# PERFORMANCE WORK STATEMENT(PWS)

**Student Transportation Services (STS)**

**Hohenfels School Complex**

**Daily Commute**

**11/06/2025**

**Department of Defense Education Activity**

**4800 Mark Center Drive**

**Alexandria, VA 22350**

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**PERFORMANCE WORK STATEMENT**

**STUDENT TRANSPORTATION SERVICES (STS)**

**HOHENFELS SCHOOL COMPLEX**

# 1. Introduction

The Department of Defense Education Activity (DoDEA), DoDEA, as one of only two Federally operated school systems, is responsible for planning, directing, coordinating, and managing pre-kindergarten through 12th grade educational programs on behalf of the Department of Defense (DoD). DoDEA is globally positioned, operating 161 accredited schools in 9 districts located in 11 foreign countries, 7 states, Guam, and Puerto Rico.

DoDEA employs about 14,000 employees who serve over 67,000 children of active-duty military and DoD civilian families. DoDEA is committed to ensuring that all school-aged children of military families are provided a world-class education that prepares them for post-secondary education and/or career success and to be leading contributors in their communities as well as in our 21st century globalized society.

DoDEA operates as a field activity of the Office of the Secretary of Defense (Personnel and Readiness). It is headed by a director who oversees all agency functions from DoDEA headquarters in Alexandria, Virginia. DoDEA's schools are divided into 3 geographic areas: Europe, the Pacific, and the Americas.

## 1.1 General

DoDEA requires student transportation services to the Hohenfels Military Community. The Contractor shall provide all personnel including drivers, safety attendant, supervision, services, supplies, and/or equipment necessary to perform student transportation services. Contracted services shall comply with DoDEA and Host Nation requirements for student transportation.

## 1.2 Scope of Work

The purpose of this requirement is to provide student transportation services. Safety is of the highest priority and is entrusted to the Contractor under this effort. The Contractor shall perform all services in a safe, prudent, and professional manner. The Contract shall take full responsibility for ensuring prompt and proper delivery of services while always maintaining good order of passengers. The Contractor shall provide bus services to students living in established commute areas and outside of the established walking area. Transportation services for students must be completed in the safest and most efficient manner possible following all DoDEA, Host Nation laws and military installation regulations.

# 2. Requirement (Objectives).

## 2.1 Objective 1. Student Transportation Services Program Management and Operations.

### 2.1.1 Task One: Contract Management

The Contractor shall establish clear organizational lines of authority and responsibility to ensure effective management of the resources assigned to the requirement. The Contractor shall appoint a Primary and an Alternate Contract Manager (CM) responsible for performing work at each location. The contractor shall notify the Contracting Officer Representative (COR) in writing of the appointments within 5 business days of contract award and/or prior to any replacement personnel assuming these duties. The Primary and/or Alternate Contract Manager shall be responsible for providing oversight over student transportation services at each location, maintaining compliance with contractual terms and conditions, and addressing any issues that arise promptly.

The Contractor shall also submit the following deliverables outlined throughout the PWS and in PWS Section 6:



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2.1.1.1 Personnel List
2.1.1.2 Bus Stop Time Report
2.1.1.3 Student Ridership Count Report
2.1.1.4 Vehicle List
2.1.1.5 Accident or Incident Reports
2.1.1.6 School Bus Student Misbehavior Reports
2.1.1.7 Invoices
2.1.1.8 Training Memorandums
2.1.1.9 Miscellaneous Reports/Data

2.1.2 The Primary or Alternate Contract Manager shall be located within 50 miles of the installation and must be able to attend face-to-face meetings as required.

2.1.3 The Primary or Alternate Contract Manager must be available to monitor bus loading and unloading zones 2 days per week minimum to ensure compliance efforts are made with the contract and any potential subcontractors.

2.1.4 The Contract Manager or Alternate(s) shall have full authority to act and make immediate decisions for the contractor on all matters relating to the daily operations of this contract. The Primary Contract Manager shall have experience in program management, supervision, and transportation management.

2.1.5 The COR must be able to contact either the Primary or Alternate Contract Manager at any time, 24 hours a day, regarding emergencies, severe weather notification, or other similar urgent non- routine matters. The Primary or Alternate Contract Manager must respond to any emergency requirements within 30 minutes. Upon initial call, the Primary or Alternate Contract Manager has 30 minutes to arrive at a designated location by the COR to assist, as necessary. The Contract Manager shall have full authority to make immediate decisions on behalf of the Contractor for all emergency-related situations that occur under this contract.

**2.1.2 Task Two: Route Establishment**

The Contractor shall collaborate with the Government to develop bus route schedules, routes, bus stops, and safe havens along each route for approval by the COR. Ridership population will be provided to the Contractor before each task order is issued to assist in developing routes.

2.1.2.1 Route Establishment Standards:

2.1.2.1.1 **Route Schedules:** General information and requirements for each Route schedule are provided on the Route Sheets. The COR shall provide the Contractor with actual route sheets with bus stops and times when services are ordered, and as necessary. All routes and bus stops are subject to review and revision based on changes in student enrollment and/or ridership.

2.1.2.1.2 **Routes:** The elapsed time between the first pick up and school drop off, as well as school pick up to the last drop off, shall not exceed 60 minutes in normal instances. Any route longer than 60 minutes requires a request to be submitted by the Contractor to the COR and District Transportation Supervisor (DTS) for review and approval.

2.1.2.1.2.1 **Regularly Scheduled AM Routes**. Vehicles shall arrive at their designated school no earlier than 30 minutes, and no later than 10 minutes, prior to the Morning Bell Time.

2.1.2.1.2.2 **Regularly Scheduled PM Routes**. Vehicles shall arrive at their designated schools no earlier than 30 minutes and 15 minutes before the Dismissal Bell Time.


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2.1.2.1.3 **Bus Stops:** The Contractor shall ensure transportation does not depart from bus stops or school loading zones prior to the designated time on the route sheet, except for safety or security reasons, and/or as approved by the COR.

**2.1.2.1.4 Safe Havens:**

Identify all suitable Safe Havens along each route.

Safe Haven is defined as a place that will generally afford at least fifteen minutes of cover or concealment until first responders arrive. The concept is to seek cover or concealment by taking shelter in a public place among other people who are present and may deter the threat of attack or to stay safe until it is safe to resume bus movement.

Safe haven locations should afford a safe bus parking area in case the students remain on the bus at the safe haven location.

2.1.2.2 Bell Times:

The COR will provide the Contractor with the current bell times, and changes, as necessary.

2.1.2.2.1 **Extended School Year**: Vehicles shall be provided for **twenty days** during the summer as requested by COR. Dates to be determined each school year by mid-May.

2.1.2.2.2 The Government reserves the right to revise the listed Bell Times to allow for staggered school start/dismissal times.

| **Single Bell Times** | **Morning** | **Afternoon** |
|---|---|---|
| Hohenfels Elementary School | 08:10 hrs. | 14:30 hrs.<br>13:30 hrs. - Thursdays |
| Hohenfels High School | 08:05 hrs. | 14:50 hrs.<br>13:50 hrs. - Thursdays |

**Note:** Early Release Day is normally on Thursdays. All schools are released one hour early on this day. See Technical Exhibit 4 for further guidance.

**2.1.3 Task Three: Short Term & Long-Term Schedule Adjustments**

The Contractor shall accommodate any short-term and long-term adjustments in scheduling to include, but not limited to, late morning runs for delayed openings or early releases.

2.1.3.1 Short - Term Adjustments Standards:

2.1.3.1.1 Unscheduled School Day Schedule Changes:

The Contractor shall have vehicles at the school(s) or inspection point and ready for services within two (2) hours of notification by the COR. The COR shall confirm the location to the Contractor.

2.1.3.1.2 Unscheduled School Day Cancellation:

The Government will notify the Contract Manager if there is an unexpected school cancellation within six (6) hours of the start of the first run of the canceled school day.


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If the Government notifies the Contractor at least six (6) hours, but not more than 24 hours before the first run of the canceled day, then the Contractor will receive 50% consideration for the routes not required.

If the Government does not notify the Contractor at least six (6) hours before the first run of the canceled school day, then the Contractor receives full consideration for the run(s).

2.1.3.2 Long Term Adjustment Standards:
The Contractor shall implement long-term route schedule adjustments within two (2) business days of receipt of a route change request from the COR.

**2.1.4. Task Four: Communication Capabilities**
Drivers shall meet the following communications standards:

2.1.4.1 The Contractor shall equip personnel on bus runs with the capability for reliable, mobile, two-way, intelligible voice communications between the Contractor's local site-level supervisor and other Contractor and designated DoDEA officials as deemed required.

2.1.4.2 The equipment should be self-contained, portable, self-powered and requiring no external connection to vehicles so that it can be used by bus personnel and applicable on any route or run.

2.1.4.3 The Contractor shall be fully responsible for implementing, operating, maintaining, testing, and sustaining communications capabilities, including provision of all equipment and service carriers.

## 2.2 Objective 2. Daily Commute Student Transportation

Transport students and other authorized individuals to and from their designated schools and assigned bus stops before the start of and at the completion of the students' school day.

**2.2.1 Task One: Daily Commute Student Transportation Services**
Passengers are to be picked up and dropped off at their designated locations at the times specified on route schedules. The Driver and Safety Attendant shall receive the student at the pick-up point and assist the student while boarding. Drivers shall perform all stops/runs on the route schedule unless directed otherwise by the COR.

**2.2.1.1** Student Transportation Standard:

- The Contractor shall maintain two-way communications with all personnel during transportation of students on this contract.
- In the event of a delay of 15 minutes or longer in completing a run, the Contractor shall promptly notify the COR of the vehicle status. The Contractor shall then take appropriate corrective action to resolve the issue, if feasible, within sixty (60) minutes of notification at no additional cost to the Government. Any unforeseeable circumstances as a result of force majeure may be excusable at the discretion of the Contracting Officer.
- Drivers shall not arrive at any authorized stop later than the scheduled time or more than 10 minutes before the scheduled time.
- Drivers shall use only the forward curbside door to the passenger compartment for passengers to enter or exit the vehicle except when an emergency exit is necessary.
- Drivers shall not use hazardous actions, such as violent braking or acceleration, to gain the attention of, or control over, the passengers.
- The Contractor shall not move passengers from one vehicle to another during a run, except


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when authorized by the COR when providing a replacement vehicle or when instructed to do so by the COR.

- Drivers shall not back up a vehicle without an adult Ground Guide during the run when students are on board (except in an emergency) and shall not back up the vehicle without an adult Ground Guide in the school's loading/unloading zone.
- During a run, when a vehicle becomes disabled or is delayed because of an accident, the Driver shall contact the Contract Manager who shall obtain permission from the COR prior to releasing students to parents or designated authorized individuals that walk or drive to the vehicle's location. If such release is approved, the Driver or Safety Attendant shall verify a parent's or authorized person's identification card prior to releasing a student to a parent or a designated individual.
- Drivers shall thoroughly inspect the passenger compartment immediately after the last stop of each run to ensure no passengers remain in the vehicle. If any passenger remains on a vehicle at the completion of a service, the driver shall immediately notify the Contract Manager who will immediately contact the COR. The passenger(s) shall be safely transported to the location specified by the COR as soon as possible.
- Drivers or Safety Attendants shall check for lost and found articles. Any articles left behind by passengers shall be tagged to identify the vehicle route, run and date found and be delivered to the COR on the next business day.
- Ensure all routes are performed as described in the route sheet.
    - Buses shall not depart from any bus stop before the route sheet departure time.
    - Buses shall arrive at each school before the school's start and end times.
    - Buses must arrive at the school at a time which allows students at least a minimal time needed to safely transition between bus and first/last school session.
- Ensure student misbehavior is documented using the School Bus Misbehavior Report and turned into the STO or COR as required. Physical altercation or medical issues need to be reported within 30 minutes to the STO or COR.

**2.2.1.2** Student Transportation Inbound (Home-to-School) Standards:

2.2.1.2.1 The Contractor shall ensure bus transportation arrives at school according to the route schedule.

2.2.1.2.2 Drivers and Safety Attendants shall wait with their vehicles and passengers until a member of the school staff is available to take charge of the passengers for elementary school-aged students.

2.2.1.2.3 If a staff member is not present within five (5) minutes of the vehicle's arrival time (or scheduled arrival time, whichever is later) at the school, the driver or safety attendant shall immediately notify the Contract Manager, who shall contact the COR for instructions.

**2.2.1.3** Student Transportation Outbound (School-to-Home) Standards:

2.2.1.3.1 Buses shall be in place and ready to load students 15 minutes before scheduled school dismissal. Students shall not be loaded at the school before the scheduled time unless approved by the COR.

2.2.1.3.2 The Driver or Safety Attendant shall release certain younger students identified by the COR (e.g., pre-kindergarten-2nd Grade) only when a parent or designated person is present at the designated stop.

2.2.1.3.3 If the parent or designated person is not present at the designated stop within five


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(5) minutes of the vehicle's arrival time (or scheduled arrival time, whichever is later), the driver shall immediately notify the Contract Manager who shall then contact the COR for instructions. The driver shall then take the passenger(s) to the location specified by the COR.

**2.2.2 Task Two: Daily Commute Safety Attendants**

The Contractor shall provide Safety Attendants for runs as ordered by the COR to assist students (Pre-K-2) in entering and exiting the vehicle and riding safely as needed. The Safety Attendants assume the following responsibilities (if a Safety Attendant is not assigned, then the driver shall assume these responsibilities):

2.2.1.1 Have the primary responsibility for the student to whom they are assigned, with secondary responsibility for the remainder of the bus passengers.

2.2.1.2 Assist student passengers in boarding and disembarking safely, and in securely fastening seat belts, Child Safety Restraint System (CSRS), and/or specialized equipment when specified by the COR or required under Host Nation law.

2.2.1.3 Ensure students remain seated with securely fastened seat belts, CSRS (if applicable).

2.2.1.4 Communicate with passengers to encourage safe student behavior and intervene whenever there is a serious or life-threatening situation. Ride in the passenger compartment with students and communicate in English using positive words in a respectful tone to encourage safe student behavior.

2.2.1.5 Document passenger misconduct and assist driver in documenting passenger misconduct on a School Bus Student Misbehavior Report (Technical Exhibit 2) and provide report to the COR. A student misbehavior report shall be completed and handed in by the end of the business day for the morning run and by 10:00 the next business day for an afternoon run. Physical altercations or medical issues need to be reported within 30 minutes to the COR.

2.2.1.6 Assist the driver in ensuring there are no passengers or student personal articles/items remaining in the vehicle at the end of the run.

- For Inbound runs (home-to-school), release students only to the school staff at the loading zone.
- For Outbound runs (school-to-home), ensure students disembark the vehicle at their proper stops.
- During the Outbound runs, do not release Pre-K through 2nd grade students from the vehicle without the parent or designated caregiver present to take charge of the child.
- In the event the parent or caregiver is not at the stop within 5 minutes of the vehicle's arrival or scheduled arrival, whichever is later, the bus driver will notify the contract manager who shall notify the COR for instructions. The bus driver will wait for a response from the contract manager before continuing the bus route.

2.2.1.7 Use English with positive words and a respectful tone when speaking to students.

2.2.1.8 In the event of an accident or incident, assess each passenger for injuries and provide first aid and/or Cardiopulmonary Resuscitation (CPR) to passengers as required until either emergency rescue personnel arrive on the scene; and take control of the situation until the vehicle reaches a medical facility.

2.2.1.9 Correct observed unsafe actions by students, especially to prevent an accident or injury, and to assist the driver, if requested, to restore good order and discipline when unruly student


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behavior interferes with the driver's ability to operate the bus safely. In such cases, the Safety Attendant may assist the driver in preparing the School Bus Student Misbehavior Report, but the driver shall remain responsible for reporting the incident.

2.2.1.10 Participate in school bus safety training and evacuation drills held twice during each school year upon request by the local STO.

2.2.1.11 Conduct en-route surveillance detection and report any suspicious activity through the program manager to COR.

2.2.1.12 Will observe, assist with, and/or report:

2.2.1.12.1 Unusual and suspicious activities to include:

- Surveillance of the school bus and passengers.
- Unauthorized person(s) attempting to gain access to the school bus.

2.2.1.12.2 Emergencies involving:

- Assault, hostile behavior, or other disturbance on the school bus causing injury to the passenger(s) (to include unruly student behavior interfering with school bus operations).
- Vehicle accidents causing injuries requiring immediate help from first responders (police, medical, etc.).
- Fire onboard the school bus.
- Students or authorized passengers in distress due to health or medical emergencies.

2.2.1.12.3 Security concerns, such as:

- Hijacking of the school bus or hostage-taking of passenger(s).
- Unauthorized persons that boarded the school bus and refused to leave.
- Gunfire directed towards or in the immediate vicinity of the school bus.
- Civil disturbances to include:
  - Throwing rocks, bottles, or other objects toward the school bus or passengers at school bus stops.
  - Person(s) or other vehicle(s) impeding or disrupting school bus operations; or attempting to force the school bus from the road.

- React to emergencies, security concerns, and unusual or suspicious activities and:
  - Attempt to control the situation, directing students or authorized passengers to different seats on the school bus.
  - Direct unauthorized passengers to leave the school bus.
  - Direct the bus driver to safe havens or other locations that can provide refuge for students.
  - Provide first aid or CPR if necessary.
  - Contact law enforcement, fire, or medical services, as necessary.
  - Correct on-the-spot unsafe actions by students to prevent accidents or injuries and inform the driver of the facts and circumstances.

## 2.3 Objective 3: Transportation Safety and Security Procedures

The Contractor shall ensure the safety and well-being of all students during transportation as safety is the highest priority.


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### 2.3.1 Task Two: Student Passenger Safety

#### 2.3.1.1 Passenger Identification

Drivers or Safety Attendants (if ordered on run) shall verify that only authorized persons are boarding the buses by checking student bus passes or the COR-provided passenger lists. If a student does not present his/her pass and is not on the passenger list, drivers or Safety Attendants shall complete a School Bus Student Misbehavior Report (Technical Exhibit 2), and submit it to the COR. A student misbehavior report shall be completed and handed in by the end of the business day for the morning run and by 10:00 the next business day for an afternoon run.

2.3.1.1.1 Passenger Identification Standard:

If the student has a DoDEA issued bus pass for another route, they may ride the bus even if their name is not listed on the passenger list. The Driver or Safety Attendant shall notify the Contract Manager who will notify the COR.

If the student does not have a DoDEA issued bus pass and is not on the passenger list, then the driver or Safety Attendant shall notify the Contract Manger who will notify the COR for instructions.

Drivers or Safety Attendants shall refuse entry onto the bus of any adult who is not a DoDEA official, a military/ Host Nation police officer, Safety Attendant, or who has not been specifically authorized by the Contracting Officer or COR.

When the Contracting Officer or COR authorizes an adult to ride on a bus route, the COR will issue the adult a bus pass and will provide the adult's identity to the Contract Manager two (2) hours prior to the start of the run.

Drivers or Safety Attendants shall confirm the adult's authorization to ride on the bus route by checking the adult's DoDEA issued bus pass. No other identification document shall be accepted. If an adult tries to board a bus without a DoDEA issued bus pass or an expired pass, then the driver or Safety Attendant shall notify the Contract Manager. If the adult refuses to disembark from the bus, or otherwise becomes threatening, then the driver or Safety Attendant shall immediately call Host Nation police for assistance. In no case shall the driver continue the route with the unauthorized adult on board.

#### 2.3.1.2 Student Passenger Management

2.3.2.2.1 The Contractor shall implement procedures to visually identify elementary school bus riders to ensure student passengers board their assigned school bus.

2.3.2.2.2 The Contractor shall pick up and discharge student passengers only at their designated school bus stop at the times specified on the bus route schedule. If no Safety Attendant is assigned, the school bus driver shall verify that student passengers boarding the school are authorized and assigned to the school bus route.

2.3.2.2.3 The Contractor shall release Pre-Kindergarten, Sure Start, Kindergarten and Special Needs students only to school staff officials, the parents or designated care giver. In the event the parent or designated care giver is not present at the school bus stop, the school bus driver or Safety Attendant shall immediately notify the Contract Manager who shall contact the COR for instructions.

2.3.2.2.4 School-related items (e.g., sports equipment, musical instruments, science projects) that need to be transported on the bus and are considered to be a safety or security hazard by the driver or safety attendant must be stowed in the seat behind the driver or any other area that the driver or safety attendant deems appropriate.


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**2.3.2 Task Two: Vehicle Security Procedures**

**2.3.2.1** Vehicle Security Inspections.
The Contractor shall have a procedure to conduct and document daily vehicle security inspections prior to performing services under this contract. The Contractor's Quality Control Plan shall contain a daily vehicle inspection checklist. The Contractor shall utilize the School Transportation Security Checklist (Technical Exhibit 1). The Contractor shall, at a minimum, ensure compliance with all applicable Host Nation and DoDEA regulations. The Contractor shall maintain records of daily vehicle security inspections during the life of the contract and provide them to the COR upon request.

2.3.2.1.1 The daily security inspection conducted by the driver shall include a search for suspicious objects (e.g., improvised explosive devices) and indicators of tampering with the vehicle (e.g., anything out of the ordinary that could cause harm to student passengers or damage the vehicle). If something unusual or suspicious is found, the driver shall not touch anything but evacuate the area around the vehicle and shall immediately notify the Contract Manager of the findings. The Contract Manager shall determine if the Host Nation Police should be notified and/or if a replacement vehicle should be dispatched, then immediately notify the COR.

2.3.2.1.2 In the event a Safety Attendant is assigned to the bus route, the driver and the Safety Attendant shall conduct the security inspection.

2.3.2.1.3 When the route sheet has identified an off-post location for inspecting the bus, the Contractor shall ensure the bus is at the inspection location at the time prescribed on the route sheet to allow the Safety Attendant and/or driver to inspect the bus.

2.3.2.1.4 If alerted to a security concern/incident by the Safety Attendant, the driver shall notify the Contract Manger, who will contact the COR and adhere to their directions.

**2.3.2.2** Posting and Display of Route Number Signs on Daily Commute Runs When in use on a DoDEA run:

2.3.3.2.1 Drivers shall post/display route number signs in the vehicle's windows for daily commute runs only after the pre-run security inspection of the vehicle at the inspection point has been completed.

2.3.3.2.2 When no Safety Attendant is assigned to a daily commute run, the driver shall post the route number sign in the vehicle's windows only after completing the driver conducted pre-run safety and security inspection(s) of the vehicle.

2.3.3.2.3 Security of Route Signs and School Transportation Documents. When not in use on a DoDEA run:

2.3.3.2.4 The driver shall remove the route signs and school transportation documents (e.g., route sheet, route numbers, student passengers list, safety/security inspection checklist, etc.), and store them in a secure location.

2.3.3.2.5 If the vehicle is parked in a secured parking area (e.g., Contractor's fence-enclosed motor park, garage, secured U.S. military installation, etc.), the Contractor shall ensure the protection of school transportation documents.

**2.3.2.3** Visibility. The driver shall always ensure adequate visibility as required by the Formal Visibility Test (Technical Exhibit 3). Visibility testing will be completed yearly by the contractor to ensure all personnel are in compliance with standards.



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### 2.3.3 Task Three: Annual and Refresher Safety and Security Training

**2.3.3.1 Annual Safety and Security Training:** All contract personnel will attend annual Safety and Security training and refresher Safety training each year. Annual training sessions will normally take place from June through August; however, training shall be completed prior to the beginning of each contract school year. Refresher training is typically held in January.

**2.3.3.1.1 Annual Security Training:** Contractor trainer(s), dispatchers, drivers, replacement drivers and Safety Attendants must attend the annual **three-to-four-hour** government contracted security training course covering the Security/Force Protection Module and successfully complete an end-of-course examination. This annual security training shall be provided before the start of each school year. The purpose of the annual security training is to provide bus drivers and bus safety attendants with knowledge and awareness of the basic antiterrorism and crime practices and techniques, tailored to student transportation, prior to the beginning of the school year.

2.3.3.1.1.1 For new dispatchers, drivers, replacement drivers and safety attendants that are employed after the conduct of the Government-sponsored contractor's Security Training, the bus Contractor shall provide interim security/force protection training presented in the security contractor's training session until the newly hired personnel can attend the annual security training session before the beginning of the next school year.

2.3.3.1.1.2 Annual Security training sessions will cover at a minimum:

- Introduction to Terrorism (security training curriculum)
- Overview of Crimes against Children (security training curriculum)
- Vehicle inspections (security training curriculum)
- Surveillance Detection and Attack Recognition (security Training curriculum)
- Incident Reporting (security Training curriculum)
- Security Emergency Response (security Training curriculum)
- Standard Response Protocol
- Host nation first responder's function
- Actions on bus during emergencies
- Safe Havens use and locations
- Protection of Information (security Training curriculum)

**2.3.3.1.2 Internal Refresher Security Training:** The bus Contractor shall conduct a one (1) hour refresher training session for all personnel providing services for this contract. The refresher training will briefly cover the same topics as the annual Security training session and will be conducted during the month of January to refresh contract employees on security procedures.

**2.3.3.1.3 Annual Safety Training:** The Contractor shall create and provide three (3) to four (4) hours of Safety training to their dispatchers, drivers, replacement drivers, Safety Attendants, covering the topics listed in PWS 2.4.4.1.3.1.

2.3.4.1.3.1 Annual Safety training sessions will cover at a minimum:

- Standards of conduct
- Vehicle safety pre-run inspections
- Accident and incident procedures and reporting
- Safety procedures
- Student management
- Use of child safety seats


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- Handling students with disabilities
- Loading zone and bus stops safety procedures, familiarization and operations
- Emergency evacuations and reporting procedures

2.3.3.1.4 The primary and alternate Contract Manager shall attend the DoDEA annual Safety and Security Training Sessions. The Contractor may substitute the firm's training manager for the Alternate Contract Manager.

2.3.3.1.5 The Contractor is responsible for creating the training materials, covering the topics covered under PWS 2.4.4.1.3.1. The Contractor shall coordinate the training material and presentation with the COR for approval. The Contractor shall provide the draft training material for approval to the COR no later than 5 days after the effective date of the contract award or 5 days after the beginning of each option period, as applicable.

**2.3.3.2 Training Memorandum:** The Contractor shall prepare a memorandum that identifies the date, time, location, names of instructor(s) and trainee(s), and a brief statement, summary, or synopsis of the topics and content of material presented (e.g., instruction syllabus) to document the Safety and Security Training Sessions. The Contractor shall provide a copy of the memorandum to the COR within five (5) business days of completion of training or before services begin; whichever date occurs first.

**2.3.4 Task Four: Accident and Incident Emergency Procedures**

**2.3.4.1 Accidents or Incidents.** If an accident or incident occurs, the Driver orSafety Attendant, , shall check each passenger for injuries, and shall provide first aid and/or immediately call for Emergency services (Police, Medical or Fire).

**2.3.4.2 Accident**. An accident is an event in which a contractor's vehicle with students on board is involved in an event that results in property damage, however slight, or causes injury, however slight, to student(s) and/or another person(s). Examples of accidents include but are not limited to:

2.3.4.2.1 Collision with another vehicle.

2.3.4.2.2 Hitting a pedestrian, cyclist, or large animal.

2.3.4.2.3 Leaving the roadway and striking any object, and/or overturning.

2.3.4.2.4 Evasive driving or emergency actions that injure any passenger on board.

2.3.4.2.5 Equipment malfunction or mechanical breakdown that results in injuries to those on board.

**2.3.4.3 Incident**. Any event that occurs on/around the school loading/unloading zone or during school transportation services that has an adverse effect on either the performance of this contract or passengers, such as:

2.3.4.3.1 Any event causing the driver to take evasive action (e.g., swerving, slamming on the brakes, etc.) which could cause injury to a passenger or to a pedestrian, or which could cause damage to a vehicle or other property.

2.3.4.3.2 Security Incidents/Surveillance Detection (e.g., student transportation vehicle is being followed by suspicious vehicles; strangers approaching students at bus stops or on/around school grounds; strangers questioning the driver, Safety Attendant or students about routes, schedules, or passengers; bomb threats; etc.).

2.3.4.3.3 Passenger misbehavior with severe impact (e.g., weapons/prohibited items, assault or battery, vandalism of the vehicle, etc.).


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2.3.4.3.4 An individual health-related emergency requiring professional medical attention (e.g., epileptic seizure, etc.).

2.3.4.3.5 Hijacking of the student transportation vehicle or hostage-taking of a student passenger(s).

2.3.4.3.6 Gunfire directed at the school vehicle, or in its immediate vicinity.

2.3.4.3.7 Rocks, bottles, or other objects being thrown at the school vehicle.

2.3.4.3.8 Person or persons, or other vehicle(s) surrounding the student transportation vehicle or impeding its movement.

2.3.4.3.9 Attempts to force the school vehicle from the road or street.

2.3.4.3.10 An unauthorized person(s) boarding the student transportation vehicle and refusing to leave.

2.3.4.3.11 Assault by a person(s) causing grievous harm or injury to a student transportation vehicle passenger(s).

2.5.4.3.12 Major vehicle accident that seriously injures a student passenger(s) requiring immediate help from first responders (police, medical, etc.)

2.5.4.3.13 Fire aboard the school vehicle that causes evacuation of a student passenger(s).

**2.3.5 Task Five: Accident or Incident Reporting.**

The Contractor shall comply with the following procedures in the event of an accident or incident, providing the COR, District Force Protection Officer, District Safety Officer, and installation security representative with initial telephonic/email reports immediately or as soon as practical and updates as information is available, at least every 30 minutes. Submit a written Accident or Incident Report by close of business the next duty day. The Government may also require updated reports as needed. The written report shall include at a minimum:

2.3.5.1 The contract number and the date and time of the accident or incident.

2.3.5.2 The location of the accident or incident.

2.3.5.3 The route number and name of the driver involved in the accident or incident.

2.3.5.4 Training records for the involved driver and safety attendant for the last 12 months.

2.3.5.5 Driver's license type, date issued and expiration date for driver.

2.3.5.6 Vehicle maintenance records.

2.3.5.7 The make, model, manufacture year, and size of the Contractor's vehicle(s) involved in the accident.

2.3.5.8 The names of personnel and passengers involved in the accident or incident, plus the names of all students on board the vehicle when the accident/incident occurred.

2.3.5.9 The names of all personnel and passengers injured and type of injury, if known, involved in the accident or incident.

2.3.5.10 A chronological narrative of the events leading up to the accident or incident.

2.3.5.11 Whether police were on the scene. If the police were on the scene, any citations or findings made by the police concerning the accident, and any police report numbers.

2.3.5.12 Any recommendations or comments by the Contractor concerning the accident or incident.

**2.3.6 Task Six: Accident or Incident Response.**

The bus driver or safety attendant may need to provide the following response depending on the


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situation that includes but is not limited to the following:

2.3.6.1 Attempting to control the situation, directing students or authorized passengers to different seats on the school bus.

2.3.6.2 Directing unauthorized passengers to leave the school bus.

2.3.6.3 Safety Attendant assisting the bus driver to safe havens or other locations that can provide refuge to students.

2.3.6.4 Providing first aid or CPR, as necessary.

2.3.6.5 Contacting law enforcement, fire, and/or medical services, as necessary.

2.3.6.6 Correcting on-the-spot unsafe actions by students to prevent accidents or injury and informing the driver of the facts and circumstances.

2.3.6.7 Evacuating the bus and maintaining accountability of the students.

2.3.6.8 Providing information requested and be available to answer questions during an accident investigation conducted by the COR, STO local law enforcement, DoDEA District or installation Safety Officers.

## 2.4 Objective 4. Scheduled Curricular and Co-Curricular transportation

**2.4.1 Task One: Scheduled Curricular: (e.g., physical education class, career practicum, etc.)**
The Contractor shall transport students and other authorized individuals between schools and their designated on or off installation site as described in the schedule provided by the COR.

**2.4.2 Task Two: Scheduled Co-Curricular: (e.g., late activity bus, sports practices, etc.).**
The Contractor shall transport students and other authorized individuals between schools and their designated on or off installation site as described in the schedule the COR provided.

**2.4.3 Task Three: Curricular and Co-Curricular Standards:**

2.4.3.1 The Contractor shall maintain two-way communications with all bus drivers during transportation of students on this contract.

2.4.3.2 Anytime a delay of 15 minutes or longer in completing a run is expected or occurs the Contractor shall immediately notify the COR of the vehicle status, whenever such a delay occurs the contactor shall correct the problem within sixty (60) minutes of notification at no additional cost to the Government.

2.4.3.3 Vehicles shall not arrive at any authorized stop later than the scheduled time or more than 10 minutes before the scheduled time.

2.4.3.4 Drivers shall use only the forward curbside door to the passenger compartment for passengers to enter or exit the vehicle except when an emergency exit is necessary.

2.4.3.5 Drivers shall not use hazardous actions, such as violent braking or acceleration, to gain the attention of, or control over, the passengers.

2.4.3.6 The Contractor shall not move passengers from one vehicle to another during a run, except when providing a replacement vehicle or when instructed to do so by the COR.

2.4.3.7 Drivers shall not back up a vehicle without an adult Ground Guide during the run when students are on board (except in an emergency) and shall not back up the vehicle without an adult Ground Guide in the school's loading/unloading zone.


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2.4.3.8 During a run, when a vehicle becomes disabled or is delayed because of a traffic accident, the Driver or Safety Attendant shall contact the Contract Manager who shall obtain permission from the COR prior to releasing students to parents or designated authorized individuals that walk or drive to the vehicle's location. If such release is approved, the Driver or Safety Attendant shall verify a parent's or authorized person's identification card prior to releasing a student to a parent or a designated individual.

2.4.3.9 Drivers or Safety Attendants shall thoroughly inspect the passenger compartment immediately after the last stop of each run to ensure no passengers remain in the vehicle. If any passenger remains on a vehicle at the completion of a service, the driver shall immediately notify the Contract Manager who will immediately contact the COR. The passenger(s) shall be safely transported to the location specified by the COR as soon as possible.

2.4.3.10 Drivers or Safety Attendants shall check for lost and found articles at the end of each run. Any articles left behind by passengers shall be tagged to identify the vehicle route, run and date found and be delivered to the COR or STO by the next business day.

## 2.5 Objective 5: Vehicle Inspection, Readiness and Cleanliness

### 2.5.1 Task One: Vehicle Inspection and Regulatory Compliance:

Vehicles should be in good working order and capable of meeting all the demands associated with student transportation requirements.

2.5.1.1 The Contractor shall ensure all buses are capable of navigating all Host Nation, military installation housing areas. Buses will be inspected, serviced, and approved by the COR/DTS no later than 7 days after contract award effective date or 7 days after the start of the period of performance of each option period, as applicable. All vehicles used on this contract must be inspected and approved by the COR prior to transporting students. The Contractor shall ensure all vehicles that will be used for student transportation, for any length of time, that have not previously been inspected by the COR, be available for inspection within 48-72 business hours prior to transporting any students.

2.5.1.2 Vehicles transporting students shall comply with school bus requirements for Host Nation and DoDEA requirements for student transportation.

2.5.1.3 Perform vehicle safety inspections. The Contractor shall have a procedure to conduct vehicle safety inspections prior to performing services under this contract. The Contractor's Quality Control Plan shall contain a daily vehicle inspection checklist. This checklist shall, as a minimum, be completed prior to each run (to allow sufficient time to provide replacement vehicle if necessary) and ensure compliance with all applicable Host Nation and DoDEA regulations. The Contractor shall maintain a file of the results of all inspections during the entire life of the contract and provide them to the COR upon request.

### 2.5.2 Task Two: Vehicle Cleanliness

2.5.2.1 Ensure all vehicle interiors are clean, and the exterior presents a clean appearance at the start of the operational day and vehicles are aired out thoroughly to provide a smoke free environment before transporting passengers.

### 2.5.3 Task Three: Vehicle Readiness

2.5.3.1 Display vehicle route number signage in accordance with directions provided by the COR.

2.5.3.2 Vehicles will be maintained at a temperature of 65-85 degrees Fahrenheit (18-30 degrees Celsius) for the entire passenger compartment, regardless of weather conditions,


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from time of pick-up of the first passenger to the discharge of the last passenger utilizing heating, ventilation, or air conditioning. Considerations will be given when the vehicle is waiting at the school loading zone with the motor turned off in accordance with the Host Nation laws.

2.5.3.3 Provide replacement buses as needed to ensure student transportation mission requirements are attainable. Any replacement bus must be inspected by the COR at least 48 business hours prior to transporting any students.

2.5.3.4 Emergency replacement buses due to maintenance or accidents must be onsite within 45 minutes of notification to the COR.

2.5.3.4.1 Any emergency (replacement) vehicles must be inspected by the COR prior to being used for student transportation services. If the spare vehicle has not been previously inspected by the COR, the COR will inspect on site to ensure the vehicle meets requirements prior to being used for student transportation services.

## 3. Constraints.

This section includes the parameters under which the Contractor must perform the duties of the PWS.

### 3.1 Security

#### 3.1.1 Installation Access Under Different Force Protection Conditions for Contractor

**3.1.1.1 Personnel.**

Installation access requirements may change without notice based on various threat-based scenarios as dictated by the installation commander. The COR, in concert with the DoDEA-E District Force Protection Officer, will advise the Contractor of any noted access changes.

**3.1.1.2 Security/Force Protection Conditions.**

In the event security threats increase, the Government may require:

3.1.1.2.1 The Contractor to implement alternate routes or schedules.

3.1.1.2.2 Inspection of Contractor vehicles and/or parking areas by U.S. military and/or Host Nation security personnel.

3.1.1.2.3 The Contractor to park vehicles used in performance of this contract in a secure installation/site identified by the Government.

3.1.1.2.4 The Contractor to perform security inspections as directed by the Government.

### 3.2 Safety and Vehicle Restrictions

3.2.1 **Danger Zone** - the area around a vehicle at a stop where most student injuries occur. It is an area 1.83 meters (6 feet) to both sides and rear of the vehicle and 3.05 meters (10 feet) in front of the vehicle. Particular care is required when a bus stop has less than 1.83 meters (6 feet) clearance between the road's edge and the designated waiting area. The most critical areas are immediately to the front of the vehicle and at the right rear.

3.2.1.1 The schematics below also depict the prohibited seats for students, denoted with an X, and the restricted seats, denoted with an O, which can only be used with manufacturer-approved seat belts.

3.2.1.1.1 **Buses.**


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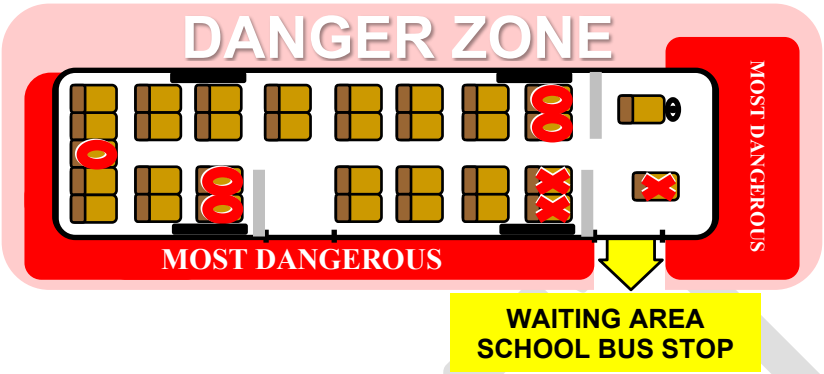
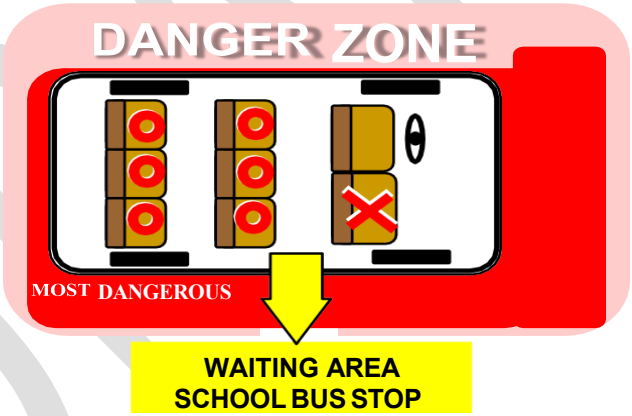



3.2.1.1.2 **Vans, Sedans, and Station Wagons.**




3.2.2 **At Bus Stops and Loading/Unloading Zones.** Before entering or leaving any bus stop or loading/unloading zone, the driver shall ensure that all students are completely clear of the Danger Zone as defined above.

3.2.3 **Entering a Stop.** Drivers shall enter each stop cautiously. If actions of students waiting at the stop are unruly or unsafe, the driver shall either enter the stop very slowly, motioning students to move back safely away from the vehicle, or, traffic and road conditions permitting, stop the vehicle before entering the bus stop and wait for student behavior to become safe before moving into the stop.

3.2.4 **Loading/Unloading at a Stop.** Drivers or Safety Attendant shall open the forward curbside passenger door only after the vehicle has come to a complete stop.

3.2.5 **Unloading at a Bus Stop or School Unloading Zone.** Drivers shall exercise due caution that all passengers are cleared from the Danger Zone before placing the vehicle in motion. Drivers and Safety Attendants shall discourage students from crossing the street directly in front of or behind the vehicle.

3.2.6 **Departing a Bus Stop or School Loading/Unloading Zone.** Drivers shall check all mirrors to ensure no student remains in the Danger Zone before closing the passenger door. Drivers and Safety Attendants shall ensure that all passengers are seated and secured in seat belts if equipped and child safety restraint system devices (if applicable), all doors are securely closed, and make a visual safety check around the vehicle for pedestrians and vehicular traffic before placing the vehicle in motion.

3.2.7 **Additional Considerations at School Loading/Unloading Zones.** For added safety precautions with respect to student pedestrians, etc., drivers shall adhere to the established school loading/unloading zone vehicle traffic flow pattern and shall not pass any vehicle that is already in the loading/unloading zone unless directed by the COR or the vehicle is inoperable. When picking up students at school, drivers shall not place the vehicle into motion until it is released by the school loading zone supervisor or the COR.

3.2.8 **Bus Personnel Presence.** When passengers are boarding, drivers and safety attendants shall be in their vehicles or assisting students to board. Drivers and Safety Attendants shall not leave their vehicles when passengers are on board, except in cases of emergencies. When it is necessary for drivers to leave their seat or leave the vehicle while passengers are on board, reasonable safety precautions such as applying the emergency brake, shutting the engine off, and removing the ignition key shall be taken before leaving the seat or the vehicle.

3.2.8.1 Drivers and Safety Attendants shall not use their cellular phones when students are on board except for receiving correspondences from the COR, STO or Contract Manager.

3.2.9 **Vehicle Type.** Not be of the double-decker, accordion-type (i.e., articulated), nor be U.S.- manufactured 'Blue Bird" buses.

## 3.3 Contractor Personnel Standards

Contractor Personnel must meet the requirements set forth in this PWS to ensure a safe and efficient manner for transporting DoDEA students.

3.3.1 Safety Attendants shall be at least 19 years old and fluent in the English (minimum of B1 Level) and Host Nation Languages. They must be able to communicate at a minimum at the B1 Level, both in verbal and written communication, in the English language to converse with student passengers, parents, COR, and school officials.

3.3.1.1 The B1 English level is considered an "intermediate" verbal and communication skill level. The following is an overview of the skill level at the B1 level:
3.3.1.2 Can understand main points of clear, standard speech on familiar matters regularly encountered in work, school, leisure, etc.
3.3.1.3 Can deal with most situations likely to arise while travelling.
3.3.1.4 Rate of Speech (words per minute) is 120 words per minute or less with occasional errors with new or complex words.
3.3.1.5 Extensive knowledge of conversational English plus some basic technical vocabulary related to work or personal hobbies.

3.3.2 Drivers shall be able to speak, read, and write in the Host Nation language.

3.3.3 The Contract Manager and Alternate shall speak, read, and write the English language at the B1 level at a minimum, when communicating with the COR, Contract Specialist, and Contracting Officer.

3.3.4 As directed by the COR, the Contractor shall participate in Force Protection/Anti-Terrorism/Crisis Management/Safety and Security requirements. These requirements are during the normal duty day.

3.3.5 Contractor performance under this contract shall comply with U.S. Government requirements for contracting.



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3.3.6 Drivers and Safety Attendant shall have current first aid and CPR certifications either by receiving training in Host Nation Red Cross First Aid or American Red Cross First Aid equivalent. The certifications shall be no more than three (3) years old and shall be made available for review upon request by the COR.

3.3.7 All Contractor Drivers and Safety Attendants shall be free of communicable diseases and physical or mental impairment that would affect the ability of the individual to perform the duties of the position to include the use of alcohol or drugs while performing the duties set forth in this PWS.

3.3.8 Contractor personnel shall be properly attired and present a neat and clean appearance. Transportation drivers shall wear a nametag or display any identification badge(s) in a visible location in the driver's compartment of the vehicle.

3.3.9 Inappropriate Conduct: The Contractor agrees that inappropriate conduct shall not be tolerated and may be grounds for the suspension or dismissal of a Contractor employee from performance under this contract in addition to any remedy taken.

3.3.9.1 Shall not use verbal abuse, foul language, personal or racial insults, threats of personal violence, or comment on the personal appearance of students in any language.

3.3.9.2 Shall not engage in any conduct of a sexual nature, verbal or physical; including, but not limited to, the reading or display of nudity or pornographic material.

3.3.9.3 Shall not engage in physical contact with students, except as required for reasons of safety, first aid or CPR; show verbal or physical affection toward students; or take photographs of students.

3.3.9.4 Shall not use tobacco products, eat, or drink, or report for work under the influence of or impaired by alcohol, drugs, or medications which may affect the ability to perform safely under this contract.

3.3.9.5 Shall not sell, give to, or accept from students any beverage, food or tobacco product, or any gift or item, irrespective of monetary value.

3.3.9.6 Shall not play music tapes, CDs, or videos unless approved by the COR.

3.3.9.7 Shall not wear clothing with insignia reflecting religious, political or social messages or slogans; but shall dress in a neat, professional manner.

3.3.9.8 Shall not wear shoes with open toes and/or shoes with heels higher than 4 centimeters while performing under this contract.

3.3.9.9 Drivers shall not use mobile devices without hands-free abilities, for the duration of the run.

3.3.9.10 Background Checks: If working in a DoDEA sanctioned program involving children under the age of 18, per Public Law No 101-647, Section 231, Pub. L. No.102-190, Section 1094, and DoDI 1402.05, childcare checks must also be completed.

In accordance with DoDI 1402.05 it is DoD policy that individuals, DoD contractors, subcontractors, staff, or providers in DoD facilities or installations who have regular contact with children under 18 years of age in DoD-sanctioned childcare services programs will undergo a criminal history background check in order to protect the health, safety, and well- being of children in such programs. All individuals who also have a current or prior DoD affiliation must also undergo an installation records check (IRC). The Contractor may need to provide documents for a fee, which are non-reimbursable to the contractor.

The Government will initiate, process, and make any adjudicative determinations for contractors working on a DoDEA contract that are US citizens.

When permitted by the Host Government, Foreign Government checks of individuals serving on DoD installations overseas must be requested directly by the employing Military Service or agency in accordance with Volume 1231 of the DoDD 1400.25, as an alternative, DoD Components may request that overseas Military Service investigative elements obtain appropriate



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Host-government checks and accept such checks if they are comparable to those required by section 13041 of Title 42. Where it is not possible to obtain criminal history checks comparable to those required by section 13041 of Title 42, foreign nationals will not be eligible for employment in childcare services.

The Host Government background check must be translated in English by a certified translator and reviewed by the COR for potential disqualifiers in accordance with Public Law No 101- 647, Section 231, Pub. L. No. 102-190, Section 1094, and DoDI 1402.05.

The Local National Screening Program (LNSP) is a Host Nation screening process required for acquiring long-term unescorted access to U.S. installations in Germany. It's designed to ensure the security of U.S. personnel and facilities by verifying the background of individuals, including local nationals, seeking access. The purpose of the LNSP aims to protect U.S. employees, local nationals, and all authorized users of U.S. Forces facilities and services by verifying the suitability of individuals for unescorted access.

The Long-Term Pass Office is responsible for the issuance of Defense Biometric Identification System (DBIDS) cards as well as adding base access to DoD CACs. The required documents for LNSP submissions may include AE Form 604-1B, a Global Competency Certificate (GCC), a photo ID, and proof of residence if the applicant is not a German citizen.

The COR is responsible for monitoring LNSP results every 30 days at a minimum. The LNSP screening must be initiated before a DBIDS card (used for access to U.S. installations) may be issued.

No person, regardless of circumstances, will be approved to provide childcare services if the background check results disclose any of the following criteria, the Contractor may not work on the contract to ensure the safety, well-being, and security of children under the age of 18.

(1) That the individual has been convicted in either a civilian or military court (to include any general, special, or summary court-martial conviction) or received non-judicial punishment (under Article 15 of chapter 47 of Title 10, U.S.C., also known and referred to in this instruction as "the Uniform Code of Military Justice (UCMJ)" for any of the following:

- A sexual offense.
- Any criminal offense involving a child victim.
- A felony drug offense.

(2) That the individual has been held to be negligent in a civil adjudication or administrative proceeding concerning the death or severe injury to a child or dependent person entrusted to the individual's care.

Individuals permitted to perform duties solely under Line-of-Sight Supervision (LOSS) must be marked conspicuously by means of distinctive clothing, badges, wristbands, or other visible and apparent markings visible from a distance. Conspicuous postings or printed information must communicate the purpose of such markings to staff, customers, parents, and guardians.

LOSS is the continuous visual observation and supervision of an individual whose background check has not yet cleared and who has a favorable interim suitability or fitness determination while he or she is engaged in child interactive duties or in the presence of children in a DoD-sanctioned program or activity. The person providing supervision must have undergone a background check and received a final favorable suitability or fitness determination and be current on all periodic reverifications, as required by this issuance.

The Contractor's LOSS supervisor must have:



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(1) Undergone a criminal history background check and received a favorable fitness or suitability determination.
(2) Complied with the periodic reverification requirement for a recurring criminal history background check, as required.
(3) Not previously exhibited reckless disregard for an obligation to supervise a Contractor.

DoD contractors must self-report any disqualifying information as soon as it occurs to the COR, and the COR will report it to DoDEA SMD for action. The Contractors are also to complete a new DD2981 during annual agreement extensions, renewals, or awards. After the initial Child Care checks, Contractors are subject to reverification every five years. If derogatory information surfaces within the 5 years before the reverification, the DoD Component will protect children by reassigning or suspending contact with children, any Contractor until the case is resolved.

The COR is responsible for obtaining and submitting the required background processing packages to DoDEA SMD to be processed. The processing timeline for completed childcare checks could be 120 days or more for completion by the Defense Counterintelligence and Security Agency (DCSA). The adjudication and final determination will occur after the investigative results have been received by DoDEA SMD for action.

Required documents for processing are:

Contractor NIP form OF306
Resume
DD2981 Basic Criminal History and Statement of Admission DoDEA IRC/FAP Consent Form

The Contractor shall have personnel ready by 01 August of each school year that have undergone and have been approved by the respective installation access screening process/Local National Security Program (LNSP).

3.3.10 Maintain the most current background checks on file and shall make them available to the COR upon request. The COR may request the Contractor to conduct a new background check during the performance of the contract.

3.3.11 Criminal Offenses: The Contractor shall not hire anyone with a criminal record to perform under this contract. The Contractor shall immediately inform the COR when it is learned that an employee has been arrested for a criminal offense. A past criminal offense of any nature shall be grounds for removal, as determined by the Contracting Officer. The Contractor shall also immediately inform the COR when any action is taken to suspend or revoke the driver's license of any driver performing under this contract.

3.3.12 The Contractor shall not assign any person to perform duty under this contract whose background or criminal record includes both an arrest and a conviction of any of the offenses enumerated below:

a. Assault and battery, domestic violence / abuse, homicide, or manslaughter.
b. Child abuse, child neglect, child sexual molestation, pedophilia, child pornography or any crime involving a child.
c. Public indecency, sexual assault, rape, or any crime of a sexual nature.
d. Use, possession, or distribution of any illegal drugs or controlled substance.
e. Reckless driving or driving while under the influence of alcohol or drugs.
f. That the individual has been held to be negligent in a civil adjudication or administrative proceeding concerning the death or severe injury to a child or dependent person entrusted to the individual's care.

3.3.12.1 The Contractor shall immediately inform the COR when an employee preforming

services under this contract is arrested for a criminal offense. The employee shall be immediately removed from preforming under the resulting contract. Furthermore, the Contractor shall also immediately inform the COR when the driver's license of any driver performing under this contract is suspended or revoked.

3.3.13 All contractor drivers shall possess current, valid professional certifications and Commercial Driver's licenses in accordance with Host Nation laws for the vehicle(s) driven.

## 4. Performance Requirement Summary (PRS)

All requirements and objectives identified above must be fulfilled 100% of the time to meet the needs of a safe and efficient student transportation program.

4.1 In the event of non-performance or failure to meet an objective, a KO will issue a Contract Discrepancy Report (CDR) with instructions on further steps necessary for corrective action.

4.1.1 Contractor performance of all objective and task standards in accordance with these PWS requirements is subject to the COR's inspection and final acceptance.

4.1.2 The PRS Table below provides a crosswalk summary of the objectives with the performance standards, Acceptable Quality Levels (AQL), and planned method of surveillance by the Government.

| Quality Standard | PWS Requirement | Acceptable Quality Level (AQL) | Method of Surveillance |
|---|---|---|---|
| Transportation Objectives | Objectives 1 through 6, PWS 2 | 98% Compliance | Planned Sampling/ Validated Customer Complaint |
| Reporting / Notification | PWS 2.1 and 6 | No more than 1 late per month | Planned Sampling/ meeting suspense date |
| Security | PWS 2.4 and 3.1 | 100% Compliance | Planned Sampling/Validated Customer Complaint/attendance rosters |
| Safety | PWS 2.4 and 3.2 | 100% Compliance | Planned Sampling/ Validated Customer Complaint |
| Vehicle Standards | PWS 2.5 and 3.2 | 100% Compliance | Planned Sampling/ Validated Customer Complaint |
| Contractor Personnel Standards | PWS 3.3 | 98% Compliance | Planned Sampling/ Validated Customer Complaint |
| Accident / Incident Reporting | PWS 2.3.5 and 6 | 98% Compliance | Planned Sampling/ Validated Customer Complaint |

4.2 For unsatisfactory or incomplete services, a Contract Discrepancy Report (CDR) will be issued.

4.3 The CDR will explain the circumstances and findings concerning the incomplete or unsatisfactory service. The CDR will cite each discrepancy by PWS task/objective, requirement, or performance measure/requirement. The Contracting Officer or COR will issue the Contractor a CDR within a reasonable amount of time of the discrepant event - reasonable amount of time considered to be approximately two (2) business days – and the contractor shall provide a written position response to the CDR and return the document to Contracting Officer within two (2) business days after receipt. The Contracting Officer will then render a final decision after receipt of the CDR from the Contractor and issue the completed CDR to the Contractor. CDR procedures may change as directed by the Contracting Officer.

**Note**: Contracting Officer Final Determinations (COFD) may result in additional monetary or other considerations for nonconforming services not otherwise acceptable to the terms and conditions of the contract.



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## 5. Quality Assurance Surveillance Plan (QASP)

The Government will utilize a QASP to monitor the Contractor's performance on the contract. The QASP is a living document and can change at any time during the life of the contract. As such, the Government reserves the right to unilaterally edit the QASP at the Government's discretion.

## 6. Contract Deliverables

The Contractor shall provide all deliverables in accordance with the requirements set forth in this PWS. Each deliverable shall include clear, concise, and complete documentation, meeting the quality standards agreed upon in this contract.

### 6.1 List of Deliverables

The Contractor shall provide the following deliverables under this contract as outlined in the table below and in PWS Section 2.

| Deliverable | PWS Section | Frequency | Format/Standard | Number of Copies | Delivery POC |
|---|---|---|---|---|---|
| Personnel List | 2.1.1 and 6.2.1 | Contract award or within 30 calendar days before services begin in an option period, as applicable. | PDF or WORD<br><br>*Can be in another COR approved format | 1 | COR |
| Bus Stop Time Report | 2.1.1 and 6.2.2 | Within 5 business days upon COR request | Contractor format | 1 | COR |
| Student Ridership Count Report | 2.1.1 and 6.2.3 | Upon COR request | COR approved format | 1 | COR |
| Vehicle List | 2.1.1 and 6.2.4 | Contract award or within 30 calendar days before services begin, in an option period, as applicable | COR approved format | 1 | COR |
| Accident or Incident Report | 2.1.1, 2.8, 6.2.5 | As incidents/accidents occur within PWS established timelines | Government format | 1 | COR |
| Training Memorandum | 2.1.1, 2.4.5.4 and 6.2.8 | Within 5 business days of completion of training or before services begin, whichever date occurs first | Government format | 1 | COR |
| Miscellaneous Reports | 2.1.1 and 6.2.9 | Upon COR request | COR approved format | 1 | COR |

### 6.2 Description of Deliverables

6.2.1 Personnel List: The Contractor shall provide the Contracting Officer's Representative (COR) a typed list of all personnel to perform services under this contract at contract award or within 30 calendar days before services begin in an option period, as applicable. The Contractor shall provide a dated, revised personnel list to the COR as changes occur. The list may be whatever format is most suited to the Contractor's operations but shall list each person in alphabetical order in the following manner: full name (last name, first name, middle initial), date of birth, job title (Driver, Safety Attendant, etc.), country of citizenship, and identification document number / passport number.

6.2.2 Bus Stop Time Report: The Contractor shall provide the COR with a report that records the time at which the driver arrives and departs at each stop for each route under this contract. The report shall be provided to the COR within five (5) days upon COR request. The report may be written in any format the Contractor chooses.

6.2.3 Student Ridership Count Report: The Contractor shall provide counts of actual ridership upon request to


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ensure accuracy regarding the number of students transported. Student counts may be required up to three (3) times each school year and shall be performed three to five consecutive days each time they are required. The Contractor shall submit written Student Ridership Count Reports to the COR on computer-generated forms provided by the COR.

6.2.4 Vehicle list: The Contractor shall provide the COR with a list, at contract award or within 30 calendar days before services begin in an option period, as applicable, identifying all vehicles that will be used under this contract. Each vehicle must meet passenger capacity as well as comply with Host Nation laws, inspection requirements and regulations concerning the transportation of students. Updated lists shall be submitted whenever changes occur.

6.2.5 Accident or Incident Reports: Report all incidents, injuries, and accidents to the COR and DoDEA Regional/District Force Protection Officer, DoDEA District Safety Officer, and installation security representatives. Refer to Section 3.6. for accident and incident reporting requirements.

6.2.6 Student Misbehavior Report: As required, a student misbehavior report shall be completed and handed in for a morning run by the end of the same business day and an afternoon run by 10:00 am the next business day.

6.2.7 Invoices: Invoices from the Contractor to the Government are due no later than (NLT) the 15th of each month following services provided. E.g., a January invoice would be due NLT February 15th.

6.2.8 Training Memorandum: Before services begin, the Contractor shall prepare a memorandum that identifies the date, time, location, names of instructor(s) and trainee(s), and a brief statement, summary, or synopsis of the topics and content of material presented (e.g., instruction syllabus) to document the Safety and Security Training Session. The Contractor shall provide a copy of the memorandum to the COR within five (5) business days of completion of training or before services begin; whichever date occurs first.

6.2.9 Miscellaneous: The following additional reports/data shall be maintained by the Contractor and available for inspection by the COR:

- Commercial General Liability Insurance
- Vehicle Maintenance and Safety Inspection(s)
- Vehicle Security Inspections
- Driver's License(s) with the appropriate class and, if necessary, a current passenger transportation license
- First Aid/CPR/AED Training Certificate(s)
- Annual and as Requested Criminal History Background Check
- Installation Records Check(s)
- Quality Control Plan
- Safe Haven list for each route

## 7. Acronyms and Definitions. Alphabetical list of definitions of key words used or acronyms.

**Accidents** - Vehicle-related events in which a contractor's vehicle with student(s) on board is the cause or focus and results in property damage, however slight, or causes injury, however slight, to student(s) and/or another person(s).

**Adaptive Seat Device** – tools that stabilize the disabled in an optimum position.

**Alternate Contracting Officer Representative (ACOR)** - An individual designated and authorized in writing by the Contracting Officer to perform specific technical or administrative functions.

**Actual Rider** - A student who is authorized to ride a DoDEA transportation vehicle and does so on a given day.

**Authorized Passengers** - Individuals authorized to be transported under the contract, to include students, DoDEA officials,

military/Host Nation police, security personnel, and others specifically authorized by the Contracting Officer or Contracting Officer's Representative.

**Child Safety Restraint System (CSRS)** - A restraining device, conforming to Host Nation laws, used to supplement a seat belt to secure a child during transportation. The age or size of a child requiring such a device is normally defined by Host Nation law, but generally applies to children less than twelve years of age, or who are smaller than 150 centimeters (60 inches) in height.

**Commuting Area** - A geographic area that determines a student's eligibility for transportation.

**Contract Discrepancy Report (CDR)** - A formal, written documentation used to document unsatisfactory Contractor performance. The CDR requires the Contractor to explain, in writing, why performance is unsatisfactory; how performance shall be returned to satisfactory levels, and how recurrence of the problem shall be prevented in the future. Final determination shall be made by the Contracting Officer.

**Contract Specialist (CS) –** A Government employee working with the CO to perform a broad range of administrative duties, including preparation and processing of contractual documents, tracking funding, liaison between Contractor and Government personnel, and provision of accurate and appropriate information to the CO and other contractual parties.

**Contracting Officer (KO)** – A Government official assigned to the Contracting Office authorized by written warrant to enter into, administer, terminate, and issue delivery orders under contracts. The KO is the only Government official authorized to obligate funding. The KO provides written appointment of Performance Assessment personnel and has the final responsibility for Performance Assessment. The KO is the final decision authority for any performance-based deductions or other adjustments levied on the Contractor for failure to perform.

**Contracting Officer's Representative (COR)** - An individual designated and authorized in writing by the Contracting Officer to perform specific technical or administrative functions.

**Contractor** - A commercial activity that provides school transportation services IAW this Performance Work Statement (PWS).

**Contract Manager (CM)** – the contractor's designated contract lead is responsible for the performance of all contracted services, and the primary point of contract (POC) designated to the government COR.

**Danger Zone** - The area around a student transportation vehicle at a stop where most student injuries occur. It is an area 1.83 meters (6 feet) to both sides of the vehicle and 3.05 meters (10 feet) in front of the vehicle. Particular care is required when a bus stop has less than 1.83 meters (6 feet) clearance between the road's edge and the designated waiting area. The most critical areas are immediately to the front of the student transportation vehicle and at the right rear.

**Day –** Day consists of runs between the first stop on the first run of the day and the last stop on the last run of the day. The route schedules determine the exact service hours and number of runs.

**Department of Defense Education Activity (DoDEA)** - An agency of the U.S. Department of Defense responsible for the operation of schools for eligible children of Government authorized personnel.

**District Transportation Supervisor (DTS) –** An employee within DoDEA who possesses supervisory authority over a given area of responsibility for student transportation operations.

**Duress –** A situation involving control of the student transportation vehicle being taken over by someone other than the driver or Safety Attendant, or similar serious incident that places the student transportation vehicle and its passengers in a critical, life-threatening situation.

**Extended School Year (ESY)** – A limited number of students who attend school after the regular school year has ended. ESY is typically in session for about 14-30 total days and is as needed. The ESY program is implemented as needed and determined towards the end of each school year.

**Improvised Explosive Devices (IED)** - Those devices placed or fabricated in an improvised manner incorporating destructive, lethal, noxious, pyrotechnic, or incendiary chemicals, designed to destroy, disfigure, distract, or harass.



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**Incidents** - Any events that occur on/around the school loading/unloading zone or during school transportation services that have an adverse effect on either the performance of this contract or passengers.

**Installation Access Control Office (IACO)** – The security office on the military Installation where Contractor base passes are requested, processed, and issued.

**Non-Service Day** - This is a day on which no Student Transportation Services are required. The COR will identify such days. School make-up days are not non-service days.

**Quality Assurance Surveillance Plan (QASP)** - A plan used by the Government to inspect and evaluate Contractor- provided services.

**Quality Control** - Those actions taken by the Contractor to control the performance of services so that the contract's requirements are met.

**Quality Control Plan** - The Contractor's system for controlling quality of performance to ensure quality services are provided to the Government in accordance with the contract's terms and conditions.

**Registered Rider:** A student authorized to ride a DoDEA transportation vehicle but who may choose not to ride on a given day.

**Route** – A route consists of one or more runs, scheduled in one day. Typically, a route consists of a run to the school in the morning and a run to the Commuting Area in the afternoon.

**Run** – Below are the types of runs:

- **Daily Commute Runs** either originate in the Commuting Area and terminate at the school or originate at the school and terminate in the Commuting Area. Runs are required Monday through Friday between 0600 and 1600 hours.
- **Career Practicum Runs (CP)** A job education program requiring curricular transportation services on the military installation. CP runs originate at the school and terminate at the designated work location (military or local business site) or originate at the designated work location and terminate at the school. Career Practicum Runs will be required Monday through Friday between 0800 and 1430.
- **Late Activity Bus Runs** depart the school after 1700 hours to transport students who participate in after- school activities from the school to housing areas or transportation terminals.

**Safety Attendant**- When ordered by the COR, the Contractor shall provide a Safety Attendant for routes or runs to assist Pre-kindergarten through grade 2 students or special education students whose disabilities do not warrant a trained safety aide, in entering and exiting the vehicle and riding safely. In addition, the Safety Attendant shall perform security-related services as outlined in PWS 2.2.2 for routes and runs, when scheduled by the COR. As outlined in this PWS, safety Attendants shall receive specialized security training in observing, detecting, and reporting indicators of terrorism or other criminal interest in students, the bus, its route, or run, provided in a one-day (est. 6-hr) annual training provided by the gov't before the start of each new school year (SY) and refresher training each January. The Safety Attendant will concurrently perform the safety and security-related tasks during the run.

**Safe Havens** - Include Safe Havens along each route. Safe Heaven is defined as a place that will generally afford at least fifteen minutes of cover or concealment until first responders arrive. The concept is to seek cover or concealment by taking shelter in a public place among other people who are present and may deter the threat of attack or to stay safe until it is safe to resume bus movement. Safe haven locations should afford a safe bus parking area in case students remain on the bus at the safe haven location.

**School Bus Student Misbehavior Report** - Identifies the student behavior standards on or around school buses and is used to identify and document violations of these standards by students.

**School Student Transportation Services -** These services are for the repetitive daily transportation of students (and other authorized individuals) to and from their designated schools and other education sites.



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**School Year (SY) –** A typical school year has about 180 instructional days in which students must attend school. Each school year has planned breaks in which students are not in school and include Thanksgiving (approximately 2 days), winter (approximately 10 days) and spring (approximately 5 days). The months that students are required to attend school are August through June. Some students may attend school after June, which is considered the Extended School Year (ESY).

**Specialized Safety and Security Equipment** – Transportation equipment including special or adapted devices, buses, lifts, and ramps used to facilitate the transportation of children with disabilities.

**Sponsoring Official/Organization -** A designated DoDEA-Europe individual and/or organization at the Student Transportation Office, District Transportation Supervisor, or District-level that performs Installation Pass responsibilities or has oversight based on the relationship to the Installation Pass applicant.

**Student -** An individual who is officially enrolled for attendance at a DoDEA school, or at a non-DoDEA school if such attendance is approved by DoDEA.

**Student Counts** - A report of the number of actual riders on each school transportation run by each bus stop.

**Unsatisfactory/Incomplete Service** - A service output that does not meet the standards of performance detailed in this contract.

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**Technical Exhibit 1**

School Transportation Security Inspection Checklist

| ***School Transportation Security Inspection Checklist*** | | Control Number | | |
|---|---|---|---|---|
| **Transportation Office** | **Route** | **Date** | | |
| **Bus Contractor** | **Driver's Name** | | | |
| **Before Operations/Pre-Trip Inspection Procedures** | | AM | Midday | PM |
| **EXTERIOR** | | | | |
| 1. Walk around the vehicle, checking for any signs of tampering, such as broken parts, unusual fingerprints or scratches, loose wires, hood, or rear hatch ajar, etc. | | | | |
| 2. Check the entire underside of the bus to the best of your physical capability. | | | | |
| 3. Check each wheel well area for any suspicious items. | | | | |
| 4. Check behind the front grill for suspicious items. | | | | |
| 5. Check for strings/wires attached to doors before opening them. | | | | |
| 6. Open and check the engine compartment and underneath luggage compartment, doing so slowly while looking for wires and strings. | | | | |
| 7. Check the exhaust pipe for any object being placed there. | | | | |
| **INTERIOR** | | | | |
| 1. Check for suspicious wires/objects under the dash or attached to the brake, clutch, or gas pedal. | | | | |
| 2 Do a walk-through of the seating area checking for suspicious packages, devices, unattended baggage or briefcases, or anything out of the ordinary, like lumps or bulges in seats. | | | | |
| 3. Check the overhead luggage area, checking for suspicious packages, devices, unattended baggage or briefcases, or anything out of the ordinary. | | | | |
| Comments: | | | | |

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**Technical Exhibit 2**

# School Bus Student Misbehavior Report

Please print clearly.

**TO: STUDENT TRANSPORTATION OFFICE**_____

**STUDENT NAME**:_____

**DATE OF MISBEHAVIOR:**_____**TIME: __ ____: __ ___**

*(Day / Month / Year)* *(24-Hour Clock)*

**REPORTED BY:**_____**ROUTE #:** _____

*Name of Driver / Adult*

**FIRM**_____**BUS LICENSE NUMBER:** _____

Place an X by the type(s) of misbehavior that occurred and circle the appropriate descriptive words:

**1) Obey the driver or adult.** *Included misbehavior:*

- ☐ **Failing to comply** with the driver's or another adult's instructions. Being
- ☐ **Disrespectful** towards the bus driver or another adult.
- ☐ **Lying** or **Talking Back** to the driver or another adult.

**2) Enter and exit the bus safely and always show your bus pass.** *Included misbehavior:*

- ☐ **Boarding** or **Exiting** improperly.
- ☐ **Crossing the Street** in front of or behind the bus.
- ☐ Failing to have **Bus Pass** or using an **Unauthorized Bus** or **Bus Stop**. **Exchanging a**
- ☐ **Bus Pass** with another or **Refusing to show their Bus Pass**.

**3) Stay properly seated and use seat belts when available.** *Included misbehavior:*

- ☐ **Standing** while the bus is moving or **Not Sitting Properly** or not wearing a **Seat Belt**.
- ☐ **Obstructing** an empty seat, doors, stairs, or the aisle.
- ☐ Sitting in the **Driver's Seat**.

**4) Keep your hands, feet, and other body parts to yourself**. *Included misbehavior:*

- ☐ **Horseplay**.
- ☐ **Pushing** or **Tripping. Scratching, Biting** or
- ☐ **Hitting**.
- ☐ **Fighting** or **Injuring** another person.
- ☐ **Publicly Displaying Affection**. **Stealing** (theft, pilfering, etc.).
- ☐ Tampering with **Bus Controls**.
- ☐ Unauthorized operation of an **Emergency Door.**

**5) Do not throw things.** *Included misbehavior:*

- ☐ **Throwing** objects at, within or out of the bus.
- ☐ **Littering**. **Spitting**.

**6) Put nothing out of the window.** *Included misbehavior:*

- ☐ Putting objects or body parts out of the **Bus Windows**.

**7) Remain quiet and do not disturb the driver or others.** *Included misbehavior:*

- ☐ **Disturbing** other students.
- ☐ Making **Excessive Noise (**listening to music without headphones, talking, or singing loudly, or yelling.
- ☐ **Insulting or Harassing** or **Threatening** others.
- ☐ **Interfering** with the bus driver or another adult.

**8) No profanity, indecency, smoking, prohibited items, or vandalism.** *Included misbehavior:*

- ☐ **Profanity** or **Obscenity – Language** or **Gestures**. **Lewd** or
- ☐ **Indecent Acts**.
- ☐ **Nudity – Full** or **Partial**.
- ☐ **Smoking** or use of **Alcohol** or **Illegal Drugs**. Possessing a
- ☐ **Weapon** or other **Prohibited Item**.
- ☐ **Vandalism** or other **Damage** (marking, cutting or mutilating property).

**9) Do not eat, drink, or chew gum.** *Included misbehavior:*

- ☐ **Eating** or **Drinking** or **Chewing Gum**.

**10) Be responsible, be safe.** *Included misbehavior:*

- ☐ **Causing an Accident**. Making a
- ☐ **Bomb Threat**.
- ☐ **Other** unacceptable behavior (describe below).

**What happened?** _____

_____

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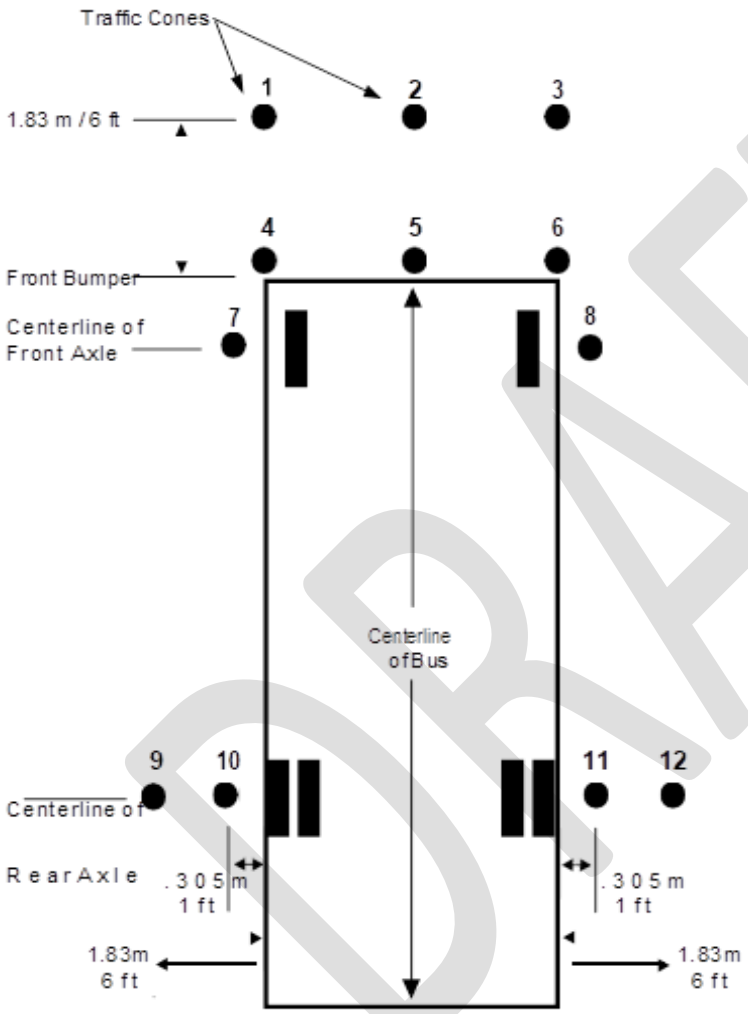
**Technical Exhibit 3 - Formal Visibility Test.**

Location of traffic cones for student transportation vehicle field of view test:




Cone Locations:

1. On line with the left side of the bus, 1.83 meters (6 feet) in front of the leading edge of front bumper.
2. On the centerline of the bus, 1.83 meters (6 feet) in front of the leading edge of the front bumper.
3. On line with the right side of the bus, 1.83 meters (6 feet) in front of the leading edge of the front bumper.
4. On line with the left side of bus, with the base of the cone directly below corner of the leading edge of the front bumper.
5. On centerline of the bus, with the base of the cone directly below the leading edge of the front bumper.
6. On line with the right side of the bus, with the base of the cone directly below corner of the leading edge of the front bumper.
7. On the left side of the bus, directly on line with the center of the front axle, 30 centimeters (1 foot) out from the side of the student transportation vehicle body.
8. On the right side of the student transportation vehicle, directly on line with the center of the front axle, 30 centimeters (1 foot) out from the side of the student transportation vehicle body.
9. On the left side of the bus, directly on line with the center of the rear axle, 1.83 meters (6 feet) out from the side of the student transportation vehicle body.
10. On the left side of the student transportation vehicle, directly on line with the center of the rear axle, 30 centimeters (1 foot) out from the side of the student transportation vehicle body.
11. On the right side of the bus, directly on line with the center of the rear axle, 30 centimeters (1 foot) out from the side of the student transportation vehicle body.
12. On the right side of the student transportation vehicle, directly on line with the centerline of the rear axle, 1.83 meters (6 feet) out from the side of the student transportation vehicle body.

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