



REQUEST FOR PROPOSALS (RFP)

2023 Cruise Season Shuttle Bus Service

Date Issued	March 22, 2023
Closing Date	April 5, 2023

Introduction

The Corner Brook Port Corporation (CBPC) invites proposals from qualified transportation companies to provide a shuttle bus service for the 2023 cruise season. CBPC is a non-profit community-based organization responsible for the stewardship and operation of the Port of Corner Brook. The CBPC aims to facilitate port growth and development through its mandate which is to provide high-quality ocean transportation and distribution services through strategic partnerships and leadership. Our vision is to be a sustainable port creating economic value while connecting western Newfoundland globally through trade and tourism.

Description of Services

The shuttle bus service provides cruise passengers and crew with free transportation from the port to downtown Corner Brook and back. The number of buses booked for each cruise ship depends on the total number of passengers onboard based on ship capacity as outline in Appendix A. Prior to the arrival of the ship, the CBPC will request the actual number of passengers onboard the cruise ship and confirm directly with the transportation company the number of buses required.

Scope of Services

The shuttle bus service operates in a continuous loop from the port to downtown Corner Brook. To minimize congestion at the port, shuttle buses are expected to arrive 15 minutes prior to the scheduled time to allow port security to provide direction to the designated parking area for the shuttle bus service as there will be several transportation companies providing other services (tour bus, taxis, etc.).

The shuttle bus service will commence approximately 30 minutes after the scheduled arrival time and ending approximately one hour prior to the schedule departure time. The shuttle bus drop-off and pick-up locations will be clearly identified with the use of signage. It is critical that the route remain the same throughout the duration of the cruise season to minimize confusion for passengers, crew, port, and staff. Changes to the route can only be made by official CBPC management (CEO, Operations Manager, and Business Development Manager).

Shuttle bus drivers are encouraged to welcome cruise passengers and crew when boarding the bus and answer questions to the best of their ability. Drivers should direct passengers and crew to the information kiosk at the port or to the ambassador table in the civic square for tourist related information. Drivers will be given a list of key contacts upon arrival for them to use if they require immediate information.

Cancellation policy: In the event of a ship cancellation prior to the day of scheduled arrival, the CBPC will not be responsible for any costs associated with the shuttle bus service. If the ship cancels on the day of scheduled arrival, CBPC will pay a flat rate of \$100.00.

Submission Requirements, Criteria, and Selection

Please fill out and submit the submission form in Appendix B by April 5, 2023, by fax at 709-634-6620, email contact@cornerbrookport.com, or in-person in suite 201, RA Pollett Building, 61 Riverside Drive. Proponents are required to review the existing shuttle bus schedule and determine their availability. Additional information can be attached to the form if required.

The successful bidder will be required to provide proof of auto insurance and commercial general liability insurance (minimum \$2,000,000) and will also be required to provide a Certificate of Liability Insurance with the Corner Brook Port Corporation as an additional insured.

CBPC will select the service provider it deems has demonstrated the knowledge, experience and pricing requirements that best aligns with the service goals. Preference may be given to an operator who is able to commit to all dates, as well the CBPC does not bind itself to accept the lowest rate but rather will carefully consider all proposals based on availability, bus capacities,

Contact

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Email applications to: contact@cornerbrookport.com



APPENDIX A: SHUTTLE BUS SCHEDULE

This schedule is subject to change.

	Arrival Date	Vessel	Cruise Line	Time	# Pax	# Crew	Shuttle Time	# of Buses
1	Tues. May 16, 2023	Navigator	Regent Seven Seas Cruises	1100-1900	490	325	1130-1800	1
2	Wed. May 24, 2023	Navigator	Regent Seven Seas Cruises	0800-1700	490	325	0830-1600	1
3	Wed. Jun. 7, 2023	Navigator	Regent Seven Seas Cruises	1100-1900	490	325	1130-1800	1
4	Thu. Jun. 15, 2023	Navigator	Regent Seven Seas Cruises	0800-1700	490	325	0830-1600	1
5	Fri. Jun. 30, 2023	Navigator	Regent Seven Seas Cruises	1000-1900	490	325	1030-1800	1
6	Wed. Jul. 26, 2023	Zuiderdam	Holland America Line	0800-1700	1916	821	0830-1600	3
7	Wed. Aug. 2, 2023	Zaandam*	Holland America Line	1000-1800	1432	615	1030-1700	2
8	Tues. Aug. 8, 2023	Coral Princess*	Princess Cruises	0800-1700	2400	895	0830-1600	4
9	Wed. Aug. 23, 2023	Legend*	Carnival Cruises	0900-1700	2124	930	0930-1600	3
10	Sat. Aug. 26, 2023	Amera*	Phoenix Reisen	0900-1800	835	440	0930-1700	2
11	Mon. Aug. 28, 2023	Zaandam	Holland America Line	1000-2300	1432	615	1030-1800	2
12	Thurs. Sept. 7, 2023	Zaandam	Holland America Line	1000-1700	1432	615	1030-1600	2
13	Sun. Sept. 10, 2023	Norwegian Joy	Norwegian Cruise Lines	1000-1900	3804	1821	1030-1900	6
		Roald Amundsen	Hurtigruten	1100-2000	600	150		
14	Tues. Sept. 12, 2023	Legend	Carnival Cruises	0900-1700	2124	930	0930-1600	3
15	Fri. Sept 15, 2023	Crystal Serenity	Crystal Cruises	0800-1600	1254	635	0830-1500	2
16	Sat. Sept. 16, 2023	Norwegian Joy	Norwegian Cruise Lines	0700-1800	3804	1821	0730-1700	6
		Fram	Hurtigruten	0800-1800	318	75		
17	Mon. Sept. 18, 2023	Zaandam	Holland America Line	1000-2300	1432	615	1030-1800	2
18	Tues. Sept. 24, 2023	Mariner	Regent Seven Seas Cruises	1100-1900	779	440	1130-1800	2
19	Mon. Oct. 2, 2023	Mariner	Regent Seven Seas Cruises	0900-1700	779	440	0930-1600	2
20	Tues. Oct. 3, 2023	SH Vega*	Swan Hellenic	0800-1700	152	120	0830-1600	1
21	Wed. Oct. 4, 2023	Jewels of the Seas*	Royal Caribbean	0800-1700	2501	842	0830-1600	5
		Insignia	Oceania Cruises	0900-1700	648	400		
22	Thurs. Oct. 5, 2023	Ambience	Ambassador Cruise Line	1030-1800	1400	660	1100-1700	2
23	Sat. Oct. 7, 2023	Norwegian Joy	Norwegian Cruise Lines	0700-1800	3804	1821	0730-1700	6
24	Thurs, Oct. 12, 2023	Insignia	Oceania Cruises	0900-1700	648	400	0930-1600	1
25	Mon, Oct. 16, 2023	Mariner	Regent Seven Seas Cruises	1100-1900	779	440	0900-1800	4
		Borealis	Fred Olsen Cruise Lines	0830-1700	1404	600		
26	Tues. Oct. 24, 2023	Mariner	Regent Seven Seas Cruises	0900-1700	779	440	0930-1600	2
27	Thurs. Oct. 26, 2023	Insignia	Oceania Cruises	0900-1700	648	400	0930-1600	1
28	Thurs. Nov. 3, 2023	Insignia	Oceania Cruises	0900-1700	648	400	0930-1600	1



APPENDIX B: RFP SUBMISSIONS FORM
2023 Cruise Season Shuttle Bus Service

1. Organization information

Legal name	Mailing Address

2. Contact Information

	Primary contact	Secondary contact
Name		
Organization		
Telephone		
E-mail		

3. Please provide your bussing availability for each ship day as per the schedule.

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4. Bussing capacity and fees

Type of bus	# of buses	Wheelchair accessible	Bus capacity	Daily rate
<i>Example: Coach</i>	3	No	56	\$

If you require assistance filling out this form, please contact Jennifer Hartley 709-634-6600 / hartley@cornerbrookport.com

Please email this form to contact@cornerbrookport.com