Request for Tender – Handi-Bus Services

1. Invitation to Tender

The Town of Tisdale invites sealed tenders from qualified individuals or businesses to operate the Town-owned Handi-Bus on a contract basis, in accordance with Handi-Bus Service Policy TS26-01.

Tender No.: TT-2026-HB-01

Milestone	Date and time
Tender issued	November 5, 2026
Deadline for written questions	December 4, 2026 4:00 PM CST
Tender closing	December 7, 2026 2:00 PM CST
Award (anticipated, subject to Council approval)	December 14, 2026
Contract start	January 1, 2027

Sealed tenders must be clearly marked **"Tender TT-2026-HB-01 – Handi-Bus Services"** and delivered to:

Chief Administrative Officer Town of Tisdale [Town Office mailing address] [Email address for electronic submissions, if permitted]

Late tenders will not be accepted and will be returned unopened. All questions must be submitted in writing to the CAO; answers will be shared with all known bidders by addendum.

The lowest or any tender will not necessarily be accepted.

2. Background and Purpose

The Town operates a Handi-Bus that provides safe, accessible and affordable transportation for residents who cannot use conventional transportation. Council adopted Handi-Bus Service Policy TS26-01 on May 11, 2026; it forms part of this tender and governs the contract.

The Town owns, insures and licenses the bus. The successful bidder (the Contractor) will provide driving, scheduling, record-keeping and routine vehicle care.

Eligible riders under the policy are:

- Tisdale residents unable to use conventional transportation due to mobility limitations
- Residents of local care facilities (hospital, nursing home, care home)

- Individuals under institutional care who cannot use conventional transportation with dignity
- Seniors aged 65 or older living in Tisdale

3. Scope of Services

The Contractor will operate the Handi-Bus Monday to Friday, 8:00 AM to 6:00 PM, excluding statutory holidays, within the Town of Tisdale and approved surrounding areas.

Operations and scheduling

1. Take bookings by phone; requests are due by 5:00 PM on the previous business day. Same-day bookings may be accepted at the Contractor's discretion.
2. Schedule trips first-come, first-served, giving priority to medical and essential trips.
3. Collect from each passenger the name, pickup location and time, destination and return time.
4. Pick up within a 15-minute window of the scheduled time.
5. Apply the cancellation rule: cancellations require at least 3 hours' notice before dispatch; report no-shows to the CAO.
6. Do not take the bus out of town without Council authorization and CAO permission.
7. Provide special or complimentary trips (such as election-day rides) when arranged by the CAO.

Passenger service and safety

1. Give reasonable assistance with boarding and securing mobility aids.
2. Ensure all passengers wear seat belts and do not smoke or vape.
3. Refuse service where conditions are unsafe, or where a rider is intoxicated, soiled or disorderly, and report each refusal to the CAO.
4. Carry one attendant free of charge from the same pickup location; charge applicable fares to other attendants and companions.
5. Direct passengers needing emergency care to emergency services. The Handi Bus is not an emergency medical service.

Fares and records

1. Accept only cash or Town-issued bus passes, at Council-approved rates.
2. Remit all fares to the Town Office weekly with a fare reconciliation.
3. Maintain user registrations and trip records, and submit a monthly report showing trips, riders, kilometres, fares collected and incidents.
4. Keep all personal information confidential and return all records to the Town at contract end.

Vehicle care

1. Do minor maintenance: check oil, antifreeze, tires and lights, and refuel at the Town's designated service station.
2. Keep the interior clean at all times and the exterior clean as needed.
3. Arrange oil changes and routine servicing; obtain CAO approval before major repairs or tire replacement.
4. Take the bus for its annual inspection during the summer months.
5. Report any collision, damage or mechanical issue to the CAO the same day.

4. Contractor Requirements

Every driver the Contractor uses, including relief drivers, must meet these requirements before driving the bus.

Requirement	Detail
Driver's licence	Valid Saskatchewan licence of the class required by SGI for the vehicle
Driver abstract	Current SGI driver abstract submitted with the tender
Criminal Record Check	Current check, including Vulnerable Sector Check, as required by SGI
Town auto insurance	Driver added to the Town of Tisdale auto policy; the driver pays any surcharge tied to their driving record
First Aid / CPR	Valid Standard First Aid and CPR certificate [recommended]
Relief drivers	Contractor names at least one qualified relief driver for illness and vacation, approved by the CAO
Commercial General Liability	Minimum $2,000,000 per occurrence, Town named as additional insured [if bidding as a business]
Workers' compensation	WCB Saskatchewan registration in good standing, or proof of exemption
Business licence	Town of Tisdale business licence, if applicable

The Contractor is an independent contractor, not a Town employee, and is responsible for its own income tax, CPP, EI and GST/HST remittances.

5. Term, Fares and Payment

The contract runs for three years, January 1, 2027 to December 31, 2029, with an option to extend for up to two additional one-year terms by mutual written agreement.

Fares. Council sets and reviews all fares. Fares belong to the Town and are not part of the Contractor's compensation. Current fees may include a base in-town fare, group rates, additional-stop charges and mileage for approved out-of-town trips.

Pricing. Bidders quote a fixed monthly fee for the scheduled service hours, plus an hourly rate for authorized trips outside those hours. Prices exclude GST, which is shown separately.

Payment. The Contractor invoices the Town monthly, with the monthly report attached. The Town pays within 30 days of receiving a correct invoice.

Town-paid costs. The Town pays fuel at its designated station, insurance, registration, inspection, and approved maintenance and repairs.

Termination. Either party may end the contract with 60 days' written notice. The Town may end it immediately for a safety breach, loss of a required license or clearance, or failure to remit fares.

6. Submission Requirements and Evaluation

Each tender must include:

1. Completed and signed Tender Form (Section 8)
2. Description of driving experience, especially with seniors or people with disabilities
3. Names and qualifications of the primary and relief drivers
4. SGI driver abstract and Criminal Record Check (Vulnerable Sector) for each driver
5. Copies of license, First Aid/CPR, insurance and WCB documents, as applicable
6. Approach to booking, scheduling, fare handling and record-keeping
7. Two references, with contact information

Tenders are evaluated on the following criteria:

Criterion	Weight
Experience and driver qualifications	30%
Price	30%
Service approach (booking, scheduling, customer care)	20%
Safety record and references	20%

The Town may interview shortlisted bidders and verify references. Final award is subject to Council approval.

7. General Terms

- Tenders remain open for acceptance for 60 days after closing.
- The Town may reject any or all tenders, waive minor irregularities, and negotiate with the preferred bidder.
- The Contractor may not subcontract or assign the work without the CAO's written consent.
- The Contractor indemnifies the Town against claims arising from the Contractor's negligence or breach.
- Complaints from riders are handled under the policy's complaint process; the Contractor cooperates with any review.
- Tenders are subject to *The Local Authority Freedom of Information and Protection of Privacy Act*.
- The contract is governed by the laws of Saskatchewan.

8. Tender Form

I/We have read Tender TT-2026-HB-01 and Handi-Bus Service Policy TS26-01 and offer to provide Handi-Bus Services as described, at the prices below.

Item	Price (excluding GST)
Monthly fee for scheduled service (Mon–Fri, 8:00 AM–6:00 PM)	$
Annual total (monthly fee × 12)	$
GST registration number	

Bidder name: _____

Business name (if any): _____

Address: _____

Phone: _____ Email: _____

Signature: _____ Date: _____