

Worcester Regional Transit Authority



Request for Proposals (RFP) #2025-04

Microtransit Service Operations

RFP Issue Date: April 1, 2025

Addendum #1

The Worcester Regional Transit Authority (WRTA) is issuing this addendum to the above-mentioned Request for Proposals (RFP) for the purpose of amending/adding to certain sections of the RFP.

Questions & Clarifications

Question 1: What is the annual budget for the project, in year one and subsequent years?

Answer 1: The budget has not, and will not be established in advance of receipt of proposals.

Question 2: The RFP says, "Fares have been determined at \$2.00 per individual ride. The WRTA expects to receive all service revenue, with no deductions taken out by the vendor. Revenue shall be returned to the WRTA within 30 days of the end of the billing cycle during which revenue was received."
How will the price difference be paid to the contractor, if they are required to charge a fixed amount from the rider, i.e., \$2.00 per individual ride?

Answer 2: WRTA shall directly receive all revenue from service fares through an acceptable mobile and web payment processing solution or wire transfer. The selected contractor shall be paid based on cost elements as described in the RFP Exhibit I, Cost Proposal Form.

Question 3: Who is the incumbent vehicle provider for the service and what specific pain points or challenges are you looking to address with the new system?

Answer 3: The current microtransit service operator is Via Transportation, Inc.

Question 4: Does WRTA have any projected number vehicles that will be required for each service area?

Answer 4: Per Section 5.3 – Detailed Scope of Work, Subsection A, the number of vehicles in operation may be scaled based on anticipated demand. The number of vehicles in operation is to be determined by the prospective vendor. For context, the current microtransit provider does not exceed four vehicles in maximum service.

Question 5: Can WRTA provide specifications for vehicles required, in terms of:
a. Vehicle-passenger capacity required?

- b. Wheelchair vehicles?
- c. Any specific fuel type – gas, CNG, hybrid, or electric?
- d. Who will be responsible for fuel and maintenance needs?
- e. Will a storage facility be provided by WRTA for the vehicles?
- f. Can contractors utilize the vehicles of the incumbent provider if available?

Answer 5:

- a. There are no vehicle capacity requirements.
- b. There are no specifications for wheelchair vehicles, so long as the vehicles are ADA-compliant equipped with wheelchair accessibility (ramp, or lift).
- c. There are no fuel requirements, though gasoline is preferred.
- d. Per Section 5.3 – Detailed Scope of Work, Subsection E, the Proposer shall supply and maintain all necessary vehicles for this service – including fuel.
- e. Per Section 5.3 – Detailed Scope of Work, Subsection E, vehicle storage is the responsibility of the Proposer and will not be provided by the WRTA.
- f. The WRTA cannot answer this question as current vehicles are leased by Via Transportation, Inc. through another party.

Question 6: Will it be possible for WRTA to share the existing ride data if available for the service areas?

Answer 6: Ride data does not exist for the entirety of the proposed service zones, as the current microtransit operation is serving a different area.

For context, in the current Via-WRTA service zone, Via Transportation, Inc. provided 32,363 unlinked passenger trips to the WRTA in State Fiscal Year 2024 – and is trending towards the same number for State Fiscal Year 2025 (year-to-date). In SFY 2024, 71% of vehicle trips originated in Westborough; 17% in Shrewsbury, 11% in Northborough, and 1% in Southborough.

Question 7: If WRTA has a current contract, can WRTA share the details:
When did the current contract came into force and what is the end date?

Answer 7: The current contract between WRTA and Via Transportation, Inc. began in August 2020, and ends in June 2025.

Question 8: Will there be a period of parallel operations with the current system required and how much historical data needs to be migrated from the current system?

Answer 8: The WRTA does not envision this scenario.

Question 9: Regarding system integration:

- a. Does WRTA have existing systems which need integration with the new microtransit software? If yes, what are they?
- b. Are there any specific fare collection systems that require integration?
- c. Does WRTA use any specific accounting or financial software that requires integration?

Answer 9: No, to Questions 9a., 9b., and 9c.

Question 10: Does WRTA need White labelling?

Answer 10: There is no requirement for 'white labeling', though the WRTA does strongly encourage vehicle branding to include both Proposer, and WRTA logo for passenger identification purposes.

Question 11: Is there a DBE requirement for this project?

Answer 11: There is no specific DBE goal for this project, but the WRTA encourages DBE participation.

Question 12: Will WRTA allow digital signatures on the forms and cover letter?

Answer 12: Yes.

Question 13: Can WRTA change the mode of proposal submissions from FedEx to email?

Answer 13: No, the requirements listed in Section 2.4 – Submittal Contents, Location, & Deadline apply.

Question 14: Could the WRTA extend the submission deadline to allow vendors to submit more detailed and informed proposals?

Answer 14: No.

Question 15: We respectfully request that the WRTA allow for digital submission (e.g. by email, portal upload, or similar).

Answer 15: Please see Answer 13.

Question 16: Can the WRTA please allow the use of verified e-signatures for this submission?

Answer 16: Please see Answer 12.