This Document) – Attachment H			
Sealed Original + Hard Copy + Electronic Copy	n/a		

END OF RFP DOCUMENT