

VENDOR CONTRACT SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name American Logistics Company, LLC

Address 520 W. Dyer Rd.

City/State/Zip Santa Ana, CA 92707

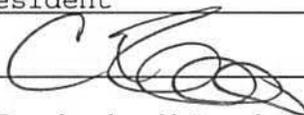
Telephone No. 866.999.3371

Fax No. 714.782.6067

Email address alc@alcsolutions.com

Printed name Craig Puckett

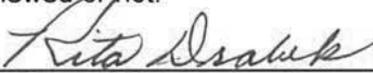
Position with company President

Authorized signature 

Accepted by The Cooperative Purchasing Network:

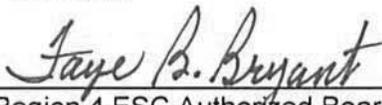
Term of contract January 1, 2015 to December 31, 2017

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 4 ESC and the awarded vendor. Awarded vendor shall honor all administrative fees for any sales made based on a contract whether renewed or not.


Region 4 ESC Authorized Board Member

10-14-14
Date

RITA DRABEK
Print Name


Region 4 ESC Authorized Board Member

10-14-2014
Date

Faye B. Bryant
Print Name

TCPN Contract Number R141501

APPENDIX A

VENDOR CONTRACT AND SIGNATURE FORM

This Vendor Contract and Signature Form ("Contract") is made as of 9/4/2014, by and between American Logistics ("Vendor") Company, LLC and Region 4 Education Service Center ("Region 4 ESC") for the purchase of Alternative Student Transportation Solutions ("the products and services").

RECITALS

WHEREAS, both parties agree and understand that the following pages will constitute the contract between the successful vendor(s) and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Vendor agrees to include, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations will be incorporated into the final contract "Vendor Contract."

WHEREAS, this contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Vendor Contract will provide that any state, county, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), other government agencies or non-profit organization may purchase products and services at prices indicated in the Vendor Contract upon registering and becoming a member with TCPN; and it being further understood that Region 4 ESC shall act as the Lead Public Agency with respect to all such purchase agreements.

WHEREAS, TCPN has the administrative and legal capacity to administer purchases on behalf of Region 4 ESC under the Vendor Contract with participating public agencies and entities, as permitted by applicable law.

ARTICLE 1- GENERAL TERMS AND CONDITIONS

- 1.1 TCPN shall be afforded all of the rights, privileges and indemnifications afforded to Region 4 ESC under the Vendor Contract, and such rights, privileges and indemnifications shall accrue and apply with equal effect to TCPN, including, without limitation, Vendors obligation to provide insurance and other indemnifications to Lead Public Agency.
- 1.2 Awarded vendor shall perform all duties, responsibilities and obligations, set forth in this agreement, and required under the Vendor Contract.
- 1.3 TCPN shall perform its duties, responsibilities and obligations as administrator of purchases, set forth in this agreement, and required under the Vendor Contract.

1.4 **Purchasing procedure:**

- Purchase orders are issued by participating governmental agencies to the awarded vendor indicating on the PO “**Per TCPN Contract # R 14-15** .”
- Vendor delivers goods/services directly to the participating agency.
- Awarded vendor invoices the participating agency directly.
- Awarded vendor receives payment directly from the participating agency.
- Awarded vendor reports sales monthly to TCPN.

1.5 **Customer Support:** The vendor shall provide timely and accurate technical advice and sales support to Region 4 ESC staff, TCPN staff and participating agencies. The vendor shall respond to such requests within one (1) working day after receipt of the request.

ARTICLE 2- ANTICIPATED TERM OF AGREEMENT

2.1 Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 4 ESC. Region 4 ESC will notify the vendor in writing if the contract is extended. Awarded vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

2.2 Region 4 ESC shall review the contract prior to the renewal date and notify the current awarded vendor, no less than ninety (90) days of Region 4 ESC’s intent renew the contract. Upon receipt of notice, awarded vendor must notify Region 4 ESC if it elects not to renew. Awarded vendor shall honor the administrative fee for any sales incurred throughout the life of the contract on any sales made based on a Region 4 ESC contract whether awarded a renewal or not. Region 4 ESC reserves the right to exercise each two-year extension annually.

ARTICLE 3- REPRESENTATIONS AND COVENANTS

3.1. **Scope:** This contract is based on the need to provide the economic benefits of volume purchasing and reduction in administrative costs through cooperative purchasing to schools and other members. Although contractors may restrict sales to certain public units (for example, state agencies or local government units), any contract that prohibits sales from being made to public school districts may not be considered. Sales without restriction to any Members are preferred.

3.2. **Compliance:** Cooperative Purchasing Agreements between TCPN and its Members have been established under state procurement law.

3.3. **Offeror’s Promise:** Offeror agrees all prices, terms, warranties, and benefits granted by Offeror to Members through this contract are comparable to or better than the equivalent terms offered by Offeror to any present customer meeting the same qualifications or requirements.

ARTICLE 4- FORMATION OF CONTRACT

4.1. **Offeror Contract Documents:** Region 4 ESC will review proposed offeror contract documents. Vendor’s contract document shall not become part of Region 4 ESC’s contract with vendor unless and until an authorized representative of Region 4 ESC reviews and approves it.

4.2. **Form of Contract:** The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders

referencing the requirements of the Request for Proposals. If a firm submitting an offer requires Region 4 ESC and/or Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

- 4.3. **Entire Agreement (Parol evidence)**: The contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.
- 4.4. **Assignment of Contract**: No assignment of contract may be made without the prior written approval of Region 4 ESC. Purchase orders and payment can only be made to awarded vendor unless otherwise approved by Region 4 ESC. Awarded vendor is required to notify Region 4 ESC when any material change in operations is made that may adversely affect members (i.e. bankruptcy, change of ownership, merger, etc.).
- 4.5. **Novation**: If contractor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. Region 4 ESC reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of contractor.
- 4.6. **Contract Alterations**: No alterations to the terms of this contract shall be valid or binding unless authorized and signed by a Region 4 ESC staff member.
- 4.7. **Order of Precedence**: In the event of a conflict in the provisions of the contract as accepted by Region 4 ESC, the following order of precedence shall prevail:
- Special terms and conditions
 - General terms and conditions
 - Specifications and scope of work
 - Attachments and exhibits
 - Documents referenced or included in the solicitation
- 4.8. **Supplemental Agreements**: The entity participating in the Region 4 ESC contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. Neither Region 4 ESC, TCPN, its agents, members and employees shall be made party to any claim for breach of such agreement.
- 4.9. **Adding authorized distributors/dealers**: Awarded vendors are prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under their contract award without notification and prior written approval from TCPN. Awarded vendors must notify TCPN each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can only be made to awarded vendor unless otherwise approved by TCPN. Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder, unless otherwise approved by TCPN.

ARTICLE 5- TERMINATION OF CONTRACT

5.1. **Cancellation for Non-Performance or Contractor Deficiency:** Region 4 ESC may terminate any contract if Members have not used the contract, or if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this contract due to failure by contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to contractor for acting or failing to act in any of the following:

- i. Providing material that does not meet the specifications of the contract;
- ii. Providing work and/or material that was not awarded under the contract;
- iii. Failing to adequately perform the services set forth in the scope of work and specifications;
- iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
- v. Failing to make progress in performance of the contract and/or giving Region 4 ESC reason to believe that contractor will not or cannot perform the requirements of the contract; and/or
- vi. Performing work or providing services under the contract prior to receiving a Region 4 ESC reviewed purchase order for such work.

Upon receipt of a written deficiency notice, contractor shall have ten (10) days to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by contractor under the contract shall become the property of the Member on demand.

5.2 **Termination for Cause:** If, for any reason, the Vendor fails to fulfill its obligation in a timely manner, or if the vendor violates any of the covenants, agreements, or stipulations of this contract Region 4 ESC reserves the right to terminate the contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the vendor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by vendor for this solicitation may become the property of the participating agency or entity. If such event does occur then vendor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.

5.3 **Delivery/Service Failures:** Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the contract to be terminated. In the event that the participating agency or entity must purchase in an open market, contractor agrees to reimburse the participating agency or entity, within a reasonable time period, for all expenses incurred.

5.4 **Force Majeure:** If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the

party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

- 5.5 **Standard Cancellation**: Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. Vendor may be requested to provide additional items not already on contract at any time.

ARTICLE 6- LICENSES

- 6.1 **Duty to keep current license**: Vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by vendor. Vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. Region 4 ESC reserves the right to stop work and/or cancel the contract of any vendor whose license(s) expire, lapse, are suspended or terminated.
- 6.2 **Survival Clause**: All applicable software license agreements, warranties or service agreements that were entered into between Vendor and Customer under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Order Fulfiller shall survive expiration or termination of the Contract.

ARTICLE 7- DELIVERY PROVISIONS

- 7.1 **Delivery**: Vendor shall deliver said materials purchased on this contract to the Member issuing a Purchase Order. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period the vendor must receive authorization from the purchasing agency for the delayed delivery. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.
- 7.2 **Inspection & Acceptance**: If defective or incorrect material is delivered, purchasing agency may make the determination to return the material to the vendor at no cost to the purchasing agency. The vendor agrees to pay all shipping costs for the return shipment. Vendor shall be responsible for arranging the return of the defective or incorrect material.

ARTICLE 8- BILLING AND REPORTING

- 8.1 **Payments**: The entity using the contract will make payments directly to the awarded vendor. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.
- 8.2 **Invoices**: The awarded vendor shall submit invoices to the participating entity clearly stating "*Per TCPN Contract*". The shipment tracking number or pertinent information for verification shall be made available upon request.
- 8.3 **Tax Exempt Status**: Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.

8.4 **Reporting:** The awarded vendor shall electronically provide TCPN with a detailed monthly report showing the dollar volume of all sales under the contract for the previous month. Reports shall be sent via e-mail to TCPN offices at reporting@tcpn.org. Reports are due on the **fifteenth (15th)** day after the close of the previous month. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating Members and submit one (1) report. The report shall include at least the following information listed below:

- Vendor Name
- TCPN Contract Number
- Reporting Period/Year
- Entity Name
- Entity Address (Including Street, City, State & Zip)
- Entity Purchase Order Number (Individual Purchase Order Numbers)
- Purchase Order Date
- Gross Sale Amount
- Administrative Fee (Based on Gross Sale Amount)

ARTICLE 9- PRICING

9.1 **Best price guarantee:** The awarded vendor agrees to provide pricing to Region 4 ESC and its participating entities that are the lowest pricing available and the pricing shall remain so throughout the duration of the contract. The awarded vendor agrees to lower the cost of any product purchased through TCPN following a reduction in the manufacturer or publisher's direct cost.

9.2 **Price increase:** Should it become necessary or proper during the term of this contract to make any change in design or any alterations that will increase expense Region 4 ESC must be notified immediately. Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the contract, shall be paid without prior approval. All price increases must be supported by manufacture documentation, or a formal cost justification letter.

Awarded vendor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC if requested.

It is the awarded vendor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was accepted in the original contract.

9.3 **Additional Charges:** All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

9.4 **Price reduction and adjustment:** Price reduction may be offered at any time during contract and shall become effective upon notice of acceptance from Region 4 ESC. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all Members equally; 2) reduction is for a specific time period, normally not less than thirty (30) days; 3) original price is not exceeded after the time-limit; and 4) Region 4 ESC has approved the new prices prior to any offer of the prices to a Member. Vendor shall offer Region 4 ESC any published price reduction during the contract period.

9.5 **Prevailing Wage:** It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser (Region 4 ESC or its Members). It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

9.6 **Administrative Fees:** All pricing submitted to Region 4 ESC shall include the administrative fee to be remitted to TCPN by the awarded vendor.

The awarded vendor agrees to pay administrative fees to TCPN as calculated as follows: (Sales will be calculated for fiscal year of January 1st through December 31st and reset each year)

<u>Annual Sales Through Contract</u>	<u>Administrative Fee</u>
0 - \$50,000,000	2%
\$50,000,001 - \$100,000,000	1.75%
\$100,000,001 - \$150,000,000	1.5%
\$150,000,001 - \$200,000,000	1.25%
\$200,000,001 - \$500,000,000	1%
\$500,000,001 - \$1,000,000,000	0.75%
\$1,000,000,000+	0.5%

ARTICLE 10- PRICING AUDIT

10.1 **Audit rights:** Vendor shall, at Vendor's sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Agreement. TCPN and Region 4 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. In the State of New Jersey, this audit right shall survive termination of this Agreement for a period of five (5) years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request. Region 4 ESC shall have the authority to conduct random audits of Vendor's pricing that is offered to eligible entities at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered to eligible agencies that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Vendor's pricing at Vendor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC or TCPN.

ARTICLE 11- OFFEROR PRODUCT LINE REQUIREMENTS

11.1 **Current products:** Proposals shall be for materials and equipment in current production and marketed to the general public and education/government agencies at the time the proposal is submitted.

11.2 **Discontinued products:** If a product or model is discontinued by the manufacturer, vendor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.

- 11.3 **New products/Services**: New products and/or services that meet the scope of work may be added to the contract. Pricing shall be equivalent to the percentage discount for other products. Vendor may replace or add product lines to an existing contract if the line is replacing or supplementing products on contract, is equal or superior to the original products offered, is discounted in a similar or to a greater degree, and if the products meet the requirements of the solicitation. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.
- 11.4 **Options**: Optional equipment for products under contract may be added to the contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 11.5 **Product line**: Offerors with a published catalog may submit the entire catalog. Region 4 ESC reserves the right to select products within the catalog for award without having to award all contents. Region 4 ESC may reject any addition of equipment options without cause.
- 11.6 **Warranty conditions**: All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 11.7 **Buy American requirement**: (for New Jersey and all other applicable States) Vendors may only use unmanufactured construction material mined or produced in the United States, as required by the Buy American Act. Where trade agreements apply, to the extent permitted by applicable law, then unmanufactured construction material mined or produced in a designated country may also be used. Vendors are required to check state specific requirements to ensure compliance with this requirement.

ARTICLE 12- SITE REQUIREMENTS

- 12.1 **Cleanup**: Vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by Member. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.
- 12.2 **Preparation**: Vendor shall not begin a project for which Member has not prepared the site, unless vendor does the preparation work at no cost, or until Member includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 12.3 **Registered sex offender restrictions**: For work to be performed at schools, vendor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Member's discretion. Vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.
- 12.4 **Safety measures**: Vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Vendor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.
- 12.5 **Smoking**: Persons working under the contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

- 12.6 **Stored materials:** Upon prior written agreement between the vendor and Member, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Member prior to payment. Such materials must be stored and protected in a secure location, and be insured for their full value by the vendor against loss and damage. Vendor agrees to provide proof of coverage and/or addition of Member as an additional insured upon Member's request. Additionally, if stored offsite, the materials must also be clearly identified as property of buying Member and be separated from other materials. Member must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary.

Until final acceptance by the Member, it shall be the Vendor's responsibility to protect all materials and equipment. The Vendor warrants and guarantees that title for all work, materials and equipment shall pass to the Member upon final acceptance.

ARTICLE 13- MISCELLANEOUS

- 13.1 **Funding Out Clause:** Any/all contracts exceeding one (1) year shall include a standard "funding out" clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only, provided the contract contains either or both of the following provisions:

"Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract."

- 13.2 **Disclosures:** Offeror affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

Include a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in TCPN.

The Offeror affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

- 13.3 **Indemnity:** The awarded vendor shall protect, indemnify, and hold harmless both Region 4 ESC and TCPN and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract, including any supplemental agreements with members. Any litigation involving either Region 4 ESC or TCPN, its administrators and employees and agents will be in Harris County, Texas. Any litigation involving TCPN members shall be in the jurisdiction of the participating agency.

- 13.4 **Franchise Tax:** The Offeror hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

- 13.5 **Marketing:** Awarded vendor agrees to allow Region 4 ESC to use their name and logo within website, marketing materials and advertisement. Any use of Region 4 ESC name and logo or any form of publicity, inclusive of press releases, regarding this contract by awarded vendor must have prior approval from Region 4 ESC.

- 13.6 **Certificates of Insurance**: Certificates of insurance shall be delivered to the Region 4 ESC participant prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.
- 13.7 **Legal Obligations**: It is the Offeror's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.
- 13.8 **Open Records Policy**: Because Region 4 ESC contracts are awarded by a governmental entity, responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Offeror must provide this information on the "Acknowledgement and Acceptance to Region 4 ESC's Open Record Policy" form found at the beginning of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Offeror are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

After completion of award, these documents will be available for public inspection.

[Remainder of Page Intentionally Left Blank-Signatures follow on Signature Form]

VENDOR CONTRACT SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name American Logistics Company, LLC
Address 520 W. Dyer Rd.
City/State/Zip Santa Ana, CA 92707
Telephone No. 866.999.3371
Fax No. 714.782.6067
Email address alc@alcsolutions.com
Printed name Craig Puckett
Position with company President
Authorized signature _____

Accepted by The Cooperative Purchasing Network:

Term of contract _____ **to** _____

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 4 ESC and the awarded vendor. Awarded vendor shall honor all administrative fees for any sales made based on a contract whether renewed or not.

Region 4 ESC Authorized Board Member _____
Date

Print Name

Region 4 ESC Authorized Board Member _____
Date

Print Name

TCPN Contract Number _____

Appendix D:
GENERAL TERMS & CONDITIONS ACCEPTANCE FORM

Signature on Vendor Contract Signature form certifies complete acceptance of the General Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the General Terms and Conditions:

- We take no exceptions/deviations to the general terms and conditions

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

- We take the following exceptions/deviations to the general terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general terms and conditions that you are taking exceptions/deviations to. Clearly state if you are adding additional terms and conditions to the general terms and conditions. Provide details on your exceptions/deviations below:

(Note: Unacceptable exceptions shall remove your proposal from consideration for award. Region 4 ESC shall be the sole judge on the acceptance of exceptions/deviations and the decision shall be final.)



Exceptions and Deviations

For Bid 14-15

Region 4 ESC



Exceptions and Deviations

Page 18, 5.3 Delivery/Service Failures

“In the event that the participating agency or entity must purchase in an open market, contractor agrees to reimburse the participating agency or entity, within a reasonable time period, for all expenses incurred.”

- **Exception and/or Deviation:** ALC requests that reimbursement for such expenses be limited to the difference between what ALC would have charged for like services and what the participating agency actually paid for the services and that ALC’s total liability under these circumstances be limited to 10% of the total annual value of ALC’s service offering to the specific participating agency as agreed to between the two parties. This section would only apply when Vendor and District have agreed upon a defined student population for a defined amount of time.

Page 27, Execution of Routes

“If the student is not ready for pick-up at scheduled pick-up time, the contractor is to wait five (5) minutes, and contact the family.”

- **Exception and/or Deviation:** ALC proposes a two (2) minute wait time. Our experience shows that building in five (5) minutes of wait time causes students to be dropped off at school too early when all students are on time. For example, if a route consists of five (5) students, and five (5) minutes is built in at each stop, when all students are on time they will arrive at school 25 minutes early. Routing that incorporates five (5) minute wait times also causes the students to be picked up unnecessarily early.

Page 27, Execution of Routes

“The contractor shall not transport more than three (3) students at one time in a sedan or nine (9) in a fully compliant van unless otherwise agreed to by the TCPN member.”

- **Exception and/or Deviation:** ALC uses a variety of vehicle types and will only transport the number of students that can be properly secured with a seatbelt and otherwise safely transported as required by state or local laws. We will not transport more than nine (9) students in any type of vehicle.

Appendix E: QUESTIONNAIRE

Please provide responses to the following questions that address your company's operations, organization, structure and processes for providing products and services.

1. States Covered

Offeror must indicate any and all states where products and services can be offered.

Please indicate the price co-efficient for each state if it varies.

50 States & District of Columbia (Selecting this box is equal to checking all boxes below)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Alabama | <input checked="" type="checkbox"/> Montana |
| <input checked="" type="checkbox"/> Alaska | <input checked="" type="checkbox"/> Nebraska |
| <input checked="" type="checkbox"/> Arizona | <input checked="" type="checkbox"/> Nevada |
| <input checked="" type="checkbox"/> Arkansas | <input checked="" type="checkbox"/> New Hampshire |
| <input checked="" type="checkbox"/> California | <input type="checkbox"/> New Jersey |
| <input checked="" type="checkbox"/> Colorado | <input type="checkbox"/> New Mexico |
| <input checked="" type="checkbox"/> Connecticut | <input checked="" type="checkbox"/> New York |
| <input checked="" type="checkbox"/> Delaware | <input checked="" type="checkbox"/> North Carolina |
| <input checked="" type="checkbox"/> District of Columbia | <input checked="" type="checkbox"/> North Dakota |
| <input checked="" type="checkbox"/> Florida | <input checked="" type="checkbox"/> Ohio |
| <input checked="" type="checkbox"/> Georgia | <input checked="" type="checkbox"/> Oklahoma |
| <input checked="" type="checkbox"/> Hawaii | <input checked="" type="checkbox"/> Oregon |
| <input checked="" type="checkbox"/> Idaho | <input checked="" type="checkbox"/> Pennsylvania |
| <input checked="" type="checkbox"/> Illinois | <input checked="" type="checkbox"/> Rhode Island |
| <input checked="" type="checkbox"/> Indiana | <input checked="" type="checkbox"/> South Carolina |
| <input checked="" type="checkbox"/> Iowa | <input checked="" type="checkbox"/> South Dakota |
| <input checked="" type="checkbox"/> Kansas | <input checked="" type="checkbox"/> Tennessee |
| <input checked="" type="checkbox"/> Kentucky | <input checked="" type="checkbox"/> Texas |
| <input checked="" type="checkbox"/> Louisiana | <input checked="" type="checkbox"/> Utah |
| <input checked="" type="checkbox"/> Maine | <input checked="" type="checkbox"/> Vermont |
| <input checked="" type="checkbox"/> Maryland | <input checked="" type="checkbox"/> Virginia |
| <input type="checkbox"/> Massachusetts | <input checked="" type="checkbox"/> Washington |
| <input checked="" type="checkbox"/> Michigan | <input checked="" type="checkbox"/> West Virginia |
| <input checked="" type="checkbox"/> Minnesota | <input checked="" type="checkbox"/> Wisconsin |
| <input checked="" type="checkbox"/> Mississippi | <input checked="" type="checkbox"/> Wyoming |
| <input checked="" type="checkbox"/> Missouri | |

Territories & Outlying Areas (Selecting this box is equal to checking all boxes below)

- | | |
|---|--|
| <input type="checkbox"/> American Samoa | <input type="checkbox"/> Northern Marina Islands |
| <input type="checkbox"/> Federated States of Micronesia | <input type="checkbox"/> Puerto Rico |
| <input type="checkbox"/> Guam | <input type="checkbox"/> U.S. Virgin Islands |
| <input type="checkbox"/> Midway Islands | |

2. Diversity Programs

- Do you currently have a diversity program or any diversity partners that you do business with? Yes No
- If the answer is yes, do you plan to offer your program or partnership through through TCPN Yes No

(If the answer is yes, attach a statement detailing the structure of your program, along with a list of your diversity alliances and a copy of their certifications.)

- Will the products accessible through your diversity program or partnership be offered to TCPN members at the same pricing offered by your company?
Yes No

(If answer is no, attach a statement detailing how pricing for participants would be calculated.)

3. **Minority and Women Business Enterprise (MWBE) and (HUB) Participation**

It is the policy of some entities participating in TCPN to involve minority and women business enterprises (M/WBE), small and/or disadvantaged business enterprises, disable veterans business enterprises, historically utilized businesses (HUB) and other diversity recognized businesses in the purchase of goods and services. Respondents shall indicate below whether or not they hold certification in any of the classified areas and include proof of such certification with their response.

a. **Minority Women Business Enterprise**

Respondent certifies that this firm is an MWBE Yes No

List certifying agency: _____

b. **Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)**

Respondent certifies that this firm is a SBE or DBE Yes No

List certifying agency: _____

c. **Disabled Veterans Business Enterprise (DVBE)**

Respondent certifies that this firm is a DVBE Yes No

List certifying agency: _____

d. **Historically Underutilized Businesses (HUB)**

Respondent certifies that this firm is a HUB Yes No

List certifying agency: _____

e. **Historically Underutilized Business Zone Enterprise (HUBZone)**

Respondent certifies that this firm is a HUBZone Yes No

List certifying agency: _____

f. **Other**

Respondent certifies that this firm is a recognized diversity certificate holder Yes No

List certifying agency: _____

4. **Residency**

Responding Company's principal place of business is in the city of St. George State of UT.

5. Felony Conviction Notice

Please check applicable box:

- A publicly held corporation; therefore, this reporting requirement is not applicable.
- Is not owned or operated by anyone who has been convicted of a felony.
- Is owned or operated by the following individual(s) who has/have been convicted of a felony.

*If the third box is checked a detailed explanation of the names and convictions must be attached.

6. Processing Information

Company contact for:

Contract Management

Contact Person: Gregg Prettyman
Title: Vice President, Sales & Marketing
Company: American Logistics Company, LLC
Address: 520 W. Dyer Rd.
City: Santa Ana State: CA Zip: 92707
Phone: 866.999.3371 Fax: 714.782.6067
Email: GPrettyman@ALCSolutions.com

Billing & Reporting/Accounts Payable

Contact Person: Melissa Miller
Title: Accounting Manager
Company: American Logistics Company, LLC
Address: 520 W. Dyer Rd.
City: Santa Ana State: CA Zip: 92707
Phone: 866.999.3371 Fax: 714.782.6067
Email: MMiller@ALCSolutions.com

Marketing

Contact Person: Abi Studer
Title: Marketing Manager
Company: American Logistics Company, LLC
Address: 520 W. Dyer Rd.
City: Santa Ana State: CA Zip: 92707
Phone: 866.999.3371 Fax: 714.782.6067
Email: AStuder@ALCSolutions.com

7. **Distribution Channel:** Which best describes your company's position in the distribution channel:

- Manufacturer direct Certified education/government reseller
- Authorized distributor Manufacturer marketing through reseller
- Value-added reseller Other Transportation Services

8. **Pricing Information**

- In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing.

Yes No

(If answer is no, attach a statement detailing how pricing for participants would be calculated.)

- Pricing submitted includes the required administrative fee. Yes No

(Fee calculated based on invoice price to customer)

- Additional discounts for purchase of a guaranteed quantity? Yes No

9. **Cooperatives**

List any other cooperative or state contracts currently held or in the process of securing

Cooperative/State Agency	Discount Offered	Expires	Annual Sales Volume
NA			

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Appendix F: Company Profile

For Bid 14-15

Region 4 ESC



Company Profile

Please provide the following:

Company's official registered name.

American Logistics Company, LLC

Brief history of your company. Including the year it was established.

ALC was established in January of 2007. ALC is a national pupil transportation solutions company servicing more than 90 districts in 11 states. We provide districts' alternative transportation solutions using a combination of SUVs, mini-vans, wheelchair accessible vans, and sedans to assist in transporting McKinney-Vento, ESE/special needs, out-of-district students, hard-to-serve and multi-district trips. Supplementing bus service with small capacity vehicles means that districts no longer have to pay for unused capacity and have the flexibility to expand and contract their fleet to accommodate the ever-changing requirements of these student populations.

For some accounts we transport as few as 20 students and for others we transport up to 1,200 students per day.

Based on our experience, for groups of eight or more students the school bus still remains the most efficient mode of transportation. However, when transporting fewer than eight students on one route, bus transportation costs increase exponentially and significant savings can be found when utilizing smaller vehicles for these routes.

ALC is a unique organization run by highly competent and skilled individuals with significant knowledge, experience and expertise in their respective fields and functions.

From our founder who has more than 50 years' experience and knowledge gained from ownership and operation of transportation companies across the United States, to the critical daily contributions of our subcontracted drivers and dispatch personnel, ALC is an energetic and dedicated organization with a strong foundation and an unlimited capacity for growth.

Focusing On the One

At ALC, our focus is on fulfilling special transportation needs. Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

We realize that knowing the student's preference to sit on the right-side of the vehicle, for example, or to be accompanied by a favorite stuffed animal is just as important, in many cases, as understanding their physical requirements.

For us, no student and no circumstance is too difficult to address.



Our goal is to deliver safe, reliable and high quality transportation for school districts and the families they serve. Because ALC focuses only on special transportation needs, we are able to offer a level of personalized service found nowhere else.

NAPT Recommended Service

As the only pupil transportation management company to be designated as a "Recommended Service" by the National Association for Pupil Transportation (NAPT), ALC is currently in a league of its own, representing a better, proven approach to student transportation.



Company's Dun & Bradstreet (D&B) number.
939225756

Corporate office location.

ALC
1141 W. Silicon Way
St. George, UT 84770
866.999.3371

List the total number of sales persons employed by your organization within the United States, broken down by market.

- Gregg Prettyman: Northeast
- Mike Dunne: Southeast
- Megan Carey: West
- Chad Williams: Mid-west

List the number and location of offices, or service centers for all states being offered in solicitation. Additionally, list the names of key contacts at each location with title, address, phone and e-mail address.

Oakland, California

Ron Caldwell, Account Coordinator
60 98th Ave, Ste 103
Oakland, CA 94673
510.501.2910
RCaldwell@AmericanLogistics.com

Oceanside, California

Leon Fornelli, Account Coordinator
2110 South Coast Highway 101, Ste L
Oceanside, CA 92054
760.822.6893
LFornelli@AmericanLogistics.com



Redlands, California

Jamaal Simmons, Account Coordinator
1255 W, Colton Ave, Ste 71
Redlands, CA 92374
510.542.1889
JSimmons@AmericanLogistics.com

San Clemente, California

Abi Studer, Marketing Manager
101 S. El Camino Real, Ste 107
San Clemente, CA 92672
866.999.3371 x262
ASTuder@AmericanLogistics.com

Santa Ana, California

Todd Baker, Account Coordinator
520 W. Dyer Rd
Santa Ana, CA 92707
714.589.5131
TBaker@AmericanLogistics.com

Westminster, Colorado

Roxanne Felix, Administrator
12365 N. Huron, Ste 1800
Westminster, CO 80234
951.233.1804
RFelix@AmericanLogistics.com

Addison, Texas

John Hayes, General Manager
14677 Midway Road, Building 3, Ste 200
Addison, TX 75001
925.708.9075
JHayes@AmericanLogistics.com

Houston, Texas

Travis Kay, Account Coordinator
350 N. Sam Houston Parkway East, Ste 204
Houston, TX 77060
832.633.0385
TKay@AmericanLogistics.com

St. George, Utah

Owen West, COO



1141 West Silicone Circle, Ste B
St. George, UT 84770
866.999.3371 x120
OWest@AmericanLogistics.com

Tukwila, Washington
Yahya Khedir, Account Coordinator
2901 S. 128 Street, Unit 131
Tukwila, WA 98168
206.501.1102
YKhedir@AmericanLogistics.com

Virginia
Garret Bernal, Account Coordinator
7857 Coppermine Dr., Ste 200
Manassas, VA 20109
714.321.5371
GBernal@AmericanLogistics.com

Florida
Ricardo Saenz, Account Coordinator
12515 Lake Square Circle, #405
Orlando, FL 32821
951.212.5265
RSaenz@AmericanLogistics.com

Please provide contact information for the person(s) who will be responsible for the following areas, including resumes:

Sales

Gregg Prettyman, VP Sales and Marketing
101 S. El Camino Real, Ste 107
San Clemente, CA 92672
866.999.3371 x261

Sales Support

Kristina Gallery, Sales Coordinator
101 S. El Camino Real, Ste 107
San Clemente, CA 92672
866.999.3371 x195

Marketing

Abi Studer, Marketing Manager
101 S. El Camino Real, Ste 107



San Clemente, CA 92672
866.999.3371 x262

Financial Reporting

Melissa Miller, Senior Accountant
520 West Dyer Road
Santa Ana, CA 92707
866.999.3371 x224

Executive Support

Craig Puckett, President
101 S. El Camino Real, Ste 107
San Clemente, CA 92672
866.999.3371, x222

Resumes for the individuals listed above are attached.

Define your standard terms of payment.
ALC's standard terms of payment are net 30 days.

Who is your competition in the marketplace?
ALC's competition includes any entity that provides non-bus transportation to and from school.

Overall annual sales for last three (3) years; 2010, 2011, 2012.
CONFIDENTIAL

Overall public sector sales, excluding Federal Government, for the last three (3) years;
2010, 2011, 2012.
CONFIDENTIAL

What is your strategy to increase market share?
CONFIDENTIAL

What differentiates your company from competitors?

Why We Are Different

At ALC, our focus is on fulfilling districts' special transportation needs. Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

Because ALC focuses only on special transportation needs, we are able to offer a level of personalized service found nowhere else, including:



Significantly Reduced Costs

Today, every dollar counts - especially education dollars. ALC can save school districts 20-30% on average AND provide improved service. This is a claim we can prove and one that seems hard to ignore.

Parent/Guardian Meeting

Prior to transporting any student, their parent/guardian will have the opportunity to meet with an ALC representative to discuss all aspects of the student's transportation needs.

ALC understands that knowing a student's preference to sit on the right-side of the vehicle and to be accompanied by a favorite stuffed animal is just as important, in many cases, as understanding their physical requirements. These parent/guardian meetings allow ALC to cultivate relationships with the students and their families.

Driven By Compassion - Same Driver Every Day

Consistency - it's important to your students and it's important to ALC. Our solution, which offers the same driver every day, enhances communication with parents and increases the comfort level of the students.

Because we not only match the vehicle, but also the driver with the individual needs of the child, drivers view their role as having made a commitment to serving "their" students each and every day. The result: students spend more days in the classroom, providing them and their parents stability, familiarity, security and trust.

Real-time Accountability

ALC is able to confirm the time and locations of each of the district's students' trip events. Knowing where your students are, and when they arrived, provides an additional level of comfort and safety.

Matching Each Student with the Right Vehicle

ALC's solution is uniquely customized to meet the specific needs of the district's students - today - and as their needs change. ALC ensures that each vehicle best matches the student's needs. Factors such as seating arrangements, wheelchair accessibility, additional equipment needs, and the possible need for a nurse/aide, are all considered in identifying a vehicle for your students.

NAPT Recommended Service

As the only pupil transportation solutions company to be designated as a "Recommended Service" by the National Association for Pupil Transportation (NAPT), ALC is currently in a league of its own, representing a better, proven approach to student transportation solutions.



Describe the capabilities and functionality of your firm's on-line catalog/ordering website.

Because the services we offer are customized to the needs of each account, there is no online catalog or ordering website. Available on our website, however, is a link for new clients to request an analysis of



their current program. When information is submitted, an ALC representative reaches out to that client for more information.

ALC is open to a link being placed on TCPN's website for potential clients to access more information directly from ALC's website as well as request quotes. We are also completely open to ideas that benefit the partnership of both companies.

Describe your company's Customer Service Department (hours of operation, number of service centers, etc.).

Customer Service

At ALC our customers are students with special transportation needs. As such, it is critical that we as a company do everything we can to ensure they receive the best possible service. A quality transportation experience on the way to school each day helps set the tone for the rest of the day.

That is why ALC has a dedicated customer service team that works in conjunction with the local field coordinators. School districts don't tend to have formalized grievance processes, instead, they tend to reach out directly to their local primary contact. To ensure that ALC is tracking and resolving those concerns, the local contact is required to report those grievances directly to ALC's customer service team. That team then tracks those cases and records them in our client management tool. In addition to tracking the cases, our customer service team is also available to help the local contact with:

- Putting together trip details.
- Assisting them with researching the issue.
- Helping them find the appropriate course of action that will prevent the issue going forward.

In addition to managing grievances, our customer service team also:

- Monitors Accidents and Incidents to ensure all details are collected and tracked in our system
 - Ensures clients are provided appropriate information.
- Assists upset passengers and parents in real time, so as to prevent grievances when possible.
- Helps to ensure our dispatch staff, account managers, and clients all have the same expectations of service.
- Works with dispatch managers, and field managers to proactively identify and resolve potential client relations concerns.

Below you'll find some of the additional items we have put in place to provide parents and the district easy access to ALC's account coordinators and customer service team, as well as methods to provide on-going feedback and suggestions.

Custom Contact Information

Each school district we work with, receives a custom email address and toll free number for parents to call with questions, concerns, or other feedback. The extension on the card, puts parents, district officials, etc., in touch with your local ALC Account Coordinator.



Under the District’s direction, ALC provides printed cards with the contact information to be given to parents/guardians, District Officials, and others as directed. Each card also includes brief instructions on the back.



Feedback Cards

ALC has developed the cards pictured below, which can be customized for your district and given out at any time. The cards help collect feedback from the parents/guardians of the students being transported. The cards are printed with English on one side and Spanish on the other.



All responses received are shared with the District, positive or otherwise. ALC is committed to customer satisfaction at all levels.



Complaints or Grievances

ALC keeps complete and accurate records of all written and oral complaints received regarding the services of the Contractor. Every complaint (tracked either via phone call, email or directly to a rep) creates a case, which is tracked by ALC's electronic system. Every case is addressed within 24 hours and we have a goal to have successful resolution to every case within 48 hours, with a written report.

Feedback sources include, but are not limited to:

- District's employees or agents
- Parents/guardians of transported students
- State or Federal Agencies
- Other School Districts

ALC further agrees to provide to the District a written report, as requested, listing said complaints and actions taken, if any, to resolve each complaint. The contents of these records and reports shall comply with written guidelines and instructions issued by the District.

Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

ALC has never been involved in any litigation involving former or current clients. We have not filed bankruptcy, nor undergone reorganization.

In the seven (7) years that ALC has been in business, it has been involved with claims brought by an employee or independent contractor regarding wage/hour or classification cases on approximately less than five (5) occasions. All cases were resolved favorably for ALC.



Marketing/Sales

Detail how your organization plans to market this contract within the first ninety (90) days of the award date. This should include, but not be limited to:

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Describe how your company will demonstrate the benefits of this contract to eligible entities, if awarded.

ALC has and will continue to develop messaging designed to communicate the benefits of using TCPN to contract with ALC to provide alternative transportation services. Below is an example of our current messaging.

ALC Awarded National Transportation Contract

ALC was awarded a national transportation contract by TCPN's (The Cooperative Purchasing Network) governmental lead agency – Region 4 Education Service Center. This contract allows ALC to provide school districts with "Alternative Student Transportation" services. The purchasing process through TCPN complies with all procedures mandated by state procurement laws and regulations. The TCPN contract allows districts to save the costs associated with the competitive bid process, while reaping the benefits of nationally leveraged pricing, all at no cost to the district.

If your district has alternative student transportation needs in any of the following areas, ALC has a solution for you:

- McKinney-Vento
- Students with Special Needs
- Hard-to-Serve Trips
- Students Traveling Out-Of-District
- Multi-District Coordination

Who is TCPN?

TCPN is a national governmental purchasing cooperative that leverages the purchasing potential of governmental entities in all 50 states to achieve equal pricing for the smallest entity to the largest buyer. TCPN contracts are available for use, and benefit public and private schools, colleges, universities, cities, counties, non-profits and governmental entities.

Cooperative purchasing means fiscally sound procurement and ensuring that school districts are getting a good value for every dollar they spend. When public entities come together to share services, they benefit from significant time and costs savings.

Did you know state laws encourage participation in cooperative purchasing to eliminate duplication of efforts? TCPN's lead agency maintains ISO 9001:2008 certification for bid process consistency. Contracts are actively monitored through third-party audits.

How to Work With ALC through TCPN

Procurement of ALC's alternative transportation services through TCPN is simple.



1. If you're not sure if your district is a member of TCPN, call TCPN Membership at 888.884.7695 to find out.
2. If your district has a membership with TCPN, simply contact an ALC representative for more details on the services provided, and for pricing information.
 - a. If your district decides to contract with ALC, the district should then submit a purchase order, referencing ALC's TCPN contract number, R5057, and stating "Per TCPN Contract."
3. If your district is not a member of TCPN, you can visit www.tcpn.org and click on "Sign Up". Signing up is as easy as completing a simple form and submitting it online.

The TCPN Process

- Research and Development of bid speculations
- Compilation of solicitation documents
- Advertisement of the solicitation both on the TCPN website and in newspapers (including USA Today) for a minimum of two (2) weeks
- Receipt of sealed responses that are duly recorded and opened publicly
- Tabulation and evaluation of all responses
- Recommendation of vendor contract awards
- Contract awarded by a government agency serving in the lead agency role

For More Information

To learn more about ALC's partnership with TCPN, contact ALC at (866) 999-3371 x777 or via a-mail at alc@americanlogistics.com. TCPN Administration and Support can be reached at www.tcpn.org or at (888) 884-7695.

The ALC Difference

At ALC, our focus is on fulfilling districts' special transportation needs. Our goal is to deliver safe, reliable and high quality transportation for school districts and the families they serve.

Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

Because ALC focuses only on special transportation needs, we are able to offer a level of personalized service found nowhere else, including:

Parent/Guardian Meeting

Prior to transporting any student, their parent/guardian will have the opportunity to meet with an ALC representative to discuss all aspects of their student's transportation needs.

ALC understands that knowing a student's preference to sit on the right-side of the vehicle and to be accompanied by a favorite stuffed animal is just as important as understanding their physical requirements. These parent/guardian meetings allow ALC to cultivate relationship with the students and their families.



Real-Time Accountability

ALC is able to confirm the time and locations of each of the district's students' trip events. Knowing where your students are, and when they arrived, provides an additional level of comfort and safety.

Matching Each Student With The Right Vehicle

ALC's solutions is uniquely customized to meet the specific needs of the district's students – today – and as their needs change. ALC confirms that each vehicle best matches the student's needs. Seating arrangements, wheelchair accessibility, additional equipment needs, and the possible need for a nurse/aide, are all considered in identifying a vehicle for each student's needs.

NAPT Recommended Service

As the only pupil transportation solutions company to be designated as a "Recommended Service" by the National Association for Pupil Transportation (NAPT), ALC is currently in a league of its own, representing a better, proven approach to student transportation solutions.

Explain how your company will demonstrate the benefits of this contract to eligible entities if awarded.

Please see the answer to the question above.

Provide a detailed ninety (90) day plan describing how the contract will be implemented within your firm.

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Describe how you intend to train your national sales force on the Region 4 ESC agreement.

Our sales reps are trained on all aspects of the agreement we have with Region 4 ESC and will continue to promote the opportunity to potential customers. One of the benefits associated with this contract is that school districts have an opportunity to save the resources associated with going through a lengthy bid process. If awarded again, our sales reps will continue to discuss that opportunity with school districts throughout the country, encouraging them to join Region 4 ESC or TCPN if they are not already members.

Acknowledge that your organization agrees to provide its company logo(s) to Region 4 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

ALC's company logos will be provided to Region 4 ESC upon award of the agreement, and we give Region 4 ESC and TCPN to reproduce these logos for any marketing communications and/or promotions.

Provide the revenue that your organization anticipates each year for the first three (3) years of the agreement.

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Administration

Describe your company's implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative's name(s), contact person(s) and contact information as reference(s).

Since being awarded a contract with Region 4 ESC and TCPN a little over five (5) years ago, each of ALC's sales representatives has been trained and has successfully implemented the agreement in multiple states. ALC has made a concentrated effort in the state of Texas to pitch the TCPN agreement and steer clients in that direction. In the past two years alone, ALC has grown from zero clients in Texas to currently servicing 18 school districts, all of which operate under our TCPN contract.

In California we have had success in transitioning expiring ALC contracts over to TCPN contracts, thus helping the districts to save time and money in procurement costs and allowing them to continue a successful partnership with ALC. We have worked closely with TCPN to train our sales reps and to involve TCPN sales reps in our outreach and education efforts.

Cooperative's Name: Region 4 ESC, TCPN

Contact Person and Information: Tray Moses, TMoses@TCPN.org, 713.554.0557

Describe the capacity of your company to report monthly sales through the agreement. Every client agreement is tracked through ALC's customer reporting management system. At the end of each month, a report is automatically generated showing each contract associated with the cooperative's agreement. The report is automatically sent to our accounting department each month, keeping them informed of all contracts we have through the cooperative. Our accounting department then works with the appropriate personnel at Region 4 ESC/TCPN to coordinate payment.

Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency.

ALC offers a variety of reports with regards to:

- On-time-performance
- Accident ratios
- Student no-shows and cancellations
- Riders by route
- Daily trip record by route
- Monthly service summary
- Fleet tracking reports with activity landmarks and efficiency

ALC has a dedicated software development team on staff and can easily access any and all data, exporting it exactly as required in any format determined by the District. ALC currently exports data for the purpose of reporting and data reconciliation in a variety of formats, including comma separated (.csv), MS Excel, (.xls and .xlsx), and ASCII text (.txt). Other available options include MS Access, tab-delimited values, XML, etc. Summary reports are generally given in PDF format for easy viewing. Data



can be delivered using a variety of transport methods including email, FTP, SFTP, and web-based document management. Where needed, various encryption methods can be used as well, including PGP and AES encrypted zip.

Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.

See the Pricing section behind tab 7.

Green Initiatives

- We are committed to helping build a cleaner future! As our business grows, we want to make sure we minimize our impact on the Earth's climate. So we are taking every step we can to implement innovative and responsible environmental practices throughout Region 4 ESC to reduce our carbon footprint, reduce waste, promote energy conservation ensure efficient computing, and much more. We would like vendors to partner with us in this enterprise. To that effort, we ask respondents to provide their company's environmental policy and/or green initiative.

Please provide your company's environmental policy and/or green initiative.

ALC is committed to providing services that save districts money and help to reduce their carbon footprint. The ALC solution for special transportation needs reduces carbon emissions by reducing the number of buses needed to transport students. Through the use of a fully compliant mix of vehicles, including SUVs, mini-vans, wheelchair accessible vans, and sedans, ALC helps Districts reduce fuel consumption and diminish the impact that larger vehicles have on the environment. Additionally, our use of established transportation providers naturally cycles in newer, more carbon efficient vehicles.

Subcontractor Plan

Please indicate whether your company self-performs and will continue to self-perform all work. If subcontractors are used or may be used to perform any work on a contract resulting from the RFP, please provide your company's subcontracting plan.

ALC employees manage all aspects of account management. From dispatch and reporting to customer service and on-the-ground field operations and account management. Subcontractors are used to service the trips. And although ALC works with subcontractors to provide the transportation ALC is 100% responsible for all aspects of the service, including insurance, liability and quality control measures. The following provides an overview of ALC's subcontracted drivers.

ALC Subcontracted Drivers

Not Just Anyone Will Do

Not just anyone will do when it comes to serving children with special transportation needs. That's why we take great care to make sure that anyone driving your students is fully trained and capable of



addressing the student's unique challenges; and is compassionate and respectful of the children and families you serve.

We employ rigorous recruiting criteria; ALC's vetting process separates out those drivers who are not only technically qualified to provide the needed service, but also further filters out those drivers who do not meet the "customer service oriented" requirements that make ALC subcontractor drivers ideally suited for special needs school transportation.

Interested providers take part in ALC's extensive screening process, which includes in-person interviews and thorough background checks. Prospective drivers utilized for this program must be courteous, caring and professional, and demonstrate the right attitude and aptitude to handle the specific requirements of special needs students. All subcontractors' drivers undergo extensive background checks and are enrolled in a DOT compliant drug screening program. Each new contractor is thoroughly screened and tested to ensure that they are compliant with DOT regulations and then entered into a random sampling rotation to ensure continued compliance.

Less than 10% of ALC's subcontractor driver's turnover each year. Our low attrition rate is due to our extensive subcontractor driver screening process, and our ability to compensate them above standard rates. However, we also believe it has much to do with our careful review of a subcontractor's driver workforce to ensure we contract with those that have the right attitude and aptitude. Because we match each individual driver to each individual student and family, the drivers see their role as much more than just a job, they see it as demonstrated commitment to that student/family.

Consistency - it's important to your special needs students and it's important to ALC. That's why we strive to ensure that each of these students rides with the same driver every day. As a result, the students enjoy more stability, familiarity, security and trust.

All of our selected subcontractors' drivers carry a mobile data device (MDD) which includes Automatic Vehicle Location that allows ALC to locate and monitor the vehicles and provide accurate customer service and minimize anxiety and downtime.

ALC's business model is performance-driven and rewards drivers that consistently deliver high quality customer service. Because our routing produces cost efficiencies, this makes ALC transport requests very desirable and allows ALC to be very selective about the providers we select by attracting a large pool of potential drivers.

ALC only contracts with providers whose drivers are courteous, caring and professional, and demonstrate the right attitude and aptitude to handle the specific requirements of special needs students. We realize that knowing the student's preference to sit on the right-side of the vehicle, for example, or to be accompanied by a favorite stuffed animal is just as important, in many cases, as understanding their physical requirements.

Service Assurance

What matters most to ALC is the safety of your students. That's why any driver providing service to your students has met the following criteria:



- Valid driver's license appropriate for the vehicle being driven
- Valid registration and insurance required for the vehicle
- Ongoing DMV record review for an indication of safety and driving habits
- Criminal background check
- Must test negative on random alcohol/drug screening
- Completed detailed Contractor/Driver Information Form and in-person meeting and review
- Meets all school district requirements
- Meets other state specific requirements

Any driver that is being considered to provide services to ALC must first undergo an extensive background check and be enrolled in a DOT compliant drug and alcohol screening program. Each driver new to the ALC program is thoroughly screened and tested to ensure that they are compliant with DOT regulations and then entered into a random sampling pool which mirrors the required sampling rate to ensure continued compliance.

Drivers are subject to DMV record screening, as well as Department of Justice (DOJ), FBI and Child Index finger printing. We take these measures very seriously, to ensure driver qualifications and safety.

We conduct regular, on-street observation and compliance monitoring of special needs transportation operations as well as on-board ride checks, to assess vehicle condition, operator professionalism, performance, and service rule adherence. This is an added precaution we take to ensure safe, consistent, reliable and courteous service.

Our subcontractor drivers are trained to work with special needs students, and the ALC's fleet contains vehicles that are wheelchair-accessible and will accommodate other non-ambulatory needs. The drivers are trained in the use of this equipment, the distinct requirements of special needs passengers and the operation of the vehicles in the specific pick-up and drop off environment. Our extensive experience has shown us that transporting passengers with cognitive and physical challenges to and from school sometimes requires adaptive or assistive equipment and accommodations, and ALC accommodates all these requirements.

We use proprietary technology to monitor DMV records, and other required licenses, certifications, insurances and permits to make sure they are always current and up to date. ALC maintains all driver records in our Intelligent Transportation System (ITS) – the “nerve center” of all our operations. The operator's records are updated both physically and digitally whenever a change in status occurs.

Records that are monitored include but are not limited to:

- Background check
- Drug-test results
- Insurance certificates
- Driver's license and permit
- DMV Pull Notice
- DOJ background checks
- Company permit



- Certifications of training and re-training

Our ITS automatically emails the provider a notification 30 days, 15 days and 5 days prior to an expiration event. Five days before an expiration event, the Project Manager and the Customer Service Team are also notified so they can personally remind the subcontractor and the subcontractor's driver of the expiration date. This notification prevents a possible disruption in service created by the loss of a driver.

Vendor Certifications (if applicable)

Provide a copy of all current licenses, registration and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

ALC contracts with for-hire transportation providers who are properly licensed and permitted by the appropriate agencies to provide services in their local area. Prior to providing services, each driver must demonstrate that they have the applicable license and permit required by state and local regulations, as well as client requirements. Upon request, clients are permitted to audit driver documents to verify that the proper documentation is in place.

References

Provide a minimum of ten (10) customer references for product and/or services of similar scope dating within the past three (3) years. Please try to provide an equal number of references for K12, Higher Education and City/County entities. Provide the following information for each reference:

As per the RFP, please see the References section for this information.



ALC & TCPN

ALC Awarded National Transportation Contract

ALC was awarded a national transportation contract by TCPN's (The Cooperative Purchasing Network) governmental lead agency – Region 4 Education Service Center. This contract allows ALC to provide school districts with “Alternative Student Transportation” services. The purchasing process through TCPN complies with all procedures mandated by state procurement laws and regulations. The TCPN contract allows districts to save the costs associated with the competitive bid process, while reaping the benefits of nationally leveraged pricing, all at no cost to the district.

If your district has alternative student transportation needs in any of the following areas, ALC has a solution for you:

- McKinney-Vento
- Students with Special Needs
- Hard-to-Serve Trips
- Students Traveling Out-Of-District
- Multi-District Coordination

Who is TCPN?

TCPN is a national governmental purchasing cooperative that leverages the purchasing potential of governmental entities in all 50 states to achieve equal pricing for the smallest entity to the largest buyer. TCPN contracts are available for use, and benefit public and private schools, colleges, universities, cities, counties, non-profits and governmental entities.

Cooperative purchasing means fiscally sound procurement and ensuring that school districts are getting a good value for every dollar they spend. When public entities come together to share services, they benefit from significant time and costs savings.

Did you know state laws encourage participation in cooperative purchasing to eliminate duplication of efforts? TCPN's lead agency maintains ISO 9001:2008 certification for bid process consistency. Contracts are actively monitored through third-party audits.

How to Work With ALC through TCPN

Procurement of ALC's alternative transportation services through TCPN is simple.

1. If you're not sure if your district is a member of TCPN, call TCPN Membership at 888.884.7695 to find out.
2. If your district has a membership with TCPN, simply contact an ALC representative for more details on the services provided, and for pricing information.
 - a. If your district decides to contract with ALC, the district should then submit a purchase order, referencing ALC's TCPN contract number, R5057, and stating “Per TCPN Contract.”
3. If your district is not a member of TCPN, you can visit www.tcpn.org and click on “Sign Up”. Signing up is as easy as completing a simple form and submitting it online.

ALC's Contract Info

ALC's TCPN Contract #: R5057

TCPN's Due Diligence Documents:

www.AmericanLogistics.com/Schools/TCPN

TCPN Website: www.TCPN.org

TCPN Contact: Tray Moses,
713.554.0557, TMoses@TCPN.org

Order Placement: Contract terms allow POs to be sent directly to ALC and must reference “Per TCPN Contract”.





The TCPN Process

- Research and Development of bid speculations
- Compilation of solicitation documents
- Advertisement of the solicitation both on the TCPN website and in newspapers (including *USA Today*) for a minimum of two (2) weeks
- Receipt of sealed responses that are duly recorded and opened publicly
- Tabulation and evaluation of all responses
- Recommendation of vendor contract awards
- Contract awarded by a government agency serving in the lead agency role

For More Information

To learn more about ALC's partnership with TCPN, contact ALC at (866) 999-3371 x777 or via a-mail at alc@americanlogistics.com. TCPN Administration and Support can be reached at www.tcpn.org or at (888) 884-7695.

The ALC Difference

At ALC, our focus is on fulfilling districts' special transportation needs. Our goal is to deliver safe, reliable and high quality transportation for school districts and the families they serve.

Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

Because ALC focuses only on special transportation needs, we are able to offer a level of personalized service found nowhere else, including:

Parent/Guardian Meeting

Prior to transporting any student, their parent/guardian will have the opportunity to meet with an ALC representative to discuss all aspects of their student's transportation needs.

ALC understands that knowing a student's preference to sit on the right-side of the vehicle and to be accompanied by a favorite stuffed animal is just as important as understanding their physical requirements. These parent/guardian meetings allow ALC to cultivate relationship with the students and their families.

Real-Time Accountability

ALC is able to confirm the time and locations of each of the district's students' trip events. Knowing where your students are, and when they arrived, provides an additional level of comfort and safety.

Matching Each Student With The Right Vehicle

ALC's solutions is uniquely customized to meet the specific needs of the district's students – today – and as their needs change. ALC confirms that each vehicle best matches the student's needs. Seating arrangements, wheelchair accessibility, additional equipment needs, and the possible need for a nurse/aide, are all considered in identifying a vehicle for each student's needs.

NAPT Recommended Service

As the only pupil transportation solutions company to be designated as a "Recommended Service" by the National Association for Pupil Transportation (NAPT), ALC is currently in a league of its own, representing a better, proven approach to student transportation solutions.

Don't just take our word for it...ask our customers!

www.ALCschools.com



Appendix I:
EVALUATION QUESTIONNAIRE/SELF CHECKLIST

Products/Pricing (40 Points)

1. Are all products and services being proposed listed under APPENDIX B on a corresponding electronic device? Yes No
2. Is there a price list for all available products/services on a corresponding electronic device?
Yes No
3. Did you provide the warranty information that is offered by your company?
Yes No
4. Will customers be able to verify they received the contract price?
Yes No

Please explain how they would verify the contract price.

Please see the Pricing section behind tab 7.

5. What payment methods do you accept?
A. Check B. ACH

Performance Capability (30 Points)

1. Did you indicate which states you can deliver to under APPENDIX E, Question 1?
Yes No
2. What is the capability of your company to respond to emergency orders?
Please explain what actions you would take. See the Value Add section behind tab 8.
3. Please provide your company's average fill rate over the last three fiscal years.
1) _____ 2) _____ 3) _____
This is not applicable to our services.
4. Please provide your company's average on time delivery rate over the last fiscal year.
95%
5. Does your company agree to the following statement on shipping charges "*All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.*"? Yes No

If not please explain. This is not applicable to our services.

6. What is your company's return and restocking policy? Are there any applicable fees?
Please provide a brief description and example. Not applicable.
7. What is your company's history of meeting shipping and delivery timelines?
Not applicable.
8. Will your company be able to meet the one year warranty guarantee as stated on page 16 under pricing? Yes No

If not, please explain. This is not applicable to our services.

9. Did you provide your company's information regarding your customer service department as per APPENDIX F, Question 15? Yes No
10. What is your company's current invoicing process?
Please see the Pricing section behind tab 7.
11. Did you indicate how your company will implement the contract as per APPENDIX F, Question 20? Yes No
12. Did you provide your Dun & Bradstreet number? Yes No
13. Did you provide information on your website and on-line ordering capacities as per APPENDIX F, Question 14? Yes No

Qualification and Experience (20 points)

1. What is your company's reputation in the marketplace?
See Company Profile behind tab 3.
2. What is the reputation of your products and/or services in the marketplace?
See Company Profile behind tab 3.
3. Does your company have past experience with Region 4 ESC and/or TCPN members?
If so, please list them and their contact information (Up to five).
See Company Profile behind tab 3.
4. Did you list your key employees and their qualifications as per APPENDIX F, Question 6?
Yes No
5. Did you provide the locations and sales persons who will work on the contract as per APPENDIX F, Question 6 & 7? Yes No
6. What past experience does your company have working in the government sector?
See Company Profile behind tab 3.
7. Did you provide information on working with cooperative purchasing programs as per APPENDIX F, Question 24? Yes No
8. Did you provide information on any litigation, bankruptcy, reorganization, etc. as per APPENDIX F, Question 16? Yes No
9. Did you submit at least 10 customer references relating to the products and services within this RFP, with an equal representation coming from K12, Higher Education and City/County/non-profits entities as per APPENDIX F? Yes No
10. Did you list and submit all applicable MWBE, HUB, DVBE, small and disadvantaged business certifications that your company holds? Yes No
11. Did you list and submit all applicable M/WBE, HUB, DVBE, small and disadvantaged business and other diverse certifications that your company holds? Yes No

Value Add (10 Points)

1. Did you submit a marketing plan as per APPENDIX F, Question 17?
Yes No
2. Did you provide a national sales training plan as per APPENDIX F, Question 21?
Yes No



The ALC Model

For Solicitation 14-15
Region 4 ESC



This section includes the information required to address the following sections from Appendix B of Solicitation 14-15:

Contractor Qualifications

Transportation will be established based upon the student enrollment provided by the “School District” and may change. Preference will be given to the transportation company who can provide the most effective combination of services to support the needs of the “School District”, including;

- *Management of the transportation program.*
- *Routing strength.*
- *Communications, with “School District”, Faculty and Parents (Contractor may be required to list hours of operation and response modes).*
- *Ambulatory transportation.*
- *Wheel chair transportation.*
- *Special needs transportation, including McKinney-Vento and 504 Needs (Contractor may be required to list experience in transporting students with special needs).*
- *Contractor will be required to provide an appropriate compliant vehicles and trained drivers to meet the needs of each specific trip.*

Transportation contractors must be flexible to accommodate fluctuations in routing in a timely manner as determined by School District. For alternative transportation, route changes are considerably more frequent than in regular education transportation due to frequent changes in designations and laws.

The contractor shall in addition to alternative transportation service, provide illness, suspension and miscellaneous student pickup as needed.

The contractor must coordinate all alternative transportation service with the “School District” Transportation Office unless otherwise determined. Transportation for any student not defined by the “School District” will be means of contract review, up to and including termination of the contract.



Who We Are

At ALC, our sole focus is on fulfilling districts' special transportation needs. Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

ALC supplements districts' transportation programs using mini-vans, SUVs and sedans to assist in transporting McKinney-Vento, ESE/special needs, out-of-district students, hard-to-serve and multi-district trips. Supplementing bus service with small capacity vehicles means that districts no longer have to pay for unused capacity and have the flexibility to expand and contract their fleet to accommodate the ever-changing requirements of these student populations.

We realize that knowing the student's preference to sit on the right-side of the vehicle, for example, or to be accompanied by a favorite stuffed animal is just as important, in many cases, as understanding their physical requirements.

For us, no student and no circumstance is too difficult to address.

Our goal is to provide safe, reliable and high quality transportation for school districts and the families they serve. Because ALC focuses only on special transportation needs, we are able to offer a level of personalized service found nowhere else.

Who We Serve

For more than seven years, ALC has been coordinating the alternative transportation needs of districts across the country.

Whether assisting districts with their McKinney-Vento program, their hardest to serve trips, or their special needs students, ALC provides a scalable solution that can expand or contract to accommodate these ever-changing populations.

If your district has special transportation needs in any of the following areas, ALC has a solution for you.

- McKinney-Vento
- Students with Special Needs
- Hard-to-Serve Trips
- Students Traveling Out-of-District
- Multi-District Coordination
- Summer School & ESY Programs

How We Do It

The ALC Model meets districts' special transportation needs by coordinating a combination of SUVs, mini-vans, wheelchair accessible vans, and sedans to transport McKinney-Vento, special needs, and out-of-district students, as well as hard-to-serve and multi-district trips.



By matching the right vehicle with the right trip, districts no longer have to pay for unused capacity. This model also gives districts the flexibility to expand and contract their fleet to accommodate the ever-changing requirements of these student populations.

Routing

To promote efficiency and reduce drive time, ALC's proprietary routing and optimization software uses real-time route optimization algorithms to maximize route productivity and vehicle utilization. Once the routes have been analyzed, reviewed and approved, we then establish the most efficient blend of vehicles to provide a sustainable solution.

Prior to the beginning of each school year, ALC routes and schedules based on information given to dispatch by the District. If the District desires information to roll over to the following school year, ALC will accommodate this request. If the District prefers to offer a new list of students prior to each school year, accounting for students who have moved or graduated, ALC will accommodate that request as well.

To add a new student, the District simply sends the student's information to ALC dispatch. An ALC dispatcher will add the student to the appropriate route, based on the student's needs. If a new route is needed, it is created with District approval.

Reduced Costs

Today, every dollar counts - especially education dollars. In the budget-strained field of school transportation, the ALC Model allows us to make and verify an exceptionally unique claim: reduced costs and improved service levels.

In fact, ALC can save school districts an average of 20-30%, while never losing sight of each student's individual needs and unique circumstances. This is a claim we can prove and one that seems hard to ignore.

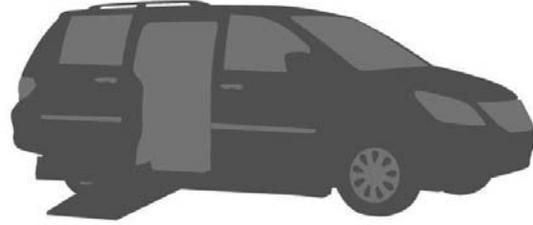
When it comes to transporting students with special needs, "one size does not fit all." We understand that each student has unique needs that must be accommodated. By ensuring that each student is matched with the appropriate vehicle, and that each vehicle is efficiently routed, ALC is able to reduce costs for the school district and help minimize the amount of time each student spends in transit to and from school.



ALC transports students in one of the following vehicle types:



SUV



Wheel Chair Accessible Van



Mini-Van



Sedan

Not Just Anyone Will Do

Not just anyone will do when it comes to serving children with special transportation needs. That's why we take great care to make sure that anyone driving your students is fully qualified and capable of addressing each student's unique challenges; and is compassionate and respectful of the children and families you serve.

Consistency - it's important to your special needs students and it's important to ALC. That's why we strive to ensure that each of these students rides with the same driver every day. As a result, the students enjoys more stability, familiarity, security and trust.

Because we not only match the vehicle but also the driver with the individual needs of each student, drivers view their role as having made a commitment to serving "their" students each and every day.

Service Assurance

What matters most to ALC is the safety of your students. That's why any vehicle or driver providing service to your students has confirmed that they are fully qualified and have met the following criteria:

Drivers: ALC confirms that drivers have complied with the following, as required by state law or your district:

- Valid driver's license appropriate for the vehicle being driven
- Valid registration and insurance required for the vehicle
- Ongoing DMV record review for an indication of safety and driving habits
- Criminal background check
- Must test negative on random alcohol/drug screening
- Completed detailed Contractor/Driver Information Form and in-person meeting and review



- TB testing
- Meets all school district requirements
- Meets other state specific requirements

Vehicles: ALC confirms that vehicles comply with the following as required by state law or by your school district:

- Current registration
- Insurance verification
- Valid vehicle permit
- Vehicle inspection
- Meets all district safety, maintenance and cleanliness standards
- Meets other state specific requirements

Why We Are Different

At ALC, our focus is on fulfilling districts' special transportation needs. Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

Because ALC focuses only on special transportation needs, we are able to offer a level of personalized service found nowhere else, including:

ALC Outreach Program

ALC understands that any change is difficult for parents/guardians and students. That's why we go out of our way to ensure that parents have been alerted to the fact that ALC will be assisting the district with their transportation program and the parent/guardians and student(s) understand they will be transported in a non-bus vehicle. ALC accomplishes this education process through several different methods. Those methods and examples have been outlined below:

Letter from the District introducing ALC's services

ALC provides the district with a customized letter they can put on their letterhead, notifying parents/guardians of the changes in transportation services. Attached in this section is a sample of the letter.

Letter from ALC introducing ourselves

Upon the Districts request, ALC will send a letter to all parents/guardians introducing ourselves and our services. See attached sample in this section.

Parent/Guardian Meeting

Prior to students being picked up for the first time, their parent/guardian will have the opportunity to meet with an ALC representative to discuss all aspects of the student's transportation needs. These parent/guardian meetings allow ALC to cultivate relationships with students and their families. Also, ALC has developed a **Student Transportation Guide** (enclosed), which provides an overview of what parents/guardians can expect from ALC.



Student Transportation Guide

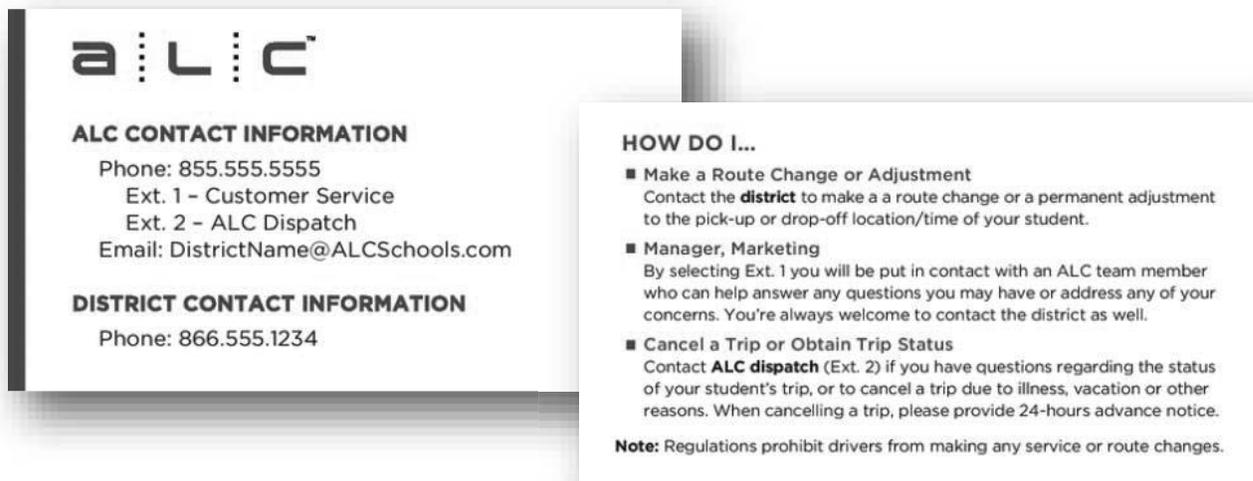
Our Student Transportation Guide has been developed to help parents/guardians understand more about their student's transportation. We have them available both in English and Spanish and are able to send them to parents as directed by the District. Attached is a printed copy of the booklet.

District Parent Night – Introducing ALC

Under direction from the District, ALC will conduct a District Parent/Guardian Night. This is a Question & Answer evening designed to help parents get to know ALC and to learn more about their student's transportation.

Custom Contact Information Cards

Each school district we work with, receives a custom ALC email address and toll free number for parents to call with questions, concerns, or other feedback. Under the District's direction, ALC provides printed cards with the contact information to be given to parents/guardians, District Officials, and others as directed. Each card also includes brief instructions on the back.



Customer Survey

After the first two weeks of service, ALC reaches out to the families of the students we are transporting to get their feedback and suggestions on how ALC is doing. We follow-up again at the end of each semester to make sure we have an accurate assessment of how we are performing.



<p>Dear Parent/Guardian,</p> <p>As the school year comes to a close, we wanted to express our gratitude to you for allowing ALC to assist [redacted] in transporting your student(s) this past year.</p> <p>We value your opinion and would appreciate you taking a moment to provide us with any feedback (positive or negative) you may have from your experience with ALC's transportation model this past year.</p> <p>Please email us at: ALC@ALCSchools.com</p> <p>Thank you,</p> <p>The ALC Team</p> 	<p>Estimado Padre/Tutor</p> <p>Ya que el año escolar llega a su fin, queremos agradecerles por permitir a ALC en apoyar a [redacted] en transportar a sus estudiantes este año pasado.</p> <p>Valoramos su opinión y apreciaríamos que se tomara un minuto de su tiempo para darnos sus recomendaciones (positivas o negativas) basadas en su experiencia con el modelo de transportación de ALC este último año.</p> <p>Por favor contáctenos a: ALC@ALCSchools.com</p> <p>Gracias,</p> <p>El Equipo de ALC</p> 
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Driven By Compassion - Same Driver Every Day

Consistency - it's important to your students and it's important to ALC. Our solution, which offers the same driver every day, enhances communication with parents and increases the comfort level of the students.

Because we not only match the vehicle, but also the driver with the individual needs of the child, drivers view their role as having made a commitment to serving "their" students each and every day. The result: students spend more days in the classroom, providing them and their parents stability, familiarity, security and trust.

Real-time Accountability

ALC is able to confirm the time and locations of each of the district's students' trip events. Knowing where your students are, and when they arrived, provides an additional level of comfort and safety.

Matching Each Student With The Right Vehicle

ALC's solution is uniquely customized to meet the specific needs of the district's students - today - and as their needs change. ALC ensures that each vehicle best matches the student's needs, including any requirements listed on their IEP. Factors such as seating arrangements, wheelchair accessibility, additional equipment needs, and the possible need for a nurse/aide, are all considered in identifying a vehicle for your students.

NAPT Recommended Service

As the only pupil transportation solutions company to be designated as a "Recommended Service" by the National Association for Pupil Transportation (NAPT), ALC is currently in a league of its own, representing a better, proven approach to student transportation solutions.





Scheduling, Routing & Dispatch

For Solicitation 14-15

Region 4 ESC



This section includes the information required to address the following sections from Appendix B of Solicitation 14-15:

Route Information

Student Information shall be provided by contracting School District which may include: student addresses, schools of attendance, bell schedules, equipment needs, current inventory of vehicles used for transporting the students and approximate associated costs.

If provided, Contractor recognizes that this information is protected under federal law and should hold it confidential and use it only to establish routes for quoting purposes.

PERFORMANCE REQUIREMENTS

General Requirements

The contractor shall provide alternative transportation service for the “School District” in accordance with the terms and conditions specified herein. For purposes of this document, the contractor shall agree that alternative transportation service shall be defined only as a portal-to-portal transportation service in the appropriate vehicle.

Non-designated individuals will not be allowed to ride in vehicles transporting “School District” students. The contractor shall provide safe and timely service. The contractor shall transport the students to/from school in a time frame determined appropriate by the “School District”.

If requested by the “School District”, the contractor shall provide alternative transportation service during the subsequent summer school term. The “School District” believes, but cannot guarantee, that alternative transportation service will be limited during the summer school term.

Execution of Routes

“School District” shall provide the contractor with information pertinent to transportation of students, similar to Attachment 1 of this document. Said information shall include the students requiring alternative transportation and their respective addresses, pickup/drop-off locations, school name, bell times and special equipment needed (i.e. car seats, safety vests/harnesses and wheel chairs). “School District” will approve all routes based on additions and changes.

Contractor to describe transition and start up plans that create smooth operation (provide examples of school “School District” start up plans, to include scope, number of vehicles, required equipment, organizational structure, timing and number of routes).

The contractor shall make all changes for regularly scheduled routes within the time period specified by the School District after notification by the “School District”. The contractor shall ensure that all vehicles assigned for student pickup shall arrive at the pickup location on-time, Contractor to define methodology for verification of on time performance and monitoring overall trip performance. If the student is not ready for pick-up at scheduled pick-up time, the contractor is to wait five (5) minutes, and contact the family. If the student(s) are still not ready, the contractor is to designate the pick-up as a no-show and go to the next location. The Contractor is to detail the current no show procedure. If the “School District” or



a parent has called the contractor at least twenty-four (24) hours before pick-up time to cancel the ride, the contractor is to designate it as a cancellation.

The contractor shall not transport more than three (3) students at one time in a sedan or nine (9) in a fully compliant van unless otherwise agreed to by the TCPN member. All students will require seat belts as well as age appropriate child restraint equipment such as booster and/or car seats (as specified by the "School District") for sedan and van transportation.

On-time Performance

Unplanned weather conditions, detours and traffic delays and other traffic situations will occur. However, Contractor must be able to demonstrate a communications plan for such occurrences, leading to a history of on-time performance.

Inclement Weather

During inclement weather, the contractor will follow the "School District" decision to have school or cancel school. If school is cancelled due to weather conditions within the "School District", the contractor will not run.



Dispatch Operations Center

ALC is a demand-responsive transportation solutions provider, and our Customer Service and Reservations Center, or dispatch, can accept calls 24/7/365. ALC's standard is to answer all phone calls in less than 60 seconds by a live person. We are averaging over 97% success rate on that goal for last 4+ years.

ALC has the capabilities to provide services whenever, and wherever, the District needs them. This includes the critical daily working hours as defined by the RFP, to be between 5:45 a.m. and 6:00 p.m. (or until services are complete for the day), Monday through Friday. We also have the capacity to provide services to students within the District and/or outside the District with other School districts.

Ride Arrangements and Service Scheduling

To promote efficiency and reduce drive time, ALC's proprietary routing and optimization software uses real-time route optimization algorithms to maximize route productivity and vehicle utilization. Once the routes have been analyzed, reviewed and approved, we then establish the most efficient blend of vehicles to provide a sustainable solution.

Prior to the beginning of each school year, ALC routes and schedules based on information given to dispatch by the District. If the District desires information to roll over to the following school year, ALC will accommodate this request. If the District prefers to offer a new list of students prior to each school year, accounting for students who have moved or graduated, ALC will accommodate that request as well.

To add a new student, the District simply sends the student's information to ALC dispatch. An ALC dispatcher will add the student to the appropriate route, based on the student's needs. If a new route is needed, it is created with District approval.

No-Show Policy

No Shows

A No Show occurs when no previous notice is provided to ALC by the district that a student will not be transported and a driver attempts to pick-up a student but the student is not there or is not ready. Trips where a No-Show occurs are billed at full charge.

Possible District Protocols for No Shows:

If the driver attempts to pick-up a student on a scheduled trip in the AM but the student is not there or not ready, then the following scenarios could apply (as determined by the district):

1. Single Rider Trips

- a. If an AM single rider No Show occurs, the district will be billed for the AM trip and the afternoon trip will remain scheduled unless ALC is notified by the parent or the district to cancel the trip.



- i. The district may set up a protocol to automatically cancel afternoon trips in the event of an AM Single Rider No Show
- b. If the afternoon trip is cancelled within 2 hours of the scheduled pick up time, the district will not be billed for the afternoon trip.

2. Multiple Rider Trips

- a. The afternoon trip always remains scheduled.

No Show Reports

Each morning an email is sent from ALC's School Dispatch team to the District. This email is sent daily by 11 AM and alerts the District of the following circumstances:

- Which students were no shows that morning
- Which students have been no-shows and for how many consecutive days

The daily No Show Report provides the District time to inform ALC's School Dispatch if one of the students on the No Show report is attending school that day and will still need a ride home in the PM.

The district is responsible for any change requests based on the data provided by ALC, such as removing a student from a route due to multiple No Shows.

Other Terms:

Permanent Removal:

Permanent removal of a student from a route, done with District notification/approval.

- The District sends an email stating that a student needs to be removed from a route until further notice.

Impact:

Once the student is removed from the route, the student's spot is now gone and may be replaced with a different student, if available, to consolidate routes. If the student was the only one on that route, the driver then becomes available to service other routes.

Billing:

Will only be affected if:

- Trip is above the minimum and there is a reduction in the mileage as a result of removing the student.
- The student was the only one on the route, therefore the trip is cancelled.

Temporary Removal:

Temporary removal of a student from a route, done with District notification/approval.

- A student is sick one day or will be going on vacation for a few days.

Impact:

Because this is a temporary change, the student is not replaced on the route and their space on the route is reserved for their return.



Billing:

If the student is a single rider and the student is temporarily removed from service, no charges will be assessed. When temporarily removing the pick-up/drop-off for a student who is part of a multiple rider trip, the district will be charged the normal trip rate.

Severe Weather Conditions

ALC will work with the District to incorporate the District's Severe Weather Conditions policy.

Travel Time

ALC will pick up students within two (2) minutes, and not more than five (5) minutes of scheduled pick-up, and deliver the pupils to their respective schools not more than fifteen (15) minutes before classes convene. ALC will also have vehicles arrive at each school for the return trip two (2) minutes and no later than five (5) minutes after classes are dismissed.

If the student is not ready for pick-up at the scheduled pick-up time, ALC will wait two (2) minutes past the regular scheduled pick up time. If the student(s) are still not ready, ALC will designate the pick-up as a no-show. If the District or a parent has called at least twenty-four (24) hours before pick-up time to cancel the ride, it will be designated as a cancellation. (Please refer to ALC's Exceptions and Deviations, behind Tab 1)

If, when returning a student to home, the parent(s) or other previously arranged responsible party is not available to receive the student, ALC shall attempt to contact the parent(s) by phone for instructions. If the parent is unreachable or unavailable, or if the parent provides instructions that ALC finds objectionable, we will contact the District for instructions. If the ALC is directed to return the student to school, or is unable to reach either the parent(s) or the District, we will attempt to return the student to a District employee at the student's school after returning all other students on the route to their homes. If no District employee is available at the school, and ALC is still unable to reach the parent(s) or the District, ALC will deliver the student to the nearest office of law enforcement and inform the District as to the location where the student was dropped off.

The travel time for special education students' shall not exceed one hour one way unless the child lives in excess of fifteen (15) miles from the school and except for abnormal weather, traffic or other unusual conditions as stated in the Force Majeure Section.

Communication Equipment

ALC uses GPS tracking to locate drivers and vehicles, and monitor/verify on-time performance and overall trip performance. All GPS tracking comes standard with the ALC model. ALC's system provides real time updates. Parents and/or district officials can call our dispatch team if they have any questions regarding a trip and we are able to give them accurate and current updates.

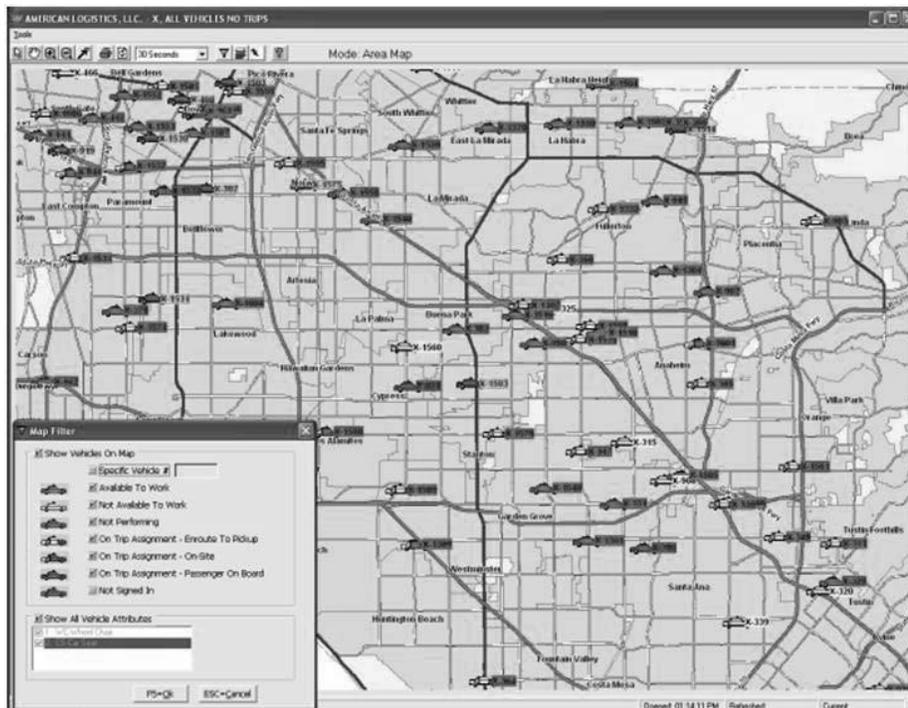
Each driver providing service to the District will have an Android device with them at all times. Using the ALC app on their Android device, subcontractor drivers are able to indicate whether students were



picked up and dropped off. As soon as that information has been entered, it can be found in our dispatch communication system.



Also through the ALC app, real-time GPS trip tracking provides maximum visibility and accountability for added security measures. As part of the scheduling and dispatch system, the app also provides date and





time stamps for all the events that transpire between the driver and dispatcher. Along with providing GPS coordinates, we are able to recreate trips, confirm events and verify data for any trip.

The dispatch communication system supports voice communications, GPS coordinates, and safely encrypted two-way data connectivity. This provides constant connectivity among subcontractors' drivers and dispatch, for efficient real-time execution via our automated, real-time dispatch; which leverages intelligent trip routing; capacity and availability planning; qualification automation; 100% GPS location and direction; on-the-fly dispatch optimization and redundant dispatch communication updates. This allows the dispatcher and team to monitor the exact location of every vehicle in real time for accurate scheduling of pick-ups and drop-offs.

At the time of service, trips are processed as necessary by dispatchers, and offered to the appropriate subcontractors' driver over established wireless data networks to the custom ALC application via the ALC app. During the entire dispatching process the trip will always be visible to a dispatcher; who will be responsible for its timely service.

ALC's dispatch team has the ability to pinpoint the exact location of every driver and vehicle in real time for accurate scheduling of pick-ups and drop-offs on an hour by hour basis, rather than a fixed manifest. This has proven to be extremely useful in mitigating late trips due to traffic, accidents, inclement weather, and late cancellations.

Once dispatched, the ALC app will provide GPS tracking information to the dispatcher, and via the same device dispatch is also able to access events pertinent to the service of the trip such as when the vehicle arrives onsite, when the passenger boards, when the vehicle leaves the site, when it arrives at the destination and when the passenger is dropped off. These benefits of the dispatch system allow ALC dispatchers real-time trip data and the opportunity to contact parents if/when their student will be arriving home later than usual.





Reporting

For Solicitation 14-15

Region 4 ESC



This section includes the information required to address the following sections from Appendix B of Solicitation 14-15:

Reports

Contractor shall provide "School District" with the following monthly reports, as indicated below:

- 1. Student "No Show" report*
- 2. Student's Detailed Trip Report*
 - a. Students Name*
 - b. Mileage for the route*
 - c. Pricing Considerations*
 - d. Date of Service*

On-time Performance

Contractor to detail the methodology for monitoring and maintaining on time / route performance. Contractor is to have a demonstrated on time performance standard. Failing to meet this on time performance on a monthly basis could subject the Contractor to liquidated damages.

Incidents

Incidents can be as minor as an offensive comment between students to an actual physical altercation. All incidents must be reported in written report form including all parties listed and involved. Contractor to detail the incident procedure and how / when the "School District" is informed.

Accident/Incident Procedures

The contractor shall immediately notify the "School District" of any accident/incident involving their vehicle while transporting students. The contractor must file a written report with the "School District" within five (5) working days following an accident. Failure to do so will result in liquidated damages equal to the cost for the trip each day the trip is late.

The "School District" reserves the right to outline specific accident procedures and reporting to the Contractor, not listed in this RFP.



Reporting

ALC offers a variety of reports with regards to:

- On-time-performance
- Accident ratios
- Student no-shows and cancellations
- Riders by route
- Daily trip record by route
- Monthly service summary
- Fleet tracking reports with activity landmarks and efficiency

ALC has a dedicated software development team on staff and can easily access any and all data, exporting it exactly as required in any format determined by the District. ALC currently exports data for the purpose of reporting and data reconciliation in a variety of formats, including comma separated (.csv), MS Excel, (.xls and .xlsx), and ASCII text (.txt). Other available options include MS Access, tab-delimited values, XML, etc. Summary reports are generally given in PDF format for easy viewing. Data can be delivered using a variety of transport methods including email, FTP, SFTP, and web-based document management. Where needed, various encryption methods can be used as well, including PGP and AES encrypted zip.

On-Time Performance

All routes are based on bell times provided by the District. On-time performance is measured by our ability to drop-off and pick-up students in relation to the schools stated bell times. If a student is dropped off before the bell time, they are considered on-time. If a student arrives at school at a time that is too early to be dropped off, the driver waits with the student until they can be safely dropped off.

Drivers are requested to arrive up to 5 minutes prior to the release bell time for the return trip home.

Based on this policy, our on-time performance percentage for the last year is 95%.

Incident Reports

ALC will provide a report to the District whenever an accident or incident occurs that involves equipment, personnel or pupils being transported.

The following is an overview of ALC's standard operating procedures in the event of an accident or emergency.

The Driver is encouraged to:

- Remain calm
- Assess the situation
- If the passenger requires medical assistance:
- Call 911 and request medical assistance immediately



- Do not move the passenger unless they are in immediate danger of additional injury due to their location
- Contact ALC Dispatch to inform them of the details on the situation
- Obtain license plate number of other vehicle(s) involved in the accident
- Exchange driver license, insurance and registration information with other driver(s)
- Not discuss the accident with anyone except law enforcement officials and/or authorized company investigators.
- Only discuss the facts of the accident and do not admit to any fault or liability
- Identify any witnesses who may have seen the accident occur and get their contact information and any statement.
- Obtain any needed medical attention
- Follow the instructions of their drug testing consortium
- Request a claim number from their insurance company and transmit that to ALC Dispatch within 24 hours
- Have damage repaired and then inspected by ALC Operations before vehicle can be returned active status

ALC Dispatch Will:

- Inform Operations of the situation
- Inform the District of the accident immediately. Send the Accident Incident Notification Form if a form is required by the District for immediate notification.
- Dispatch rescue vehicle if passenger is uninjured and desires to continue with transportation to the drop off location.
- Create a Customer Service case
- Send the District a full report of the accident if client requires such a report

If driver at fault:

- Remove driver from active status pending a negative drug and alcohol test results, insurance claim number and new vehicle inspection

If driver not at fault:

- Remove driver from active status for a 24 hour cool down period and pending insurance claim number and new vehicle inspection.
- Transmit insurance claim number to the District
- Reassign any routes

ALC Operations Will:

- Interview the driver regarding the accident to ensure that a full and complete Driver Incident Accident Report is completed by the driver
- Remind driver to contact their drug and alcohol testing consortium for proper drug and alcohol testing instructions



- Complete the Accident / Passenger Injury Investigation Report or obtain from an authorized Accident Inspector
- Provide Dispatch with a copy of the Driver Incident Accident Report and Accident / Passenger Injury Investigation Report
- Re-Inspect vehicle following repair and prior to authorizing it to return to active status



Vehicles

For Solicitation 14-15

Region 4 ESC



This section includes the information required to address the following sections from Appendix B of Solicitation 14-15:

General Requirements

Non-designated individuals will not be allowed to ride in vehicles transporting “School District” students. The contractor shall provide safe and timely service. The contractor shall transport the students to/from school in a time frame determined appropriate by the “School District”.

Equipment

Contractor will provide age appropriate child restraint equipment such as safety vests, booster chairs and car seats. The “School District” anticipates the number of students requiring vehicle service, and therefore the number of vehicles required, will remain generally consistent for future school years as compared to current school year. However, as enrollment changes so might transportation equipment needs. The “School District” does not guarantee any quantity of service, students, runs, routes or vehicles.

The contractor shall provide wheel chair accessible vehicles as needed.

Personnel Requirements

The contractor will conform to any and all requirements of the member agency regarding identification of drivers and/or vehicles. It will be the contractor’s responsibility to establish the member agency’s requirements and to know and adhere to any and all relevant state requirements.

Vehicle and Equipment Requirements

The contractor must supply vehicles that meet all state and / or county requirements and laws. All vehicles must possess any required permits allowing them to transport passengers for the state or county.

The contractor shall maintain all vehicles in a clean, non-offensive smelling, safe and reliable mechanical condition. The contractor shall equip all vehicles with proper communication systems that shall enable a central dispatcher to contact the driver. Preference will be given to contractors that have GPS tracking capabilities.

The contractor must equip all fully compliant vans and sedans with a seat belt for all passengers. All seat belts must be visible and work properly. In addition, they must have the proper child restraints including booster or car seats for those students that require them (as determined by the “School District”). The contractor shall provide to the “School District,” upon request, a list of vehicles used under the contract (updated as needed) which states the description of each vehicle, license number, inspection number if appropriate, operating authority license and model year prior. If a vehicle is removed from service, the “School District” shall be notified in a timely manner. The “School District” reserves the right to audit these vehicles and/or records at any time.

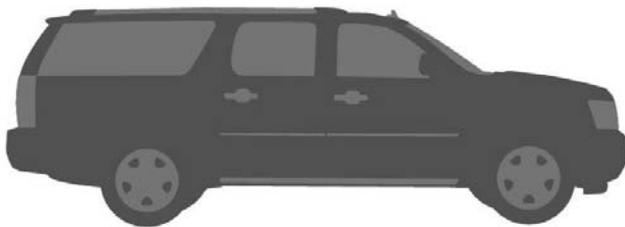


Vehicles

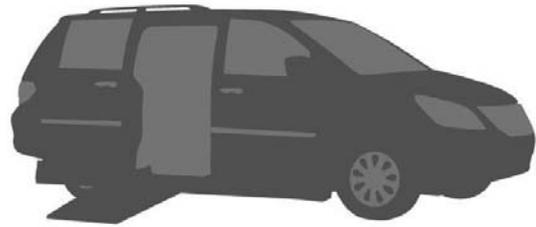
ALC's transportation solution uses local transportation providers to transport students. This allows us the flexibility to use the types of vehicles needed to meet the specific transportation requirements of special needs students.

ALC will subcontract with as many drivers as needed to service the District, and will have more than enough on standby in case of an emergency.

Students may be transported in one of the following vehicle types:



SUV



Wheel Chair Accessible Van



Mini-Van



Sedan

Because ALC uses a combination of SUVs, mini-vans, wheelchair accessible vans, and sedans to transport students, we are able to customize a district's fleet to meet their students' needs. Each school district is different and each student has unique needs. Our solution is customizable to meet those demands.

ALC confirms that vehicles used to transport students comply with the following as required by state law or by the district:

- Current registration
- Insurance verification
- Valid vehicle permit
- Vehicle inspection
- Vehicles are safe, well maintained and clean
- Vehicles have an operating heating/air conditioning system
- Meets all state and district specific requirements

To promote efficiency and reduce drive time, ALC's proprietary routing and optimization software uses real-time route optimization algorithms to maximize route productivity and vehicle utilization. Once the



routes have been analyzed, reviewed and approved, we then establish the most efficient blend of vehicles to provide a sustainable solution.

Equipment Requirements

ALC confirms that all vehicles used to transport pupils are furnished with a seat belt for each passenger and driver, and that vehicles include the necessary car seats, restraints and harnesses needed for the transportation of passengers. ALC confirms that all subcontractor drivers are qualified to work with special needs students, that their fleet contains vehicles that are wheelchair-accessible, and that they are able to accommodate other non-ambulatory needs, including respirators and other breathing devices managed by the rider. We also confirm that the subcontractor drivers are qualified to use the necessary equipment for the student(s) they transport, and provide for the welfare and safety of the pupils' transported at all times.

Aides, Personal Care Attendants and Service Animals

Per ADA requirements, passengers are allowed to travel with a guide dog or other acceptable service animal, trained to help with their functional limitations. Also, Personal Care Attendants or Aides are permitted to ride with students when necessary. Non-designated individuals will not be permitted to ride in vehicles transporting district students.

Vehicle Certification and Permits

All subcontracted drivers are required by contract to abide by all relevant laws, rules and regulations pertaining to the vehicle operated and the type of service provided; including all required permit and licensure. Such documentation is verified by our Data Integrity Group prior to a driver being approved for transportation of District students.

Vehicle Inspection

In the event that a vehicle is determined to not meet the required standards, the vehicle is removed from service until such a time as the provider brings the vehicle into compliance. Due to the flexibility of ALC's service delivery model, back up vehicles are at the ready to replace a vehicle that has been removed from service for any reason on a temporary or permanent basis.

Any vehicle or driver failing to meet inspection criteria is documented. For any egregious defect, the vehicle and driver may be removed from service or removed from the program. The driver must rectify the issue before a follow up inspection can be completed for that driver/vehicle to resume service.

Because service providers are required to maintain their vehicles in accordance with state and federal law and the manufacturer's recommendations, ALC does not maintain a manpower or mechanic allotment schedule. All maintenance of vehicles is the responsibility of the service provider. Vehicles removed from service are replaced with back up vehicles either temporarily or permanently.

A sample inspection report is attached in this section.



Vehicle Mechanical Conditions

Service providers are required to maintain their vehicles in accordance with state and federal law and the manufacturer's recommendations. ALC does not maintain a manpower or mechanic allotment schedule. All maintenance of vehicles is the coordinated by the service providers. Vehicles removed from service are replaced with back up vehicles either temporarily or permanently.

Vehicle Appearance

Service providers are required to maintain their vehicles in accordance with state and federal law and the manufacturer's recommendations. ALC does not maintain a manpower or mechanic allotment schedule. All maintenance of vehicles is the coordinated by the service providers. Vehicles removed from service are replaced with back up vehicles either temporarily or permanently.

Vehicle and Driver Identification

The vehicles transporting students will be identified with a placard on the dashboard. Each driver will have a photo ID badge stating that they are a subcontracted transportation provider for your district.

GPS Tracking & Radio Equipment

ALC uses GPS tracking to locate drivers and vehicles. All GPS tracking comes standard with the ALC model. ALC's system provides real time updates. Parents and/or district officials can call our dispatch team if they have any questions regarding a trip and we are able to give them accurate and current updates.

Each driver providing service to the District will have an Android device with them at all times. Using the ALC app on their Android device, subcontractor drivers are able to indicate whether students were picked up and dropped off. As soon as that information has been entered, it can be found in our dispatch communication system.

See the Scheduling, Routing and Dispatch section for more details.

Preventive Maintenance Standards

ALC confirms that all vehicles are maintained according to manufacturer specifications. In the event that a vehicle is determined to not meet the required standards, the vehicle is removed from service until such a time as the provider brings the vehicle into compliance. Due to the flexibility of ALC's service delivery model, back up vehicles are at the ready to replace a vehicle that has been removed from service for any reason on a temporary or permanent basis.

Furthermore, any vehicle or driver failing to meet inspection criteria is documented. For any egregious defect, the vehicle and driver may be removed from service or removed from the program. The driver must rectify the issue before a follow up inspection can be completed for that driver/vehicle to resume service.



Customer Service

For Solicitation 14-15

Region 4 ESC



This section includes the information required to address the following sections from Appendix B of Solicitation 14-15:

Complaints

Customers can be, but not limited to, students, faculty, Transportation Department Employees and their families. Contractor shall detail the procedure that outlines complaint resolution for all parties involved.

Any complaint directed to the Transportation Department, The “School District” Office and / or the Contractor must be responded to within seventy-two (72) hour timeframe. The resolution must be written and presented to the “School District” via email with all parties listed and involved.

The “School District” may expect complaint performance to be measured as a percentage based on number of trips to be defined by “School District”.

Driver Training

Contractor shall ensure that all Customer Service Agents (CSAs) and Dispatch personnel receive training in the areas of customer service, accident and incident training, and “School District” specific policies and procedures as required by the member agency.



Customer Service

At ALC our customers are students with special transportation needs. As such, it is critical that we as a company do everything we can to ensure they receive the best possible service. A quality transportation experience on the way to school each day helps set the tone for the rest of the day.

That is why ALC has a dedicated customer service team that works in conjunction with the local field coordinators. School districts don't tend to have formalized grievance processes, instead, they tend to reach out directly to their local primary contact. To ensure that ALC is tracking and resolving those concerns, the local contact is required to report those grievances directly to ALC's customer service team. That team then tracks those cases and records them in our client management tool. In addition to tracking the cases, our customer service team is also available to help the local contact with:

- Putting together trip details.
- Assisting them with researching the issue.
- Helping them find the appropriate course of action that will prevent the issue going forward.

In addition to managing grievances, our customer service team also:

- Monitors Accidents and Incidents to ensure all details are collected and tracked in our system
 - Ensures clients are provided appropriate information.
- Assists upset passengers and parents in real-time, so as to prevent grievances when possible.
- Helps to ensure our dispatch staff, account managers, and clients all have the same expectations of service.
- Works with dispatch managers, and field managers to proactively identify and resolve potential client relations concerns.

Below you'll find some of the additional items we have put in place to provide parents and the district easy access to ALC's account coordinators and customer service team, as well as methods to provide on-going feedback and suggestions.

Custom Contact Information

Each school district we work with, receives a custom email address and toll free number for parents to call with questions, concerns, or other feedback. The extension on the card, puts parents, district officials, etc., in touch with your local ALC Account Coordinator.

Under the District's direction, ALC provides printed cards with the contact information to be given to parents/guardians, District Officials, and others as directed. Each card also includes brief instructions on the back.



a : L : C

ALC CONTACT INFORMATION
 Phone: 855.555.5555
 Ext. 1 - Customer Service
 Ext. 2 - ALC Dispatch
 Email: DistrictName@ALCSchools.com

DISTRICT CONTACT INFORMATION
 Phone: 866.555.1234

HOW DO I...

- **Make a Route Change or Adjustment**
 Contact the **district** to make a route change or a permanent adjustment to the pick-up or drop-off location/time of your student.
- **Manager, Marketing**
 By selecting Ext. 1 you will be put in contact with an ALC team member who can help answer any questions you may have or address any of your concerns. You're always welcome to contact the district as well.
- **Cancel a Trip or Obtain Trip Status**
 Contact **ALC dispatch** (Ext. 2) if you have questions regarding the status of your student's trip, or to cancel a trip due to illness, vacation or other reasons. When cancelling a trip, please provide 24-hours advance notice.

Note: Regulations prohibit drivers from making any service or route changes.

Feedback Cards

ALC has developed the cards pictured below, which can be customized for your district and given out at any time. The cards help collect feedback from the parents/guardians of the students being transported. The cards are printed with English on one side and Spanish on the other.

<p>Dear Parent/Guardian,</p> <p>As the school year comes to a close, we wanted to express our gratitude to you for allowing ALC to assist [] in transporting your student(s) this past year.</p> <p>We value your opinion and would appreciate you taking a moment to provide us with any feedback (positive or negative) you may have from your experience with ALC's transportation model this past year.</p> <p>Please email us at: ALC@ALCSchools.com</p> <p>Thank you,</p> <p>The ALC Team</p> <p style="text-align: right;">a : L : C</p>	<p>Estimado Padre/Tutor</p> <p>Ya que el año escolar llega a su fin, queremos agradecerles por permitir a ALC en apoyar a [] en transportar a sus estudiantes este año pasado.</p> <p>Valoramos su opinión y apreciaríamos que se tomara un minuto de su tiempo para darnos sus recomendaciones (positivas o negativas) basadas en su experiencia con el modelo de transportación de ALC este último año.</p> <p>Por favor contáctenos a: ALC@ALCSchools.com</p> <p>Gracias,</p> <p>El Equipo de ALC</p> <p style="text-align: right;">a : L : C</p>
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All responses received are shared with the District, positive or otherwise. ALC is committed to customer satisfaction at all levels.

Complaints or Grievances

ALC keeps complete and accurate records of all written and oral complaints received regarding the services of the Contractor. Every complaint (tracked either via phone call, email or directly to a rep) creates a case, which is tracked by ALC's electronic system. Every case is addressed within 24 hours and we have a goal to have successful resolution to every case within 48 hours, with a written report.



Feedback sources include, but are not limited to:

- District's employees or agents
- Parents/guardians of transported students
- State or Federal Agencies
- Other School Districts

ALC further agrees to provide to the District a written report, as requested, listing said complaints and actions taken, if any, to resolve each complaint. The contents of these records and reports shall comply with written guidelines and instructions issued by the District.



Drivers

For Solicitation 14-15

Region 4 ESC



This section includes the information required to address the following sections from Appendix B of Solicitation 14-15:

Personnel Requirements

The contractor shall submit with its response to this RFP a current organization chart that includes staff member names, positions, experience level and operating locations. The contractor must supply administrative personnel, including a key account representative, who have demonstrated, through previous assignments, the ability to assume the responsibilities associated with administering a transportation program encompassed by this contract. The contractor must supply drivers who:

- a) Have all applicable state licensing all applicable endorsements for pupil transportation.*
- b) Are licensed in accordance with all applicable federal, state board of education laws, regulations, and policies.*
- c) Have a good driving record as verified by the state and governing bodies.
 - i) The contractor shall verify each driving record upon initiation of service and then every year thereafter. Such records shall be placed into the driver's file and must be accessible upon request*
 - ii) The contractor shall not use drivers to fulfill the contract who have accrued more than three (3) moving violations for any reason in the last two (2) years, and shall not ever use drivers who have had a DUI, DWI or controlled substance related violation.**
- d) Will drive in a careful and prudent manner, exercising at all times the highest degree of care, and observing and complying with all rules of the road and traffic regulations.*
- e) Will not use of tobacco products while students are present in the vehicle or on school grounds. Drivers as well as their vehicles must not smell of smoke or any other offensive odor.*
- f) No person shall provide service where the report of any findings or criminal history convictions, as obtained through state and national searches (DOJ and other state and local specific regulations) i) The contractor shall verify and be liable for the payment of all driver criminal record checks prior to transporting students. Such verification shall be placed in the driver's file.*
- g) The contractor shall ensure that all drivers display their current driver's license upon request of a school official or "School District" authorized individual.*
- h) The contractor shall have contract standards addressing professional dress and hygiene code for its drivers. Professional dress includes clean clothes (pants, and shirts with sleeves and collars). The drivers must not wear attire that might be considered offensive as determined by families, students, faculty and / or staff. Hygiene includes clean shaven, groomed hair (including facial) and refraining from the use heavy, offensive colognes. Drivers must also not display offensive tattoos and piercings. Professional dress, hygiene, tattoos and piercing will be at the "School District's discretion.*
- i) The contractor will conform to any and all requirements of the member agency regarding identification of drivers and/or vehicles. It will be the contractor's responsibility to establish the member agency's requirements and to know and adhere to any and all relevant state requirements.*



Personnel Compliance

The contractor shall maintain records on all employees, drivers or sub-contractors that demonstrate that all personnel requirements of the contract have been met. The personnel file shall contain current copies of the following:

- 1) Department of Motor Vehicle Record's Check – historical driving record.*
- 2) Department of Justice (DOJ) background check that meet or exceed the state laws.*
- 3) Any other background checks or personnel information as required by state, local, or district policies.*
- 4) Verification of enrollment in an on-going drug / alcohol testing program. The "School District" reserves the right to require drug / alcohol testing at random, for drivers authorized by the District for this contract and "for cause" drug / alcohol testing as deemed appropriate. All drivers must abstain from the use of alcohol and drugs in the performance of their duties under this contract. In addition, drivers will not be under the influence of alcohol or drugs during the performance of their duties under this contract. The contractor shall be liable for all Drug and Alcohol Testing. No driver may be utilized for this contract that fails a Drug and / or Alcohol Test.*
- 5) Verification of a negative test result for Tuberculosis (TB testing) as required by state law.*
- 6) Current Drivers License appropriate for driving the vehicle of assignment.*

The "School District" shall retain the authority to examine all personnel records of the contractor to determine compliance with the contract.

Investigation

If requested by the "School District", the contractor shall investigate any employee's performance.

Driver Training

Contractor must confirm that all drivers have met the qualifications, training and credentialing requirements.

Contractor must confirm that drivers have received training, to include, but not limited to the following areas:

- Customer Service, Communication and Stress Management*
- Americans with Disabilities Act*
- Service Animals*
- Disability Awareness: Assisting the Visually Impaired; Hidden Disabilities; Stroke; Epilepsy and Seizure Disorders*
- Bloodborne Pathogens (Hepatitis A, B, C; HIV, Dialysis)*
- Wheelchairs*
- Emergency and Evacuation Procedures*
- Driver/Passenger Sexual Improprieties*
- school district specific policies and procedures*



No driver shall be permitted to transport any student for the “School District” without being pre-screened and successfully completing all training components. Contractor shall employ a system for ensuring that no driver is dispatch to transport “School District” students, if any training or certification components are incomplete. Contract shall keep all training and certification records on file and shall make them available to the “School District” upon request.



Not Just Anyone Will Do

We understand that when it comes to serving children with special transportation needs, not just anyone will do. That's why we take great care to make sure that anyone driving your students is fully trained and capable of addressing the student's unique challenges; and is compassionate and respectful of the children and families you serve.

We employ rigorous recruiting criteria; ALC's vetting process separates out those drivers who are not only technically qualified to provide the needed service, but also further filters out those drivers who do not meet the "customer service oriented" requirements that make ALC subcontractor drivers ideally suited for special needs school transportation.



Interested providers take part in ALC's extensive screening process, which includes in-person interviews and thorough background checks. Prospective drivers utilized for this program must be courteous, caring and professional, and demonstrate the right attitude and aptitude to handle the specific requirements of special needs students. All subcontractors' drivers undergo extensive background checks and are enrolled in a DOT compliant drug screening program. Each new contractor is thoroughly screened and tested to ensure that they are compliant with DOT regulations and then entered into a random sampling rotation to ensure continued compliance.

Less than 10% of ALC's subcontractor driver's turnover each year. Our low attrition rate is due to our extensive subcontractor driver screening process, and our ability to compensate them above standard rates. However, we also believe it has much to do with our careful review of a subcontractor's driver workforce to ensure we contract with those that have the right attitude and aptitude. Because we match each individual driver to each individual student and family, the drivers see their role as much more than just a job, they see it as demonstrated commitment to that student/family.

Consistency - it's important to your special needs students and it's important to ALC. That's why we strive to ensure that each of these students rides with the same driver every day. As a result, the students enjoy more stability, familiarity, security and trust.

All of our selected subcontractors' drivers carry a mobile data device (MDD) which includes Automatic Vehicle Location that allows ALC to locate and monitor the vehicles and provide accurate customer service and minimize anxiety and downtime.

ALC's business model is performance-driven and rewards drivers that consistently deliver high quality customer service. Because our routing produces cost efficiencies, this makes ALC transport requests very desirable and allows ALC to be very selective about the providers we select by attracting a large pool of potential drivers.



ALC only contracts with providers whose drivers are courteous, caring and professional, and demonstrate the right attitude and aptitude to handle the specific requirements of special needs students. We realize that knowing the student's preference to sit on the right-side of the vehicle, for example, or to be accompanied by a favorite stuffed animal is just as important, in many cases, as understanding their physical requirements.

Driver Requirements

ALC cares about the safety of your students. That's why we confirm that any driver providing service has complied with the following, as required by state law or the district:

- Valid driver's license appropriate for the vehicle being driven
- Valid registration and insurance required for the vehicle
- Ongoing DMV record review for an indication of safety and driving habits
- Criminal background check
- Must test negative on random alcohol/drug screening
- Completed detailed Contractor/Driver Information Form and in-person meeting and review
- Meets all school district requirements
- Meets other state specific requirements

Any driver that is being considered to provide services to ALC must first undergo an extensive background check and be enrolled in a DOT compliant drug and alcohol screening program. Each driver new to the ALC program is thoroughly screened and tested to ensure that they are compliant with DOT regulations and then entered into a random sampling pool which mirrors the required sampling rate to ensure continued compliance.

Drivers are subject to DMV record screening, as well as Department of Justice (DOJ), FBI and Child Index fingerprinting. ALC also confirms that no drivers transporting students for the District is an unauthorized alien, as defined in the federal Immigration Reform and Control Act of 1986. We take these measures very seriously, to ensure driver qualifications and safety.

We conduct regular, on-street observation and compliance monitoring of special needs transportation operations as well as on-board ride checks, to assess vehicle condition, operator professionalism, performance, and service rule adherence. This is an added precaution we take to ensure safe, consistent, reliable and courteous service.

Our subcontractor drivers are trained to work with special needs students, and the ALC's fleet contains vehicles that are wheelchair-accessible and will accommodate other non-ambulatory needs. The drivers are trained in the use of this equipment, the distinct requirements of special needs passengers and the operation of the vehicles in the specific pick-up and drop off environment. Our extensive experience has shown us that transporting passengers with cognitive and physical challenges to and from school sometimes requires adaptive or assistive equipment and accommodations, and ALC accommodates all these requirements.



We use proprietary technology to monitor DMV records, and other required licenses, certifications, insurances and permits to make sure they are always current and up to date. ALC maintains all driver records in our Intelligent Transportation System (ITS) – the “nerve center” of all our operations. The operator’s records are updated both physically and digitally whenever a change in status occurs.

Records that are monitored include but are not limited to:

- Background check
- Drug-test results
- Insurance certificates
- Driver’s license and permit
- DMV Pull Notice
- DOJ background checks
- Company permit
- Certifications of training and re-training

Our ITS automatically emails the provider a notification 30 days, 15 days and 5 days prior to an expiration event. Five days before an expiration event, the Project Manager and the Customer Service Team are also notified so they can personally remind the subcontractor and the subcontractor’s driver of the expiration date. This notification prevents a possible disruption in service created by the loss of a driver.

Moral Character

ALC recognizes that, for the protection of pupils, drivers and other employees who have contact with the pupils and their families must be of stable personality and high moral character. As such, ALC confirms that all drivers and personnel meet these qualifications. ALC will not allow any person to drive whose conduct might in any way expose a child to any impropriety of work or conduct, nor shall we allow any person to drive who we know or have reason to know, is not in a condition of mental and emotional stability.

Evaluation

ALC contracts with local transportation services providers who employ drivers for the purpose of transporting students. If at any time a driver’s behavior suggest a deficiency in training or understanding of proper vehicle handling, that driver is removed from active service until such a time as the service provider can demonstrate that the driver has been re-trained. Due to excessive complaints about a driver, or at the request of the district, a driver can be permanently removed from providing services to the district.

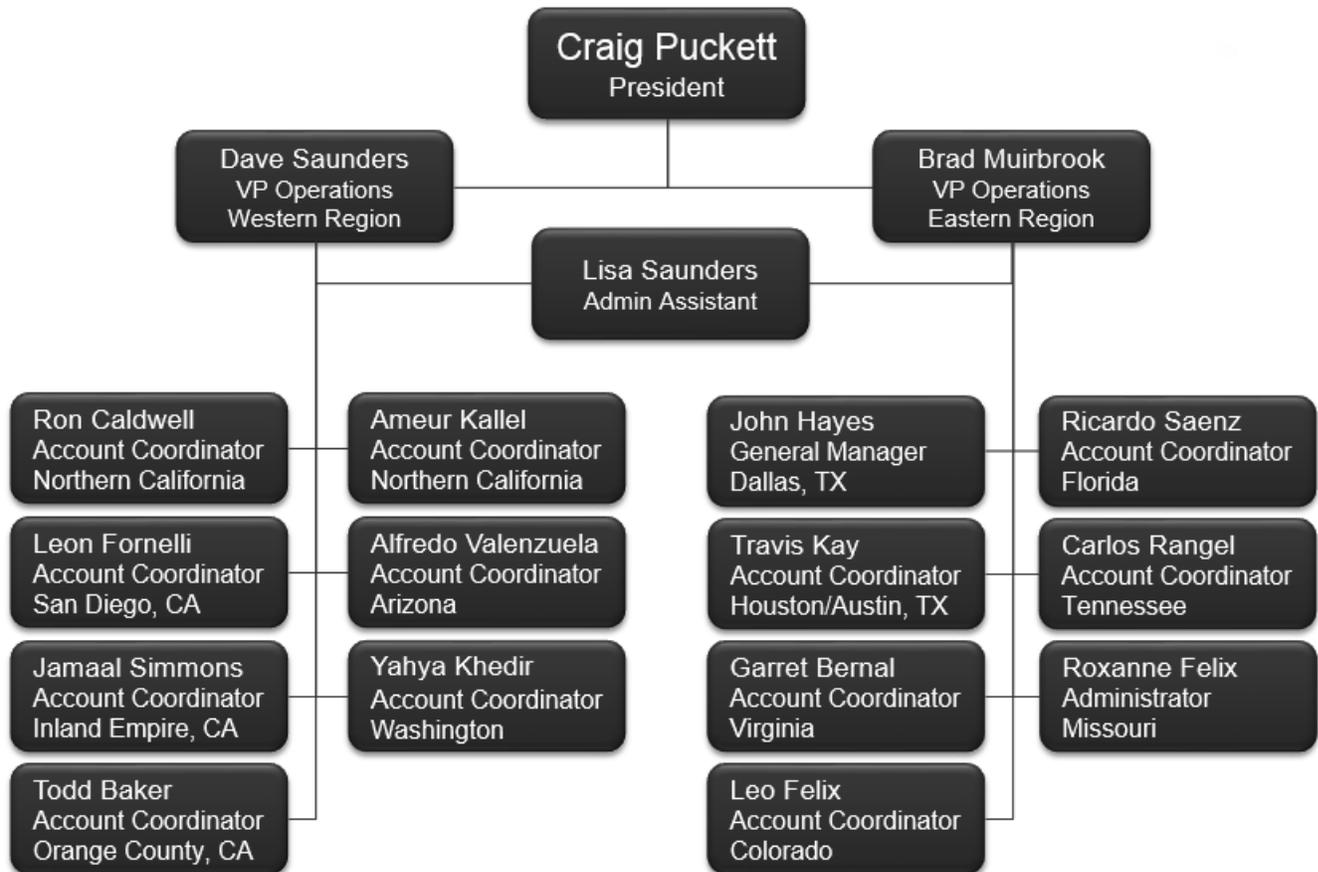
Vehicle and Driver Identification

The vehicles transporting your students will be identified with a placard on the dashboard. Each driver will have a photo ID badge stating that they are a subcontracted transportation provider for your district.



Personnel Requirements

Current Field Operations/Account Coordinator Organizational Chart



Account Coordinators:

The Account Coordinator is the primary contact responsible for all accounts in their area, and performs the following duties:

- Oversees ALC project managers who are based in the area.
- Works with project managers to coordinate training and development programs for local personnel.
- Ensures the continuous improvement of a safe, efficient and effective transportation system.
- Works in collaboration with ALC departments, and transportation providers to execute programs to improve service quality, reduce costs, and increase service productivity.
- Acts as a liaison between ALC and the Districts to provide guidance, direction, and feedback to corporate managers.
- Screens, contracts with, monitors and replaces as necessary locally-based transportation providers.



- Maintains a safe and efficient environment for District passengers, contractors, and non-riding public by managing regulatory and District policies and procedures.
- Monitors transportation services to ensure performance in accordance with terms, conditions and specifications of the contract.
- Develops and maintains open communications with project contractors, community officials, and District staff.
- Provides drivers with orientations, as well as other presentations as needed to drivers, the District and passengers.
- Performs customer service functions, providing complaint investigation, passenger follow-up and reporting.
- Cooperates with ALC departments to establish and maintain documentation regarding provider information and operations, as well as maintenance and safety inspections.
- Maintains open communication with all ALC departments and offers regular status reports on accomplishments, issues and concerns.
- Provides technical assistance to District staff, as necessary.
- Understands and follows safety rules established by regulatory bodies and the District.
- Effectively manages others and may supervise multiple operations within their assigned area.
- Manages ALC's subcontracted vehicle operators located within the area.
- Manages a diverse group of drivers, contractors and providers within the area.
- Handles multiple tasks and situations pertaining to the District.
- Understands and executes upon Federal Transit Administration (FTA) policies, procedures and practices.

Maintains a working knowledge of Americans with Disabilities (ADA) regulations, Department of Transportation (DOT) regulations, Washington State regulations and Occupational Safety and Health Administration (OSHA) regulations.

Vice President of Operations

The Vice President of Operations establishes the ALC office response to requests for new service implementation and directs company resources during the startup process. They are involved from the development of the proposal until weeks after the start of service. Working closely with client management and field operations, they ensure that all relevant tasks, which are germane to the startup, are properly completed and that no task is left undone before the start of service.

Training Policies

ALC will comply with the training requirements listed in the RFP. We plan to leverage the CTAA's PASS basic training, or equivalent, to fulfill the training requirements as outlined.

In addition, ALC will work with each district to establish specific training requirements based on the needs of the student population being transported.



Insurance

For Solicitation 14-15
Region 4 ESC



This section includes the information required to address the following sections from Appendix B of Solicitation 14-15:

Required Insurance:

- *Worker's Compensation Coverage in compliance with all applicable state workers' compensation laws.*
 - *Employer' Liability, with limits of \$100,000 each accident, \$100,000 each employee by disease and \$500,000 aggregate by disease.*
 - *Commercial General Liability \$2,000,000 each occurrence and aggregate*
 - *Automobile Liability \$1,000,000 combined single limit of liability per accident providing coverage for owned, hired and non-owned vehicles.*
- A. *The "School District" shall be named as an additional insured on Bidder's General Liability and Automobile. All insurance must be provided by insurance companies rated A- VII or better by A.M. Best.*
- B. *All policies shall be primary and non-contributory to any insurance maintained by the "School District".*



Insurance and Workers' Compensation

Over the past five (5) years, ALC's cumulative loss ratio is less than 5% of the aggregated premiums paid over the past 5 years. Furthermore, we have had no workers compensation losses during the past five (5) years.

Attached, please find a copy of ALC's Insurance Narrative. Individualized Certificates of Insurance for each account are provided upon an approved, signed contract.

Also attached is a copy of ALC's Worker's Compensation Certificate of Insurance.



October, 2013

American Logistics Company LLC Insurance Summary

Barney & Barney LLC is the insurance broker for American Logistics Company LLC (ALC). ALC's comprehensive insurance program is secured with several of the world's largest insurance companies. It has been specifically tailored to meet the contractual requirements of ALC customers. Those specific coverages are evidenced in the attached sample insurance certificate. They include, but are not limited to:

Commercial Auto Liability: limit of \$5,000,000
General Liability: limit of \$1,000,000 each occurrence / \$10,000,000 aggregate

ALC has a Sexual Misconduct policy with a limit of \$1,000,000 in its insurance portfolio.

The insurance provides coverage for any trip while under dispatch by ALC. The ALC insurance program protects the customer, regardless of the status of the insurance carried by the subcontractor. ALC's customers are named as 'Additional Insureds' under the General Liability and Auto Liability policies as required by contract.

ALC is required to verify that the subcontractor (drivers and companies) maintain the following minimum limits for Auto Liability:

\$ 100,000 per person
\$ 300,000 per occurrence
\$ 50,000 for property damage
This is commonly referred to as \$100/\$300/\$50 split limits coverage.

In the event of any claim, ALC would initially look to the subcontractor's policy as evidenced by a certificate of insurance ALC maintains on file. The insurance provided by the subcontractor is not in addition to the ALC master insurance program. It is the first (primary) response in the event of an accident. For example, if there was an accident in a vehicle with \$100/\$300/\$50 with one person and the bodily injury liability settlement was for \$150,000, the subcontractors insurance would pay \$100,000 and ALC's policy would pay the balance of the loss

Sincerely,

A handwritten signature in cursive script that reads 'Patricia M. Losito'.

Patricia M. Losito
Client Executive



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
07/14/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Jeff Utz c/o Diversified Insurance Group 136 East South Temple; Suite 2300 Salt Lake City, UT 84111	CONTACT NAME: PHONE (A/C No. Ext): (801) 325-5000 FAX (A/C, No): (801) 532-2804 E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE NAIC # INSURER A : American Zurich Insurance Company 40142 INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :	
INSURED American Logistics Company LLC c/o Resource Management, Inc. 510 S 200 W Salt Lake City, UT 84101		

COVERAGES **CERTIFICATE NUMBER:** 14UT013866825 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR _____ GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ _____ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ _____ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ _____ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below			WC 98-55-912-00	05/01/2014	05/01/2015	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
				Location Coverage Period:	05/01/2014	05/01/2015	Client# 1566-UT

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Coverage is provided for only those employees leased to but not subcontractors of:
American Logistics Company LLC
1141 W Silicon Cir Ste B
St George, UT 84770

CERTIFICATE HOLDER

CANCELLATION

American Logistics Company LLC 1141 W Silicon Cir Ste B St George, UT 84770	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
--	---



Appendix F: References

For Solicitation 14-15

Region 4 ESC



References

Provide a minimum of ten (10) customer references for product and/or services of similar scope dating within the past three (3) years. Please try to provide an equal number of references for K12, Higher Education and City/County entities. Provide the following information for each reference:

- Entity Name
- Contact Name and Title
- City and State
- Phone Number
- Years Serviced
- Description of Services
- Annual Volume

From Appendix B, this section also satisfies the requirements listed under Experience: “Prior to the award of the contract, the contractor must have five (5) continuous years of experience in pupil transportation, specifically those with special needs.”



Also attached are a few other informational materials regarding ALC.

- ALC & NAPT
- ALC & TCPN
- School Bus Fleet Magazine
- Florida School Bus Magazine

ALC & NAPT

(The National Association for Pupil Transportation)



ALC: An NAPT Recommended Service

The National Association for Pupil Transportation (NAPT) is committed to working with school districts by identifying and recommending products and services, offered by NAPT Business Partners, like ALC, that address transportation challenges.

As part of this effort, in 2010 NAPT recognized ALC as a "Recommended Service" based on their successful track record of coordinating safe, cost-effective and efficient transportation services for students with special needs. Since that time, school districts from coast-to-coast have engaged with ALC to coordinate transportation services to students with special transportation needs, largely based on the recommendation from NAPT.

At ALC, our focus is on fulfilling districts' special transportation needs. Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

Our goal is to deliver safe, reliable and high quality transportation for school districts and the families they serve.

The ALC solution meets districts' special transportation needs by coordinating a combination mini-vans, SUVs and sedans to transport the following student populations:

- McKinney-Vento
- No Child Left Behind (NCLB)
- ESE/Special Needs Students
- Hard-to-Serve Trips
- Students Traveling Out-of-District
- Multi-District Coordination

By matching the right vehicle with the right trip, districts no longer have to pay for unused capacity. This model also gives districts the ability to expand and contract their fleet to accommodate the ever-changing requirements of these student populations.

What They're Saying...

"ALC is proud to be the only pupil transportation solutions company to hold the distinction of 'Recommended Service'. We are delighted to be a part of the NAPT's efforts to support the successful development of world-class pupil transportation professionals and organizations, and a business partner in coordinating safe and efficient transportation service to school children across the nation."

Craig Puckett
President, ALC



About ALC



The ALC Difference

At ALC, our focus is on serving districts' special transportation needs. Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

Because ALC focuses only on special transportation needs, we are able to offer a level of personalized service found nowhere else, including:

Significantly Reduced Costs

Today, every dollar counts – especially education dollars. ALC can save school districts 20-30% on average AND provide improved service. This is a claim we can prove and one that seems hard to ignore.

Parent/Guardian Meeting

Prior to transporting any student, their parent/guardian will have the opportunity to meet with an ALC representative to discuss all aspects of the student's transportation needs.

ALC understands that knowing a student's preference to sit on the right-side of the vehicle and to be accompanied by a favorite stuffed animal is just as important as understanding their physical requirements. These parent meetings allow ALC to cultivate relationships with the students and their families.

Driven By Compassion – Same Driver Every Day

Consistency – it's important to your students and it's important to ALC. Our solution, which offers the same driver every day, enhances communication with parents and increases the comfort level of the students.

Because we not only match the vehicle, but also the driver with the individual needs of the child, drivers view their role as having made a commitment to serving "their" students each and every day. The result: students spend more days in the classroom, providing them and their parents stability, familiarity, security and trust.

Real-Time Accountability

ALC is able to confirm the time and locations of each of the district's students' trip events. Knowing where your students are, and when they arrived, provides an additional level of comfort and safety.

Matching Each Student With The Right Vehicle

ALC's solution is uniquely customized to meet the specific needs of the district's students – today – and as their needs change. ALC ensures that each vehicle best matches the student's needs. Factors such as seating arrangements, wheelchair accessibility, additional equipment needs, and the possible need for a nurse/aide, are all considered in identifying a vehicle for your students.

NAPT Recommended Service

As the only pupil transportation solutions company to be designated as a "Recommended Service" by the National Association for Pupil Transportation (NAPT), ALC is currently in a league of its own, representing a better, proven approach to student transportation solutions.

Don't just take our word for it...ask our customers!

www.ALCschools.com

About ALC

ALC supplements districts' transportation programs using sedans, mini-vans and SUVs to assist in transporting McKinney-Vento, ESE/special needs, out-of-district students, hard-to-serve and multi-district trips. Supplementing bus service with small capacity vehicles means that districts no longer have to pay for unused capacity and have the flexibility to expand and contract their fleet to accommodate the ever-changing requirements of these student populations. ALC accomplishes all this while reducing the cost of transportation programs by 20-30%.

**It's not just what we do,
It's what we love to do.**





ALC & TCPN

ALC Awarded National Transportation Contract

ALC was awarded a national transportation contract by TCPN's (The Cooperative Purchasing Network) governmental lead agency – Region 4 Education Service Center. This contract allows ALC to provide school districts with “Alternative Student Transportation” services. The purchasing process through TCPN complies with all procedures mandated by state procurement laws and regulations. The TCPN contract allows districts to save the costs associated with the competitive bid process, while reaping the benefits of nationally leveraged pricing, all at no cost to the district.

If your district has alternative student transportation needs in any of the following areas, ALC has a solution for you:

- McKinney-Vento
- Students with Special Needs
- Hard-to-Serve Trips
- Students Traveling Out-Of-District
- Multi-District Coordination

Who is TCPN?

TCPN is a national governmental purchasing cooperative that leverages the purchasing potential of governmental entities in all 50 states to achieve equal pricing for the smallest entity to the largest buyer. TCPN contracts are available for use, and benefit public and private schools, colleges, universities, cities, counties, non-profits and governmental entities.

Cooperative purchasing means fiscally sound procurement and ensuring that school districts are getting a good value for every dollar they spend. When public entities come together to share services, they benefit from significant time and costs savings.

Did you know state laws encourage participation in cooperative purchasing to eliminate duplication of efforts? TCPN's lead agency maintains ISO 9001:2008 certification for bid process consistency. Contracts are actively monitored through third-party audits.

How to Work With ALC through TCPN

Procurement of ALC's alternative transportation services through TCPN is simple.

1. If you're not sure if your district is a member of TCPN, call TCPN Membership at 888.884.7695 to find out.
2. If your district has a membership with TCPN, simply contact an ALC representative for more details on the services provided, and for pricing information.
 - a. If your district decides to contract with ALC, the district should then submit a purchase order, referencing ALC's TCPN contract number, R5057, and stating “Per TCPN Contract.”
3. If your district is not a member of TCPN, you can visit www.tcpn.org and click on “Sign Up”. Signing up is as easy as completing a simple form and submitting it online.

ALC's Contract Info

ALC's TCPN Contract #: R5057

TCPN's Due Diligence Documents:

www.AmericanLogistics.com/Schools/TCPN

TCPN Website: www.TCPN.org

TCPN Contact: Tray Moses,
713.554.0557, TMoses@TCPN.org

Order Placement: Contract terms allow POs to be sent directly to ALC and must reference “Per TCPN Contract”.





The TCPN Process

- Research and Development of bid speculations
- Compilation of solicitation documents
- Advertisement of the solicitation both on the TCPN website and in newspapers (including *USA Today*) for a minimum of two (2) weeks
- Receipt of sealed responses that are duly recorded and opened publicly
- Tabulation and evaluation of all responses
- Recommendation of vendor contract awards
- Contract awarded by a government agency serving in the lead agency role

For More Information

To learn more about ALC's partnership with TCPN, contact ALC at (866) 999-3371 x777 or via a-mail at alc@americanlogistics.com. TCPN Administration and Support can be reached at www.tcpn.org or at (888) 884-7695.

The ALC Difference

At ALC, our focus is on fulfilling districts' special transportation needs. Our goal is to deliver safe, reliable and high quality transportation for school districts and the families they serve.

Every day we coordinate trips for thousands of students, yet we never lose sight of the importance of each student's individual and unique circumstances.

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www.ALCSchools.com



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www.schoolbusfleet.com

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A BOBIT PUBLICATION • MANAGEMENT & MAINTENANCE MAGAZINE FOR SCHOOL TRANSPORTATION FLEETS

OFFICIAL SOURCE
NAPT
NEWS & VIEWS

Vans, Cabs and Beyond: Gauging the Safety of School Bus Alternatives

How Drivers Can Intervene in Bus Fights

6 Tips to Strengthen Relationships with Unions



How to Keep Buses Running Safely in Rough Weather

14 Phenomenal Women in School Transportation

Survey Shows Bus Cuts Leveling Off

In the school bus industry, which has built an unparalleled safety record with its thorough driver requirements and strict vehicle construction standards, the thought of stepping outside of the school bus is disconcerting for many.

Thinking outside the bus

By Thomas McMahon, Executive Editor
thomas.mcmahon@bobit.com

Alternative fuels aren't the only "alternative" that seems to be gaining interest in the pupil transportation industry.

Many school districts have turned to alternative transportation — vans, taxis and other small, non-school bus vehicles — to supplement traditional school bus service in certain situations.

A common example would be a homeless student who travels a long distance every day to attend his school of origin, meaning the last school he was enrolled in before becoming homeless. Under the McKinney-Vento Act, these students are entitled to free transportation to their school of origin, even if they now live in a different school district.

This can strain districts' resources. As Washington state student transportation director Allan Jones explains, "Some of the districts just don't have enough school buses to transport all the homeless students they have."

Proponents of alternative transportation say that using small vehicles for these long trips with one or a few students cuts costs and allows more flexibility.

But in the school bus industry, which has built an unparalleled safety record with its thorough driver requirements and strict vehicle construction standards, the thought of stepping outside of the school bus is disconcerting for many.

That's how Launi Harden initially felt about alternative transportation.

"At first, I didn't look at it because it wasn't the yellow school bus," says Harden, the transportation director at Washington County School District in St. George, Utah.

But she says the downturn in the economy and high fuel prices forced districts to look at new ways to increase efficiency.

Washington County School District, which continues to run its own school bus fleet, has been contracting with American



Logistics Co. (ALC) for about five years now. Through local transportation providers, ALC arranges for vans and sedans — all with magnetic signs for identification — to transport small numbers of special-needs students, some of whom travel up to 50 miles one way to school.

"It's generally a quicker ride for the students, and it saves taxpayer dollars," Harden says.

She notes that when considering alternative transportation through an outside vendor, it's critical to look into the company, its safety practices and its reputation.

"Don't just hire anyone," Harden advises. "Make sure they have the same standards as you."

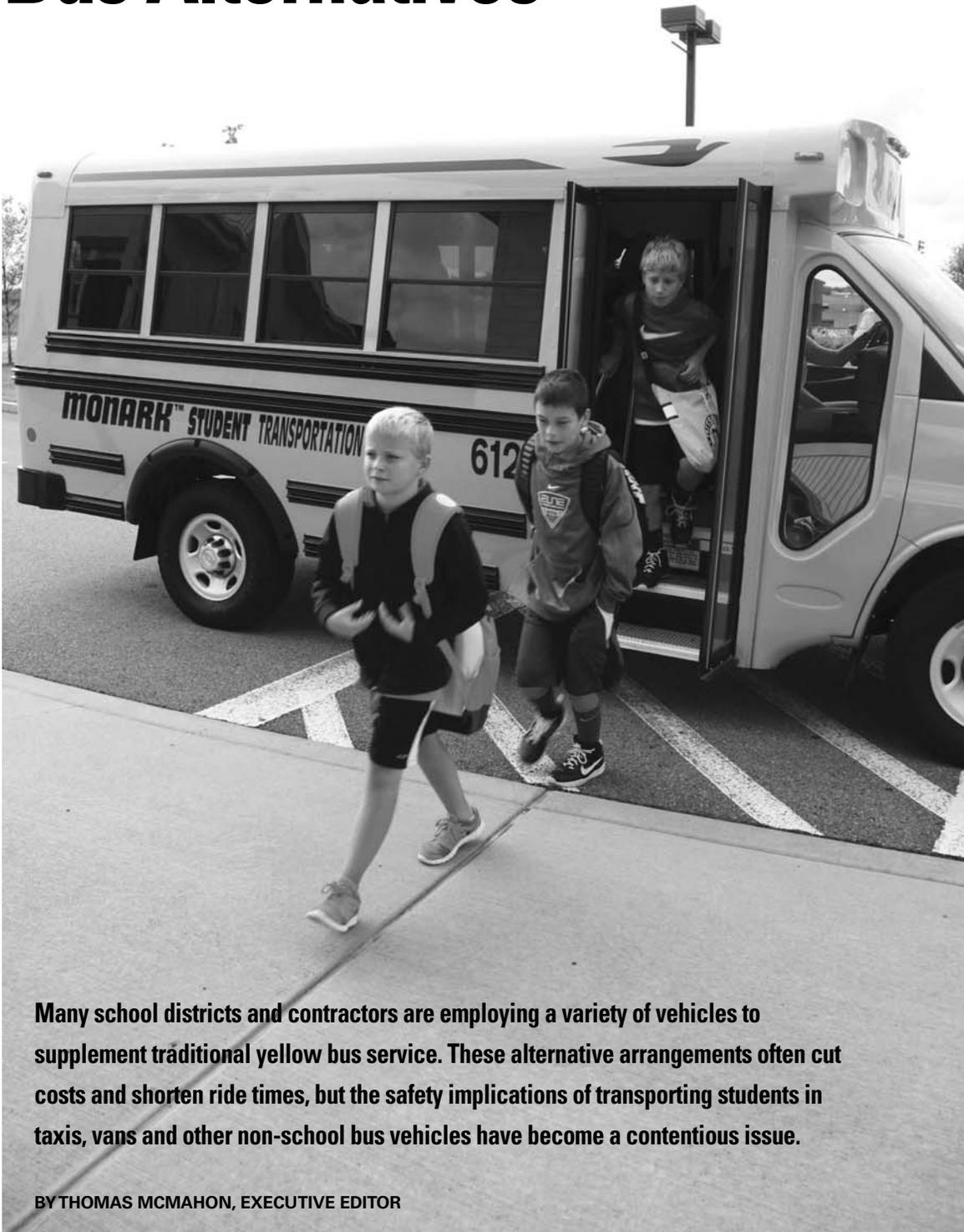
ALC, for example, ensures that its drivers go through background checks, drug testing and training, meeting state and federal requirements as well as each district's own specifications.

But, as you'll see in our in-depth article on alternative transportation (pg. 24), some other companies apparently haven't been as detailed in checking their drivers. In Chicago, an investigation found dozens of school cab drivers who had been arrested for or convicted of such crimes as aggravated battery, possession of a controlled substance and sexual assault on a teenager.

Another concern about alternative transportation is in record keeping. While states collect data specific to school bus crashes, the same can't always be said for non-school bus vehicles that transport students. For example, in Pennsylvania, thousands of vans are used in student transportation, but crash statistics for them are not broken out from other crash statistics.

Alternative transportation is a contentious topic in the industry, but those on both sides of the issue would likely agree that crash numbers should be identified for non-school bus vehicles that transport students. **SBF**

Vans, Cabs and Beyond: Gauging the Safety of School Bus Alternatives



Many school districts and contractors are employing a variety of vehicles to supplement traditional yellow bus service. These alternative arrangements often cut costs and shorten ride times, but the safety implications of transporting students in taxis, vans and other non-school bus vehicles have become a contentious issue.

BY THOMAS MCMAHON, EXECUTIVE EDITOR



iStock image © benkrut

Top right: American Logistics Co. arranges alternative transportation services for school districts. Here, a driver helps a student out of a van. Bottom right: Taxis are commonly used to transport students in Chicago. Left: Students disembark a Micro Bird school bus constructed vehicle operated by Gibsonia, Pa.-based Monark Student Transportation Corp. These types of vehicles have a capacity of nine passengers or fewer but are built to federal motor vehicle safety standards for school bus construction.

When school started in Dallas this year, many students and parents expecting to see a yellow school bus roll up the street were surprised by what arrived: taxi cabs, vans and SUVs.

News reports quoted bewildered parents. Some shared concerns about their children being placed in unconventional transportation arrangements. Other parents seemed to be more upset that they weren't informed of this significant change. And some just wanted the school bus back.

"Old yellow school bus," parent Chris Williams told *CBS DFW*. "You can't take that out of school. It's like taking those No. 2 pencils out of there."

Across the country, many school districts and contractors are employing a variety of vehicles to supplement traditional school bus service. Taxis, minivans and other small vehicles are often used to cut costs and shorten ride times for homeless or special-needs students who travel long distances to school.

Few would contend that a school bus is more efficient than a car in certain situations — shuttling one child 30 miles to a special school, for example — but the safety implications of transporting students in these alternative vehicles have become a contentious issue in the pupil transportation industry.

Surprising ride

In Dallas Independent School District (ISD), the bulk of the concerns apparently stemmed from parents not being informed of their children's new transportation arrangements before the school year began.

"Although the district and ALC [American Logistics Co.] attempted to reach out to parents, unfortunately many parents were not made aware of the change to student transportation services," Gregg Prettyman, vice president of corporate communications for ALC, tells *SBF*.

ALC arranges alternative transportation services for Dallas and other school districts in numerous states.

"If you show up at the bus stop on the first day and there's a stranger in a

minivan or a sedan, even if they have a placard [with school info], no one's going to feel comfortable with that — myself included," Prettyman says, adding that the key to success is "educating parents about these types of changes and the measures taken to ensure that the drivers and vehicles are safe and qualified for this type of service."

Dallas ISD officials did not return phone calls and e-mails requesting an interview for this article, but the district posted on its website a detailed message to parents about the alternative transportation program.

Cutting costs, drive time

Transportation for Dallas ISD is provided by intermediate agency Dallas County Schools. Earlier this year, the agency sought an independent service that could provide cost-effective transportation on routes having fewer than 10 students, for which a school bus is not required by state or federal law.

According to the Dallas ISD message to parents, the goals of this effort were:

- ❶ To reduce transportation costs and reallocate dollars to schools.
- ❷ To reduce the drive time that students were enduring on school buses.

ALC was chosen as the contractor to provide this alternative transportation service. Dallas County Schools and Dallas ISD had used a car/van service in the past for about 100 routes, but this year the program was greatly expanded, to more than 400 routes. Many of the passengers attend special-needs schools, academies or magnet schools.

ALC reportedly took numerous steps to prepare for its increased load of students this year. Among them:

- Credentialing and training of more than 400 drivers.
- Vehicle placards with route number and destination school.
- Vehicle inspections.
- Route tags for children to help ensure that they get on the right vehicle.
- Outreach pamphlets for parents and schools.

In its message to parents, Dallas ISD said that at the beginning of the school year, some vehicles did not have clear identification, which caused "un-

derstandable concern and confusion among parents and students."

The district said that by the end of the first week of school, all of the alternative vehicles would be clearly identifiable as being "official Dallas County transportation vehicles."

"We will continue to work with Dallas County to make adjustments so that all students and parents feel comfortable with their transportation," the district message said. "We sincerely apologize for any confusion and reiterate our commitment to the safety of all students."

Realizing the benefits

Some news outlets reported that Dallas ISD decided to phase back in school buses in place of the alternative transportation, but ALC's Prettyman told *SBF* about two weeks after the school year started that the district was continuing with the program. However, all taxi vehicles were removed at the district's request.

Prettyman says that as parents adjusted to the new service and got to know their children's drivers, they be-

Monark Student Transportation Corp.'s fleet includes about 90 school bus constructed vehicles (pictured), which President Mark D. Schmitt calls "a safer way [than vans] to transport children in those smaller capacities."



came more comfortable with it and even began to see the benefits. He cites an example of a mother who wrote to Dallas ISD officials asking them to stick with the alternative transportation.

The mother wrote that her son's ride to school took one-and-a-half to two hours one way in previous years. Now, on an ALC shuttle, the ride is less than 30 minutes. The mother also noted that the driver is professional, timely and, by her son's account, a safe driver.

Checking the drivers

Along with the safety of the vehicle, the safety of the driver is a key concern raised by critics of the use of taxis, vans and other such vehicles to transport students.

What the feds have said about vans

The National Highway Traffic Safety Administration (NHTSA) and other federal agencies have issued numerous warnings about the risks associated with 12- and 15-passenger vans, but the feds seem to be largely silent on the use of smaller vehicles — minivans, cabs, etc. — to transport students.

A NHTSA spokesperson did not fulfill a request for an interview for this article, other than to direct *SBF* to a NHTSA web page on the use of nonconforming vehicles for school transportation (go to tinyurl.com/mxv54ga).

Here are key points from that statement and another NHTSA message on vans.

- Federal requirements regulate new vehicles that carry 11 or more persons that are sold for transporting students to or from school or school-related events. Those vehicles are required to meet all federal motor vehicle safety standards for school buses.
- Federal regulations apply only to the manufacture and sale or lease of new vehicles.
- Each state prescribes its own regulations that apply to the use of any vehicle that is used to transport students.
- In a December 2010 letter to state motor vehicle administrators, the heads of NHTSA and the Federal Motor Carrier Safety Administration said that their agencies' data indicate that nine-, 12- and 15-passenger vans "are often inadequately maintained, and the tires are especially vulnerable to deterioration as they age. Because these vehicles have unique handling characteristics, they display particular sensitivity to rollovers, particularly when they are fully loaded." (The full letter is available at Schoolbusfleet.com/resources/VanLetter.pdf.)
- In the same letter, the agency officials included a reminder that "pre-primary, elementary and secondary schools should not use 12- or 15-passenger vans for transporting students because they do not provide the same level of safety as school buses meeting NHTSA's safety standards."

In its service for school districts, ALC contracts with existing transportation providers, so their people are already in the driving profession.

"We'll find a small business; they may have a shuttle service or a limo service," Prettyman explains. "They're already in the community, already licensed. We find those resources and talk to them about this opportunity."

ALC confirms that the drivers undergo driving record reviews, criminal background checks, and random drug and alcohol testing. The company also works to ensure that the drivers meet the district's own specifications, such as CPR certification or certain special-needs training. In Dallas, for example, more than 50 alternative transportation drivers attended a deaf education training seminar.

Checked cab drivers

Elsewhere, problems have surfaced with drivers employed by other companies.

Earlier this year, *NBC Chicago* investigated cab drivers who were transporting students for area school districts and discovered many with checkered pasts.

The news outlet found 66 school cab drivers who had been arrested for or convicted of such crimes as aggravated battery, possession of a controlled substance, firearms violations and assault.

For instance, *NBC Chicago* reported that school cab driver Jean Juste was convicted in 1994 of sexually assaulting a teenager. He was also convicted of smuggling and selling cocaine a few years later.

In response to the news, the Illinois secretary of state office launched an investigation of the hiring practices of the cab company that employed Juste.▶▶▶

Strict requirements

Although some dubious drivers slipped through the cracks, the state of Illinois has strict requirements for taxi drivers who transport students to and from school.

State pupil transportation director Cinda Meneghetti tells *SBF* that these school cab drivers have to earn a restricted school bus driver's permit, which means undergoing "everything that a school bus driver has to have, but no CDL." That includes a medical exam, drug and alcohol testing, a tuberculosis test, background checks, fingerprinting and an eight-hour class.

Cabs that transport students have to be inspected at an Illinois official testing station every six months or 10,000 miles, whichever comes first. Also, vehicles in salvage or junk status cannot be used as school cabs.

Meneghetti, who works for the Illinois State Board of Education in Springfield, notes the safety risks that could have been posed with the Chicago-area taxi drivers whose backgrounds weren't properly checked.

"You put two nonverbal special-ed kids in the back seat, that's not a good situation," Meneghetti says. But she adds that the "secretary of state has been cracking down" on the cab driver background issue.

Abandoning cabs

Worries about the cab drivers who



W.L. Roenigk Inc., a Sarver, Pa.-based contractor, runs a fleet of about 463 vans and about 500 school buses. The vans range in capacity up to 10 passengers. The yellow sign on the front says "SCHOOL STUDENTS."

Illinois rules for student transportation vehicle drivers

Vehicle	Passengers	Uses	Driver requirements
School bus	Manufacture capacity	Curriculum-related and non-curriculum trips	School bus driver permit (CDL)
Car (taxi cabs, district-owned cars)	Manufacture capacity	Curriculum-related trips	Restricted school bus driver permit (non-CDL)
Car (taxi cabs, district-owned cars)	Manufacture capacity	Non-curriculum trips	Valid driver's license
Van	10 or less, including driver	Curriculum-related trips	Restricted school bus driver permit (non-CDL)
Van	10 or less, including driver	Non-curriculum trips	Valid driver's license
Passenger cargo vans	11 to 15	Not allowed	Not allowed

This abridged table shows driver requirements for student transportation-related uses of different types of vehicles. The full version of the table, which can be downloaded at Schoolbusfleet.com/resources/IllinoisRules.pdf, also shows the requirements for various uses of multi-function school activity buses.

were transporting its students led Gurnee (Ill.) School District 56 to discontinue the use of taxis a few years ago.

"We were all concerned about the type of people that were driving the taxis," Gurnee Superintendent Dr. John Hutton says. "We knew little or nothing about most of them."

The cost of the taxi service was also a concern, "but a secondary concern," Hutton adds. "Those two things made us say, 'The only way we can control the drivers is to do it ourselves.'"

In an intergovernmental agreement, Gurnee and two neighboring school districts bought six minivans and launched their own alternative transportation program.

"The people driving the vans are school employees," Hutton says. "They've had background checks; we know them. ... All three school districts would say we're very pleased with what's going on."

The districts have found that the vans, which undergo regular inspections and maintenance, are advantageous for transporting small numbers of special-needs and homeless students and for constantly adapting to their schedules and locations.

Gurnee also runs school buses. It shares about 80 yellow buses with one of the neighboring

school districts. Although the districts are considering buying more vans, Hutton notes that the vans are not taking over the role of school buses.

"It is a supplement," he says. "Between special-needs kids and homeless families, [the transportation costs] put a lot of pressure on our budget, and we need to supplement with the vans."

Van regulations

Vans are commonly used to transport students in Pennsylvania. These "school vehicles," as they are classified, must have a capacity of 10 passengers or fewer, including the driver.

There are 5,228 of these school vehicles in the state and about 31,024 school buses. Craig Yetter, a spokesperson for the Pennsylvania Department of Transportation, says that school vehicle crash statistics are not broken out from other crash statistics.

For school buses, there were 393 crashes in 2012, which was 0.3% of the total crashes. In the crashes that involved school buses, three people were killed — none of whom was a school bus occupant.

Pennsylvania school bus drivers are required to have a CDL with passenger and school bus endorsements. For school vehicles, drivers only need a regular, non-commercial license.

While the state doesn't require school vehicle drivers to meet all of the quali-

fications that are required of school bus drivers — such as an annual physical — Yetter says that "many employers hold their school vehicle drivers to the same standards as the school bus drivers."

Pennsylvania does require school vehicles to undergo semi-annual state inspections. They are also subject to random vehicle and driver spot checks by state police.

Divisive issue

School transportation officials in Pennsylvania are divided on whether vans should be used to carry students.

Mark D. Schmitt, president and owner of Gibsonia, Pa.-based Monark Student Transportation Corp., is one of the more vocal critics of van use.

"Ultimately, our job is to make sure children are being transported as safely as they can possibly be," Schmitt says. "The school bus is the safest form of ground transportation in the world. ... [Yet] thousands of schoolchildren are being transported in vans. It just makes no sense."

Under federal law, new vans with a capacity of more than 10 passengers (including the driver) cannot be sold or leased to transport students if they do not meet federal motor vehicle safety standards (FMVSS) for school buses.

As recently as 2010, the heads of the National Highway Traffic Safety Administration (NHTSA) and the Federal Motor Carrier Safety Administration sent a letter about van safety issues to all 50 states' motor vehicle administrators. Included in the letter was a reminder that 12- and 15-passenger vans should not be used to transport students "because they do not provide the same level of safety as school buses meeting NHTSA's safety standards."

However, according to Schmitt, many of these same large vans have been converted to a shorter, smaller, legal passenger capacity to be sold for transporting students.

"It's constructed the exact same way as the bigger van that's been outlawed," he says, "so what did [the federal restrictions] accomplish?"

Van alternative

For student transportation situations that call for a smaller vehicle, Schmitt and some others in the industry advocate what they say is a safer alternative to vans: school bus constructed vehicles, as they are called in Pennsylvania.

These nine-passenger vehicles aren't technically school buses, and they don't have the flashing red and amber lights and stop arm — and therefore can't stop traffic. But they are built to the same FMVSS for construction as full-size school buses. That includes the same windows and mirrors, joint and rollover strength, seat padding and compartmentalization, rear emergency exit and heavy-gauge steel side-impact barriers.

"We have a vehicle that is built exactly the same as a school bus," Schmitt says. "It's a safer way [than vans] to transport children in those smaller capacities."

Schmitt's contracting company, Monark Student Transportation Corp., operates about 310 large and small

OEMs point to safety advantages of school bus construction

Manufacturers of small and large school buses are consistent in their stance against the use of vans to transport students.

The OEMs point to the superior safety record and strict construction standards of school buses. For low-capacity applications, these companies offer alternatives to vans: school bus constructed

vehicles or, as they are often called, multi-purpose passenger vehicles (MPVs).

Steve Girardin, president of Micro Bird, says that his company has had success in a few states in promoting its MPV certified to school bus standards.

"We've gotten good traction in trying to get people to understand the safety benefit," Girardin says.

Bob West, product manager of Type A at Thomas Built Buses, highlights the fact that vans do not meet school bus safety standards. On the other hand, the company's Minotour MPV is built to those standards, including rollover protection, joint strength and seat protection.

"With these standards in place, our

MPV is safer than passenger vans, minivans or other personal vehicles that may be used to transport children," West says.

According to Tony Augsburger, senior director of sales at Collins Bus Corp., when vans or other non-school bus vehicles transport students, "there are risks associated with them. We strongly encourage the use of a certified Type A school bus, MFSAB [multi-function school activity bus] or nine-passenger MPV versus a non-school bus vehicle."

Brian Barrington, national sales manager for TransTech Bus, says that he has seen an increase in the use of nine-passenger vans, particularly for transporting small sports teams.

"We understand that there is a need [for smaller vehicles]," Barrington says.



"However, the price difference to put children into a vehicle that is school bus constructed is minimal and should be the way to go."

Officials from Blue Bird Corp., IC Bus and Thomas Built Buses — which are members of the American School Bus Council — pointed to statistics showing that students are nearly eight times safer riding in a school bus than in a passenger car or other non-school bus vehicle.

"IC Bus believes the safest way to transport our children is in a school bus vehicle," IC Bus President John McKinney added.



For low-capacity applications, school bus manufacturers offer vehicles that meet school bus construction standards. Above left is Thomas Built's Minotour MPV, which is configured for fewer than 10 passengers. Above right is Collins' SL400, which can be made to a nine-passenger capacity.

School vans in Pennsylvania

Here's an overview of vans used to transport students in Pennsylvania, where they are classified as "school vehicles."

- Must have a capacity of 10 passengers or fewer, including the driver.
- There are 5,228 school vehicles in the state.
- Must undergo semi-annual state inspections.
- School vehicle crash stats are not broken out from other crash stats.
- For school vehicles, drivers need a regular, non-commercial license.

school buses and about 90 school bus constructed vehicles. The latter are often used for transporting special-needs students, but they're suited for other applications as well, such as picking up the overflow on a route that exceeds the capacity of a regular school bus. A small team trip is another fit.

As with the school vehicle vans in Pennsylvania, a CDL is not required to drive a school bus constructed vehicle. Schmitt says that this helps in dealing with driver shortages.

"One of the beautiful things about having a small vehicle like this available is that you don't have to have a CDL," he says. "This vehicle gives us the opportunity to hire and employ more drivers while they train for their CDL."

Schmitt is also the president and owner of Blue Bird Bus Sales of Pittsburgh Inc., which offers school bus constructed vehicles, but he insists that his advocacy for the vehicles is about safety, not sales.

"I'm obligated to let people know there's something safer [than vans] out there," he says. "My competitors are selling them as well."

As a price comparison, a new school bus constructed vehicle typically costs around \$9,000 more than a new school vehicle van, according to Schmitt. "But what price do you put on safety?" he adds.

Contract change

About eight years ago, Butler (Pa.)

Area School District stopped the use of vans to transport its students. The district put in its transportation contract that only school buses or school bus constructed vehicles could be used.

The change was partly to ensure that students would be riding in vehicles that meet federal school bus standards, and partly because the district's vans weren't holding up well.

"We had some kids that were destroying our [Dodge] Caravans," says Brenda Collins, transportation supervisor for Butler Area School District. "They were tearing them apart inside."

While the drivers of school bus constructed vehicles aren't required to have CDLs, Collins says that the district's contractor "puts them through all of the training as if they were getting a CDL."

In assessing the safety of school bus constructed vehicles versus vans, Collins cites rollover strength as particularly important. She points to a September accident in Lee County, Fla., in which a church van with 16 people on board flipped after a tire tread separated. The van's roof was crushed, several passengers were ejected and three people were killed.

While a new van that carries as many passengers as that in the Florida crash couldn't legally be sold for student transportation without meeting school bus FMVSS, similar vans with a capacity of 10 or fewer are permissible.

"Those are the types of vans people are transporting children in. ... I see them driving around all the time," Collins says. "I really think school districts need to be careful using those vehicles."

Van advantages

Sue Roenigk has a different take on vans. Her family's contracting company, Sarver, Pa.-based W.L. Roenigk Inc., runs nearly as many vans as school buses.

The company's fleet is composed of about 500 school buses and about 463 vans. The van contingent includes many seven-passenger Dodge Caravans and the larger GMC Savanas and Ford E-Series vans, ranging in capacity up to 10 passengers.

Sue Roenigk, who is president of the company, says that the vans are especially adept at maneuvering in and out of driveways to pick up students with disabilities away from traffic.

"There's a longer time frame for loading special-needs students," Roenigk says. "A smaller van gets us in the driveway, and there's a lot less difficulty backing out. Something bigger couldn't do that."

In fact, the maneuverability is the key reason that the contractor uses vans.

"It's not so much the fuel economy; it's more about getting into the area," Roenigk says.

Those areas include urban neighborhoods in Pittsburgh as well as rural environs far outside of the city. On the more rugged rural roads, W.L. Roenigk relies on its vans that have all-wheel drive and can turn around at tight dead ends.

Training and testing

W.L. Roenigk's van drivers undergo training on the type of vehicle they will be driving as well as on other safety and student-related topics that school bus drivers are trained on.

Also, all of the company's drivers and other employees, including mechanics, have to pass the same background checks and drug testing.

W.L. Roenigk does not run school bus constructed vehicles. According to Sue Roenigk, they have some disadvantages compared to vans — for example, the maneuverability is not as good, she says. Beyond that, W.L. Roenigk's school district customers haven't requested that the contractor use school bus constructed vehicles.

Roenigk maintains that the vans her family's company — and many other school transportation providers — use to transport students are safe.

"We feel that 10-passenger and smaller vans are built to specifications for people to haul their own children in," Roenigk says. "The manufacturers of these vans are doing a great job of making safe vehicles — they're making them to government standards." 

thomas.mcmahon@bobit.com

FLORIDA SCHOOL BUS

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FLORIDA ASSOCIATION FOR PUPIL TRANSPORTATION

ADVANTAGES OF SUPPLEMENTAL TRANSPORTATION MODELS

ALC

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An increasing number of school districts across the United States are turning to alternative forms of transportation to supplement traditional school bus services. The use of mini-vans, SUVs and sedans to assist in transporting McKinney-Vento, ESE/special needs, out-of-district students, hard-to-serve and multi-district trips is becoming more common as schools look to optimize their transportation services.

This shift towards supplemental modes of student transportation is being driven by the need to improve efficiencies as transportation budgets continue to shrink. Districts across the country are finding that when smaller vehicles are used to service routes with seven or fewer students, they no longer have to pay for unused capacity, giving them flexibility to expand and contract their fleet as needed.

Obviously when transporting eight or more students, the school bus still remains the most efficient mode of transportation. However, when transporting less than eight students, bus transportation costs increase exponentially and significant savings can be found when utilizing smaller vehicles for these routes.

The most common programs already using supplemental transportation include those for McKinney-Vento and special needs students. Districts have found that they can meet the needs of these students in smaller vehicles, with greater efficiency, and at a much lower cost.

Hard-to-serve and out-of-district trips have also largely benefited from smaller vehicles. While districts can spend hundreds of dollars each day on a bus to transport out-of-the-way students to and from school, many have realized that sending a smaller, fuel-efficient vehicle to service the same trip costs much less.

ALC, a national student transportation solutions company, understands these concerns, and has spent the past decade developing a unique supplemental transportation model that uses



mini-vans, SUVs and sedans to supplement existing transportation programs offered by school districts.

Because ALC works in conjunction with the district's bus services, many districts have found that the combination of buses and smaller-capacity vehicles significantly reduces transportation costs and incentivizes the bus provider to route their buses as efficiently as possible.

The ALC Difference

ALC is the only pupil transportation solutions company to be designated as a "Recommended Service" by the National Association of Pupil Transportation (NAPT). In addition to reducing costs and increasing the efficiency of student transportation programs, districts that partner with ALC can reap the following benefits:

- **Parent/guardian meeting** – Prior to students being picked up for the first time, their parent/guardian will have the opportunity to meet with an ALC representative to discuss all aspects of their student's transportation needs. These parent/guardian meetings allow ALC to cultivate relationships with students and their families.
- **Consistency** – ALC's unique model offers the same driver every day, enhancing communication with parents, and increasing the comfort level of the students. As a result, students spend more days in the classroom, providing students and parent's stability, familiarity, security and trust.
- **Real-time accountability** – ALC confirms, through GPS, the time and locations of each student's trip events. Knowing where your students are, and when they arrived, provides an additional level of comfort and safety.
- **Matching the student with the right vehicle** – Whether it's a SUV or a special-needs van, ALC's unique solution is



SUV



Wheel Chair Accessible Van



Mini-Van



Sedan



customized to meet the specific needs of each student – today, and as their needs change. ALC ensures that each assigned vehicle best matches the needs of each student by first assessing their needs, and then matching them with the appropriate vehicle.

- **Student Transportation Guide** – Available in English and Spanish, this guide provides an overview of what parents/guardians can expect from ALC.
- **Service Assurance** – ALC confirms that any driver providing transportation services is fully qualified and has met the state, local and district requirements. ALC also confirms that vehicles being used to transport students comply with all state, local and district requirements.

Serving School Districts in Florida and Nationwide

ALC works with school districts across the country, several of which are located within the state of Florida, including Orange County, St. Lucie, Polk, Hillsborough and Miami-Dade.

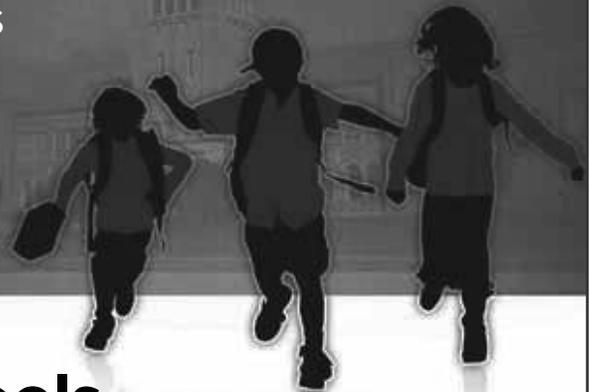
When asked about partnering with ALC, Cynthia Mendez, senior administrator, transportation for Orange County Public Schools said, “We are thrilled to have expanded our relationship with ALC. Their professionalism and flexibility, combined with the low cost of service, has been a welcomed change for us.”

To learn more about the ALC model for special transportation needs, please visit www.ALCschools.com, or contact them at alc@alcschools.com. *

Serving Districts’ Transportation Needs



- McKinney-Vento
- Students with Special Needs
- Hard-to-Serve Trips
- Out-of-District
- Multi-District Coordination



www.ALCschools.com



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Pricing Overview

For Bid 14-15

Region 4 ESC



Pricing Proposal

ALC will charge districts **\$65 per trip** (this includes the first 12 miles) regardless of the number of students being transported (from 1 – 7 students, inclusive), and an additional **\$2.50 per mile** for any trip longer than 12 miles. The district will be charged for miles incurred while a student or aide is on board the vehicle. When no student or aide is on board the vehicle, no mileage charges will be incurred.

A trip is defined as a one-way transportation event. Examples might include; home-to-school in the AM, a mid-day trip or from school-to-home in the PM. The total number of trips a district is charged for is arrived at by adding together each one-way trip.

The pricing matrix below outlines all associated fees:

Trip Items	Trip Fees
Trip Fee (includes first 12 miles)	\$65.00
Per Mile Fee (after the first 12 miles)	\$2.50
Additional Fees* (when requested):	
Wheelchair Fee (per student)	\$25.00
Car Seat/Safety Vest Fee (per student)	\$5.00
Wait Time Fee (per hour, billed in 15 min. increments)	\$60.00
Aide Fee (per hour, 2-hour minimum)	\$25.00

- The trip fee and per mile fee are the only fees that apply in every instance.
- *Additional Fees are only incurred per the request of the district to provide additional services.

***Additional Fees (definitions and descriptions):**

- Wheelchair Fee:** A per student/per trip fee for students requiring a wheelchair vehicle
- Car Seat/Safety Vest Fee:** A per student/per trip fee for students requiring a car seat/safety vest
- Wait Time Fee:** Only incurred when authorized by the district to wait for a student. Billed on an hourly basis in 15 minute increments.
- Aide Fee:** Only incurred when the district requests that ALC provide a student aide for the trip. School districts usually provide the student’s aide. When the district provides the aide, they are not charged an “Aide Fee.” The mileage incurred while an aide (whether provided by ALC or the district) is onboard the vehicle without a student (transporting the aide to and from their pick-up location) is considered part of the overall route mileage and will be billed accordingly.



Fuel Surcharge

If the average gasoline price exceeds \$5.00 per gallon, the mileage rate will be increased by calculating 30% of the price of gasoline that exceeds \$5.00 and adding it to the base mileage rate. Thus, if the price of gasoline, according to the gasoline price index, is \$5.20, the increase would be 30% of 20 cents, or 6 cents. The gasoline price index to be used shall be found under the category of "Regular Reformulated Retail Gasoline Prices (Cents per Gallon) on the following website:

http://www.eia.doe.gov/oil_gas/petroleum/data_publications/wrgp/mogas_home_page.html

Contract Price Verification

Customers will be able to verify they received the contract price by comparing their monthly invoice to the contracted pricing items. The monthly invoice will contain a detailed listing of each line item per student. For example, any additional charges for wheelchairs, car seats, or aides will appear as a line item for that student with the applicable charge stated.

Invoicing Process

All student trips are tracked within our proprietary software. At the end of each month, the accounting reports are run from our system and reviewed by our Accounting Manager prior to being sent to our clients. All invoices are then sent to our clients between the 5th and 10th of each month. A report is sent to TCPN by the 15th of the month showing all clients invoiced under the agreement.

Pricing Overview - Excel version

Trip Items	Trip Fees
Trip Fee (includes first 12 miles)	\$ 65.00
Per Mile Fee (after the first 12 miles)	\$ 2.50
Additional Fees* (when requested)	
Wheelchair Fee (per student)	\$ 25.00
Car Seat/Safety Vest Fee (per student)	\$ 5.00
Wait Time Fee (per hour, billed in 15 min. increments)	\$ 60.00
Aide Fee (per hour, 2-hour minimum)	\$ 25.00

Definitions and Descriptions
A trip is defined as a one-way transportation event. Examples might include; home-to-school in the AM, a mid-day trip or from school-to-home in the PM. The total number of trips a district is charged for is arrived at by adding together each one-way trip.
The trip fee and per mile fee are the only fees that apply in every instance.
*Additional fees are only incurred when requested by the district
Additional Fees
A per student/per trip fee for students requiring a wheelchair accessible vehicle
A per student/per trip fee for students requiring a car seat/safety vest
Only incurred when authorized by the district to wait for a student. Billed on an hourly basis in .15 minute increments.
Only incurred when the district requests that ALC provide a student aide for the trip. School districts usually provide the student's aide. When the district provides the aide, they are not charged an "Aide Fee." The mileage incurred while an aide (whether provided by ALC or the district) is onboard the vehicle without a student (transporting the aide to and from their pick-up location) is considered part of the overall route mileage and will be billed accordingly.

Fuel Surcharge: If the average gasoline price exceeds \$5.00 per gallon, the mileage rate will be increased by calculating 30% of the price of gasoline that exceeds \$5.00 and adding it to the base mileage rate. Thus, if the price of gasoline, according to the gasoline price index, is \$5.20, the increase would be 30% of 20 cents, or 6 cents. The gasoline price index to be used shall be found under the category of "Regular Reformulated Retail Gasoline Prices (Cents per Gallon)" on the following website: http://www.eia.doe.gov/oil_gas/petroleum/data_publications/wrgp/mogas_home_page.html



Appendix G: Value Add

For Solicitation 14-15

Region 4 ESC



In addition to ALC's unique approach to alternative student transportation ALC also works with each district to conduct a rigorous parent outreach and educational program prior to transporting the district's students.

ALC Outreach Program

ALC understands that any change is difficult for parents/guardians and students. That's why we go out of our way to ensure that parents have been alerted to the fact that ALC will be assisting the district with their transportation program and the parent/guardians and student(s) understand they will be transported in a non-bus vehicle. ALC accomplishes this education process through several different methods. Those methods and examples have been outlined below:

Letter from the District introducing ALC's services

ALC provides the district with a customized letter they can put on their letterhead, notifying parents/guardians of the changes in transportation services. Attached in this section is a sample of the letter.

Letter from ALC introducing ourselves

Upon the District's request, ALC will send a letter to all parents/guardians introducing ourselves and our services. See attached sample in this section.

Parent/Guardian Meeting

Prior to students being picked up for the first time, their parent/guardian will have the opportunity to meet with an ALC representative to discuss all aspects of the student's transportation needs. These parent/guardian meetings allow ALC to cultivate relationships with students and their families. Also, ALC has developed a **Student Transportation Guide** (enclosed), which provides an overview of what parents/guardians can expect from ALC.

Student Transportation Guide

Our Student Transportation Guide has been developed to help parents/guardians understand more about their student's transportation. We have them available both in English and Spanish and are able to send them to parents as directed by the District. Attached is a printed copy of the booklet.

District Parent Night – Introducing ALC

Under direction from the District, ALC will conduct a District Parent/Guardian Night. This is a Question & Answer evening designed to help parents get to know ALC and to learn more about their student's transportation.

Custom Contact Information Cards

Each school district we work with, receives a custom ALC email address and toll free number for parents to call with questions, concerns, or other feedback. Under the District's direction, ALC provides printed cards with the contact information to be given to parents/guardians, District Officials, and others as directed. Each card also includes brief instructions on the back.



ALC CONTACT INFORMATION

Phone: 855.555.5555
 Ext. 1 - Customer Service
 Ext. 2 - ALC Dispatch
 Email: DistrictName@ALCSchools.com

DISTRICT CONTACT INFORMATION

Phone: 866.555.1234

HOW DO I...

- **Make a Route Change or Adjustment**
 Contact the **district** to make a route change or a permanent adjustment to the pick-up or drop-off location/time of your student.
- **Manager, Marketing**
 By selecting Ext. 1 you will be put in contact with an ALC team member who can help answer any questions you may have or address any of your concerns. You're always welcome to contact the district as well.
- **Cancel a Trip or Obtain Trip Status**
 Contact **ALC dispatch** (Ext. 2) if you have questions regarding the status of your student's trip, or to cancel a trip due to illness, vacation or other reasons. When cancelling a trip, please provide 24-hours advance notice.

Note: Regulations prohibit drivers from making any service or route changes.

Customer Survey

After the first two weeks of service, ALC reaches out to the families of the students we are transporting to get their feedback and suggestions on how ALC is doing. We follow-up again at the end of each semester to make sure we have an accurate assessment of how we are performing.

<p>Dear Parent/Guardian,</p> <p>As the school year comes to a close, we wanted to express our gratitude to you for allowing ALC to assist [redacted] in transporting your student(s) this past year.</p> <p>We value your opinion and would appreciate you taking a moment to provide us with any feedback (positive or negative) you may have from your experience with ALC's transportation model this past year.</p> <p>Please email us at: ALC@ALCSchools.com</p> <p>Thank you,</p> <p>The ALC Team</p> 	<p>Estimado Padre/Tutor</p> <p>Ya que el año escolar llega a su fin, queremos agradecerles por permitir a ALC en apoyar a [redacted] en transportar a sus estudiantes este año pasado.</p> <p>Valoramos su opinión y apreciaríamos que se tomara un minuto de su tiempo para darnos sus recomendaciones (positivas o negativas) basadas en su experiencia con el modelo de transportación de ALC este último año.</p> <p>Por favor contáctenos a: ALC@ALCSchools.com</p> <p>Gracias,</p> <p>El Equipo de ALC</p> 
---	--



Emergency Orders

ALC interprets Region 4 ESC's term "emergency orders" to be urgent/immediate requests for alternative student transportation.

Because of our model ALC is uniquely qualified to respond to last second, night before or even day of requests. For example, if a student gets sick at school and needs to leave early, ALC would be able to fulfill this type of request.

Date
Name
Street Address
City, CA, ZIP

Dear Parents,

As the Contact's Title, I wanted to make you aware of some changes to your child's transportation to and from school. Beginning on Date, the transportation for your child will be coordinated through ALC. School District has qualified ALC as a high-quality transportation provider, and we are thrilled to be able to offer this service for your student.

ALC has been coordinating student transportation for over a decade, working with school districts all over the country. They are the only pupil transportation management company to be designated as a "Recommended Service" by the National Association for Pupil Transportation (NAPT). Their approach to student transportation is personalized and professional.

The biggest change for you and your child, is that they will now be transported in vans (wheelchair accessible if needed) instead of a school bus. This type of service provides a high level of safety and service, as well as:

- **Consistency:** It's important to your child and it's important to us. ALC strives to ensure that your child rides with the same driver every day. This helps them to enjoy more stability, familiarity, security and trust.
- **Introduction Meeting:** An ALC representative, along with your child's driver, will be visiting with you prior to your child being transported. The purpose of this meeting is to help your child become acquainted with their new driver, as well as confirm your child's transportation needs.
- **Matched Vehicle:** Each child is matched to the right type of vehicle. This ensures that those with special needs, physical or otherwise, are comfortably transported to and from school each day in a vehicle that meets their needs.
- **Driver Standards:** ALC confirms that drivers have passed an extensive background check, that they participate in a drug and alcohol program, that all licensing and insurance information is up to date, and that all other state and district requirements are met.

District is looking forward to working with ALC to provide excellent transportation for your child. ALC will be contacting you directly, prior to the start date mentioned above, to learn more about you and your child's needs.

If you have any questions, please contact Name in District's transportation office at Phone.

Sincerely,

Name

Title



Month, year

Dear Parents of School District Name Students,

You may have heard from your school district that they're making some changes to their transportation program. These changes include working with ALC to help coordinate transportation for your student. As the president of ALC, I'd like to take a moment to introduce you to our company, and let you know that we are grateful for the opportunity to work with you and your family.

At ALC, we focus on students with unique transportation needs. It's not just what we do, it's what we love to do. Our goal is to deliver safe, reliable and high quality transportation for your student. We believe that this helps to prepare them to do well both in the classroom and at home.

We understand you may have some questions, and we want to make sure that you feel comfortable with our company before your student's transportation begins. That's why, in the coming weeks, a representative of ALC will be contacting you to arrange a time to meet with you and your student, to provide you with an overview of what you can expect from ALC.

In closing, I want to assure you that while ALC coordinates safe transportation for thousands of students across the country each day, we never lose sight of the importance of each student's individual and unique circumstances. We look forward to working with you to fulfill your student's transportation needs.

Sincerely,

A handwritten signature in black ink, appearing to read 'Craig Puckett', with a stylized flourish at the end.

Craig Puckett
President, ALC



STUDENT TRANSPORTATION SOLUTIONS



An Introduction to ALC

Student Transportation Guide



STUDENT TRANSPORTATION SOLUTIONS

Hello,

You may have heard from your school district that they're making some changes to their transportation program. These changes include working with ALC to help coordinate transportation for your student. As the president of ALC, I'd like to take a moment to introduce you to our company, and let you know that we are grateful for the opportunity to work with you and your family.

At ALC, we focus on students with unique transportation needs. It's not just what we do, it's what we love to do. Our goal is to deliver safe, reliable and high quality transportation for your student. We believe that this helps to prepare them to do well both in the classroom and at home.

We understand that you may have some questions, and we want to make sure that you feel comfortable with our company before your student's transportation begins. That's why we've developed this guide, which offers you an overview of what you can expect from ALC. Should you have any additional questions or concerns, the ALC team is here to help, and we want to hear from you!

In closing, I want to assure you that while ALC coordinates safe transportation for thousands of students across the country each day, we never lose sight of the importance of each student's individual and unique circumstances. We look forward to working with you to fulfill your student's transportation needs.

Sincerely,

A handwritten signature in black ink, appearing to read 'Craig Puckett', written in a cursive style.

Craig Puckett
President, ALC

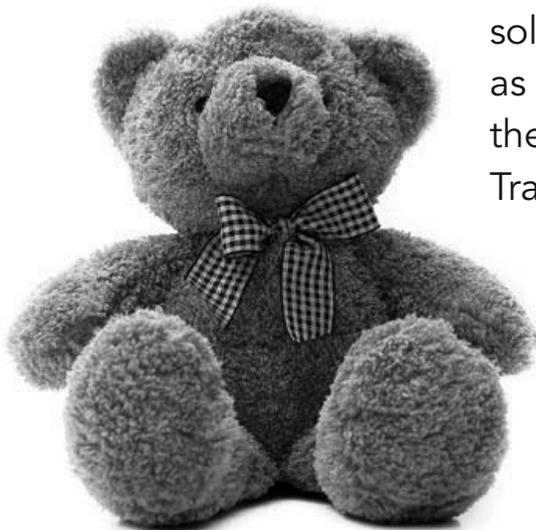


Who is ALC?

ALC is a national transportation solutions company focused on students with special transportation needs. Because we specialize in working with families who have children with special transportation needs, we are able to offer a level of personalized service found nowhere else. For us, no student and no circumstance is too difficult to address.



ALC uses a combination of mini-vans, SUVs and sedans to supplement the district's existing transportation program. This provides them with the flexibility they need to be responsive to the specific transportation needs of their students and families.



As the only pupil transportation solutions company to be designated as a "Recommended Service" by the National Association of Pupil Transportation (NAPT), ALC is in a league of its own, and represents a better, proven approach to student transportation solutions.



What Can I Expect From ALC?

We understand how stressful the first day of school can be for children and their families. We have found that familiarizing them with what they can expect on that first day is comforting and helps eliminate some of this anxiety.

That's why prior to your student being picked up for the first time, you will have the opportunity to meet with a representative from ALC to discuss all aspects of your student's transportation needs. We've also prepared this guide to help answer some of the questions you may have.

Why Do Families Love Us?

When it comes to fulfilling your student's special transportation needs, "one size does not fit all." We understand that each child has unique needs that must be accommodated. That is why ALC matches the student's needs to the appropriate vehicle. This higher level of care promotes a stable, comfortable environment for your student.

For example, we realize that knowing your student's preference to sit on the right-side of the vehicle, and to be accompanied by a favorite stuffed animal, is just as important as understanding their physical requirements.

Who Will Be Driving Your Student?

When it comes to serving children with special transportation needs, not just anyone will do. That's why we take great care to confirm that anyone driving your student is fully qualified and capable of addressing your student's unique challenges; and is compassionate and respectful of the children and families we serve.

Consistency – it's important to your student and it's important to us. That's why we strive to ensure that your student rides with the same driver every day. As a result, your student enjoys more stability, familiarity, security and trust.

Driven by Compassion

Because we not only match the vehicle, but also the driver with the individual needs of the student, drivers view their role as having made a commitment to serving "their" students each and every day.

On the following page, we've featured profiles of a few drivers to provide you with a better understanding of the overall caliber and commitment of the people who will be working with your family.

To learn about your driver's qualifications, see page 8.



"As a mom, I know how hard parents struggle, and I will do whatever it takes to make the student's ride to school as happy and pleasant as possible."

– Elizabeth Moreno



"What I enjoy most about being a driver is providing transportation services to students with special needs. The students and families we service face many struggles each day, and my goal is to make sure that transportation is not one of them. Based on the smiles and laughs from the students, as well as the appreciation shown by their families, I know that I have succeeded in achieving that goal."

– Marco Cardoso

What Type of Vehicle Will Your Student Be Riding In?

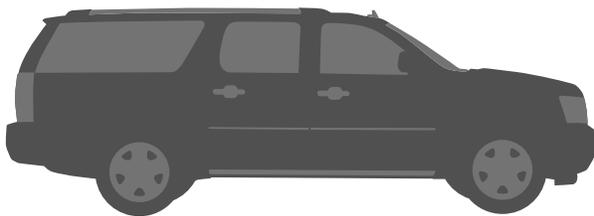
Once we have taken the time to get to know your student's individual needs, and after we have consulted with the school district, we will coordinate the appropriate vehicle for your student. There are several factors that are used to determine the right vehicle for your student.

Seating arrangements, wheelchair accessibility, additional equipment needs, and the possible need for a nurse/aide, are all considered in identifying a vehicle for your student.

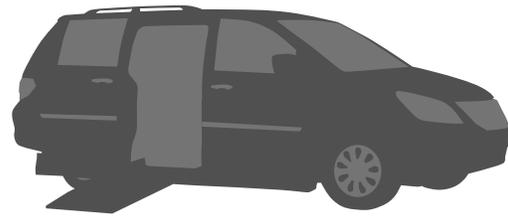




Your student may be transported in one of the following vehicle types:



SUV



Wheel Chair Accessible Van



Mini-Van



Sedan

How Will Vehicles & Drivers Be Identified?

The vehicles transporting your student will be identified with a placard on the dashboard. Each driver will have a photo ID badge stating that they are a subcontracted transportation provider for your district.

Your Service Assurance

Drivers

ALC cares about the safety of your student. That's why we confirm that any driver providing service has complied with the following, as required by state law or your district:





Vehicles

ALC confirms that vehicles used to transport students comply with the following, as required by state law or by your district:



What Else Do You Need to Know?

Before the first day of service, you will be provided with the following information:

- **Pick-up time**
- **Drop-off time**
- **Route information**
- **Vehicle information**
- **Driver information**
- **Custom ALC contact information**





What Are Districts Saying About ALC?

“Since we started working with ALC, the process has gone very smoothly. We especially appreciate the fact that our schedulers are in constant contact with their dispatch team to ensure that every route for the next day is set up correctly. They also offer excellent turnaround on requests, and the customer services has always been outstanding.”

David Anderson, Director of Transportation
Adams 12 Five-Star Schools, CO

“We are thrilled to have expanded our relationship with ALC. Their professionalism and flexibility, combined with the low cost of service, has been a welcomed change for us.”

Cynthia Mendez, Senior Manager, Transportation
Orange County Public Schools, FL

“Over the course of our partnership, we’ve come to appreciate both the level of professionalism and the lengths at which ALC will go to ensure that our students and their families are comfortable with their driver, and the way in which they are being transported to and from school. Of the vendors we work with, ALC is one of the very best, and we appreciate and value our partnership.”

Jeff Miles, Transportation Manager
Lake Washington School District, Redmond, WA

How Do You...?



...Make a Route Change or Adjustment?

Contact the **district** to make a route change or a permanent adjustment to the pick-up or drop-off location/time of your student.

...Contact ALC Customer Service?

By selecting Ext. 1 you will be put in contact with an ALC team member who can help answer any questions you may have, or address any of your concerns. You're always welcome to contact the school district as well.

...Cancel a Trip or Obtain Trip Status?

Contact **ALC dispatch** at Ext. 2 if you have questions regarding the status of your student's trip, or to cancel a trip due to illness, vacation or other reasons. When cancelling a trip, please provide 24-hours advance notice.

Included with this guide is a card with contact information for ALC and the district. The phone number and email address for ALC is unique to your district, and puts you in touch with an ALC team member who is intimately familiar with your school district's needs and requirements.

Note: Regulations prohibit drivers from making any service or route changes.



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STUDENT TRANSPORTATION SOLUTIONS

www.ALCSchools.com

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Appendix H:
ADDITIONAL REQUIRED DOCUMENTS

- DOC #1 Clean Air and Water Act
- DOC #2 Debarment Notice
- DOC #3 Lobbying Certification
- DOC #4 Contractors Requirements
- DOC #5 Antitrust Certification Statement

FOR VENDORS INTENDING TO DO BUSINESS IN NEW JERSEY:

- DOC #6 Ownership Disclosure Form
- DOC #7 Non-Collusion Affidavit
- DOC #8 Affirmative Action Affidavit
- DOC #9 Political Contribution Disclosure Form
- DOC #10 Stockholder Disclosure Form

New Jersey vendors are also required to comply with the following New Jersey statutes when applicable:

All anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38.

Compliance with Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act.

Compliance with Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26

Bid and Performance Security, as required by the applicable municipal or state statutes.

DOC #1

Clean Air and Water Act

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Potential Vendor: American Logistics Company, LLC

Title of Authorized Representative: President

Mailing Address: 520 W. Dyer, Rd., Santa Ana, CA 92707

Signature: _____

DOC #2

Debarment Notice

I, the Vendor, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Potential Vendor: American Logistics Company, LLC

Title of Authorized Representative: President

Mailing Address: 520 W. Dyer Rd., Santa Ana, CA 92707

Signature: _____

LOBBYING CERTIFICATION

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by Section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his/her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all sub-recipients shall certify and disclose accordingly.

Signature of Respondent

9/2/2014

Date

DOC #4 CONTRACTOR CERTIFICATION REQUIREMENTS

Contractor’s Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statues of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Region 4 ESC Participating entities in which work is being performed.

Fingerprint and Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.

Signature of Respondent

9/2/2014
Date

DOC #5

**ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)**

I affirm under penalty of perjury of the laws of the State of Texas that:

1. I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
2. In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
3. In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and
4. Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Vendor American Logistics Company, LLC

Offeror _____

Signature

Gregg Prettyman
Printed Name

Address 520 W. Dyer Rd.

Santa Ana, CA 92707

VP, Sales & Marketing
Position with Company

Authorizing Official

Signature

Phone 866.999.3371

Craig Puckett

Fax 714.782.6067

Printed Name

President
Position with Company

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

- Partnership, Proprietorship, Corporation, Sole, Limited Partnership, Limited Liability Corporation, Limited Liability Partnership, Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Table with 2 columns (Name, Home Address) and 3 rows of stockholder information.

Subscribed and sworn before me this ___ day of ___, 2___. (Notary Public) My Commission expires: (Affiant) Craig Puckett, President (Print name & title of affiant) (Corporate Seal)

ACKNOWLEDGMENT AND ACCEPTANCE
OF REGION 4 ESC's OPEN RECORDS POLICY

Signature below certifies complete acceptance of Region 4 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy below:

- We acknowledge Region 4 ESC's Open Records Policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.

(Note: All information believed to be a trade secret or proprietary must be listed below. It is further understood that failure to identify such information, in strict accordance with the instructions below, will result in that information being considered public information and released, if requested under the Public Information Act.)

- We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act. Please see attached

(Note: Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

Date

_____, President
Authorized Signature & Title



Confidential Information

For Bid 14-15

Region 4 ESC



Confidential Information

The following sections of this proposal are confidential and/or proprietary and should not be released to the public.

Tab 3: Appendix F: Company Profile

- Page 6: the answer to “Overall annual sales for last three (3) years; 2010, 2011, 2012,” also including the information provided for 2013.
- Page 6: the answer to “Overall public sector sales, excluding Federal Government, for the last three (3) years; 2010, 2011, 2012,” also including the information provided for 2013.
- Pages 6 – 7: the answer to “What is your strategy to increase market share?”
- Pages 11 – 12: the answer to “Detail how your organization plans to market this contract within the first ninety (90) days of the award date.”
- Pages 14 – 15: the answer to “Provide a ninety (90) day plan describing how the contract will be implemented within your firm.”
- Page 15: the answer to “Provide the revenue that your organization anticipates each year for the first three (3) years of the agreement.”
- All included employee resumes should be kept confidential as they pertain personal information.

Tab 5: Appendix B: Products/Services

- All sample reports should be kept confidential.

Tab 6: Appendix F: References

- Pages 3 – 4: Our customer reference list should be kept confidential.



Vendor Orientation

Respondent companies must commit to attending a vendor orientation meeting at TCPN's offices should they be awarded a contract with Region 4 ESC through this RFP. Vendor orientation meetings are meant to establish a good relationship with awarded vendors and help to ensure compliance and effective administration over the life of the contract.

Respondents should indicate below what date they would like to have their vendor orientation and who the participants will be. TCPN highly recommends that the individuals who will handle contract management, reporting and accounting, and marketing all come to the vendor orientation.

Vendor orientations for this RFP will be held between November 3rd and November 21st.

If awarded, our company will plan to attend vendor orientation on_____.

Potential attendees will include:

Signature:_____ Date: 9/2/2014