



Town of Concord
Trolley Request for Quotes

The Town of Concord is requesting quotes for one (1) trolley to operate in Concord Massachusetts from approximately May 16th 2022, or as soon as possible, through October 31st, 2022. The trolley will operate on a loop through Concord Center and tourist destinations as noted in the specifications below. While requesting a one year contract as a PILOT program, the Town may consider renewal of the program, subject to funding and interest level.

This trolley is to be operated in a “hop-on, hop-off” capacity serving five (5) tourist destinations, the Concord Visitor Center, and the MBTA Commuter Rail stop. The trolley operator would be expected to provide a full service, turnkey operation. Operating hours are to be 9:00 AM – 4:00 PM on a continuous route, 7 days per week during the operation season. Subject to lease agreement, space may be available for parking on site in Concord after hours.

The shuttle will allow tourists coming from Boston or surrounding communities to explore Concord’s historic sites without the need for a vehicle. Trolleys that provide ADA accommodation are highly desired.

Quotes must include the following information:

- Ability to provide bus/trolley service in Concord Center during the operating months outlined above
- Branding/customization opportunities
- Financial software and the ability to track use and data through back end portal
- Customer support for Town and easy financials
- Vehicle Specifications, ie number of seats, type of vehicle, etc
- Easy to use payment application (“App”) for purchase of tickets on the trolley
- Preference may be given to companies who operate trolleys for the historic look of the vehicle.
- Preference may be given to companies who offer turnkey solutions, but the Town is willing to offer assistance in hiring of drivers if necessary

Please note that quotes must be provided for 1 vehicle but is requesting additional cost difference to operate a second vehicle with the same specifications if a second vehicle would be available for operation. This is not a requirement for submission.



Additional Information:

- Stops include:
 - Concord Visitor Center
 - Old Manse/Robbins House/Bridge
 - North Bridge Visitor Center
 - Concord Museum/Emerson House
 - Meriam's Corner
 - Orchard House/Wayside Home of Authors
 - Concord Center MBTA
- Approximate distance of route is 7 miles, route breakdown is below

Trolley Route

Depart Concord Center MBTA: Visitors get on/off here for MBTA train service.
Schedule timing based on MBTA commuter rail schedule

Stop 1: Drive .5 miles to 58 Main Street (Visitor Center)

Stop 2: Drive 1.7 miles to North Bridge lower parking lot: Visitors get off here to visit the Old North Bridge, Old Manse and Robbins House

Stop 3: Drive .2 miles to North Bridge Visitor Center: Visitors get off here to visit the Visitor Center and walk down to Bridge, Old Manse and Robbins House

Stop 4: Drive 1.4 miles to the Concord Museum: Visitors can go to the Museum or Emerson's House

Stop 5: Drive 1.1 miles to Meriam's Corner, Visitors can visit Meriam's corner or get off here to walk the Battle Road

Stop 6: Drive .6 miles to Orchard House, Visitors get off here for Orchard House and Wayside home of Authors

Stop 7: Drive 1.4 miles to Concord Center MBTA, Visitors get off here for MBTA

Stop 8: Drive .5 miles, Return back to Visitor Center

Total distance 7 miles, approximately 30 minutes

Quotes must be received by 5:00PM April 30th to be considered, please send a PDF copy to Erin Stevens (estevens@concordma.gov) and Elizabeth Hughes (ehughes@concordma.gov).

