2025 TRANSPORTATION SERVICES
REQUEST FOR PROPOSAL

King's University College
266 Epworth Ave
London, ON
N6A 2M3

Table of Contents:

Section Name	Page #
Instructions to Bidders	2
Schedule A – Target Dates	6
Schedule B – Evaluation Criteria	7
Schedule C – Bid Submission Format Requirements	8
Schedule D – Scope of Opportunity	9
Attachment 1 – Request for Proposal Form	13
Attachment 2 – Bidder References	14
Attachment 3 – Cost and Equipment Specifications	15
Appendix 1 – Ridership Data	17
Appendix 2 – Shuttle Routes	18
Appendix 3 – Shuttle Schedule	21
Appendix 4 – Annual Service Dates	23

INSTRUCTIONS TO BIDDERS

1. Summary

This document requests bids for the supply of transportation services at King's University College (hereby referred to as "King's") that is currently under contact with Voyago until April 30th, 2026. On this date, King's will enter into a new contract with a transportation services provider as subsequently defined based on this Request for Proposal (RFP).

The Transportation Services Selection Committee (hereby referred to as "the Committee") will be made up of King's administrators and operational staff with responsibilities related to transportation services.

2. Bid Submissions

King's is committed to equity and diversity and encourages applications from all qualified Bidders including women, members of visible minorities, aboriginal persons and persons with disabilities.

To receive consideration, bids must be submitted in accordance with the following instructions. Failure to comply with these instructions will result in the bid being disqualified.

Attachment 1 – Request for Proposal Form, Attachment 2 – Bidder References and Attachment 3 – Cost and Equipment Specifications must be included in the bid submission. There shall be no alteration of or changes made to the Attachments. Any alterations made to the Attachments, other than the supply of the required information, may result in the bid being declared non-compliant and rejected without further consideration.

All bids must be emailed by the date/time outlined in Schedule A to Tiffany Chisholm, Purchasing Services Coordinator at tiffany.chisholm@kings.uwo.ca with a subject line containing "2025 Transportation Services RFP" and the name of the Bidder.

King's is not responsible for the timeliness of documents emailed nor will King's accept any bid emailed to an email address other than the specified email address above. King's is neither liable nor responsible for any costs incurred by a Bidder in the preparation, submission, or presentation of their bid to this RFP.

Bidders are advised that it is not permissible to send a copy(s) of a response to any employee, consultant, agent, volunteer or business employed or working on behalf of King's or involved in this process, and King's will reject without further consideration any response so delivered.

All documents related to the bid become the property of King's. All information, data, recommendations and reports resulting from the project become the property of King's.

3. Inquiries

Bidders having any questions or requiring clarification of the intent or meaning of any part thereof shall notify Tiffany Chisholm by email (tiffany.chisholm@kings.uwo.ca) by the deadline for submission of questions as outlined in Schedule A.

4. Communication of all RFP documents

The original RFP document will be posted on Biddingo and the King's website.

If it becomes necessary to revise any part of this RFP, addenda and amendments will be posted solely on the King's website https://www.kings.uwo.ca/about-kings/facts-and-information/administrative-departments/finance/rfp/.

It is the sole responsibility of each potential Bidder to check the King's website for any/all changes to the original RFP document, as these will become part of the RFP specifications.

For RFP's valued $100,000 or more, the award notice will be posted solely on Biddingo.

5. Assessment of Response

All bids will be opened in private. The Committee will evaluate the bids based on the pre-determined evaluation criteria outlined in Schedule B.

As the Committee evaluates the bids, decisions will be based on the contents of the bid as submitted. Each Bidder shall include any and all information required in the format requested in Schedule C. It shall be explicitly understood that there shall be no opportunity to make any material change to the bid, including any alteration, addition or deletion of any element within the bid as submitted based on dates outlined in Schedule A. Information submitted independent of the response document or after closing will not be considered by the Committee.

King's may seek clarifications from a Bidder after the closing date. Clarification questions will be submitted to the Bidder in writing. Answers to the written clarification questions must be returned to King's in writing. The intent of the clarification is simply to obtain further explanation and understanding of what was intended by the Bidder. A clarification shall not provide an opportunity to make any material changes to the original bid, including any alteration, addition or deletion of any element of the original bid.

A shortlist of Bidders will be requested to conduct a mandatory presentation. The purpose of the presentation includes, but is not limited to:

a) Addressing the major elements of the Bidders innovative solutions;
b) Enabling key personnel of the Bidders team to interact directly with the Committee; and
c) Answering any questions the Committee may have.

Short listed Bidders will be notified of this mandatory presentation according to the timeline in Schedule A. All costs incurred by the Bidder in the process of conducting the presentation shall be at the expense of the Bidder. In no instance will any cost related to this process be billed or charged to King's.

6. Bid Acceptance/Rejection

No action by King's or the Committee implied or otherwise, shall be construed as acceptance to this RFP.

King's reserves the right to accept any bid (in whole, or a portion thereof) which may be deemed to be most advantageous to King's, or to reject any or all bids. Although King's would like to award this contract to one Bidder, it realizes that it may not be in King's best interest to do so. Bidders shall highlight in the bid any cost or operational advantages of awarding all service requests to one Bidder.

King's may declare, at its sole and unfettered discretion, any bid to be non-compliant, and reject without further consideration if it:

- is informal, incomplete, unqualified, or otherwise irregular in any way;
- is not legible, is not dated, is not executed in the legal registered name of the entity, is not signed by authorized officials, and/or does not acknowledge all addenda that may have been issued;

- is submitted without the required materials (Attachment 1, 2, 3);
- does not provide the information called for in the RFP documents as outlined in Schedule D;
- does not contain sufficient information for the Committee to evaluate the Bid based on the evaluation criteria contained in Schedule B.

King's, at its sole and unfettered discretion, may reject without further consideration any response where the Bidder, a member of the Bidder's team, an employee, shareholder, director, officer, partner or person otherwise associated with the Bidder:

- has now or has in the past, unsatisfactorily performed work for King's or had an unsatisfactory relationship with King's, by contract or otherwise, in the sole opinion of King's;
- has a contract with King's which in the sole opinion of King's, is not in good standing or has had a contract terminated by King's for non-performance;
- is engaged in a substantially unresolved dispute or is in litigation with King's or has a claim or judgment arising from litigation;
- has been charged or convicted of an offence with regard to a business enterprise which has or may have an impact upon King's;
- is considered to have a conflict of interest, in the sole opinion of King's.

7. Invoicing and Payment

King's standard payment policy is net 30 days following receipt of invoice and sign-off by the responsible department or faculty. Final payment terms will be negotiated between the successful Bidder (if any), and King's prior to contract signing.

8. Debriefing (applies to RFP valued $100,000 or more)

The successful Bidder(s) will be notified of their success according to the timeline in Schedule A.

Once an agreement is executed by King's and the successful Bidder, the other Bidders will be notified by a public award notice found on Biddingo. If is the Bidders responsibility to check this public posting.

After the Notification to Successful Bidder date on Schedule A, and within sixty (60) days, Bidders may request a written debrief by emailing Tiffany Chisholm at tiffany.chisholm@kings.uwo.ca. The intent of the written debrief is to aid the Bidder in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

9. Confidentiality and Data Privacy

All information provided by King's, its partners, or clients in relation to this RFP must be treated as confidential and used solely for the purpose of responding to this RFP. The selected Bidder will be required to adhere to strict confidentiality and data privacy standards during the project's lifecycle and beyond.

10. Accessibility

King's is committed to recognizing the dignity and independence of all and seeks to ensure that persons with disabilities have genuine, open and unhindered access to King's RFP opportunities. If you require an accommodation during the RFP process, please contact Tiffany Chisholm at tiffany.chisholm@kings.uwo.ca or 519-433-3491 for assistance.

As outlined in the Ontario Regulation 429-07, Accessibility for Ontarians with Disability Act, 2005, King's will incorporate accessibility criteria and features when procuring, goods, services and facilities, except where it is not practical to do so.

The Bidder will respect the dignity and independence of persons with disabilities in accordance with the Accessibility Standards for Integrated Accessibility Standards O. Reg. 191/11, s. 5 (1); O. Reg. 413/12, s. 4 (1) developed under the Accessibility for Ontarians with Disabilities Act, 2005.

End of Instructions to Bidders

SCHEDULE A – TARGET DATES

King's has identified the following project target dates:

Activity	Target Date
RFP Issued	Wednesday, October 15th, 2025
Deadline for Questions/Clarifications on RFP	Wednesday, November 5th, 2025
Deadline for Answers/Clarifications on RFP	Wednesday, November 12th, 2025
Closing Date: RFP Submissions Due	Monday, January 19th, 2026 at 4:30pm
RFP Review Period	January 20th – February 27th, 2026
Notification of Short-Listed Bidders	Monday, March 2nd, 2026
Presentations/Interviews of Short-Listed Bidders	March 23rd – 31st, 2026
Committee Deliberations	April 1st – 10th, 2026
Notification to Successful Bidder	Monday, April 13th, 2026
Contract Development	April 14th – 30th, 2026
Start of Operations / Implementation Date	September 2026

End of Schedule A – Target Dates

SCHEDULE B – EVALUATION CRITERIA

Evaluation of submissions will be undertaken the Committee. Each Bid will be rated on a scale of 1-10 (1 = poor, 10 = excellent) by the Committee members and the averages will determine final rankings as a tool contributing to overall assessment of RFP submissions. The rating will not be the sole determining factor in the final decision.

Bidders are responsible for reviewing the evaluation criteria listed below and providing appropriate and sufficient information to enable the Committee to accurately assess the Bid.

Bids will be evaluated on the following criteria using weights provided:

Required Criteria	**Yes/No**
The Bidders ability to meet equipment specifications	
The Bidders ability to meet the service requirements, including but not limited to ability to adhere to the shuttle routes and schedules, the ability to handle ridership volumes, etc.	
The Bidders ability to meet the implementation dates as outlined in Schedule A	
The Bidders ability to provide ridership reports	
The Bidders ability to comply with confidentiality and data privacy requirements as outlined in section 9.	
Weighted Criteria	**Weight**
Costs over the contract period (Rate #1 and Rate #2)	28
The Bidders level of commitment to customer support and service	12
The Bidders level of commitment to training and safety	9
The experience and qualifications of the staff (ie. drivers, supervisors, managers).	5
References	4
The desirability of equipment offered, including but not limited to number of doors, number of seats, environmental impacts, ability to have advertising displayed, ability to plug in gps units, etc	6
The Bidders level of commitment to regular maintenance of the vehicles to ensure reliability of vehicles. This includes the availability of spare shuttles and/or parts for repairs when needed.	6
The Bidders level of commitment to accessible shuttle options and features	13
The Bidders level of commitment to environmentally sustainable shuttle options and features	6
The Bidders strength of security protocols and track record of maintaining data integrity.	4
Subtotal	**93**
Short-listed Presentation	7
Total Points	**100**

End of Schedule B – Evaluation Criteria

SCHEDULE C – BID SUBMISSION FORMAT REQUIREMENTS

Bidders shall prepare their submissions addressing all the requirements of this RFP.

Language: Bids must be in English.

Electronic Format: The Bid submitted must be contained in 1 pdf file.

Bid Submission Layout: Bidders are requested to use the following layout and abide by the page maximums.

- Cover Page / Cover Letter / Executive Summary / Table of Contents *(max 3 pages)*
- Corporate Overview/Background *(max 1 page)*
- Management / Supervisory Staff Experience and Qualifications *(max 3 pages)*
- Driver Experience and Qualifications *(max 3 pages)*
- Training and Safety Requirements *(max 2 pages)*
- Customer Support and Service *(max 4 pages)*
- Equipment Options and Features *(max 6 pages)*
- Accessible Shuttle Options and Features *(max 6 pages)*
- Environmentally Sustainable Options and Features (*max 6 pages*)
- Vehicle Service, Maintenance and Repairs *(max 4 pages)*
- Corporate Commitment to the Accessibility and Sustainability *(max 4 pages)*
- Reporting *(max 2 pages)*
- Confidentiality and Data Privacy (*max 2 pages)*
- Implementation Plan Including Ability to Meet Service Requirements *(max 4 pages)*
- Attachment 1 – Request for Proposal Form *(max 1 pages)*
- Attachment 2 – Bidder References *(max 3 pages)*
- Attachment 3 – Cost and Equipment Specifications *(max 4 pages)*
- Corporate Brochures and Marketing Literature *(max 5 pages)*

End of Schedule C – Bid Submission Format Requirements

SCHEDULE D – SCOPE OF OPPORTUNITY

1. **Background Information**
King's is an undergraduate, liberal arts educational institution academically affiliated with the University of Western Ontario ("Western"). Founded in 1954, King's provides general and honours degree programs in liberal arts, social sciences, and social work, as well as a Master's degree in social work. King's has approximately 3,100 full-time students, 275 full-time faculty, staff, professional and senior administrative officers and 150 part-time faculty. It is renowned as a centre of teaching excellence positioned in the top rank of institutions of higher learning in Canada for the quality of its teaching faculty. Not only does its faculty teach remarkably well, but their scholarship continues to enhance King's reputation as one of Canada's first-class undergraduate universities. The students are supported in their academic endeavours by a full range of student development and personal counseling services. Students enjoy the wide variety of extra-curricular activities available to them on campus, and embrace the many experiential learning opportunities beyond the classroom. King's is committed to fostering a community of engaged scholars by enhancing academic programs, support for research, classroom, office and communal space; by balancing accessibility with a commitment to improving the academic quality of the student body; and by maintaining the core values of King's as a Catholic university college.

2. **Contract Details**
The duration and conditions of the contract for the management, direction and provision of transportation services will be a negotiated item but will not exceed 3 years.

The duties under this contract will include the following:

A. Provision of two (2) routes for daily shuttle services and one (1) route for evening shuttle service between King's and Western's campuses (see Appendix 1-4 for more details).
B. Additional services as needed on a per diem basis (eg. special events).

3. **Service Operation Details**
- The service is expected to be provided in an uninterrupted manner unless contacted directly by King's in the event of closure due to traffic, weather, etc.
- King's will provide an annual schedule with specific dates of service required. An example is provided in Appendix 4. This schedule includes the following consistencies:
    - Shuttle service starts in early September.
    - Shuttle service finishes at the end of April.
    - Daytime shuttles run Monday to Friday with a shortened Friday schedule.
    - The evening shuttle runs Monday to Thursday.
    - There is a reduced exam schedule in December and April (see Appendix 3 example).
    - No shuttle service occurs over the summer (May – Aug).
    - No shuttle service occurs over the fall and spring reading weeks (Nov & Feb).
    - No shuttle service occurs over the Christmas break (approx. 2 weeks).
    - No shuttle service occurs on the following statutory holidays: Thanksgiving Day, Family Day and Good Friday.

4. **Equipment Criteria**
- 20-40 passenger shuttles are required.
- Newer model shuttles preferred.
- 2 doors (front and back) are preferred.
- An available standard 12-volt DC auxiliary power outlet for GPS units is preferred.

- Environmentally friendly options and features are preferred.
- Accessible options and features are preferred.
- Shuttles must pass the Ontario Drive Clean Test annually.
- Shuttles must meet or exceed all Federal, Provincial and local health, safety, lighting and noise regulations.
- King's logos to be prominently displayed on shuttles. King's will pay for logo application, but the successful Bidder will need to make the shuttles available for the logo application.
- Advertisements/Public Service Announcements on shuttles must be approved by the College before application.

The fleet awarded in 2021 is shown below. During the last 5 year contract a few shuttles were upgraded to 2019 and 2020 models.

Equipment Description	# of Units	Additional Information
2016 Glaval Entourage	2	37 passengers (27 perimeter seating + 10 standing)
2016 Glaval Entourage	2	37 passengers (29 charter seating + 8 standing)
2017 Ford G5	1	24 passengers
2017 Ford G5	1	24 passengers
2017 Ford G5	1	Wheelchair accessible vehicle

5. Customer Support and Service Commitments

Staffing – From drivers to managers, your team has a major impact on services. It is very important for King's to understand what this would look like if you are selected.

- Describe your company's overall approach to customer service and support. Be sure to explain how customer satisfaction is measured and maintained.
- Share the experience, qualifications and training your team (eg. drivers, supervisors, manager, etc) will have and how it will make them well suited to this work.
- Specify whether a dedicated account manager or support liaison will be assigned to King's describing the responsibilities and availability of this role. If not, indicate how our account would be managed.
- When issues arise, communication is key. Please outline your standard escalation procedures for unresolved or urgent issues as well as provide average response time for feedback/concerns and issue resolution (eg. driver correction).

Safety - Safety of the students and employees riding the shuttles is very important, as is the safety of pedestrians and other vehicles encountered during shuttle service.

- List the training received by drivers (eg. defensive driving, emergency procedures, passenger safety and assistance, vehicle inspection and maintenance, weather and road condition, fatigue management, etc)
- Describe your company's commitment to regular maintenance of the vehicles to ensure reliability (including but not limited to availability of spare shuttles and/or parts for repairs when needed, etc).

Accessibility Criteria - King's is interested in considering accessible options and features including but not limited to:

- physical accessibility (ie. ramps, lifts, low floor shuttles, priority seating, wheelchair access, etc),
- service related accessibility (ie. staff assistance with boarding and disembarking, advanced reservations, securement systems, stop announcements, directions, etc) or

- other considerations (ie. driver training, emergency assistance training, etc).

Bidders are asked to share which accessible options and features they can provide as part of the contract. If there are options or features that come at an additional cost, be sure to include them in the Attachment 3 – Cost and Equipment Specifications response.

Additionally, Bidders should describe their company's overall approach to accessibility being sure to explain how efforts are measured and what future goals are in place.

King's is specifically interested in the option of having an accessible shuttle available to be used on the daytime route, evening route and/or for additional per diem services as follows:

- Shuttle equipped for potential riders using wheelchairs.
- The driver will be appropriately trained and physically capable to use the additional equipment.
- Be sure to indicate the number of riders using wheelchairs that can be seated simultaneously.
- Be sure to indicate the seating capacity with and without riders using wheelchairs.

Environmental Sustainability – King's is interested in considering environmentally sustainable options and features including but not limited to:

- zero emission propulsion (ie. electric shuttles, natural gas shuttles, etc),
- energy efficient systems (ie. LED lighting, lightweight materials, efficient heating/cooling systems, etc) or
- maintenance considerations (ie. regular maintenance to ensure efficient operation).

Bidders are asked to share which environmental options and features they can provide as part of the contract. If there are options or features that come at an additional cost, be sure to include them in the Attachment 3 – Cost and Equipment Specifications response.

Additionally, Bidders should describe their company's overall approach to sustainability being sure to explain how efforts are measured and what future goals are in place.

6. **Reporting Criteria**

King's requires customized monthly reports broken down by shuttle. Bidders shall provide samples of all reports that will be available to King's. The successful Bidder will be asked to provide the following reports:

- *Live Shuttle Interruption Reports:* When shuttle is off-line, the transportation company is responsible for reporting this to a designated King's contact immediately.
- *Monthly Reports:* Monthly ridership by shuttle and in comparison, to previous years (when available).
- *Down-Time Reports:* Quarterly report indicating individual down time experienced for each shuttle.
- *Average Response Time Reports:* Quarterly report indicating service response time for each shuttle taken off-line.

7. **Confidentiality and Data Privacy**

The Bidder must demonstrate the ability to handle and protect sensitive information in accordance with applicable legal and regulatory requirements, including but not limited to:

- **Data Protection Laws Compliance**: Adhering to applicable data privacy laws (eg. FIPPA, PHIPA, PIPEDA, etc.].

- **Confidentiality Agreements**: Signing an Agreement for the Confidentiality and Security of Personal Information with King's prior to accessing any sensitive information.
- **Data Access and Usage**: Ensuring that only authorized personnel have access to confidential information and that such information is used exclusively for the purposes outlined in this RFP.
- **Data Security Standards**: Implementing industry-standard security practices, such as encryption, secure storage, and robust authentication mechanisms, to safeguard confidential data.
- **Incident Reporting**: Promptly notifying King's of any actual or suspected data breach or unauthorized disclosure of information, and cooperating fully with mitigation efforts.

The Bid must include:

- A description of their data protection and confidentiality policies.
- Information about measures and technologies used to ensure data security.
- Details of compliance certifications or audits (e.g., ISO 27001, SOC 2).
- A proposed approach for ensuring ongoing compliance and protection throughout the engagement.

The successful Bidder will be required to agree to:

- Strict confidentiality provisions outlined in the final agreement.
- Return or secure destruction of all confidential data upon project completion or termination, as specified by King's.
- Regular reporting and review of data security measures upon request.

8. **Site Access for Bidders**

No site visit will take place as part of this RFP. It will be the responsibility of each Bidder to use the shuttle routes provided in Appendix 2 to review the shuttle stop locations and sizes, road conditions, etc. All shuttle stops are accessible to the public, so no prior arrangements for access are needed. King's asks that Bidders are safe and respectful of property and people during review of shuttle stops. Any damage/concerns raised during a Bidders review is solely the Bidders responsibility.

If any questions arise from this independent exercise, be sure to submit your questions/clarifications according to the deadline in Schedule A.

During the contract, the successful Bidder(s) is responsible for local overnight storage and care of the transportation vehicles, as they cannot be parked on site in normal circumstances.

9. **Safety Requirements**

The successful Bidder(s) shall carry out this contract in strict accordance with Occupational Health and Safety Acts, and all Ministry of Transportation prescribed regulations as they may pertain to this service. They shall take all necessary precautions to ensure the continuous safety of the drivers, passengers, and the general public.

King's has a policy on Health & Safety and the successful Bidder(s) is required to ensure that all of their employees are advised of this policy.

End of Schedule D – Scope of Opportunity

ATTACHMENT 1 - REQUEST FOR PROPOSAL FORM

Bidder Identity	
Full Legal Registered Name	
Any Other Relevant Name	
Year Established	
Head Office Address	
Phone Number	
Type of Entity	__ Corporation __ Unregistered Partnership __ Registered Partnership __ Proprietorship __ Other. Explain:
Number of Employees	

We the undersigned, having examined the 2025 Transportation Services RFP documents (including any and all addenda and amendments), and are satisfied that we understand the services as identified. We further acknowledge that we have not relied on the completeness of such information and declare ourselves competent to undertake and complete the services and do hereby irrevocably propose and agree to carry out the services outlined in Schedule D. We acknowledge that the submitted bid must include Attachment 1 - Request for Proposal Form, Attachment 2 - Bidder References and Attachment 3 – Cost and Equipment Specifications.

For the purposes of this section, the term "Conflict of Interest" means in relation to the RFP process, the Bidder has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:

(i) having or having access to confidential information of King's in the preparation of its proposal that is not available to other Bidders;

(ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process); or

(iii) engaging in conduct that compromises or could be seen to compromise the integrity of the RFP process.

We hereby certify that we have no conflict of interest in submitting this bid. If we feel an actual or potential conflict of interest exists, we will provide a separate statement outlining the details.

The undersigned hereby represents and warrants as to having authority to execute the document on behalf of the Bidder.

Name of Authorized Officer(s): _____

Signature(s): _____

Executed this ____ day of _____ , 2025.

End of Attachment 1 - Request For Proposal Form

ATTACHMENT 2 – BIDDER REFERENCES

Bidders must provide three (3) references from clients who have obtained similar services in the last three (3) years. References should be external to King's. King's reserves the right to conduct reference checks. Bidders can use a separate sheet for this information if preferred. This is not grounds for disqualification.

Bidder Reference #1	
Company Name	
Company Address	
Contact Name	
Contact Phone Number	
Contact Email Address	
Date & Duration of Service	
Description and Relevancy	

Bidder Reference #2	
Company Name	
Company Address	
Contact Name	
Contact Phone Number	
Contact Email Address	
Date & Duration of Service	
Description and Relevancy	

Bidder Reference #3	
Company Name	
Company Address	
Contact Name	
Contact Phone Number	
Contact Email Address	
Date & Duration of Service	
Description and Relevancy	

End of Attachment 2 – Bidder References

ATTACHMENT 3 – COST AND EQUIPMENT SPECIFICATIONS

Bid prices shall include all costs of labour and maintenance to ensure uninterrupted service during the contract period. The Bidder agrees to assume all increases in labour rates, fuel prices, taxes, duties, cost indexes, or any other costs that may develop during the life of this contract. Any anticipated price increases during the contract period are to be explicitly included.

Bid prices shall be in Canadian currency. The Bidder shall not include HST in the bid price. Submitted bids shall remain open to acceptance and shall be irrevocable for a period of thirty (30) days after the bid closing date.

Bids prices are to be based on the 2025/2026 shuttle schedule as seen in Appendix 3 and the 2022/2023, 2023/2024 and 2024/2025 ridership data provided in Appendix 1.

Rate #1: The charge for hourly service related to the regular and exam shuttle service.
Rate #2: The hourly rate for per diem services (eg. special events).

	Sept 1st, 2026 – Apr 30th, 2027	**Sept 1st, 2027 – Apr 30th, 2028**	**Sept 1st, 2028 – Apr 30th, 2029**
Rate #1			
Rate #2			
Minimum number of hours per booking to secure Rate #2 (2026-2029):			

The Bidder must complete the below chart to indicate the specific equipment and number of units that will be used in providing transportation services to King's. The equipment cannot be changed during the contract period without prior approval from King's.

Equipment Description	**# of Units**	**Owned / Leased**	**Additional Info**
ie. 2025 Glaval Entourage	2	Owned	Seats 24 charter style, 2 passenger doors.

Accessible Options and Features Available to King's: The below table is for a summary of the options and features the Bidder has described in detail within the Equipment Options and Features and Accessible Shuttle Options and Features sections outlined in Schedule C.

Accessible Option/Feature	Additional Cost
ie. low floor shuttle	Rate#1+$5/hour & Rate#2+$3/hour

Environmentally Sustainable Options and Features Available to King's: The below table is for a summary of the options and features the Bidder has described in detail within the Equipment Options and Features and Environmentally Sustainable Options and Features sections outlined in Schedule C.

Environmentally Sustainable Option/Feature	Additional Cost
ie. electric shuttle	Rate#1+$5/hour & Rate#2+$3/hour

End of Attachment 3 – Cost and Equipment Specifications

APPENDIX 1 – RIDERSHIP DATA

The below ridership data is intended to give an idea of the volume of passengers being moved.

Bidder should note that each of the 3 years below included changes to the route, schedule and/or number of shuttles running. These changes were motivated by financial savings and minimizing rider impact.

	2022-2023								2023-2024								2024-2025							
Route	**Sept**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**Sept**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**	**Sept**	**Oct**	**Nov**	**Dec**	**Jan**	**Feb**	**Mar**	**Apr**
Route 1	2,393	2,511	2,200	988	2,773	2,266	3,259	582	4,272	4,072	4,170	1,093	4,571	3,490	4,012	1,099	1,468	1,584	1,885	292	2,975	2,316	2,830	479
Route 2	2,951	3,243	2,965	947	2,886	1,874	3,542	800	3,899	4,673	4,552	869	5,553	4,172	5,004	1,060	1,742	1,777	1,973	274	2,819	1,804	2,355	414
Route 3	2,033	2,196	2,050	597	2,109	1,795	2,618	456	2,471	2,770	2,982	957	3,421	2,535	2,872	722	1,123	1,209	2,019	300	1,515	1,316	1,515	280
Route 4	3,651	3,481	3,608	1,060	3,807	3,047	4,267	826	4,055	4,222	4,121	989	3,810	3,188	3,660	983	1,612	1,898	2,080	167	2,411	1,523	2,256	273
Route 5	2,155	2,601	2,616	858	2,689	2,147	3,139	552	2,915	3,371	3,663	920	3,894	2,836	3,642	978	621	740	1,062	111	1,048	1,000	1,163	176
Route 6	2,203	2,550	2,761	570	2,610	2,196	3,029	641	825	1,321	1,598	375	1,720	1,232	1,467	398								
Route 7	602	753	804	293	711	689	1,144	248																
Exam 1				1,031				1,182				1,202				1,979				1,327				3,296
Exam 2				703				924				767				960								
Monthly Totals	15,988	17,335	17,004	7,047	17,585	14,014	20,998	6,211	18,437	20,429	21,086	7,172	22,969	17,453	20,657	8,179	6,566	7,208	9,019	2,471	10,768	7,959	10,119	4,918
Grand Total	**116,182**								**136,382**								**59,028**							

End of Appendix 1 – Ridership Data

APPENDIX 2 – SHUTTLE ROUTES

Bus Stop Locations
King's to Western
Western to King's

Stops from King's to Western:
Elgin Hall, Middlesex College, Medical Science
Stops from Western to King's:
Thompson Centre OR **Alumni Hall**, **Huron Drive** or **Nursing Building**, Talbot College, Epworth Ave., King's

End of Appendix 2 – Shuttle Routes

APPENDIX 3 – SHUTTLE SCHEDULES

Regular Schedule:

KING'S
Western University · Canada

Shuttle Schedule - Guideline ONLY *

*This schedule acts as a guideline only. Traffic, weather and other delays that are out of our control do happen. Our drivers will do their best to keep to this schedule, but always be sure to give yourself as much time as possible for your shuttle travels.

King's Express Shuttle Run #1	
LEAVES KING'S	LEAVES ALUMNI HALL
7:45 AM	8:00 AM
8:15 AM	8:30 PM
8:45 AM	9:00 AM
9:15 AM	9:30 AM
9:45 AM	10:00 AM
After 10:15AM drop off at King's break from 10:15AM-10:45AM	
10:45 AM	11:00 AM
11:15 AM	11:30 AM
11:45 AM	12:00 PM
12:15 PM	12:30 PM
12:45 PM	1:00 PM
1:15 PM	1:30 PM
1:45 PM	2:00 PM
2:15 PM	2:30 PM
2:45 PM	3:00 PM
3:15 PM	3:30 PM
After 3:45PM drop off at King's done for day	

King's Express Shuttle Run #2	
LEAVES KING'S	LEAVES ALUMNI HALL
10:00 AM	10:15 AM
10:30 AM	10:45 AM
11:00 AM	11:15 AM
11:30 AM	11:45 AM
After 12:00PM drop off at King's break from 12:00PM-12:30PM	
12:30 PM	12:45 PM
1:00 PM	1:15 PM
1:30 PM	1:45 PM
2:00 PM	2:15 PM
2:30 PM	2:45 PM
3:00 PM	3:15 PM
After 3:30PM drop off at King's done for day	
3:30 PM	3:45 PM
4:00 PM	4:15 PM
4:30 PM	4:45 PM
5:00 PM	5:15 PM
5:30 PM	5:45 PM
After 6:00PM drop off at King's done for day	

Evening Shuttle Run #3		
LEAVES KING'S	LEAVES THOMPSON CENTRE	LEAVES ALUMNI HALL
6:00 PM	N/A	6:20 PM
6:30 PM	6:50 PM	N/A
7:00 PM	N/A	7:20 PM
7:30 PM	7:50 PM	N/A
8:00 PM	N/A	8:20 PM
8:30 PM	8:50 PM	N/A
9:00 PM	N/A	9:20 PM
9:30 PM	9:50 PM	N/A
10:00 PM	N/A	10:20 PM
10:30 PM	10:50 PM	N/A
11:00 PM	N/A	11:20 PM
After 11:30PM drop off at King's done for day		

- does not run on Friday's*

@KingsatWestern for service updates

@KingsatWestern for service updates

shuttle@kings.uwo.ca for any feedback

GPS data found in the myKing's portal

Shuttles run annually from September to April with a regular schedule Monday to Thursday and a reduced schedule on Fridays. There are NO regular shuttles on weekends. Additional dates where there is no service or modified service are listed on the shuttle webpage at kings.uwo.ca/bus-service (use the QR code). Check the webpage regularly as these dates are subject to change.

Route maps showing shuttle stops can be found on the shuttle webpage at kings.uwo.ca/bus-service.

Please email us if you have any issues/concerns at the email above. If applicable, please include details such as bus # and date/time of concern.

If you are looking for a lost item the same day you lost it, please ask the bus driver directly. If you are looking for a lost item after this, please go to the King's Lost and Found at the Security Office in the Student Life Center.

Exam Schedule:

KING'S

EXAM SHUTTLE BUS SCHEDULE

Everyday from Wed. December 10th, 2025 - Mon. December 22nd, 2025

KINGS LEAVE TIME	ALUMNI HALL LEAVE TIME
8:00 AM	8:15 AM
8:30 AM	8:45 AM
9:00 AM	9:15 AM
9:30 AM	9:45 AM
10:00 AM	10:15 AM
10:30 AM	10:45 AM
11:00 AM	11:15 AM
11:30 AM	11:45 AM
12:00 PM	12:15 PM
12:30 PM	12:45 PM
1:00 PM	1:15 PM
1:30 PM	1:45 PM
2:00 PM	2:15 PM
NO BUSES FROM 2:30PM TO 5:30PM	
5:30 PM	5:45 PM
6:00 PM	6:15 PM
6:30 PM	6:45 PM
7:00 PM	7:15 PM
7:30 PM	7:45 PM
8:00 PM	8:15 PM
8:30 PM	8:45 PM
9:00 PM	9:15 PM
9:30 PM	9:45 PM
10:00 PM	10:15 PM
10:30 PM	10:45 PM

STOPS FROM KINGS:

Elgin Hall, Middlesex College, Medical Science, Alumni Hall, Nursing Building, Talbot College, Epworth Ave., King's

KING'S

EXAM SHUTTLE BUS SCHEDULE

Everyday from Fri. April 10th, 2026 - Thurs. April 30th, 2026

KINGS LEAVE TIME	ALUMNI HALL LEAVE TIME
8:00 AM	8:15 AM
8:30 AM	8:45 AM
9:00 AM	9:15 AM
9:30 AM	9:45 AM
10:00 AM	10:15 AM
10:30 AM	10:45 AM
11:00 AM	11:15 AM
11:30 AM	11:45 AM
12:00 PM	12:15 PM
12:30 PM	12:45 PM
1:00 PM	1:15 PM
1:30 PM	1:45 PM
2:00 PM	2:15 PM
NO BUSES FROM 2:30PM TO 5:30PM	
5:30 PM	5:45 PM
6:00 PM	6:15 PM
6:30 PM	6:45 PM
7:00 PM	7:15 PM
7:30 PM	7:45 PM
8:00 PM	8:15 PM
8:30 PM	8:45 PM
9:00 PM	9:15 PM
9:30 PM	9:45 PM
10:00 PM	10:15 PM
10:30 PM	10:45 PM

STOPS FROM KINGS:

Elgin Hall, Middlesex College, Medical Science, Alumni Hall, Nursing Building, Talbot College, Epworth Ave., King's

End of Appendix 3 – Shuttle Schedules

2025/2026 SHUTTLE CALENDAR

Fall Term

FIRST DAY OF CLASSES	Thursday, September 4, 2025
OWEEK ROAD CLOSURES	**(NO BUS SERVICE after 6pm)** Thursday, September 4 to Friday, September 5, 2025
THANKSGIVING	**(NO BUS SERVICE)** Monday, October 13, 2025
FALL READING WEEK	**(NO BUS SERVICE)** Monday, November 3 to Friday, November 7, 2025
LAST DAY OF CLASSES	Tuesday, December 9, 2025
STUDY DAY	**(1 BUS ON EXAM SCHEDULE)** Wednesday, December 10, 2025
EXAM PERIOD	**(1 BUS ON EXAM SCHEDULE including weekends)** Thursday, December 11 to Monday, December 22, 2025

Winter Term

FIRST DAY OF CLASSES	Monday, January 5, 2026
FAMILY DAY	**(NO BUS SERVICE)** Monday, February 16, 2026
SPRING READING WEEK	**(NO BUS SERVICE)** Tuesday, February 17 to Friday, February 20, 2026
GOOD FRIDAY	**(NO BUS SERVICE)** Friday, April 3, 2026
LAST DAY OF CLASSES	Thursday, April 9, 2026
STUDY DAYS	**(1 BUS ON EXAM SCHEDULE including weekends)** Friday, April 10 to Saturday, April 11, 2026
EXAM PERIOD	**(1 BUS ON EXAM SCHEDULE including weekends)** Sunday, April 12 to Thursday, April 30, 2026

End of Appendix 4 – Annual Service Dates