



TRANSPORTATION TENDER FOR HOLLAND INTERNATIONAL SCHOOL
PRIVATE SCHOOL BUS TRANSPORTATION SERVICES
PARENT-PAID MODEL

1. PURPOSE OF TENDER

Holland International School (the "**School**"), located at 65 Bukit Tinggi Rd, Singapore (289757), is seeking a reputable, experienced, and licensed bus transportation service provider to deliver safe, reliable and efficient door-to-door transportation for its ~ 260 students (approximately 70% of them are expected to take the School bus). This tender covers daily home-to-school services, co-curricular activities transport, and field trip transportation.

The School invites proposals from qualified transportation providers to offer parent-paid school bus services starting from the 2026-2027 academic year. As families will pay the transportation fees directly to the contractor, the School's role is limited to ensuring that all required safety and quality standards are met. The School will not design routes, collect fees, or manage operational details.

Tender Opening Date: January 9th, 2026

Tender Closing Date: February 27th, 2026

Tender Contact:

Name: Melissa Contant

Position: Business Lead

Email: melissacontant@hollandinternationalschool.sg

2. SCOPE OF SERVICES

The successful bidder will be required to provide school bus services for the following:

Daily School Transportation

The provider is responsible for:

- Registering students directly with parents
- Planning and operating morning pick-up and afternoon drop-off services; safe routing and scheduling according to School timings
 - School starts at 8:30 am. Buses to arrive at the School to drop-off students between 8 (not earlier) and 8:20 am
 - Regular dismissal bus times: 12:40 pm, 2:40 pm & 3:40 pm Monday to Thursday & 1:40 pm on Friday (subject to change)
(Buses to be ready at the School to pick-up students at 12:30 pm, 2:30 pm & 3:30 pm Monday to Thursday & 1:30 pm on Friday)
- Pick-up and drop off point is always the residential address
- Communicating directly with parents about schedules, delays, and route changes
- Managing all billing and payments directly with families
- Providing a contact (mobile) number for urgent matters

After-School Co-Curricular Activities (CCA) Transportation

The School offers a variety of after-school CCAs. The service provider is expected to:

- Offer additional bus services for CCA dismissal times
 - CCA dismissal buses: 3:40 pm & 4:40 pm Monday to Thursday & 2:40 pm on Friday (subject to change)
(Buses to be ready at the School to pick-up students at 3:30 pm & 4:30 pm Monday to Thursday & 2:30 pm on Friday)
 - Hollandse Club bus: 2:40 pm & 3:40 pm on Monday and Wednesday (subject to change)
 - Other venue outside School: 1:40 pm on Friday (subject to change)
- Coordinate directly with parents to register students for CCA buses
- Charge parents separately for CCA transportation
- Plan CCA departure routes based on participating students
- Communicate changes or delays directly with parents

Playdates

- The service provider is expected to allow students to go on playdates, based on availability

Field Trips and School Events

The provider may also offer transportation for field trips or co-curricular events held during school hours (2 ways). These trips will be paid by the School at agreed rates.

3. MINIMUM REQUIREMENTS

The transportation provider must maintain high safety standards and comply fully with Singapore regulations, including:

- Land Transport Authority (LTA) and Ministry of Education (MOE) requirements for school buses
- Insurance requirements as mandated for school bus operations
- Regular maintenance schedules and records
- Compliance with the Personal Data Protection Act when handling student or parent information
- Staff must act professionally and meet School safeguarding expectations
- Emergency response procedures

Fleet Specifications:

- Mix of buses with different capacity levels depending on the routes
- No overcrowding shall be permitted on any bus

All buses must be:

- Clean, in good working order, with proper seats (no pull down seats)

and equipped with:

- Correctly operating air conditioning
- Seat belts for every passenger
- GPS tracking system
- Onboard CCTV for student safety
- First aid kits and fire extinguishers

Driver Qualifications:

- All drivers must hold a valid Bus Driver's Vocational Licence with at least one (1) number of years of driving experience in school buses or similar services
- Drivers must be able to provide a clean driving record, undergo criminal background checks, and have valid first-aid certification in addition to child-safety training
- Each driver must be fluent in English

Performance requirements:

- **Punctuality:** buses must arrive on time (within the scheduled pick-up/drop-off time) at designated pick-up and drop-off points
- **Ride duration:** regular bus routes must be less than 45 minutes
- **Cleanliness:** buses must be cleaned daily, including disinfecting high-contact areas
- **Communication:** providers must offer real-time vehicle tracking and status updates to the parents and School for routes and events (via app, SMS alerts or email updates)
- **Procedures to inform:** communication protocol with parents and School for delays or incidents (example when the bus is late due to traffic or other delaying circumstances along the route)
- **Contingency Plan:** a back-up bus is available in case there is a mechanical failure with one of the buses
- **Failure to arrive:**
 - the service provider shall reimburse the parents of the children who cannot travel because of a failure of the bus to arrive at the pickup point after 15 minutes of the scheduled pick-up time
 - such reimbursement is according to the contract flat fee scheme
- **Service area:** 22 km radius

On-Site Staffing and Support requirements:

- During school days, on site officer and/or account manager from 7 am until 5 pm (which covers the maximum daily time slot for the School bus service)
- After 5 pm, a staffed hotline or customer service contact
- Bus attendants (bus aunties/uncles)

Reporting Requirements:

- Monthly performance reports
- Incident and complaint procedures and reports
- Accident/near-miss documentation and follow-up actions
- Safeguarding incident reports with immediate notification to the School

4. CONTRACTUAL TERMS

The successful bidder will provide its bus services under a framework agreement with the School. Parents also sign a contract with the service provider for (i) the requested services, (ii) registering their children and (iii) proceed with payments. The link for the registration will be made available on the School website.

- **Contract duration:**

- Contract start date: 1st July, 2026
- Initial term: two (2) years
- Optional extensions: one (1) year, based on performance review

- **Price structure:**

- Distance/zone-based pricing (tier per number of kilometers)
- For each tier, bidders are required to submit pricing proposals (per child and inclusive of GST) for the following:
 - **Preschool 3 days**
 - 2 ways
 - Term 1 (August 17th to December 18th, 2026)
 - Term 2 (January 11th to March 25th, 2027)
 - Term 3 (April 12th to June 25th, 2027)
 - 1 way
 - Term 1
 - Term 2
 - Term 3
 - **Preschool and primary school 5 days**
 - 2 ways
 - Term 1
 - Term 2

- Term 3
- 1 way
 - Term 1
 - Term 2
 - Term 3
- CCA/remedial/additional trip charges
- Sibling discounts (if offered)
- Playdates trip charge (if the student(s) going on a playdate does not have a bus contract)
- Payment modes and timelines
- Refund policies
- The School does not collect any fees on behalf of the contractor
- Any fee changes subject to School approval

5. PROPOSAL SUBMISSION REQUIREMENTS

Tenderers must submit a complete proposal including:

- Company profile and ACRA registration
- Fleet list and bus specifications
 - Safety features and tracking systems
 - Maintenance procedures
- Driver and bus attendant qualifications
 - Number of drivers and attendants
 - Background screening procedures
- Proposed operational plan (bus procedures), for morning and afternoon
- Communication procedures with School and parents
- Incident management and escalation process
- Contingency plans (for unexpected events)
- Proposed pricing schedule (as above)
 - Fee structure for daily buses
 - Fee structure for CCAs
 - Hourly/charter rates for field trips
 - Any additional costs
- Incidental changes and playdate procedures
- Cancellation and changes policy (for the families)
- Reimbursement procedures

- Clear information on its customer service channels, including the hotline phone numbers, email contacts, WhatsApp or SMS communication options, operating hours, expected response times, escalation procedures for urgent matters, and the contact details of any on-site support staff assigned to the School
- Value-added services (if any)
- References (at least 2) from from existing or recent school clients

6. EVALUATION CRITERIA

The School will evaluate proposals based on the following key factors:

- Compliance with safety and regulatory requirements
- Ability to meet full scope of work
- Quality and reliability of fleet and operations
- Experience and track record
- Pricing and value for families
- Communication systems (App for parents) and parent support

The School reserves the right to consider other relevant factors and to select the proposal that is most suitable for the School community.

7. INSTRUCTIONS TO BIDDERS

All submissions must be complete.

Late submissions will not be considered.

8. CONFIDENTIALITY

All information provided during this tender is confidential and shall not be disclosed to any third party.

9. ACCEPTANCE OF TERMS

Submission of a proposal signifies acceptance of all terms outlined in this tender unless clearly stated otherwise in writing.

Thank you for your participation in this process.

Holland International School

