



The Reno-Sparks Convention & Visitors Authority is soliciting a
Request for Proposal for
Attendee Transportation Services

RFP 2026-SALES01

*Released by Tracy Harris
(Wednesday, October 15, 2025)*

The Point of Contact is Tracy Harris,
e-mail tharris@visitrenotahoe.com

All questions or additional information concerning the RFP document must be submitted to the point of contact. No communication to any other staff or Board Member of the Reno-Sparks Convention & Visitors Authority in regard to this RFP is allowed.

SUBMISSIONS DUE:

Monday, November 3, 2025, 3:00pm PT



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I. INTRODUCTION

The Reno-Sparks Convention and Visitors Authority ("Authority") is currently accepting sealed responses from qualified Proposers (a "Proposer") for the provision of services, as set forth in this **Request for Proposal 2026-SALES01**.

The Authority, an independent governmental entity, was established in February 1959 as the Washoe County Fair and Recreation Board. The Authority owns and/or operates the Reno-Sparks Convention Center, Reno Events Center, National Bowling Stadium, and Reno-Sparks Livestock Events Center. The Authority is the operating instrumentality in the Washoe County area for promoting conventions, tourism, and outdoor recreation.

The Authority seeks the services outlined in *VI. Detailed Scope of Work*. It is the intent of the Authority to contract for qualified motorcoach transportation company to provide round-trip shuttle services between selected and contracted hotels and the Reno-Sparks Convention Center for the 2026 Veterans of Foreign Wars 127th National Convention, over the event dates of July 24 – 29, 2026.

The objective is to provide safe, reliable, and customer-focused transportation for attendees, with special emphasis on accessibility, customer service, and wayfinding support.

In all instances, the decision made by the Board of Directors of the Authority will be final.

II. SCHEDULE

Release Date	Wednesday, October 15, 2025
Question Submission	Tuesday, October 21, 2025, at 3:00pm PT
Responses to Questions Due	Friday, October 24, 2025, at 3:00pm PT
Submissions Due	Monday, November 3, 2025, at 3:00pm PT
Recommendation to BoD	Thursday, November 20, 2025

Any irregularities or lack of clarity in this RFP should be brought to the attention of the Point of Contact prior to or on the date for Written Questions set forth in this Section for correction or clarification.

Any addenda to this RFP issued will forthwith become an integral part of this RFP. Proposer is required to acknowledge receipt of same by signing and returning the addenda in its response.



III. SUBMISSION OF RESPONSE

The RSCVA is seeking to contract with a qualified motorcoach transportation company to provide round-trip shuttle services between selected and contracted hotels and the Reno-Sparks Convention Center for the 2026 Veterans of Foreign Wars 127th National Convention, over the event dates of July 24 – 29, 2026.

Please see VI, "Detailed Scope of Work" for further detail on deliverables required of the chosen firm.

This RFP is being issued and the contract will be recommended for award by the RSCVA Finance Department. The contract will be approved by the RSCVA Board of Directors. Proposer will sign and return the ENTIRE RFP DOCUMENT marked as **ORIGINAL** and an electronic copy on flash drive together with any addenda.

Responses will be enclosed in a sealed envelope addressed to:

Reno-Sparks Convention and Visitors Authority
Sales Department
P.O. Box 837
Reno, NV 89504-0837

Or delivered to:

Reno-Sparks Convention and Visitors Authority
Finance Department
4065 S. Virginia Street, Suite 100
Reno, NV 89502

Response envelope must indicate name and address of Firm, RFP number, and opening date.

In order for a response to be considered it will be mandatory that the response be in conformance with the terms and conditions of this RFP.



IV. PROPOSER'S CHECKLIST

Proposers are instructed to complete and return the following items in order for their proposals to be complete. Failure to return all the items may result in your proposal being declared "non-responsive."

Proposer Information Requirements		Page	Completed
V.A.	Company Information	7	☐
V.B.	Company Background	8	☐
V.C.	Insurance Information	8	☐
V.D.	Disclosure of Principles	9	☐
V.E.	Exceptions	10	☐
Proposal Responses to Scope of Work			
VI.1.1	Transportation Services	21	☐
VI.1.2	Staffing & Customer Service	21	☐
VI.1.3	Signage & Wayfinding	22	☐
VI.1.4	Safety & Accessibility	22	☐
VI.2	Deliverables	22	☐
VI.3	Performance Standards	22-23	☐
VI.4	Responsibilities	23	☐
VI.5	Proposal Requirements	23	☐
VI.6	Proposal Scoring	24	☐
Submission Document Type Requirements			
A	One Original Hard Copy		☐
B	One master Flash Drive		☐



V. Proposer Information

The following information must be completed, either typed or printed, and returned with the bid in accordance with the General Conditions contained herein.

A. Company Information

Company Name:
Contact Name:
Address:
City, State Zip Code:
Telephone Number:
Facsimile Number:
E-Mail:

In compliance with this Request for Qualification and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if Bid is accepted, to furnish any or all of the items or services listed herein at the fees and terms stated. I also acknowledge receipt of 25 pages of this Request for Proposal.

Signature:
Print Name:
Title:
Date:



B. Company Background

Has your company ever failed to complete any contracts awarded to it?
No___ Yes___ (If yes, please provide details.)

Has your company filed any arbitration request or law suits on contracts awarded within the last five years? No___ Yes___ (If yes, please provide details.)

Does your company now have any legal suits or arbitration claims pending or outstanding against it or any officers relating to the performance of a public contract? No___ Yes___ (If yes, please provide details.)

Does your company now employ any officers or principals who were with another Proposer when that company failed to complete a contract within the last five years? No___ Yes___ (If yes, please provide details.)

Has your company had a contract partially or completely terminated for default (cause) within the past five years? No___ Yes___ (If yes, please provide details.)

Has your company been found non-responsible on a government bid within the last five years? No___ Yes___ (If yes, please provide details.)

C. Insurance Information

To be issued upon Notification of Award

Insurance Agent:
Telephone Number:



D. Disclosure of Principals

Company Name:
Address:
City, State Zip Code:
Telephone Number:
Federal Tax Id Number:

Names of Officers or Owners of Concern, Partnership, Etc.

Individual's Name:
Official Capacity:

Individual's Name:
Official Capacity:

Individual's Name:
Official Capacity:

Individual's Name:
Official Capacity:

Individual's Name:
Official Capacity:

If further space is required, please attach additional sheet(s).



E. Exceptions

Does the Proposer take exception to any of the terms and conditions of this RFP and attachment thereto. Yes____No____. If yes, please indicate the specific nature of the exception or clarification in the space provided below. Attach additional sheet(s) if necessary.

IV. General Terms & Conditions

C. The bidder agrees that:

Proposer has carefully examined the specifications, and all provisions relating to the item(s) to be furnished or the work to be done; understands the meaning, intent, and requirements; and

Proposer will enter into a written Agreement and furnish the item(s) or complete the work in the time specified, and in strict conformity with the Authority of Sparks specifications for the prices quoted.

No communication with any other staff or Board Member of the Authority in regard to this RFP is allowed, except through the designated point of contact, and any such communication initiated by the Proposer may result in a disqualification of the Proposer.

Note: Proposer is defined as any individual, partnership, or corporation submitting a bid, proposal, or quotation in response to a request for bid (RFB), request for proposal (RFP), request for information (RFI) or request for qualification (RFQ). A Proposer may also be referred to as a bidder, contractor, supplier or vendor.

The use of the title "Proposer", "Vendor", "Contractor", "Firm" or "Consultant" within this solicitation document and any resulting Agreement shall be deemed interchangeable and shall refer to the person or entity with whom the Authority is soliciting and/or contracting for the service or product referenced within the bid document.

D. Addenda

The effect of all addenda to the bid documents shall be considered in the bid, and said addenda shall be made part of the bid documents and shall be returned with them. Before submitting a bid, each Proposer shall ascertain whether or not any addenda have been issued, and failure to acknowledge any such addenda may render the bid invalid and result in its rejection.

All potential Proposers are responsible for monitoring the Authority website regarding the availability of new bid documents or addenda (where applicable). The Authority will not be responsible for the results of any potential failures in automatic notification systems to potential Proposers or plan holders with respect to these documents and will not adjust bid schedules or requirements due to any potential failures of those systems.

E. Advertisements, Product Endorsements

Authority employees are prohibited from making endorsements, either implied or



direct, of commercial products or services without written approval of the Authority President/CEO.

F. Annual Appropriation of Funds

In the event the Authority fails to obligate requisite funds for the ensuing fiscal year(s) for payment of amounts due against an agreement resulting from this Request for Proposal, necessitating cancellation of the Agreement, the successful Proposer(s) shall agree to hold the Authority free from any charge or penalty.

G. Business License Requirement

All companies doing business with the Authority are required to obtain and maintain a current business license from the appropriate jurisdiction prior to the commencement of work. Proposer(s) awarded a Agreement resulting from this bid shall be required to obtain a current business license if they do not already possess one.

H. Compliance

All material and work performed shall comply with standing Federal, State, and Local Codes and Regulations, including but not limited to Occupational Safety and Health Act, Americans with Disabilities Act, etc.

I. Confidential Information

Any information deemed confidential or proprietary should be clearly identified by the Proposer as such. It may then be protected and treated with confidentiality only to the extent permitted by state law. Otherwise the information shall be considered a public record. Information or data submitted with a bid will not be returned.

J. Conflict of Interest

No Authority employee or member of the employee's immediate family, may participate directly or indirectly in the procurement process pertaining to this bid if they:

- Have a financial interest or other personal interest that is incompatible with the proper discharge of their official duties in the public interest or would tend to impair their independence, judgment or action in the performance of their official duties.
- Are negotiating for or have an arrangement concerning prospective employment with Proposer. The Proposer warrants to the best of his knowledge that the submission of the bid will not create such conflict of interest.

K. Default of Agreement

In case of default by the successful Proposer, the Authority may procure the product(s) or service from other sources and hold the Proposer responsible for any excess cost occasioned thereby.

If necessity requires the use of materials or supplies not conforming to the specifications, they may be accepted, and payment therefore shall be made at a proper adjustment in price.

Default by the Proposer in any manner including failure or refusal to furnish any product(s) or service at the price and/or the time specified may be considered cause to commence with proceedings against any surety held or assess a penalty equal to five (5) percent of the total proposal price.

L. Disputes

All disputes under this proposal shall be submitted to binding arbitration in accordance with the procedures of the Commercial Rules of the American Arbitration Association and judgment of the arbitrator shall be binding as a final judgment and shall be entered by a court of competent jurisdiction. Such arbitration shall be conducted in Washoe County, Nevada. The procedures specified herein shall be the sole and exclusive procedure for resolution of disputes arising out of, or relating to this proposal except those instances otherwise overseen by the governing law of the State of Nevada.

M. Document Ownership

All technical documents and records originated or prepared pursuant to this Agreement, including papers, reports, charts, and computer programs, shall be delivered to and become the exclusive property of the Authority and may be copyrighted by the Authority. Proposer assigns all copyrights to Authority by undertaking this agreement.

N. Document Submittals

It should be noted that the documents submitted by prospective Proposers are competitive sealed proposals and not competitive sealed bids. When proposals are opened, prices and other information will not be made public until the proposal is awarded. There shall be no disclosure of any Proposer's information to competing Proposers prior to the award of the proposal.

Upon award of the Agreement, the executed Agreement and proposals will become public information. Accordingly, each proposal should be submitted on the vendor's most favorable terms from a price and technical standpoint.

O. Evaluation And Recommendation, Selection and Agreement

Authority Staff shall review and may provide a shortlist of two to three responders that it determines to be the most qualified, in the Authority's sole discretion. The Authority will analyze the bids, and the award will be made to the lowest, responsive and responsible Proposer whose bid conforms to the solicitation and whose bid is considered to be most advantageous to the Authority, with price and other factors considered. Factors to be considered may include, but are not limited to: Proposer's past performance that best suits the needs of the Authority, total unit cost, economic cost analysis, life cycle costs, warranty and quality, maintenance cost, durability, the operational requirements of the Authority and any other factors which will result in the optimum economic benefit to the Authority. The Evaluation Criteria will be contained in the Scope and Requirements Section.

The Authority staff may request a presentation and interview prior to making a final recommendation to the Authority Board of Directors. Upon review and approval of the recommendation by the Authority Board of Directors, Agreement negotiations will commence with the top ranked finalist.

The Authority reserves the right to reject any or all qualifications, and to waive any informalities or irregularities.

The Authority reserves the right to alter, amend, or modify any provisions of this RFP, or to withdraw this RFP, at any time prior to the award of an Agreement pursuant hereto.

The Authority reserves the right to hold responses for a period of ninety (90) days from the date of opening before awarding or rejecting said responses.

Severability exists with regard to acceptance or rejection of any item, group of items, or section unless the Proposer has stipulated specific limitations.

Once a final selection has been made as described above, the Authority will work with the Proposer on preparing an Agreement (the "Agreement") for execution, which will set forth the terms and scope of the engagement of the selected Proposer, including, but not be limited to, the terms set forth in this RFP. If the Authority and the selected Proposer have not executed a negotiated agreement within fifteen (15) business days after selection by the Authority, the Authority may terminate negotiations with that selected Proposer and may initiate negotiations with an alternative Proposer on the shortlist.

No Agreement may be assigned to any other person or entity.



It will be recommended that the award be made to the Proposer the Authority deems best suited to fulfill the requirements of the project described in this RFP. The Authority reserves the right to select a company based on objective and/or subjective evaluation criteria.

The notification of selection and full execution of the Agreement will be the successful Proposer's authorization to commence services as specified in this RFP.

Upon notification of selection and full execution of the Agreement, the Proposer selected must be duly licensed to conduct business in the State of Nevada, Washoe County and the Authority of Reno or the Authority of Sparks. Proof of certificates, licenses, and permits must be submitted to the Authority Finance Department before work can begin. Cost of all required certificates, licenses, and permits are the responsibility of the Proposer.

P. Exceptions

A Proposer deviating from specifications must specify any and all deviation(s). Failure to note said exceptions shall be interpreted to convey that the Proposer shall propose to perform in the manner described and/or specified in this bid solicitation. If exception(s) are taken or alternatives offered, complete descriptions must be shown separately.

Q. Indemnification

The Proposer hereby agrees to indemnify and to save and hold harmless the Authority and their agents from any and all claims, actions, costs, expenses, (including attorney's fees), liability, damages or payments incurred by reasons of any bodily injury including death or property damage resulting from the Proposer's operations.

R. Insurance

The Agreement contemplated by this RFP will require that the successful Proposer shall procure and maintain, at its sole expense the following minimum insurance coverage:

Commercial General Liability. Commercial General Liability (CGL) insurance and, if necessary to provide required limits, umbrella liability insurance with the limit of not less than \$2,000,000 per occurrence and \$4,000,000 general aggregate.

CGL insurance shall be written on the most current ISO occurrence form CG 00 01 (or a substitute form providing equivalent coverage), and shall cover liability arising from premises, operations, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).



The Authority, Washoe County, City of Reno and City of Sparks and each of their agents, beneficiaries, partners, officers, directors and employees (the "Additional Insureds") shall be included as insureds with coverage at least as broad as the most current Insurance Services Office (ISO) endorsement form CG 20 26.

This insurance shall apply as primary insurance with respect to any other insurance or self-insurance programs afforded to the Additional Insureds. There shall be no endorsement or modification of the CGL to make it excess over other available insurance; alternatively, if the CGL states that it is excess or pro rata, the policy shall be endorsed to the primary with respect to the additional insured.

There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability assumed under a contract.

Proposer waives all rights against the Additional Insureds for recovery of damages to the extent these damages are covered by the commercial general liability or commercial umbrella insurance maintained pursuant to this agreement. Insurer shall endorse CGL policy as required in paragraph to waive subrogation against the Additional Insureds with the respect to any loss paid under this policy.

Automobile Liability and Umbrella Liability Insurance. Automobile liability and, if necessary to meet required limits, commercial umbrella insurance. Such insurance shall cover liability arising out of the any auto (including owned, hired and non-owned autos). Coverage shall be written on the most current ISO form CA 00 01 or CA 00 20 (or a substitute form providing equivalent coverage. The limit of liability shall not less than \$10,000,000 each accident. Coverage shall be included for property damage involving property of the Proposer's passengers during loading, transit and unloading.

Proposers waive the right against the Authority, Washoe County, City of Reno and City of Sparks and each of their agents, beneficiaries, partner, officers, directors and employees for recovery of damages to the extent these damages are covered by the automobile liability or commercial umbrella liability insurance obtained by Proposer pursuant to this Agreement.

Workers' Compensation and Employer's Liability. Workers' Compensation at least as broad as National Council on Compensation Insurance (NCCI) policy form WC 00 00 00 B Ed. 1-15, providing coverage meeting the requirements of the Workers' Compensation law of the State of Nevada. The employer's liability limits shall not be less than \$1,000,000 each accident for bodily injury by accident or \$1,000,000 each employee for bodily injury by disease. Proposer waives all rights against the Authority, County of Washoe, City of Reno and City of Sparks and each of their agents, beneficiaries, partners, officers, directors and employees for the recovery of damages to the extent these damages are covered by the workers compensation and employer's liability or commercial umbrella liability insurance obtained by Tenant pursuant to this agreement. Proposer shall obtain



an endorsement equivalent to WC 00 03 13 to affect this waiver.

Property. Property insurance on an All-Risk or Special Form providing coverage for personal property of the Proposer.

Blanket Employee Dishonesty Coverage. The Proposer shall maintain crime insurance including coverage for the loss of money, securities and other property by employees, sub-contractors or other parties with a limit not less than \$1,000,000 per occurrence Coverage shall be endorsed to include coverage for loss of money, securities and other property in the care, custody or control of Proposer, whether in transit or at a permanent or temporary premises.

Form of Coverage. All such insurance maintained by the Proposer shall be issued by insurance companies authorized to do insurance business in the State of Nevada, issued by insurance companies with current A.M. Best financial ratings of at least A X or better and satisfactory in form and substance to Authority.

S. Late Bids, Modifications, or Withdrawals

Bids, modifications of bids, or bid withdrawals received after the exact time and date specified for receipt will not be considered.

Within the scope of this proposal, the Authority shall be held harmless in any and all transactions between the Proposer and the other participating governmental entities.

T. Lawful Performance

Vendor shall abide by all Federal, State and Local Laws, Ordinances, Regulations, and Statutes as may be related to the performance of duties under this agreement. In addition, all applicable permits and licenses required shall be obtained by the vendor, at vendor's sole expense.

U. Non-Discrimination

No Proposer providing a service, program or activity to the public on behalf of the Authority shall discriminate against any person because of sex, race, color, creed, national origin or disability, and shall comply with the Americans with Disability Act and Authority's policies pursuant thereto when providing said service, program or activity.

The Authority is an Affirmative Action/Equal Opportunity Employer.

V. Open Meeting Law

NRS 241 provides that public business will be conducted in open meeting.

W. Protests

Pre-Opening Protests: Any protest based upon restrictive specifications or alleged improprieties by the Authority, which are apparent prior to proposed opening including, without limitation, these protest procedures, shall be submitted to the Authority at least seven (7) days prior to the submission opening date. Three (3) copies of any pre-opening protests must be delivered to Reno-Sparks Convention & Visitors Authority, 4065 South Virginia Street, Suite 100, Reno, Nevada 89502, Attention: Tracy Harris. All protests must be in writing to be considered, and shall specify in detail the grounds for the protest and the facts and law supporting the protest. All pre-opening protests will be resolved by the Authority prior to the submission opening. The Authority Finance Department will issue a written decision specifying the grounds for granting or denying the pre-opening protest. If a protest is granted, the proposed opening date may be postponed and an Addendum issued or, at the sole discretions of the Authority, the Authority may cancel the bid. If the protest is denied, submissions will be received and opened on the scheduled opening date in the same manner as if no protest had been filed.

Appeal by Unsuccessful Proposer: Any protest from an unsuccessful proposer must be submitted prior to award by the Board as established in NRS 332.068. Proposer must submit a written appeal in accordance with the requirements set forth herein to the Finance Department within five business days from the date of the letter notifying of intent to award.

The appellant must post a bond with the written appeal with good and solvent surety authorized to do business in the State of Nevada in an amount equal to 25% of the value of the contract in order to have their appeal heard by the Board. Any and all bonds are subject to the approval of the Board's Attorney. In the event the appeal is not upheld by the Board, a claim may be made against the bond in an amount equal to the expenses incurred and other monetary losses suffered by the Authority because of the unsuccessful appeal.

The route of appeal is the Director of Finance then the President/CEO, or designee, and must be followed sequentially. No RFP protests will be heard by the Board unless the proposer has followed the appeal process route.

Claims Against Protest Bonds:

The Authority shall not make a claim upon any bond or other security unless and until the basis of that claim is considered and approved by the Board. The Authority may:

- Claim its regular staff time and costs in processing, considering and/or defending against an award protest.
- Claim any necessary extraordinary staff overtime incurred in processing, considering and/or defending against an award protest.

- Claim the Authority's Attorney time and costs in processing, considering and/or defending against an award protest.
- Claim any resulting fees and costs incurred to any independent contractors, consultants or contracted attorneys utilized in processing, considering and/or defending against an award protest.
- Claim any lost expenditure savings, lost revenue and other consequential financial damages resulting from the protest's automatic stay of the award of an Agreement to a selected solicitation response.
- Claim any lost gifts, lost grants or other lost government or private financial participation resulting from any delay caused by the protest's automatic stay of the award of a Agreement to a selected solicitation response.

Protest Bond Risk Inquiry—Procedure:

As soon as possible after an award protester has posted a protest bond or other security, the soliciting Authority department or agency shall provide a written non-binding estimate of the basis of potential claims unique to the circumstances of the Agreement award(s) stayed by the protest, without disclosing any bid information that must remain confidential until an award decision is final. From this estimate, the protester shall be responsible for calculating the risk(s) of proceeding with a protest to a final decision by the Board. A protester may withdraw a protest in writing at any time prior to a decision of the Board, but any withdrawal more than seven (7) calendar days after the issue date of the Authority's estimate of the basis of potential claims shall, upon Board's approval of the claims, be subject to claims against the bond or other security of the withdrawing protestor prior to its return to the protester.

X. Signature

All bids shall be signed and the title and Proposer name indicated. A bid by a corporation shall be signed by an authorized officer, employee or agent with his or her title.

Y. Submission of Responses

The Authority assumes no responsibility for errant delivery of responses, including those relegated to a courier agent who fails to deliver in accordance with the submission time/date and address requirements.

The Authority will not be responsible for the premature opening of responses, which are not properly addressed or identified.

The Authority will not accept a response submitted by telephone, telegraphic notice, facsimile, or e-mail.

Proposer will furnish the required information typed or written in ink.



The person signing the response must initial erasures or other changes in ink.

In the space provided, a duly authorized representative of the Proposer will sign this RFP document (Page 7).

Proposer will proofread its response carefully for errors.

The Authority is not liable for any costs incurred by Proposer prior to entering into the final Agreement. Costs of developing the qualifications or any other such expenses incurred by the Proposer in responding to this RFP, are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the Authority.

Response information shall be kept confidential pending subsequent evaluation and negotiation. Response contents shall only be released once the agenda has been posted for award consideration of an Agreement by the Board of Directors.

The Authority reserves the right to negotiate any terms and conditions of responses received prior to acceptance/rejection of said response or Agreement resulting from response.

The Proposer will complete the response in the form and order as outlined in Proposer's Checklist.

Z. Tax Exemption

The Authority is a tax-exempt public entity and is not generally subject to federal excise, state, or local taxes. The Authority is specifically limited in its payment of sales tax per NRS 372.325. No additional taxes may be added or "passed through" as a result of any agreement.

AA. Venue

This agreement shall be governed by and interpreted according to the laws of the State of Nevada, and venue for any proceeding shall be in Washoe County

BB. Withdrawal of Bids/Proposals

Bids/Proposals may be withdrawn by written or facsimile notice received prior to the exact hour and date specified for receipt of bid. A bid/proposal may also be withdrawn in person by a Proposer, or Proposer's authorized representative, prior to the exact hour and date set for receipt of bids. Telephone withdrawals are not permitted.

V. EVALUATION CRITERIA

Authority Staff shall review and provide a recommended Proposal to the Board for award of an Agreement and may provide a shortlist of two to three responders that it determines to be the most qualified, in the Authority's sole discretion. The Authority will consider the following preliminary factors, none of which will, standing alone, be conclusive:

- Demonstrated experience with convention or large-event transportation.
- Customer service and accessibility capabilities.
- Safety record and compliance with regulations.
- Quality of proposed signage and staging plan.
- Cost-effectiveness and value.
- References and past performance.

RFPs will be evaluated by RSCVA staff with relevant experience and expertise. After review of the RFP submissions, the RSCVA may invite back the top submissions for an interview. Staff will make a recommendation to the RSCVA Board of Directors for final approval and award of the RFP.

VI. DETAILED SCOPE OF WORK

1.1 Transportation Services

- Provide round-trip shuttle service between contracted hotels and the Reno-Sparks Convention Center.
- Maximum travel distance will not exceed 15 miles round trip.
- Service must operate on a coordinated schedule aligned with convention programming and peak traffic times.
- Motorcoaches must be modern, clean, safe, and equipped with ADA-compliant features, including wheelchair lifts.
- Provide contingency plans for vehicle breakdowns or delays.

1.2 Staffing & Customer Service

- Provide professional, licensed drivers with excellent customer service skills.
- Provide operations supervisor and necessary dispatching staff.
- Provide staging staff at all contracted hotels and the convention center to:
 - Assist with boarding and exiting.

- Support elderly attendees and those requiring wheelchair assistance.
- Manage attendee flow and provide directions.
- Staff must be trained in accessibility assistance and emergency procedures.

1.3 Signage & Wayfinding

- Provide clear, visible, professionally produced signage at contracted hotels and the Reno-Sparks Convention Center to designate shuttle pick-up/drop-off areas.
- Ensure signage includes the event logo/branding (provided by the organizer) and is easily identifiable to attendees.
- Staging staff must reinforce signage by guiding and assisting attendees.

1.4 Safety & Accessibility

- All vehicles must meet federal, state, and local safety and accessibility standards.
- At least one ADA-compliant vehicle must be available on each active route or on immediate standby.
- All vehicles must contain first-aid kits and drivers must be familiar with emergency procedures.

2. Deliverables

The selected transportation provider will deliver:

- 1 A detailed transportation operations plan, including routes, schedules, staging locations, and contingency plans.
- 2 A staffing plan with personnel assignments for each staging area.
- 3 A signage and wayfinding plan, including proposed design and placement.
- 4 A communication plan for real-time updates, delays, or emergencies.
- 5 A post-event report summarizing ridership, on-time performance, and attendee feedback.

3. Performance Standards

The transportation company will be evaluated on the following key performance indicators:

- **On-time service:** Minimum 95% of scheduled departures must operate on time.
- **Customer service:** Professional and courteous interactions with attendees, supported by survey results and organizer feedback.
- **Accessibility:** 100% compliance with ADA standards and successful accommodation of all mobility needs.
- **Safety:** Zero preventable accidents or incidents during service delivery.

4. Responsibilities

Transportation Company Responsibilities

- Provide all motorcoaches, drivers, staging staff, and signage.
- Ensure compliance with all safety, insurance, and ADA regulations.
- Maintain all vehicles in clean, presentable, and mechanically sound condition.

Organizer Responsibilities

- Provide a finalized list of contracted hotels requiring shuttle service.
- Approve transportation schedules, staffing plans, and signage concepts.
- Communicate shuttle service details to attendees via official event materials.

5. Proposal Requirements

Proposals must include the following:

- 1 Company overview and relevant experience with large-scale conventions/events.
- 2 Description of fleet, including number and types of vehicles, ADA-compliant options, and average vehicle age.
- 3 Proposed operational plan (routes, frequency, staffing).
- 4 Staffing qualifications, including driver training and customer service programs.



- 5 Draft signage and wayfinding approach.
- 6 Safety and emergency management protocols.
- 7 Pricing structure (hrly or per-vehicle rates, staffing costs, signage costs, contingency costs).
- 8 References from at least three recent clients with similar event transportation needs.

6. Proposal Scoring

Total Possible Points: 100

Evaluation Criteria	Description	Points Available
1. Company Qualifications & Experience	Demonstrated experience providing group transportation services of similar size and scope (particularly conventions or special events). Include years in business, fleet details, and comparable references.	15 points
2. Cost Proposal (Weighted Heavier)	Competitiveness, transparency, and reasonableness of pricing structure in relation to the scope of work. Consider overall value, completeness of cost breakdown, and ability to stay within budget.	25 points
3. Customer Service & Staffing Plan	Quality of proposed staffing plan, including driver professionalism, customer service standards, and ability to assist elderly and wheelchair-bound passengers.	20 points
4. Operational Plan & Logistics	Clarity and feasibility of the proposed approach to manage routes, staging, schedules, and coordination with hotels and the Convention Center. Includes signage plan and real-time communication protocols.	20 points
5. Vehicle Quality, Safety, & Accessibility	Condition, cleanliness, safety record, and ADA compliance of motorcoaches. Emphasis on comfort, maintenance, and passenger accessibility.	10 points
6. References & Past Performance	Quality and relevance of references demonstrating reliability, responsiveness, and positive past performance with similar events.	10 points

Total: 100 points



Attachment A:

Service Schedule Overview

Date	Service Period	Interval	Service Hours	Notes / Expected Demand
Friday, July 24, 2026	Hotel Shuttle Service	20–30 minutes	9:30 AM – 4:30 PM	Arrival day; lower demand, continuous loop between hotels and convention center
Saturday, July 25, 2026	AM Peak Shuttle Service	15–20 minutes	7:30 AM – 11:30 AM	Opening sessions; full fleet deployment
	Midday Non-Peak Shuttle Service	30 minutes	11:30 AM – 2:30 PM	Reduced frequency
	PM Peak Service	15–20 minutes	2:30 PM – 6:30 PM	High outbound demand
Sunday, July 26, 2026	AM Peak Shuttle Service	15–20 minutes	7:30 AM – 11:30 AM	Moderate inbound demand
	Midday Non-Peak Shuttle Service	30 minutes	11:30 AM – 2:30 PM	Reduced frequency
	PM Peak Service	15–20 minutes	2:30 PM – 6:30 PM	Heavy return traffic
	PM Non-Peak Shuttle Service	30 minutes	6:30 PM – 8:30 PM	Late return option
Monday, July 27, 2026	AM Peak Shuttle Service	15–20 minutes	7:30 AM – 11:30 AM	Morning arrivals for sessions
	Midday Non-Peak Shuttle Service	30 minutes	11:30 AM – 2:30 PM	Reduced frequency
	PM Peak Service	15–20 minutes	2:30 PM – 6:30 PM	Return to hotels
	National Convention Banquet Shuttle	15–20 minutes	6:30 PM – 10:30 PM	Special evening service; all ADA coaches required on standby
Tuesday, July 28, 2026	AM Peak Shuttle Service	15–20 minutes	7:30 AM – 11:30 AM	Standard service
	Midday Non-Peak Shuttle Service	30 minutes	11:30 AM – 2:30 PM	Moderate demand
	PM Peak Service	15–20 minutes	2:30 PM – 6:30 PM	Outbound service
Wednesday, July 29, 2026	AM Peak Shuttle Service	15–20 minutes	7:30 AM – 11:30 AM	Final day; morning departures
	Midday Non-Peak Shuttle Service	30 minutes	11:30 AM – 2:30 PM	Light usage
	PM Peak Service	15–20 minutes	2:30 PM – 6:30 PM	Event closeout shuttles