



REQUEST FOR PROPOSALS (RFP)

2024 Cruise Season Shuttle Bus Service

Date Issued:	March 25, 2024
Closing Date:	April 12, 2024

Introduction

The Corner Brook Port Corporation (CBPC) invites proposals from qualified transportation companies to provide a shuttle bus service for the 2024 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 that creates 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 outlined in Appendix A. Before 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 continuously from the port to downtown Corner Brook. To minimize congestion at the port, shuttle buses are expected to arrive 15 minutes before the scheduled time to allow port security to provide directions 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 end approximately one hour before the scheduled departure time. The shuttle bus drop-off and pick-up locations will be identified with the use of signage. The route must remain the same throughout 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, Business Development Manager and Cruise Marketing Coordinator).



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 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 before 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.

If the shuttle bus service provider fails to provide a bus, as per the terms and conditions of the agreement, a penalty fee will be applied.

Submission Requirements, Criteria, and Selection

Please fill out and submit the submission form in Appendix B by April 12, 2024, 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 align with the service goals. Preference may be given to an operator who can 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 and bus capacities.

Contact

Patti Ricketts, BBA
Cruise Marketing Coordinator, Corner Brook Port Corporation
Office: 709-634-6600
Mobile: 709-216-1699

Email applications to: contact@cornerbrookport.com



APPENDIX A: SHUTTLE BUS SCHEDULE

Subject to change.

	Arrival Date	Vessel	Cruise Line	# Pax	# Crew	Shuttle Time	# of Buses	Inventory Available
1	Wed, June 5, 2024	Carnival Pride *	Carnival Cruise Line	2124	930	0930-1600	4	
2	Mon, June 10, 2024	Mariner	Regent Seven Seas Cruises	696	449	1130-1900	1	
3	Sun, July 7, 2024	Insignia	Oceania Cruises	824	400	0830-1500	1	
4	Tues, July 9, 2024	Island Princess*	Princess Cruises	2200	895	0730-1500	4	
5	Wed, July 17, 2024	Insignia	Oceania Cruises	824	400	1130-1900	1	
6	Wed, July 24, 2024	Zuiderdam	Holland America Line	2272	842	0830-1600	4	
7	Mon, July 29, 2024	Bolette*	Fred Olsen Cruises	1656	615	0730-1300	3	
8	Tues, July 30, 2024	Volendam*	Holland America Line	1432	647	1030-1700	2	
9	Thurs, Aug 15, 2024	Emerald Princess	Princess Cruises	3080	1200	0830-1600	5	
10	Sun, Aug 25, 2024	Volendam	Holland America Line	1432	647	1030-2200	2	
11	Wed, Aug 28, 2024	Carnival Pride	Carnival Cruise Line	2124	930	0930-1600	3	
12	Tues, Sept 3, 2024	Norwegian Jade*	Norwegian Cruise Line	2800	1037	0930-1400	5	
13	Wed, Sept 4, 2024	Volendam	Holland America Line	1432	647	1030-1600	2	
14	Sat, Sept 7, 2024	Nautica*	Oceania Cruises	824	386	0830-1600	1	
15	Tues, Sept 10, 2024	Norwegian Jade	Norwegian Cruise Line	2800	1037	0930-1400	5	
16	Thurs, Sept 12, 2024	Roald Amundsen	Hurtigruten	528	150	1130-1900	1	
17	Sun, Sept 15, 2024	Volendam	Holland America Line	1432	647	1030-2200	2	
18	Tues, Sept 17, 2024	Norwegian Jade	Norwegian Cruise Line	2800	1037	0830-1600	6	
		Artania*	Phoenix Reisen	1188	537			
19	Wed, Sept 18, 2024	Carnival Pride	Carnival Cruise Line	2124	930	0930-1600	3	
20	Sat, Sept 21, 2024	Sky Princess	Princess Cruises	3660	1346	0830-2100	8	
		Norwegian Jade	Norwegian Cruise Line	2800	1037			
21	Sun, Sept 22, 2024	Insignia	Oceania Cruises	824	400	0930-1600	1	
22	Tues, Sept 24, 2024	Mein Schiff 1	TUI	2894	1000	0900-1830	5	



23	Wed, Sept 25, 2024	Fram	Hurtigruten	250	75	0830-1500	1	
24	Thurs, Sept 26, 2024	Grandeur*	Regent Seven Seas Cruises	750	542	1100-1700	1	
25	Sun, Sept 29, 2024	Norwegian Jade	Norwegian Cruise Line	2800	1037	0930-1500	5	
26	Mon, Sept 30, 2024	Nautica	Oceania Cruises	824	400	1030-1700	1	
27	Wed, Oct 2, 2024	Scenic Eclipse*	Scenic Group	228	176	0830-1200	1	
28	Sun, Oct 6, 2024	Grandeur	Regent Seven Seas Cruises	750	542	0930-1630	1	
29	Thurs, Oct 10, 2024	Insignia	Oceania Cruises	824	400	0730-1400	1	
30	Sat, Oct 12, 2024	Nautica	Oceania Cruises	824	400	0930-1730	3	
		Spirit of Adventure*	Saga Cruises	999	505			
31	Mon, Oct 21, 2024	Borealis	Fred Olsen Cruises	1360	662	0830-1500	2	
32	Tues, Oct 22, 2024	Nautica	Oceania Cruises	824	400	1130-1800	1	
33	Thurs, Oct 24, 2024	Insignia	Oceania Cruises	824	400	1130-1800	1	
34	Fri, Nov 1, 2024	Insignia	Oceania Cruises	824	400	0730-1400	1	



APPENDIX B: RFP SUBMISSION FORM

2024 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 Appendix A.

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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	Yes	56	\$\$

For assistance, contact Patti Ricketts at (709) 634-6600 | pricketts@cornerbrookport.com

Please email this form to contact@cornerbrookport.com