

Specifications
Shuttle Service – 3 years, 2 options

The Contractor shall provide all services and deliverables as required, described, and detailed herein, and shall meet all service and delivery timelines as specified by this contract. The contract term shall be for three years with two additional one-year options to renew.

A. General Requirements:

1. The Contractor shall provide downtown Nashville shuttle service to State employees, State-contracted security guards, and other personnel as deemed appropriate by the State of Tennessee Department of General Services Motor Vehicle and Asset Management division ("the State"), along designated shuttle routes, between the hours of 6:00 a.m. and 8:00 p.m. Central Time, or as requested by the State, Monday through Friday except for designated State holidays.
2. The Contractor shall maintain the standard shuttle schedule, which shall include thirteen (13) shuttles in operation during the hours of 6:00 a.m. to 9:00 a.m. and 3:30 p.m. to 6:00 p.m. Central Time, Monday through Friday (excluding State Holidays) in frequencies of 15 minutes. During the period of Standard Time, the Contractor shall maintain the winter route schedule and shall extend evening operation hours from 3:30 p.m. to 8:00 p.m. Central Time. Additionally, one of the shuttles shall maintain service from 6:00 a.m. to 6:00 p.m. Central Time, Monday through Friday. Refer to Attachments 1 and 2 for additional current route and schedule details. The State reserves the right to change departure times as needed throughout the contract term. The Contractor shall be notified of any changes in writing.
3. The Contractor shall provide an on-call shuttle service available upon request by the State during the hours of 6:00 a.m. to 6:00 p.m. Central Time, Monday through Friday (excluding State Holidays). The Contractor shall ensure a response time of no more than 24 hours or a timeframe determined by the State from the time of request to passenger pickup. The Contractor shall maintain a reliable communication system to receive and confirm service requests in real time.
4. The Contractor shall keep all necessary permits, licensure, insurance, and other legal instrumentalities to perform all services required by this contract. The Contractor shall make these documents available to the State upon request.
5. The Contractor shall provide the State a shuttle ridership report in .xlsx format. This document shall be a monthly report of total actual riders and average daily and monthly riders and shall detail the number of passengers dropped off and picked up by date, route location, and departure time increment.
6. The Contractor shall notify the State within two hours via electronic communication of any reported vehicle accident, personal injury, or illness.



7. If an accident, personal injury, or illness occurs and involves a passenger, in addition to the required email referenced in A.6., the Contractor shall provide an incident report to the State within 48 hours. The incident report must include the following items:
 - a. Details of the accident, injury, or illness;
 - b. Names and contact information of all persons and entities involved, including but not limited to Contractor employees and subcontractors, third-party individuals, representatives of external entities or organizations, company names, agencies, and organizations;
 - c. Copies of investigations conducted by police, fire department, or other emergency response agencies;
 - d. State registration and insurance information for all parties involved; and
 - e. Witness names and contact information, if available.
8. The Contractor shall coordinate with the State for the placement of all signage used to identify each designated route. The State reserves the right to require the Contractor to relocate or reposition any signage during the entire contract term. Such signage may include, but is not limited to, the following items:
 - a. Electronic digital banner devices;
 - b. Magnetic external signage;
 - c. Custom vehicle wraps; or
 - d. Other approved identification methods as determined by the State.

The Contractor shall comply with all State directives regarding signage repositioning within the timeframe specified by the State.
9. The Contractor shall be responsible for accessing www.tn.gov for updates on office closures due to inclement weather. A designated State employee will also make every effort to contact the Contractor in the event of State closures.
10. At any time during the contract period, as a result of changing service needs or funding availability, the State, as it may deem necessary, may direct the Contractor by email correspondence to perform the following:
 - a. Add or delete shuttles;
 - b. Modify, add, or eliminate service periods;
 - c. Change the service route for any or all shuttles;
 - d. Add, delete, or change shuttle stop locations;
 - e. Perform other shuttle service requests as may be mutually agreed upon by both the State and the Contractor.
11. The Contractor shall direct requests for special events from any division or agency to the State.

B. Shuttle Requirements:

1. The Contractor shall provide ridership on 13 multi-passenger shuttles. Twelve of the shuttles shall have a minimum capacity of 25 passengers and a driver's seat to support route schedules.
2. The Contractor shall provide one multi-passenger Americans with Disabilities Act (ADA) compliant vehicle, with a minimum capacity of 15, that includes wheelchair access, for transport of authorized passengers.
3. The Contractor shall provide a dark-colored, Very Important Person (VIP), sprinter-style shuttle(s) for the on-call shuttle service per specifications requirement A.3.
4. The Contractor shall have an additional shuttle(s) in the fleet in case of breakdowns.
5. In the event of a breakdown during scheduled operational hours, the Contractor shall maintain the regular route schedule by utilizing another shuttle in the Contractor's fleet. The Contractor shall respond to a breakdown by notifying the State and calling in a replacement vehicle within 20 minutes of the incident.
6. The Contractor shall maintain a clean, sanitized, and safe environment for riders. The Contractor shall perform a daily visual inspection of shuttles before and after use for lost items and waste.
7. The Contractor shall provide shuttles that are equipped with air conditioning and heating.
8. The Contractor shall provide two-way radio communication devices for each shuttle while in operation. The Contractor shall require each shuttle driver to utilize these devices to communicate with each other and dispatch. The Contractor shall ensure these devices are used in accordance with Federal Communication Commission (FCC) regulations and allow two-way communication between the Contractor and each driver while on duty. The driver shall use these devices for the following:
 - a. Communication regarding route changes;
 - b. Communication regarding health emergencies;
 - c. Communication regarding shuttle safety issues;
 - d. Communication regarding shuttle maintenance issues; and
 - e. Communication regarding the number of riders on board and the number of riders left waiting at stops.
9. The Contractor shall preserve vehicle maintenance and upkeep records, including pre- and post-trip inspection documents. The Contractor shall maintain the records as required by law and shall provide them to the State annually.

10. The Contractor shall ensure that a licensed mechanic performs all repairs, preventative maintenance, and general upkeep of the shuttles.
11. Each shuttle shall be equipped with vehicle telematics. The Contractor must be able to identify the GPS location of each shuttle during operating hours.

C. Driver Requirements:

1. The Contractor shall ensure that drivers only permit State employees with valid State IDs, State-contracted security guards, and janitorial staff with proper identification to board the shuttle. The Contractor shall ensure that drivers are familiar with the appearance of a valid State ID, as shown in Attachment 3 Additional riders may be authorized to board the shuttle at the State's discretion. The Contractor shall be notified in writing if additional riders should be permitted to board.
2. The Contractor shall provide a sufficient number of drivers to ensure that each shuttle always has a fully qualified and licensed driver. All shuttle drivers shall maintain a State of Tennessee commercial driver's license (CDL) with the proper endorsement and shall comply with the federal regulations governing CDL holders, including medical certification (DOT card). The Contractor shall ensure drivers maintain current and valid proof of insurance.
3. The Contractor shall ensure its hiring and employment practices follow State and federal guidelines.
4. The Contractor shall be responsible for obtaining and maintaining current permits, licenses, and certifications necessary to perform all services required under the contract. The Contractor shall make these documents available to the State upon request.

If State or federal licensure requirements change or are amended during the course of this contract, the Contractor shall ensure that all drivers have obtained the appropriate updated licensure.

5. The Contractor shall provide and maintain uniforms for all drivers at the Contractor's sole expense. All uniforms shall be consistent in type, style, and color and shall clearly identify the driver as personnel of the Contractor. Drivers shall wear the required uniform at all times while performing services under this contract. Uniforms shall be maintained in clean, professional condition and replaced as necessary to ensure a neat and presentable appearance.
6. The Contractor shall provide identification badges for each driver that include, at a minimum, the Contractor's name and/or branded logo, the driver's name, and the driver's photo. The badge shall be the same size or larger than the current State employee identification badge (2" x 3.5").
7. The Contractor shall provide ADA-compliant transportation services exclusively for

passengers who park in State Parking Lot #12. State Parking Lot #12 is located on Harrison Street between 5th Avenue and 6th Avenue.

8. The Contractor shall ensure that all drivers are familiar with and adhere to the routes and schedules to which they are assigned.

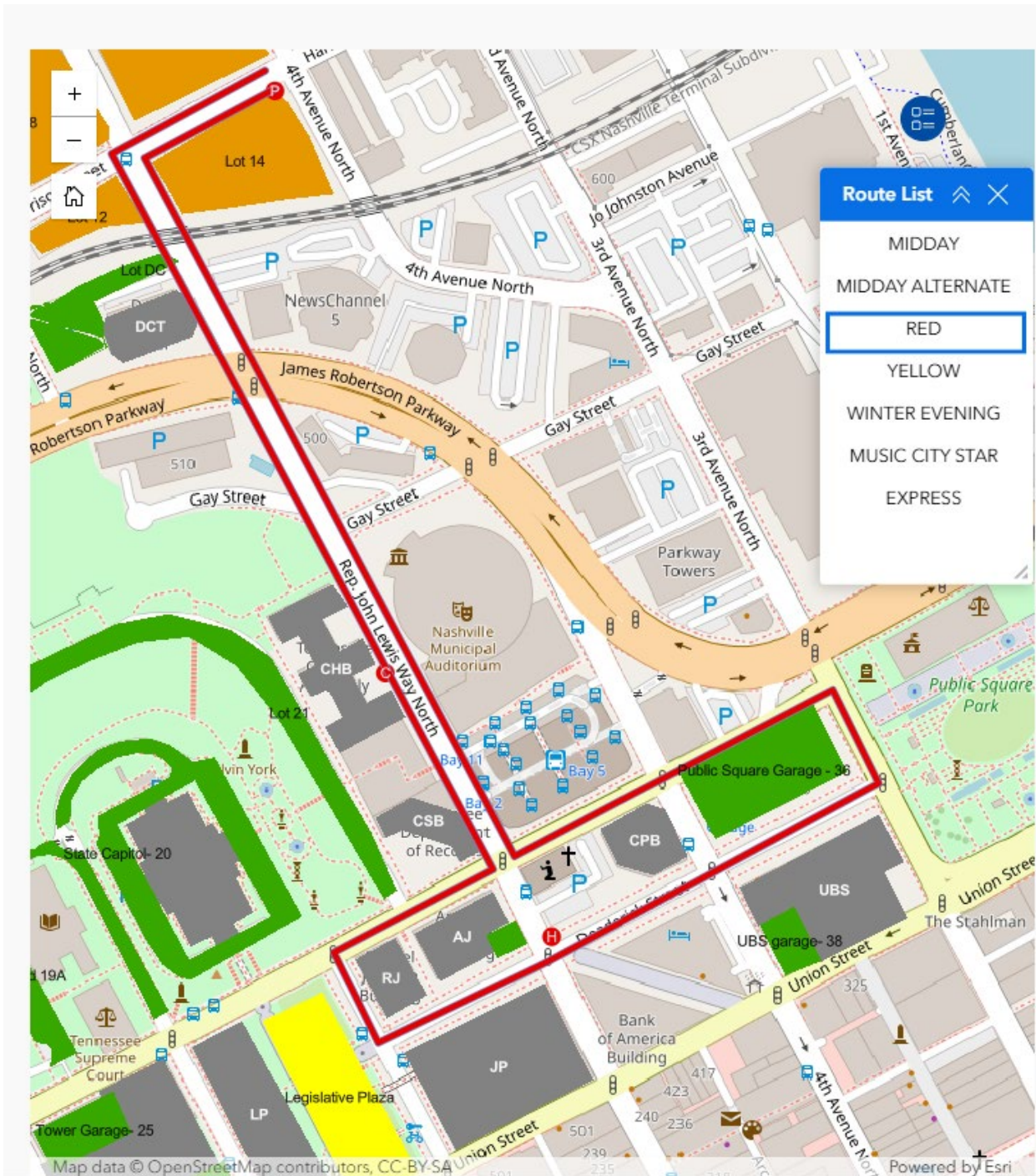
D. Special Event Requirements

1. Upon request by the State, the Contractor shall provide transportation services for special events occurring statewide using the following vehicles:
 - a. Minibuses with a minimum passenger seating capacity of twenty (20) seats; and
 - b. Motor coaches with a minimum passenger seating capacity of fifty (50) seats.
 - c. ADA-compliant vehicles that meet all applicable federal and State accessibility requirements.

Based on the anticipated passenger count provided by the State and subject to vehicle availability, the Contractor shall provide an appropriate combination of minibuses and/or motor coaches to accommodate the transportation needs and anticipated passenger count of the special event.

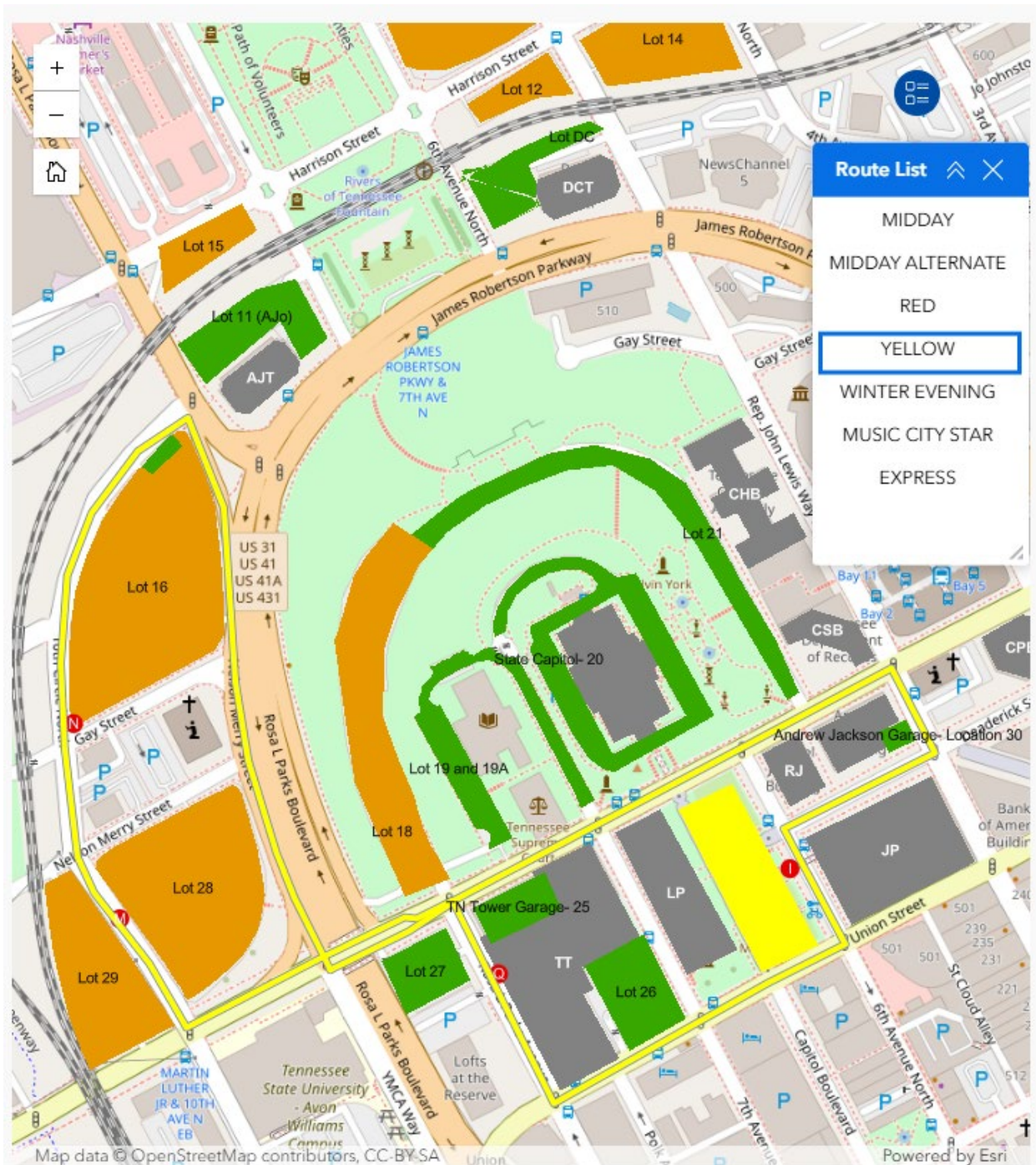
2. At least twenty-four (24) hours prior to the special event date, the Contractor shall provide a written service proposal that includes at a minimum:
 - a. The proposed vehicle type(s);
 - b. Passenger seating capacity for each vehicle type;
 - c. The number of vehicles proposed and available for the requested date and event; and
 - d. Any limitations on vehicle availability that may affect the Contractor's ability to accommodate the anticipated passenger count.

The written service proposal is intended to identify the proposed vehicle configuration and availability for the requested special event. The Contractor shall provide all services in accordance with the rates and pricing established under this Contract.



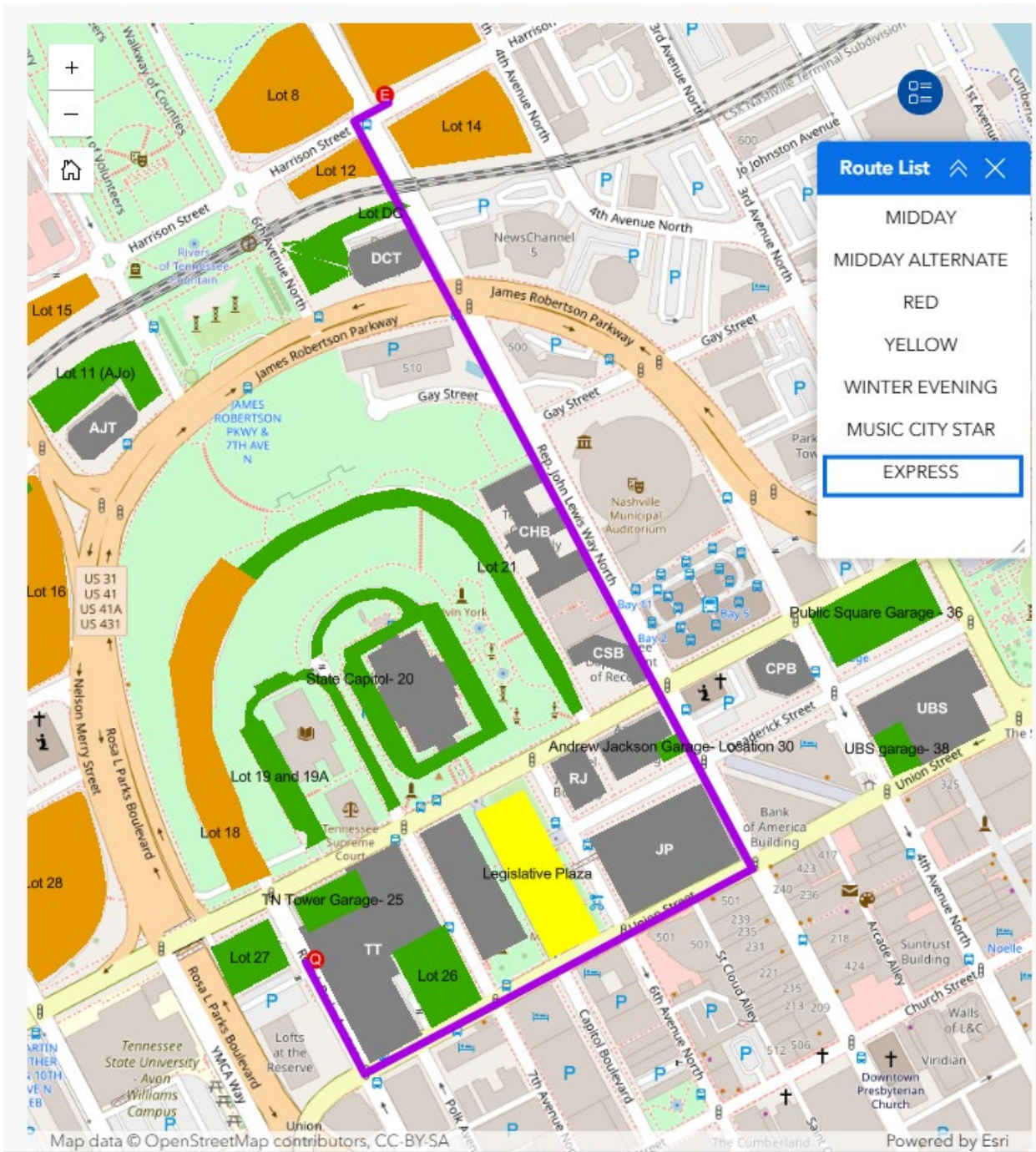
Red Route

The Red Route connects Stops P, C, and H with parking lots 8, 9 (State garage), and 14.



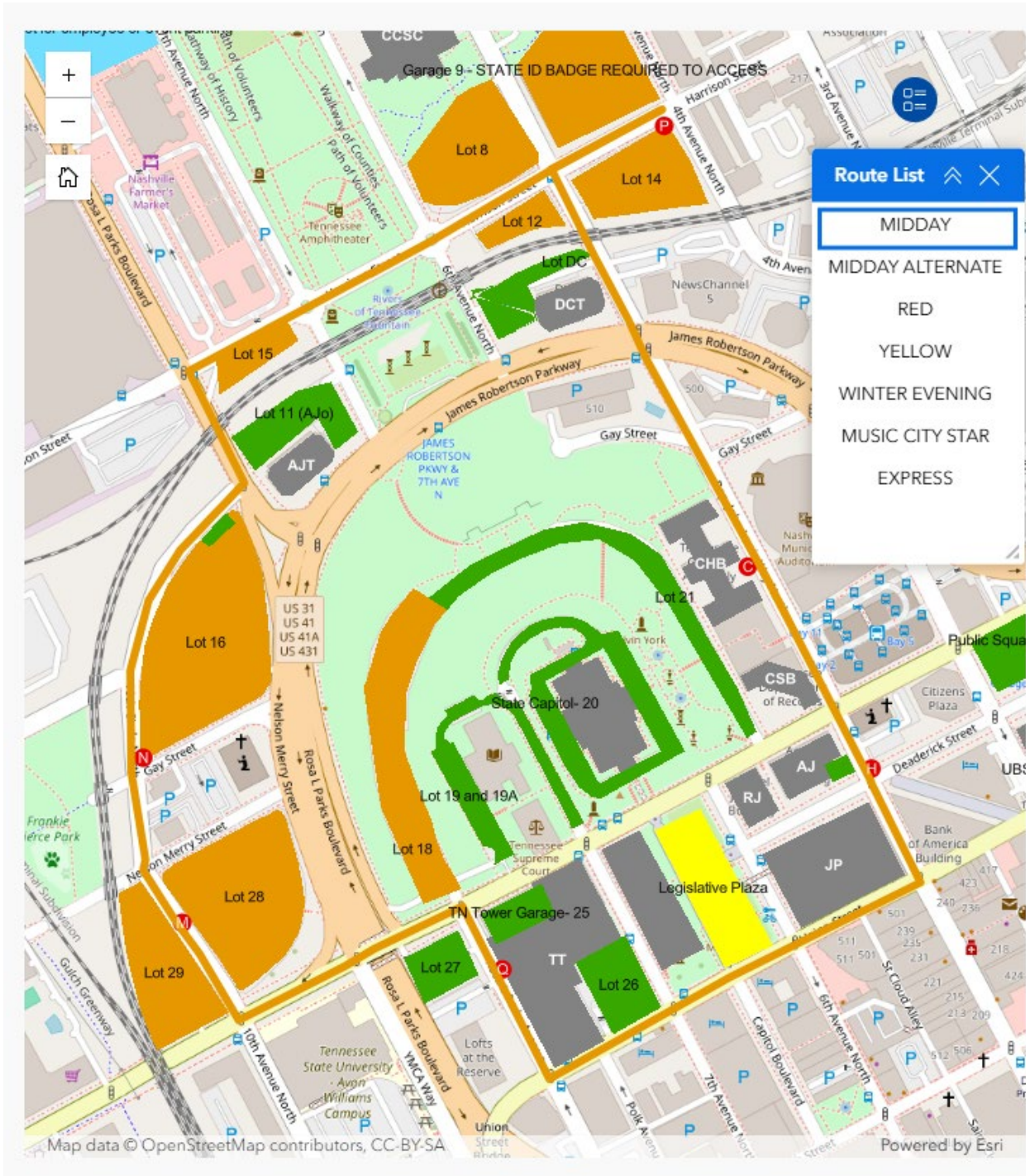
Yellow Route

The Yellow Route connects Stops M, N, I, and Q with parking lots 16, 28, and 29.



Express Route

The Express Route is a direct shuttle route that connects Stop Q with parking lot 9 (State garage).

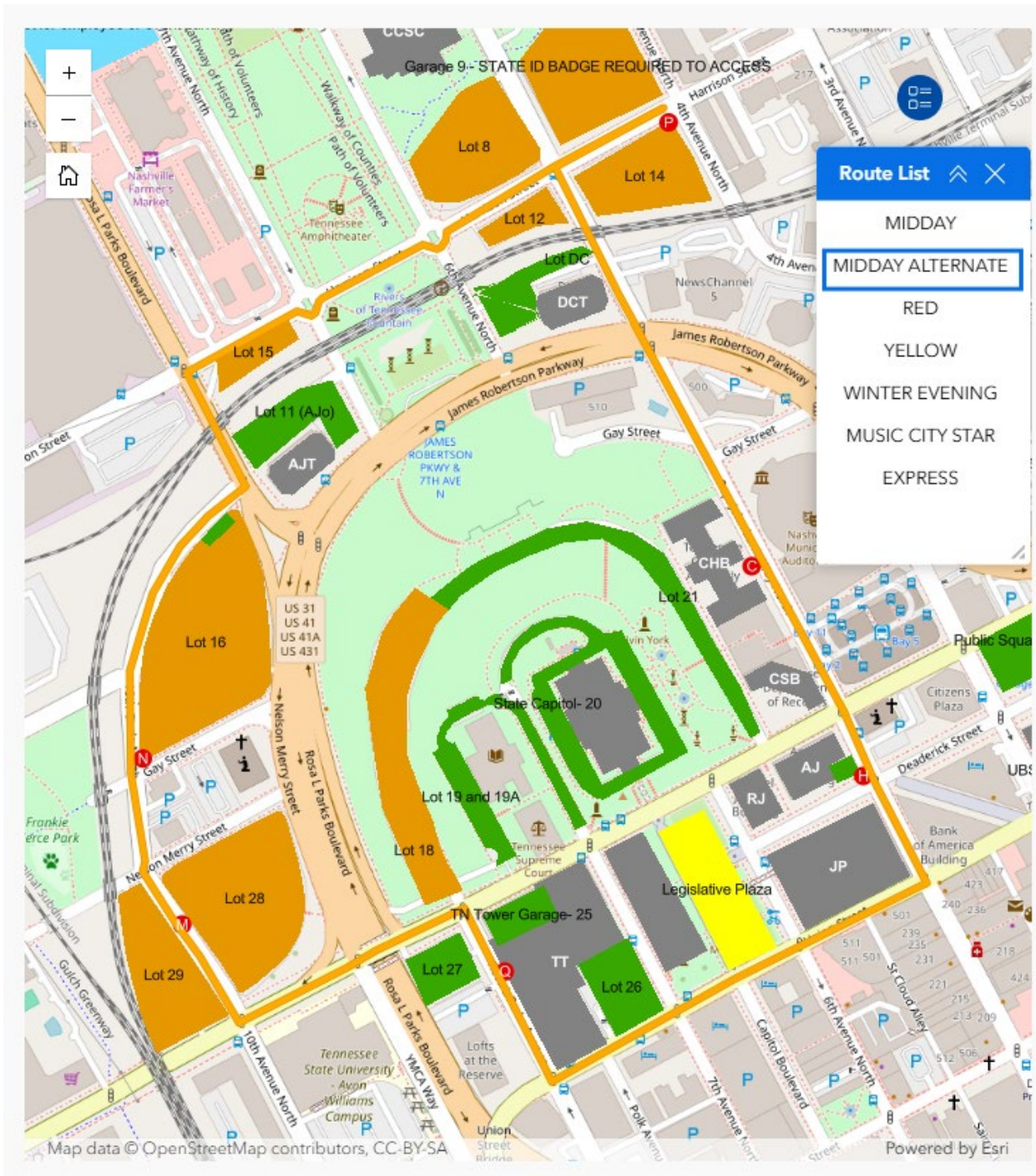


Mid-Day Route

The Mid-Day Route connects Stops C, H, Q, M, N, and P to all State parking lots.

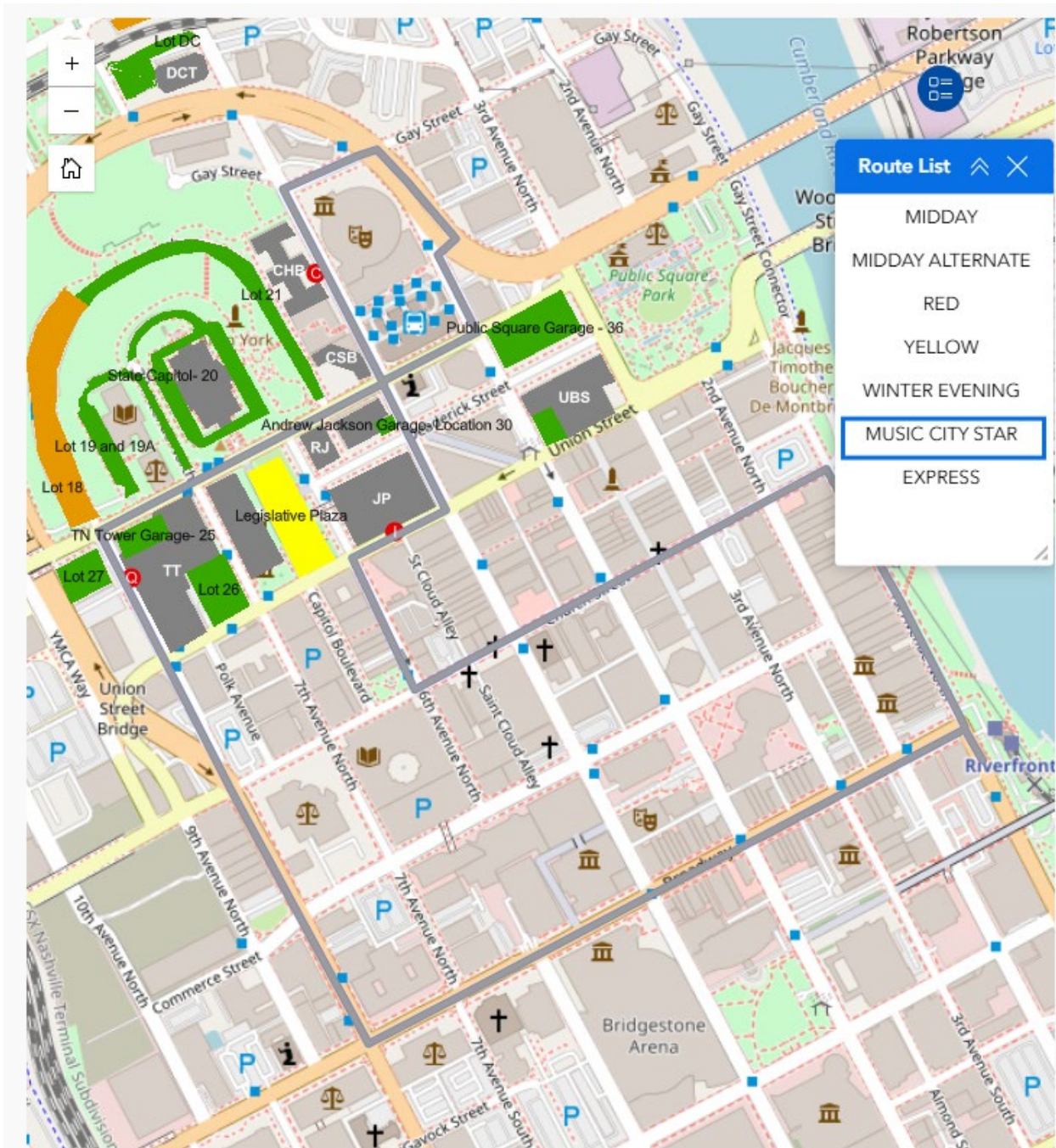
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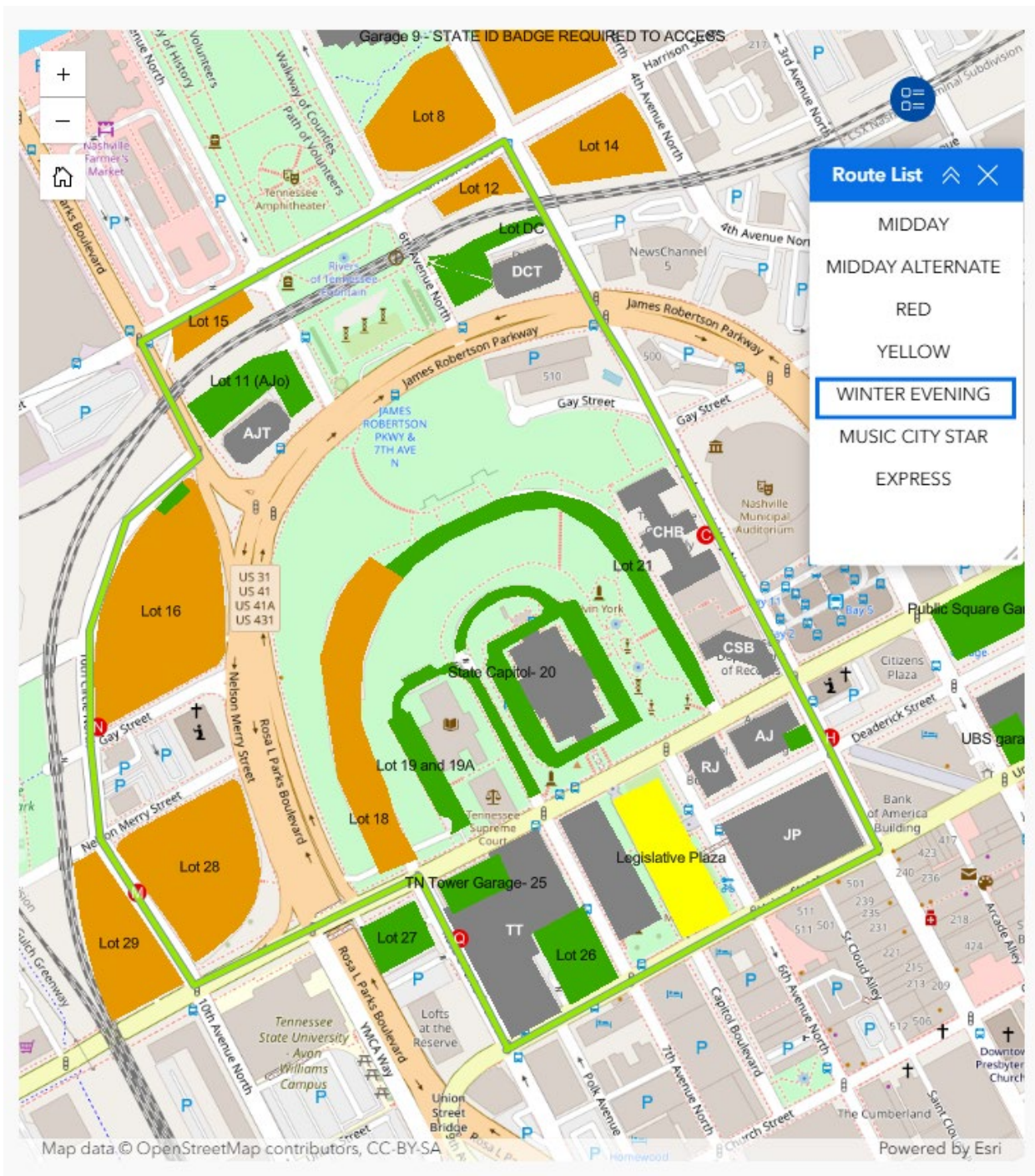
Mid-Day Alternate Route

On Thursdays during food truck season, the H stop will pick up on John Lewis Way at Deaderick Street at the northwest corner.



Music City Star Route

The Music City Star Route connects the Riverfront Station for train commuters with Stops Q, I, and C.



Winter Evening Route

The Winter Evening Route extends service until 8:00 p.m. It connects Stops M, C, H, and Q with any State parking lot requested by riders.

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I. Red Route

Serves Lots 8, 9 (State garage), and 14

Morning: departs Stop P (4th & Harrison) 6:00–9:00 a.m. every 15 min

Afternoon: times shown for H and C

H Stop Departure	C Stop Departure
3:35, 3:45, 4:00, 4:15, 4:30, 4:45, 5:00, 5:15, 5:30 p.m.	3:45, 4:00, 4:15, 4:30, 4:45, 5:00, 5:15, 5:30, 5:45 p.m.

II. Yellow Route

Serves Lots 16, 28, and 29.

Morning: 6:00–9:00 a.m. every 15 minutes.

Afternoon: times shown for I, Q, M, N

I Stop Departure	Q Stop Departure	M Stop Departure	N Stop Departure
3:30, 3:45, 4:00, 4:15, 4:30, 4:45, 5:00, 5:15, 5:30 p.m.	3:45, 4:00, 4:15, 4:30, 4:45, 5:00, 5:15, 5:30, 5:45 p.m.	4:00, 4:15, 4:30, 4:45, 5:00, 5:15, 5:30, 5:45 p.m.	4:15, 4:30, 4:45, 5:00, 5:15, 5:30, 5:45 p.m.

III. Express Route

Serves Lot 9 (State garage).

Morning: departs Stop E (Harrison & Rep. John Lewis Way) 6:00–9:00 a.m. every 15 min

Afternoon: times shown for Q

Q Stop Departure
3:30, 3:45, 4:00, 4:15, 4:30, 4:45, 5:00, 5:15, 5:30, 5:45 p.m.

IV. Midday Route

Serves all State Lots.

**Midday Alternate Route Note: On Thursdays during food truck season, the H stop will pick up on John Lewis Way at Deaderick Street at the northwest corner.*

P Stop Departure	C Stop Departure	H Stop Departure (Regular and Alternate Route)	Q Stop Departure	M Stop Departure	N Stop Departure
9:12, 9:42, 10:12, 10:42, 11:12, 11:42 a.m.; 12:12, 12:42, 1:12, 1:42, 2:12, 2:42 p.m.	9:30, 10:00, 10:30, 11:00, 11:30 a.m.; 12:00, 12:30, 1:00, 1:30, 2:00, 2:30, 2:45 p.m.	9:33, 10:03, 10:33, 11:03, 11:33 a.m.; 12:03, 12:33, 1:03, 1:33, 2:03, 2:33, 2:48 p.m.	9:36, 10:06, 10:36, 11:06, 11:36 a.m.; 12:06, 12:36, 1:06, 1:36, 2:06, 2:36, 2:52 p.m.	9:41, 10:11, 10:41, 11:11, 11:41 a.m.; 12:11, 12:41, 1:11, 1:41, 2:11, 2:41, 2:56 p.m.	9:42, 10:12, 10:42, 11:12, 11:42 a.m.; 12:12, 12:42, 1:12, 1:42, 2:12, 2:42, 2:57 p.m.

V. Music City Star Route

Serves Riverfront Station Stops C, Q, and I.

Train Station Departure	C Stop Departure	Q Stop Departure	I Stop Departure
6:40, 7:35, 8:20 a.m.	3:35, 4:20, 5:05 p.m.	3:45, 4:40, 5:15 p.m.	3:50, 4:45, 5:20 p.m.

VI. Winter Evening Route

Serves all State Lots.

M Stop Departure	C Stop Departure	H Stop Departure	Q Stop Departure
6:15, 6:30, 6:45, 7:00, 7:15, 7:30, 7:45, 8:00 p.m.	6:20, 6:35, 6:50, 7:05, 7:20, 7:35, 7:50 p.m.	6:36, 6:51, 7:06, 7:21, 7:36, 7:46 p.m.	6:39, 6:54, 7:09, 7:24, 7:39, 7:49 p.m.

**All times are listed in Central Time*