



Corner Brook Port Corporation
P.O. Box 1165, 61 Riverside Drive
Corner Brook, NL A2H 6T2
Phone: (709) 634-6600
Fax: (709) 634-6620
www.cornerbrookport.com

REQUEST FOR PROPOSALS (RFP)

2025 Cruise Season Shuttle Bus Service

Date Issued:	April 3, 2025
Closing Date:	April 17, 2025

Introduction

The Corner Brook Port Corporation (CBPC) invites proposals from qualified transportation companies to provide a shuttle bus service for the 2025 cruise season. CBPC is a non-profit community-based organization responsible for the stewardship and operation of the Port of Corner Brook. The CBPC aims to facilitate port growth and development through its mandate which is to provide high-quality ocean transportation and distribution services through strategic partnerships and leadership. Our vision is to be a sustainable port that creates economic value while connecting western Newfoundland globally through trade and tourism.

Description of Services

The shuttle bus service provides cruise passengers and crew with free transportation from the port to downtown Corner Brook and back. The number of buses booked for each cruise ship depends on the total number of passengers onboard based on ship capacity as outlined in Appendix A. Before the arrival of the ship, the CBPC will request the actual number of passengers onboard the cruise ship and confirm directly with the transportation company the number of buses required.

Scope of Services

The shuttle bus service operates continuously from the port to downtown Corner Brook. To minimize congestion at the port, shuttle buses are expected to arrive 15 minutes before the scheduled time to allow port security to provide directions to the designated parking area for the shuttle bus service as there will be several transportation companies providing other services (tour bus, taxis, etc.).

The shuttle bus service will commence approximately 30 minutes after the scheduled arrival time and end approximately one hour before the scheduled departure time. The shuttle bus drop-off and pick-up locations will be identified with the use of signage. The route must



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remain the same throughout the cruise season to minimize confusion for passengers, crew, port, and staff. Changes to the route can only be made by official CBPC management (CEO, Operations Manager, Business Development Manager and Cruise Marketing Coordinator).

Shuttle bus drivers are encouraged to welcome cruise passengers and crew when boarding the bus and answer questions to the best of their ability. Drivers should direct passengers and crew to the information kiosk at the port or the ambassador table in the civic square for tourist-related information. Drivers will be given a list of key contacts upon arrival.

Cancellation Policy

In the event of a ship cancellation before the day of scheduled arrival, CBPC will not be responsible for any costs associated with the shuttle bus service. If the ship cancels on the day of scheduled arrival, CBPC will pay a flat rate of \$100.00. If the shuttle bus service provider fails to provide a bus, as per the terms and conditions of the agreement, a penalty fee will be applied.

Submission Requirements, Criteria, and Selection

Please complete and submit the submission form in Appendix B by April 17, 2025, by fax at 709-634-6620, email at pricketts@cornerbrookport.com, or in person at Suite 201, RA Pollett Building, 61 Riverside Drive. Proponents are required to review the existing shuttle bus schedule and determine their availability. If required, additional information can be attached to the form.

The successful bidder will be required to provide proof of auto insurance and commercial general liability insurance (minimum \$2,000,000) and a Certificate of Liability Insurance with the Corner Brook Port Corporation as an additional insured.

CBPC will select the service provider it deems has demonstrated the knowledge, experience and pricing requirements that best align with the service goals. Preference may be given to an operator who can commit to all dates. The CBPC does not bind itself to accept the lowest rate but will carefully consider all proposals based on availability and bus capacities.

Contact

Patti Ricketts, Cruise Marketing Coordinator, Corner Brook Port Corporation | (709) 216 – 1699 | pricketts@cornerbrookport.com



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APPENDIX A: SHUTTLE BUS SCHEDULE

Subject to last-minute changes.

	Arrival Date	Vessel	Cruiseline	# Pax	# Crew	Shuttle Time	# of Buses	Inventory Available
1	Wed., June 4	Carnival Pride	Carnival Cruise Line	2,124	930	0930 – 1600	4	
2	Wed., June 25	Volendam	Holland America Line	1,432	647	1030 – 1600	2	
3	Sun., July 6	Volendam	Holland America Line	1,432	647	0830 – 1600	2	
4	Wed., July 16	Volendam	Holland America Line	1,432	647	1030 – 1700	2	
5	Fri., July 18	Seven Seas Mariner	Regent Seven Seas	779	440	1030 – 1800	1	
6	Mon., July 21	Marina	Oceania Cruises	1,250	780	1030 – 1900	2	
7	Wed., July 23	Zuiderdam	Holland America Line	2,272	812	0830 – 1600	4	
8	Sat., August 2	Marina	Oceania Cruises	1,250	780	1230 – 1900	2	
9	Mon., August 11	Norwegian Star*	Norwegian Cruise Line	2,348	1,031	0930 – 1600	4	
10	Tues., August 12	Volendam	Holland America Line	1,432	647	0830 – 1600	2	
11	Thurs., August 21	Carnival Pride	Carnival Cruise Line	2,124	930	0830 – 1500	4	
12	Sat., August 23	Celebrity Silhouette*	Celebrity Cruises	2,902	1,000	0930 – 1700	5	
13	Fri., September 5	Seven Seas Splendor*	Regent Seven Seas	829	542	0730 – 1300	1	
14	Sun., September 7	Insignia	Oceania Cruises	824	400	0830 – 1500	1	
15	Tues., September 9	Amadea	Phoenix Reisen	600	250	0930 – 1600	1	
16	Sat., September 20	Insignia	Oceania Cruises	824	400	1030 – 1700	1	
17	Tues., September 30	Insignia	Oceania Cruises	824	400	1130 – 1800	1	
18	Mon., October 6	Seven Seas Splendor	Regent Seven Seas	829	542	1100 – 1700	1	
19	Fri., October 10	Insignia	Oceania Cruises	824	400	1030 – 1700	1	
20	Mon., October 13	Queen Mary 2	Cunard	2,726	1,253	0830 – 1600	5	
21	Thurs., October 16	Seven Seas Splendor	Regent Seven Seas	829	542	0930 – 1630	1	
22	Wed., October 22	Insignia	Oceania Cruises	824	400	1100 – 1730	1	



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APPENDIX B: RFP SUBMISSION FORM

2025 Cruise Season Shuttle Bus Service

1. Organization Information

Legal Name	Mailing Address

2. Contact Information

	Primary Contact	Secondary Contact
Name		
Organization		
Telephone		
E-mail		

3. Please provide your bussing availability for each ship day as per Appendix A.

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4. Bussing capacity and fees:

Type of Bus	# of Buses	Wheelchair Accessible	Bus Capacity	Daily Rate
<i>Example: Coach</i>	3	Yes	56	\$\$ + HST

For assistance, contact Patti Ricketts, Cruise Marketing Coordinator, at (709) 216 - 1699 | pricketts@cornerbrookport.com

Please email this form to pricketts@cornerbrookport.com