

A. SCOPE OF SERVICES:

- A.1. The Contractor shall provide all service and deliverables as required, described, and detailed herein and shall meet all service and delivery timelines as specified by this Contract.
- A.2. Definitions:
- a. Standard Shuttle Route Schedule - Includes all stops, parking lots, and buildings serviced under this contract (refer to [Attachment 2](#)).
 - b. Shuttle Ridership Report - Monthly report of total actual riders and average daily and monthly riders, by route, in one hour increments.
- A.3. Employee Shuttle Service Management:
The Contractor shall provide each of the following deliverables
- a. Thirteen multi-passenger vehicles (with minimum capacity 25) to support the Standard Shuttle Route Schedule (refer to [Attachment 2](#)); One bus should also support the Mid-day Shuttle route.
 - b. One multi-passenger ADA compliant vehicle (with minimum capacity 15), to include wheelchair access, for transport of authorized State employees.
 - c. A sufficient number of drivers to ensure that each shuttle vehicle, at all service times, has a fully qualified and licensed driver.
 - d. The Contractor shall maintain the standard shuttle schedule, which shall include 12 busses in operation during the hours of 6:00AM - 9:00AM and 3:30pm – 6:00PM Central Time, Monday through Friday (excluding State Holidays) in frequencies of fifteen (15) minutes. Additionally one shuttle should maintain service from 6:00AM – 6:00PM Monday through Friday. Additional schedule detail is contained in [Attachments 1 and 2](#).
 - e. The Contractor shall produce and maintain on file, and make available to the State upon request, an annual copy of the Motor Vehicle Record at all drivers employed for service under this contract.

f. The Contractor will provide communication devices for each route driver. These devices will be used for the following:

- i. Communication regarding route changes;
- ii. Communication regarding health emergencies;
- iii. Communication regarding bus safety issues;
- iv. Communication regarding bus maintenance issues.

The Contractor will ensure these devices are used in accordance with Federal Communications Commission (FCC) regulations and allow two-way communications between the Contractor and each driver while on duty.

g. The Contractor will keep all necessary permits, licensure, insurance, and other legal instrumentalities to perform all services required by this contract. The Contractor will make these documents available to the State upon request.

h. The Contractor shall submit to the State a Monthly Ridership report, in MS Excel format acceptable to the State. The report shall detail totals by day, by route, and by hourly increment. It shall also indicate average ridership by day and totals by month.

i. The Contractor shall coordinate with the State the placement of all signage identifying each route. The State shall have the right to require the Contractor, at any time during the contract period, to re-position any signage.

j. The Contractor shall have an additional vehicle on hand to cover in the event of a vehicle breakdown. The response time from the time of a vehicle breakdown shall be no more than twenty (20) minutes

k. The Contractor shall provide an incident report to the State whenever there is an accident, injury, or illness involving a State employee. The incident report must include a copy of the investigation by police, fire, or other emergency departments and shall be provided to the State within 48 hours of an incident/accident.

l. All vehicles must be equipped with air conditioning and heating.

A.4. Driver Requirements:

a. The Contractor shall provide a sufficient number of properly qualified drivers and vehicles to deliver the services required. All drivers under this contract shall comply with the following:

- i. All drivers will have a current and valid Tennessee Driver's License with Commercial Driver's License Passenger (CDL-P) endorsement on the license.

- ii. All drivers will have current and valid proof of insurance.

Should the licensure requirements change or be amended by the Department of Safety during the course of this contract, the Contractor will ensure that all drivers have obtained the appropriate updated licensure.

- b. All drivers will keep proof of insurance and valid driver's license on their person at all times while performing under this contract.
- c. The Contractor will provide uniforms for all drivers at the Contractor or driver's expense. All uniforms shall be of the same type for all drivers.
- d. The Contractor will provide identification badges for each driver that includes, at a minimum, the driver's name and photo. The badge should be the same size, if not larger, than the current State employee identification badge (2" x 3.5").
- e. The Contractor will ensure that all drivers are familiar with and adhere to the routes to which they are assigned.
- f. The Contractor will ensure that all drivers are familiar with and adhere to all schedules listed in section A.3.d. and **Attachments 1 and 2**.
- g. The Contractor will ensure that all drivers are familiar with the appearance of a valid State of Tennessee employee ID badge.
- h. All drivers will be required to confirm the rider as a State of Tennessee employee, using sight identification of state ID, and prior to boarding. Only State of Tennessee employees with a valid state ID can board the vehicle.
- i. The Contractor will ensure that each bus is inspected prior to beginning the morning routes as well as upon completion of the evening routes.
- j. The ADA parking lot is State Parking Lot #12 and is located on Harrison Street between 5th and 6th Avenue. Only State employees with a valid State ID that park in Lot #12 may ride the ADA compliant vehicle.

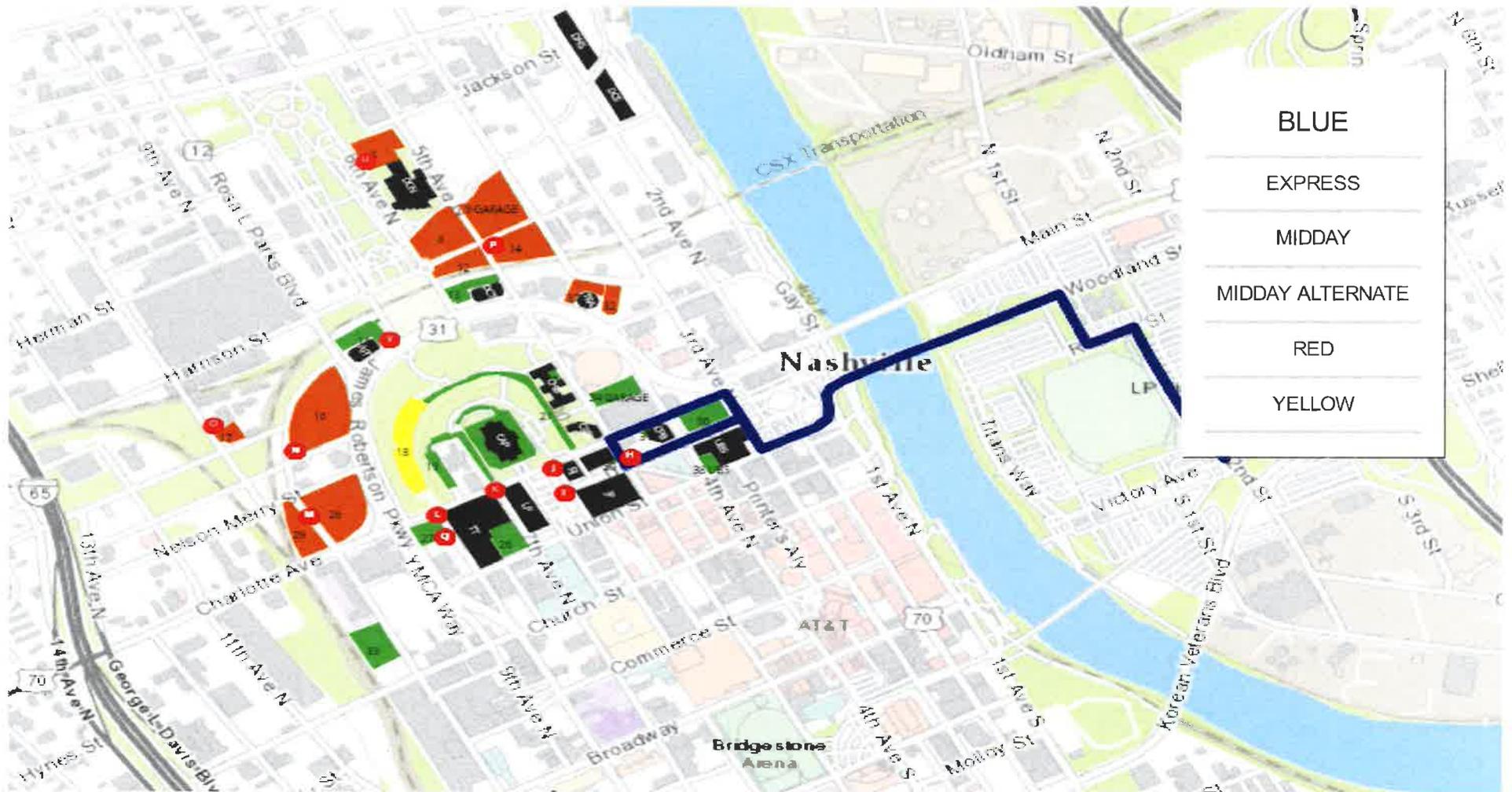
A.5. At any time during contract period, as a result of changing service needs or funding availability, the State, as it may deem necessary, may direct the Contractor by Memorandum of Understanding to:

- a. Add or delete the number of shuttle buses required;
- b. Modify, add, or eliminate service schedules;
- c. Change the service route for any or all shuttle buses;
- d. Add, delete, or change shuttle bus stop locations.

- A.6. It is recommended that any division or agency in need of shuttle service for special events be directed to contact the State of Tennessee Department of General Services Motor Vehicle Management.

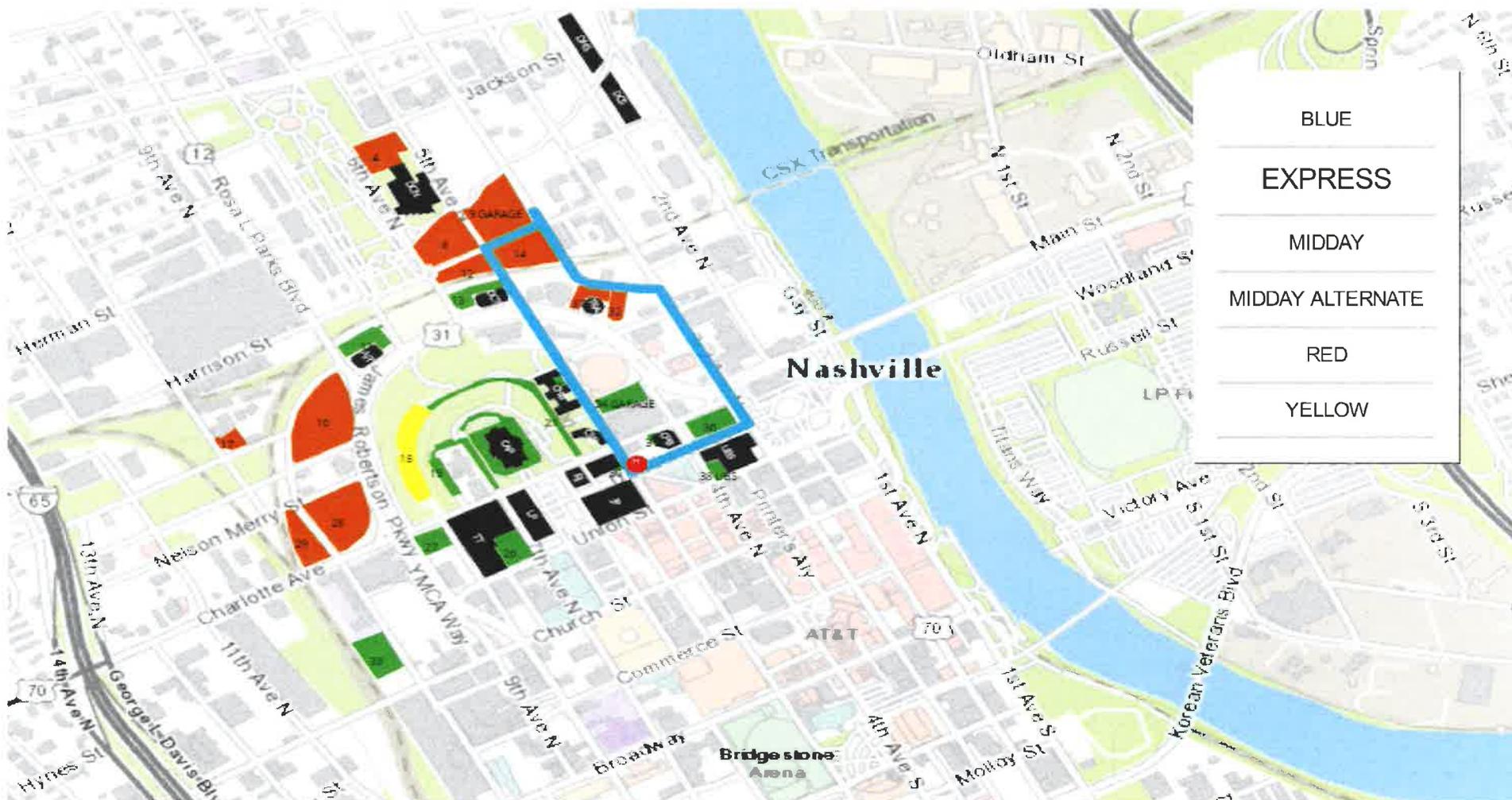
ELEVATORS TO BE RENOVATED IN THE TN TOWER

Shuttle Routes & Maps



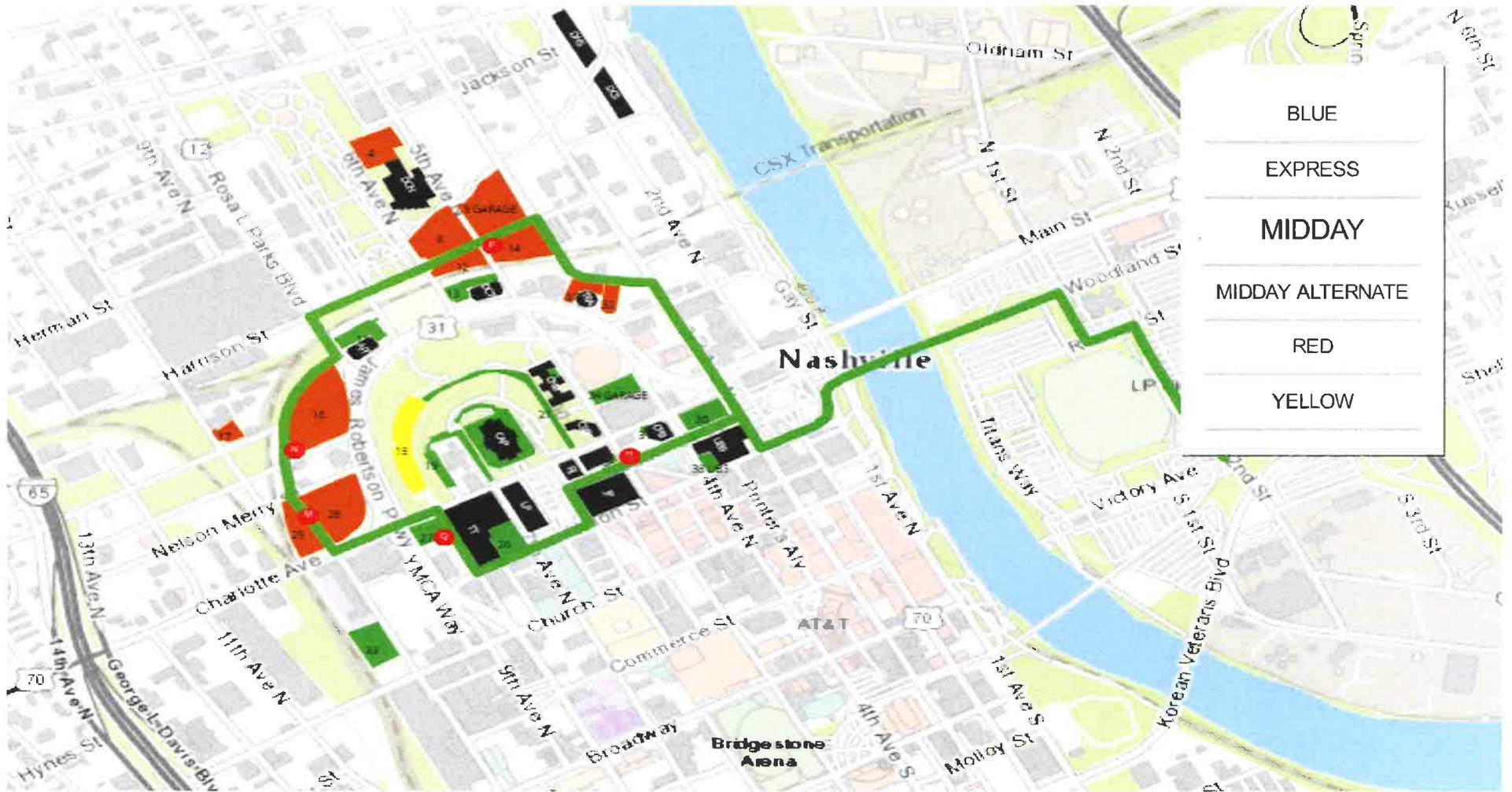
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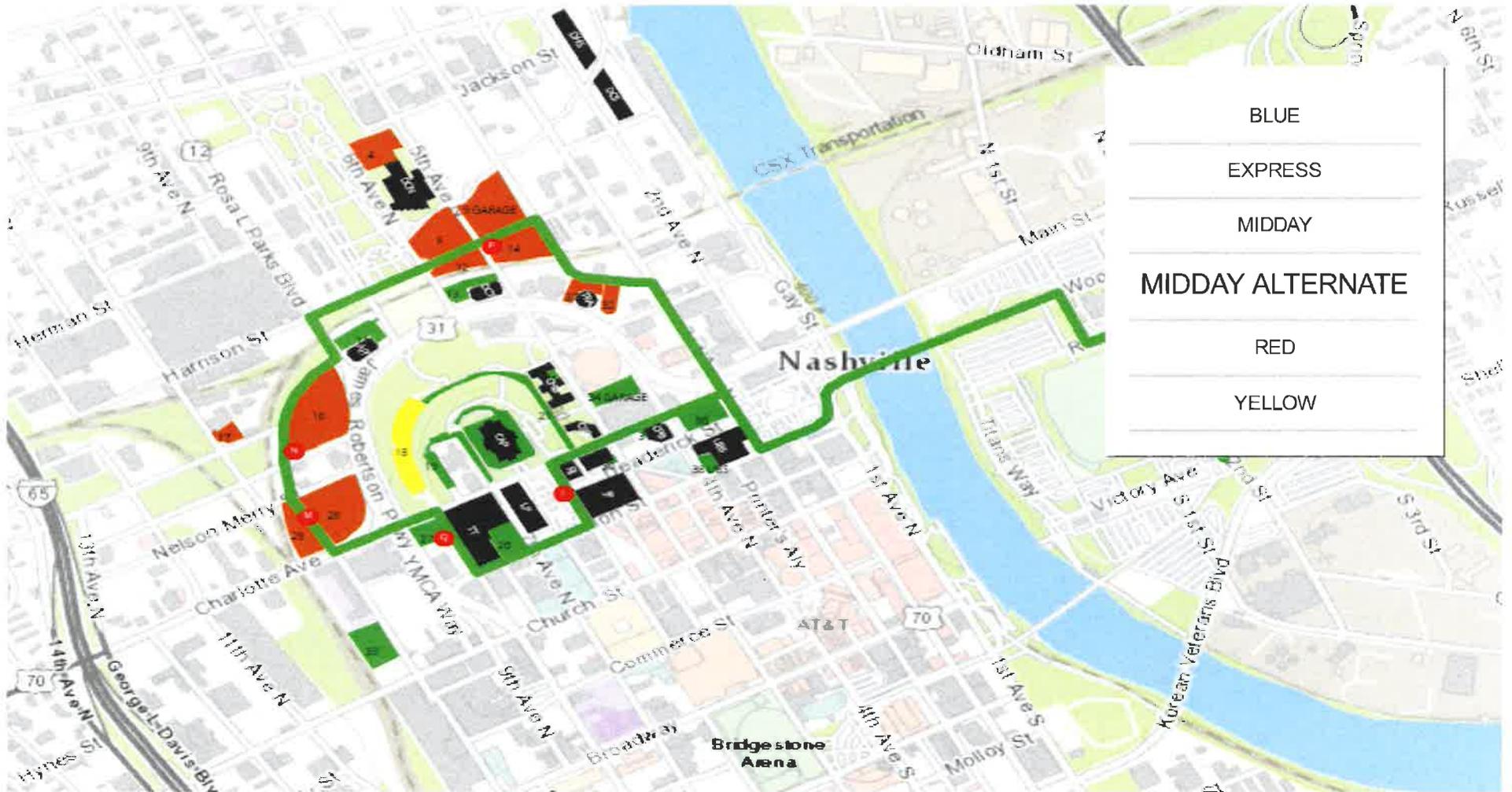
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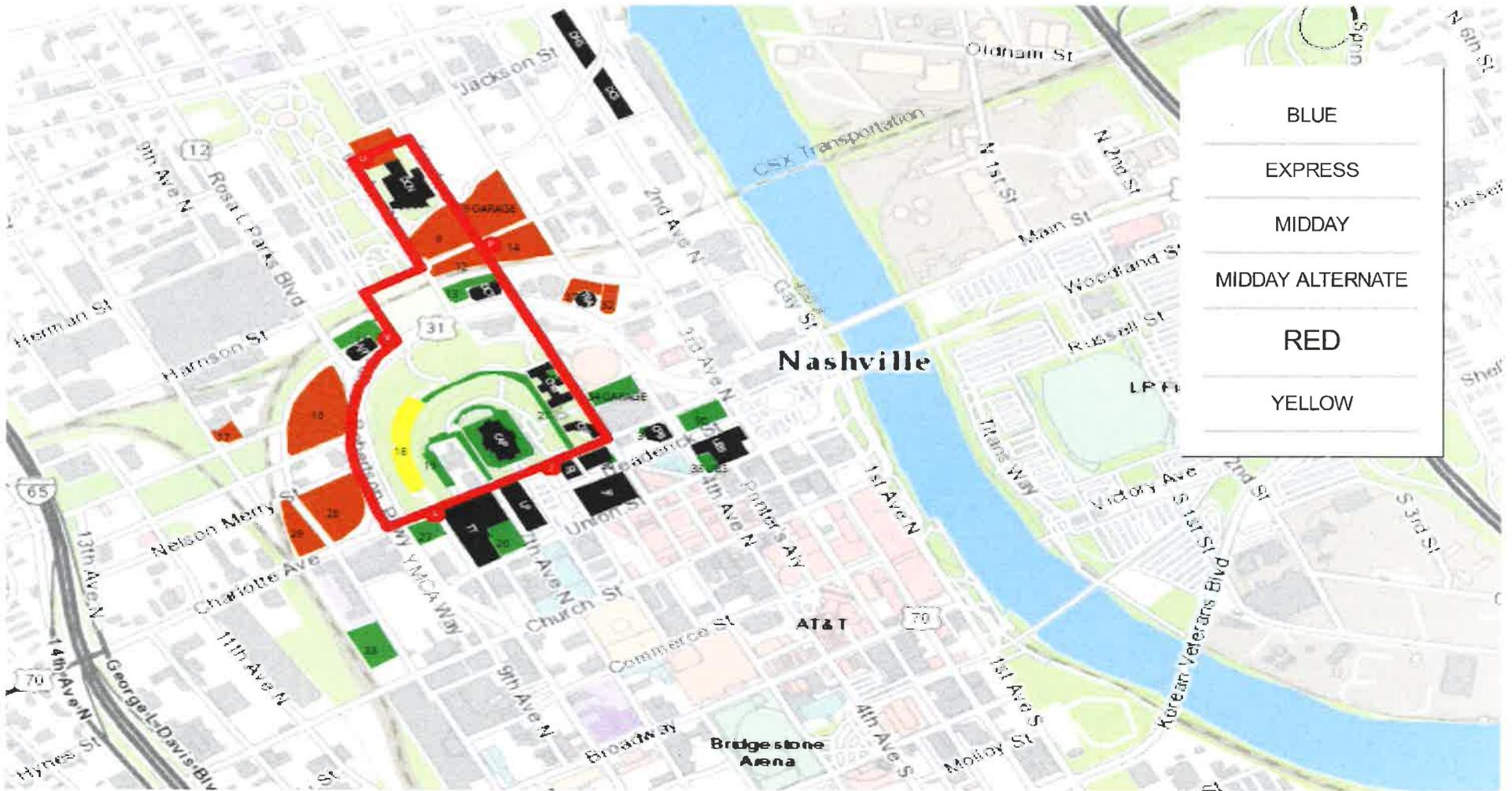
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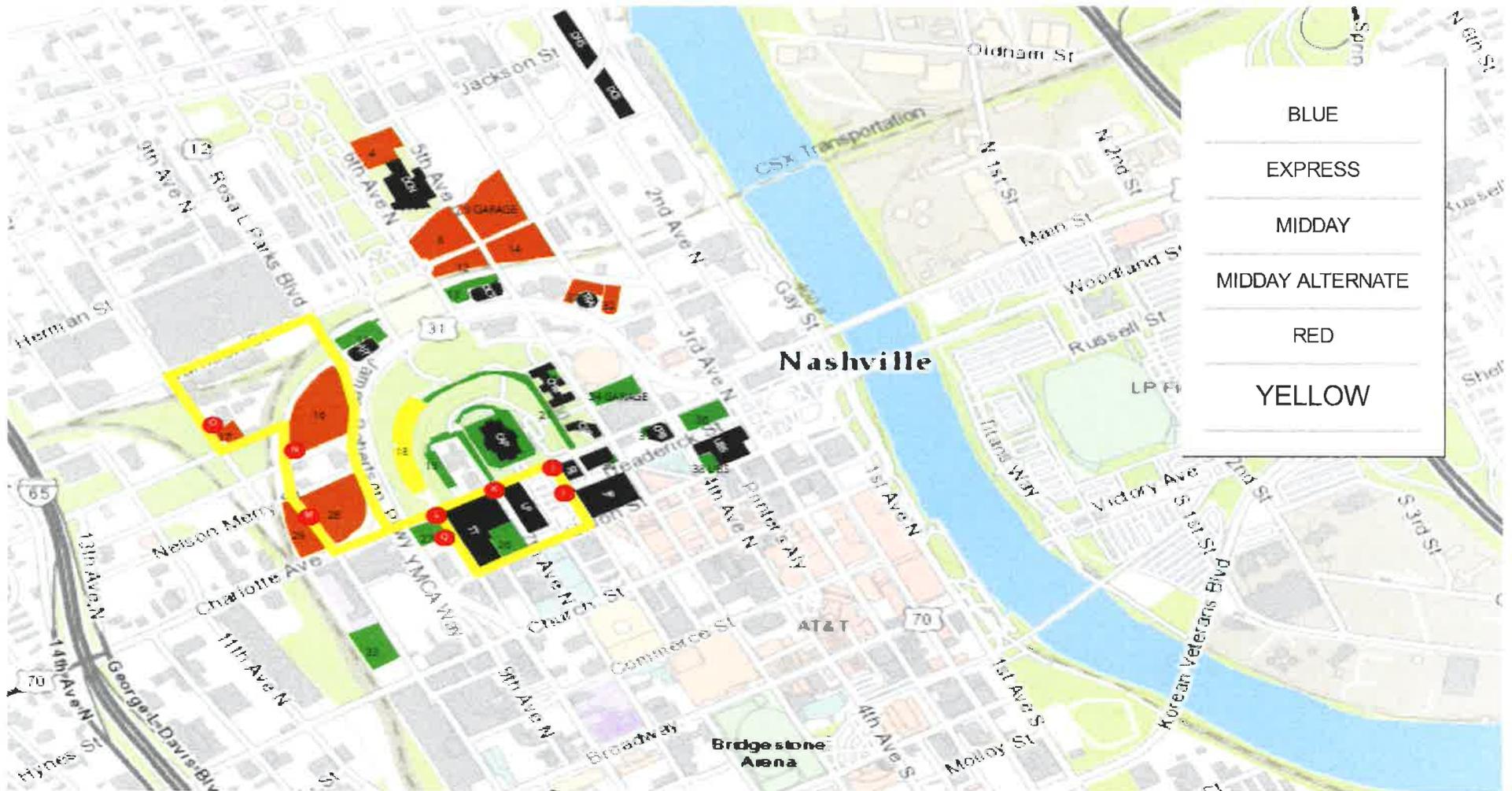
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Shuttle Routes & Maps



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Shuttle Routes & Maps



Shuttle Schedule

Blue Route

Mornings: 6:00-9:00
Evenings: 3:30-6:00
Parking Lots Served: Nissan Stadium Lot D
Stops Served: H

Express Route

Mornings: 6:00-9:00
Evenings: 3:30-6:00
Parking Lots Served: State Parking Garage; State Parking Lots 12, 14
Stops Served: H

Red Route

Mornings: 6:00-9:00
Evenings: 3:30-6:00
Parking Lots Served: State Parking Garage; State Parking Lots 4, 12, 14
Stops Served: J, L, P, T, U, V

Yellow Route

Mornings: 6:00-9:00
Evenings: 3:30-6:00
Parking Lots Served: State Parking Lots 16, 17, 28, 29
Stops Served: I, J, K, L, M, N, O, Q

Midday Route

Midday: 9:15-3:00
Parking Lots Served: Nissan Stadium Lot D; State Parking Garage; State Lots 12, 14, 16, 28, 29
Stops Served: H, M, N, P, Q

Nissan Stadium Lot D:	9:15, 9:45, 10:15, 10:45, 11:15, 11:45, 12:15, 12:45, 1:15, 1:45, 2:15, 2:45
H stop:	9:21, 9:51, 10:21, 10:51, 11:21, 11:51, 12:21, 12:51, 1:21, 1:51, 2:21, 2:51
Q stop:	9:24, 9:54, 10:24, 10:54, 11:24, 11:54, 12:24, 12:54, 1:24, 1:54, 2:24, 2:54
M stop:	9:26, 9:56, 10:26, 10:56, 11:26, 11:56, 12:26, 12:56, 1:26, 1:56, 2:26, 2:56
N stop:	9:27, 9:57, 10:27, 10:57, 11:27, 11:57, 12:27, 12:57, 1:27, 1:57, 2:27, 2:57
P stop:	9:30, 10:00, 10:30, 11:00, 11:30, 12:00, 12:30, 1:00, 1:30, 2:00, 2:30, 3:00

The Midday Route departs Nissan Stadium Lot D at :15 and :45 of each hour and departs stop P near the new state parking garage at :00 and :30 of each hour. Times for the stops in between are also set, however, the times for these stops are estimated times.