

Worcester Regional Transit Authority



Request for Proposals (RFP) # 2025-05

FOR

Demand Response Paratransit Transportation

PROPOSALS DUE:

May 23, 2025 at 12:00 p.m., EST

Joshua Rickman, Administrator
Worcester Regional Transit Authority
60 Foster Street
Worcester, MA 01608

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SECTION 1. INTRODUCTION

The Worcester Regional Transit Authority, herein referred to as “WRTA” is a political subdivision of the Commonwealth of Massachusetts. It is responsible for public transit services in thirty-seven (37) communities within the Central Massachusetts region. The WRTA was created pursuant to Massachusetts General Laws, Chapter 161B. The WRTA is required to comply with the mandates of the Americans with Disabilities Act (ADA) of 1990, as are the entities with which it contracts for transit services. In addition, the performance of this contract is subject to the requirements of Title VI of the Civil Rights Act of 1964 and all equal opportunity requirements.

The WRTA is issuing this Request for Proposal (RFP) to engage a qualified transportation firm(s) to provide Demand Response services for the WRTA’s Paratransit consumers.

The contract awarded under this RFP may be funded in whole or in part by the Federal Transit Administration (FTA) and the Massachusetts Department of Transportation (MassDOT). The successful proposer shall cooperate with WRTA to ensure the full conformance with its funding agreements with FTA and MassDOT. The successful Proposer shall comply with all terms and conditions prescribed for third party contracts by the FTA, if applicable.

For the above mentioned service, Paratransit Brokerage Services, Transit Management, Inc. (PBSTM) will serve as the coordinator and the WRTA as the procurer of services. Requests for transportation will first be made directly to PBSTM and then by PBSTM to the contracted provider.

After the proposal process, multiple contracts may be offered. The WRTA reserves the right to enter into negotiations with any respondent after proposal are reviewed and prior to the contract awards. Only providers which the WRTA determines to be “qualified” will be awarded contracts. The term of any resulting awards will be a three (3) year contract with an option for seven (7) one (1) year renewals (a total of ten years), ending on June 30, 2035. An evaluation score sheet will be used in reviewing the proposal to determine qualified candidates.

All questions regarding this RFP shall be directed in writing to Dinusha Perera who may be reached by email at dperera@therta.com. No other individual has the authority to respond to any questions submitted unless specifically authorized by Dinusha Perera. Failure to adhere to this process may disqualify the bidder.

SECTION 2. INSTRUCTIONS TO PROPOSERS

2.1 RFP Schedule

The following is an anticipated RFP engagement schedule. The WRTA may change the estimated dates and process as deemed necessary.

The proposed schedule for submittal, reviews, and notification is as follows:

Activity	Date
Release & Advertise RFP	April 25, 2025
Pre-Proposal Meeting	May 02, 2025
Deadline for Questions/Clarifications	May 09, 2025
Response to Questions/Clarifications	May 13, 2025
Deadline for Issuance of Updates and Addenda	May 13, 2025
Proposals Due	May 23, 2025
Short-listed Vendor Interviews (if necessary)	May 30, 2025
Approximate Conditional Award Date	June 04, 2025

2.2 Proposal Preparation & Submission

- Offeror Information – Proposal shall include the fully completed *Prospective Proposer Fact Sheet* form included in Exhibit A of this RFP.
- Non-Collusion Declaration – Proposal shall include the fully completed and signed *Non-Collusion Declaration* included in Exhibit B of this RFP.
- Certification as to Payment of State Taxes – Proposal shall include the fully completed and signed *Certification as to Payment of State Taxes* included in Exhibit C of this RFP.
- Customer References – Proposal shall include the *Customer References* form included in Exhibit D of this RFP. **Please be certain to list contact names and phone numbers that are accurate and current.**
- Government-Wide Debarment and Suspension Certification – Proposal shall include the fully completed and signed *Government-Wide Debarment and Suspension Certification* form included in Exhibit E of this RFP.
- Lobbying Certification – Proposal shall include the fully completed and signed *Lobbying Certification* included in Exhibit F of this RFP.
- Cost Proposal – Proposal shall include the fully completed *Cost Proposal* form included as Exhibit I of this RFP.

2.3 Proposer-Prepared Documents

To facilitate the WRTA's objective review of the proposals from different Firms, the Firms are requested to organize the document using a standardized format. Each RFP response should contain the following:

Statement of Qualifications – A submittal indicating the capability of the offeror to perform the attached *Scope of Work* is required. It shall include the information and be formatted as follows:

- Cover Letter. Letter on company letterhead shall be signed by an officer authorized to bind the offeror contractually and shall address the below matters.

- Proposer's interest and willingness to enter into a contract with WRTA to perform the work as described in the *Scope of Work*; and proposer's commitment to the effect that it would exert its "best efforts" in fulfilling its responsibilities therein.
 - Proposer's ability and willingness to obtain insurance meeting the requirements indicated in section 8.7 of this document.
 - Statement indicating that proposals shall be valid for a 90-day period, commencing from the RFP due date and shall include the name, title, address, email, and telephone number of the individual to whom correspondence and other contact should be directed to during the selection process.
- Firm Background. Proposer shall provide, at a minimum, the following information about the firm or individuals on the team:
 - Firm name and business addresses, contact(s), including phone number and e-mail address;
 - Subconsultant firm(s) name and business addresses, contact(s), including phone number, and e-mail address;
 - Individual consultant name and business address, phone number, and e-mail address;
 - Year firm(s) was established (including former names and year established, if applicable); and
 - Firm type/ownership and parent company, if applicable;
 - Location of office from which work will be provided.
 - Executive Summary. Proposer shall include a description of the organizational structure of the firm as well as the overall qualifications of the firm to provide the services requested. In addition, the summary shall include the qualifications of the proposers' employees who will work on the project.
 - Proposer Experience. Proposer shall include a brief history of the firm and discuss its experience. Please include a list of transit properties where similar services that are being proposed have been provided by the proposer within the past **five (5) years**. The list must include the name, address, phone number, and email of the contract officer of the awarding entity. In addition, please provide the experience of Key Staff including the project manager who will have primary responsibility for the contract as well as dispatchers and other office personnel.
 - Provide a listing of vehicles, including make, model, year, and mileage that are proposed to be used providing the services requested in this RFP
 - Explain how the Federal Transit Administration (FTA) Drug Free Workplace Act for drug and alcohol testing of safety sensitive employees will be met (include a copy of policy).
 - Describe the driver selection process and training plan. Include plans for monitoring driver performance and documenting complaints, accidents, etc.

- Describe procedures for handling accidents/incidents. Please list any methods that promote safety awareness.
- Describe two-way communication system. Include range, capability and indicate location of base and if all vehicles to be used in the service will be equipped with mobile device.
- Explain method for contacting customers to confirm scheduled trips.
- Provide copy of vehicle preventive maintenance plan. If maintenance is contracted to another company, does the maintenance company have a Drug Free Workplace Act policy and drug and alcohol testing program for safety sensitive positions. If applicable, provide name and contact information for contracted maintenance company.
- The required certifications and Federal Contract Clauses

Cost Proposal – Proposers must complete and submit the Cost Proposal Form, attached to this RFP as Exhibit I. A Proposer’s failure to submit a Cost Proposal form may result in rejection of the proposal as non-responsive.

2.4 Submittal Contents, Location, & Deadline

Contents: One (1) original, and three (3) physical copies of the proposal must be submitted in hard copy, and one (1) version of the proposal must be submitted in electronic format (Google Drive or Dropbox) in Adobe PDF to:

Worcester Regional Transit Authority
60 Foster Street
Worcester, MA 01608
Attention: Dinusha Perera, Manager of Grants and Procurements
Electronic Submission: email to: dperera@therta.com

Proposal must be sealed and clearly marked on the outside as follows: “**Demand Response Paratransit Transportation – RFP #2025-05.**”

Deadline - Proposals shall be submitted no later than 12:00 PM Eastern Standard Time (EST) on May 23, 2025. Proposals received after the date and time specified above will not be considered and will be returned to the submitter unopened. There will no public opening of submittals at the deadline or otherwise.

2.5 Withdrawal of Submittal

A proposer may withdraw a submittal any time prior to the submittal deadline by a submitting written request executed by the proposer’s authorized representative. Any such withdrawal does no prejudice the right to resubmit a submittal by the deadline.

2.6 Submittal Stipulations

Submittals submitted as a result of this solicitation become property of WRTA. WRTA will not pay any costs incurred by an offeror resulting from preparation or delivery of its submittal. Submittals will remain valid for 90 calendar days following submittal due date. WRTA reserves the following rights and will exercise such rights if it is in WRTA's best interest to do so:

- The WRTA reserves the unqualified right, in its sole and absolute discretion, to undertake discussions with one or more Proposers or any third party, to waive any irregularities, to waive defects or noncompliance in the filing or contents of any Submission, and to proceed with that Submission, or elements of one or more Submissions, if any, which in its sole judgment will, under the circumstances, best serve the WRTA's interest.
- The WRTA reserves the unqualified right to amend the terms of this RFP at any time, and to solicit and accept modifications to any Submission at any time when it is in the best interest of the WRTA to do so.
- The WRTA reserves the unqualified right, in its sole and absolute discretion, to choose or reject any Submission received in response to this RFP, either on the basis of an evaluation of the factors listed in this RFP or for other reasons, whether or not any Submission offers the highest monetary compensation to the WRTA or any other public entity.
- The WRTA reserves the unqualified right, in its sole and absolute discretion, to reject any and all Submissions or to suspend or abandon this RFP process at any time, with no recourse for any Proposer.
- The information contained in this RFP and in any subsequent addenda or related documents is provided as general information only. The WRTA makes no representations, warranties, or guarantees that the information contained herein is accurate or complete. The furnishing of such information by the WRTA shall not create or be deemed to create any obligation or liability upon it for any reasons whatsoever, and each recipient of the RFP, by presenting a submission to the WRTA, expressly agrees that it has not relied upon the foregoing information, and that it shall not hold the WRTA, or any third party who advised or prepared a report for the WRTA, liable or responsible therefore in any manner whatsoever.
- The WRTA may, at any time, request further information from any Proposer, interview any Proposers to more fully understand their responses to this RFP, and require any Proposer to arrange a site visit for its Evaluation Committee.
- The WRTA reserves the right, in its sole discretion, to develop the project on any schedule and use any chosen approach.
- Neither the expression of any Proposer's interest, nor the submission of any Proposer's qualifications and any documents or other information, nor the acceptance thereof by the WRTA, nor any correspondence, discussions, meetings or other communications between an Proposer and the WRTA, nor a determination by the WRTA that the Proposer is qualified hereunder, shall: (i) impose any obligation on the WRTA to include the Proposer in any such further procedures which the WRTA may utilize prior to the final selection of a

Proposer, (ii) be deemed to impose any obligation whatsoever on the WRTA to select the Proposer, or to enter into negotiations with the Proposer, or (iii) entitle the Proposer's to any compensation or reimbursement for any costs or expenses incurred by the Proposer in connection with the Proposer's submission hereunder. No costs of responding to the RFP or any addenda thereto, nor of the attending any subsequent interviews or meetings in connection with this development opportunity, shall be reimbursed by the WRTA.

- The WRTA may consult with individuals familiar with each Proposer regarding the Proposer's prior operations and development or management projects, financial plan, past performance, experience and qualifications, or other matters, whether or not the specific individuals are identified in the RFP response. Submission of a Proposal in response to this RFP shall constitute permission for the WRTA to make such inquiries, and authorization to third parties to respond thereto.
- The individual responses to this RFP, including all drawings, plans, photos and narrative material shall become the property of the WRTA upon their receipt thereof. The WRTA will maintain the confidentiality of any material that is provided in response to this RFP and clearly marked "Confidential", to the maximum extent possible, in a manner consistent with applicable law. Given the liberal nature of the Commonwealth's public records law, Proposers should nevertheless be aware that any information given to the WRTA in response to this RFP or any correspondence, discussion, meeting, or other communication between the Proposer and the WRTA before, with, or after the submission of the response, either orally or in writing, may not be, or may not be deemed to have been, proprietary or confidential.
- Neither the members of the WRTA nor any individual member, nor any officer, agent, or employee thereof shall be charged personally by a Proposer or any third party with any liability or held liable to it under neither any term or provision of this RFP nor any statement made herein.
- The WRTA reserves the unqualified right, in its sole and absolute discretion, to disqualify any team, firm, or individual from any phase or component of the selection processor this development opportunity, due to: (1) felonious or other criminal record in any jurisdiction (domestic or foreign); (2) a determination by the WRTA that the Proposer has failed to disclose any matter that materially relates to the fitness or ability of the Proposer to perform the work and services associated with this development opportunity, or a conflict of interest; or (3) a determination that such disqualification would serve the public interest.
- The WRTA reserves the unqualified right to: (1) disqualify any prospective Proposer or reject any response at any time solely on the grounds that a real or perceived legal or policy conflict of interest is presented; (2) require any prospective Proposer to take any action or supply any information necessary to remove the conflict, including without limitation, obtaining an opinion from the State Ethics Commission; or (3) terminate any contract arising out of this RFP if, in the opinion of the WRTA, any such relationship would constitute or have the potential to create a real or perceived conflict of interest.

- The WRTA reserves the unqualified right, in its sole and absolute discretion, to reject any subcontractor or individual working on a consultant team and to replace the sub-consultant or individual with a mutually acceptable replacement.
- The WRTA reserves the unqualified right, in its sole and absolute discretion, to retain more than one firm and assign work based on needs of a particular project and the experience and qualifications of the firm.

2.7 Failure to Perform

WRTA may remove from mailing lists for future IFB's/RFQ's/RFP's, for an undermined period of time, the name of any offeror for failure to accept a contract and/or unsatisfactory performance.

2.8 Pre-Proposal Meeting

A pre-proposal meeting will be held at the WRTA Administrative Office, 60 Foster Street., Worcester, MA 01608 on May 2, 2025 at 11:00 AM. All potential respondents to this RFP are encouraged to attend.

2.9 Questions / Clarifications

Questions or clarifications must be received by the WRTA in writing no later than May 9, 2025 at 5:00 PM. Email to Dinusha Perera dperera@therta.com is the preferred method.

2.10 Bid Bond

A bid bond is not required for this RFP.

2.11 Performance Bond

A performance bond is not required for this RFP.

2.12 Multiple Proposals

Only one proposal will be accepted from any one person, partnership, corporation or other entity.

2.13 Updates and Addenda

No one is authorized to amend any of these documents in any respect by an oral statement or to make any representation or interpretation in conflict with their provisions. Any changes to these documents will be issued in writing via Addendum by Dinusha Perera or her designee.

Proposers shall be responsible for continually checking the WRTA's website at www.therta.com for the most current information regarding this RFP. Current information may be in the form of an update or formal addendum. Updates and/or addenda will be posted on the above-mentioned website by May 13, 2025 at 5:00 p.m. EST.

2.14 Point of Contact

All questions regarding this RFP shall be directed in writing to Dinusha Perera who may be reached by email at dperera@therta.com. No other individual has the authority to respond to

any questions submitted unless specifically authorized by Dinusha Perera. Failure to adhere to this process may disqualify the proposer.

2.15 Interpretation

Should any discrepancies or omissions be found in the RFP specifications / requirements, or doubt as to their meaning, the proposer shall notify the WRTA in writing at once (email is acceptable). The WRTA will post updates or addenda on its website (www.therta.com). The WRTA shall not be responsible for oral interpretations. All addenda issued shall be incorporated in the Contract.

2.16 Proprietary Information

All information appearing within the proposal is subject to public inspection. Any proprietary information must be clearly marked as such and submitted in a separate sealed envelope. Reference sealed envelope within the body of the bid.

2.17 Exceptions and / or Deviations

No exceptions to or deviations from this specification will be considered, unless each exception or deviation is specifically stated by the proposer as an exception on the request form and accompanied by a detailed statement completely defining the exception and / or deviation. The manufacturer's name, product name or trade name, and catalog or part number must be shown on the RFP in the designated places; however, that information is not sufficient evidence that the proposer is making an exception. If no exception or deviation is shown, the offeror will be required to furnish the equipment exactly as specified herein. The burden of proof of compliance with this specification will be the responsibility of the offeror. The WRTA reserves the right to reject, as unresponsive, any bid not containing all information requested by the WRTA.

SECTION 3. EVALUATION

3.1 Responsiveness

WRTA shall examine the submittals for the purpose of ascertaining its completeness and responsiveness to the requirements of this solicitation. Such process may involve requesting additional or clarifying information from the proposer. Submittals that do not contain all required material, information, or forms; or where such materials, information, or forms are substantially incomplete, may be determined as non-responsive and rejected by WRTA. In such cases, WRTA shall notify the proposer in writing of its rejection and the basis thereof.

3.2 Evaluation Criteria

Proposals will be evaluated and ranked based upon objective Qualification-Based criteria. The WRTA will select the most qualified firm based on a point system outlined below. The maximum score that any one proposal shall receive is 100.

A selection committee has been established to review and evaluate all documentation submitted in response to the Request for Proposals. The committee will conduct a preliminary evaluation of all documentation to determine that firms are qualified to perform the required services. The

selection committee will make a recommendation of an award to the WRTA Administrator, who will make the final selection for contract award.

The WRTA reserves the right to request an interview with any firm during the selection process. Should the WRTA see the need to interview a firm, the firm will be notified as early as possible in the proposal review process.

The selection criteria are as follows:

3.2.1 Understanding of the Services to be Provided (20 points)

- Demonstrated understanding and compliance with all technical and administrative requirements listed in this RFP.

3.2.2 Qualifications and Experience (25 Points)

- General qualifications of the firm;
- Qualifications and experience of management, staff, and other personnel;
- Demonstrated experience;
 - in providing transportation services to customers with disabilities;
 - familiarity the WRTA service area communities;
 - in providing transportation services on behalf of a public agency that complies with a specific set of business rules/parameters (FTA and MassDOT regulations)

3.2.3 Trip Administration and Vendor Communications (15 Points)

- Proposed reservations, scheduling, and dispatching processes and capabilities are clear and concise;
- Identifies communications process and procedures for PBSTM-vendor, vendor-driver, driver-passenger.

3.2.4 Cost Proposal (25 Points)

3.2.5 References and Past Performance (15 Points)

3.3 Interviews

As part of the evaluation process, WRTA may conduct interviews with the highest ranked proposer(s) within a competitive range (whichever is applicable). Such interviews are for information gathering and clarification for the Evaluation Committee. WRTA may conduct interviews in person or by Zoom. Any proposer requested to be interviewed shall make its best effort to be available during the interview dates listed in this solicitation. WRTA reserves the right to award a contract without interviews and/or negotiations if deemed unnecessary to determine the most qualified, responsible proposer.

3.4 Final Evaluation

If WRTA chooses to conduct interviews, the Evaluation Committee will conduct a final round of scoring that takes into consideration information gleaned from interviews. Based upon the final scores, WRTA will determine the highest ranked proposer.

3.5 Pre-Award Deliverables

Upon determination of the highest ranked proposer and prior to consideration of contract award, WRTA will request the following from the proposer:

- Insurance Certificate – A certificate of insurance showing the coverage types and dollar limits stipulated in Section 6.7 – Insurance Requirement of this RFP
- System for Award Management – A .pdf copy showing the proposer is registered and active from the U.S. government’s System for Award Management (SAM).

SECTION 4 CONTRACT AWARD

Upon prompt receipt of the Pre-Award Deliverables listed above, WRTA staff will prepare a recommendation for contract award to be considered by the WRTA Administrator.

If the award recommendation is approved, it is the intent of WRTA to execute the documents as soon as practical after such award. The contract will be composed of the Agreement for Services, the Federal Transit Administration Contract Clauses, the Scope of Work, any Addenda and the proposers’ submission(s). The proposed agreement is attached as EXHIBIT J to this document.

SECTION 5 DEFINITIONS

The WRTA: The Worcester Regional Transit Authority (also referred to as the “Authority”).

ADA Level Transportation Service: The WRTA must provide ADA Paratransit Service to individuals whose disability prevents them from using accessible bus service. ADA Paratransit Service must be comparable to the service an individual would receive if he/she could use the fixed route bus system.

Ambulatory Transportation: Transportation primarily intended for persons who are able to walk and/or require limited human assistance. Such transportation is provided by any of several types of vehicles, including passenger sedans, station wagons, vans, or mini-buses, which are used to transport persons on a demand-response, individual or shared-ride basis, and are licensed by the city or town in which the operating business is located. Examples of these vehicles are taxis, vans, liveries and dial-a-ride vehicles.

Chair Car Transportation (also referred to as Non-ambulatory transportation): Transportation provided by a motor vehicle that is specially equipped to carry one or more persons who utilize(s) a wheelchair or who have significant mobility disabilities. Such vehicles must be equipped with a manual or motorized lift and have forward facing wheelchair tie-down restraints.

Companion: Eligible riders are entitled to be accompanied by one traveling companion (not to be confused with a PCA). Additional companions are accompanied on a space available basis only. Companions must have the same pick up and drop off locations and pay the same fare as the eligible rider. Only companions assigned by the Broker (PBSTM) may ride.

Consumer: WRTA eligible rider as confirmed by the Broker (also referred to as “customer”, “rider” or “passenger”).

Contractor: For the purposes of this procurement, transportation provider or vendor.

Curb-to-Curb Service: Passengers are required to meet the vehicle at the curb and Drivers will only provide assistance into and out of the vehicle at pick-up and drop-off locations. Drivers are required to ask each passenger what assistance, if any is needed.

Demand Response Service (also referred to as “dial-a-ride” service): The type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. These services require advance reservations.

Fixed Route: Scheduled bus service funded by the WRTA within its service area.

Origin to Destination Service: Requires that in some cases the driver will assist an individual from the vehicle through the first outside door. Individuals must be pre-approved by PBSTM for this additional service.

Loaded Mile: The distance traveled while a consumer is in the vehicle.

PBSTM: Paratransit Brokerage Services, Transit Management, Inc. (also referred to as “the Brokerage”)

Personal Care Assistant (PCA): The ADA eligible rider may be accompanied by a Personal Care Assistant. PCAs must have the same pick-up and drop-off locations as the ADA eligible rider. The Personal Care Assistant is considered a mobility aid and rides free of charge.

Respondent: For this procurement, any organization qualified to provide any of the agency specific transportation services included in this RFP.

Shared-Ride service: Passengers with similar points of origin, destination and day and time are grouped together on the same vehicle.

Trip: A one-way movement of a consumer between two points.

Twenty-minute window: Each rider will be given a twenty-minute window during trip call backs. The rider must be ready and waiting in a location where they can see the vehicle arrive. Once the vehicle arrives the driver will wait five minutes for the person to come out to meet the vehicle before moving on for the next pick-up.

SECTION 6 SCOPE OF WORK

6.1. Service Area

Paratransit services are provided throughout the City of Worcester and within $\frac{3}{4}$ of a mile surrounding each WRTA fixed route outside the City of Worcester. Any changes to the WRTA's fixed route schedule directly impacts the paratransit service area. Currently, towns to be served under this contract include: Auburn, Boylston, Brookfield, Charlton, Clinton, Dudley, East Brookfield, Grafton, Holden, Leicester, Marlborough, Millbury, Northborough, North Brookfield, Paxton, Oxford, Shrewsbury, Southborough, Southbridge, Spencer, Sturbridge, Sutton, Webster, Westborough, West Boylston, and Worcester.

6.2. WRTA's Fixed Route Service

- 6.2.1. The WRTA funds extensive bus service. Twenty-three (23) bus routes serve the City of Worcester and into thirteen (13) surrounding communities. About 90% of Worcester residents live within walking distance of a bus stop where service is provided.
- 6.2.2. All WRTA buses are equipped to accommodate people who use mobility devices.
- 6.2.3. The WRTA's goal is to offer fixed route service as the first option to transport public transit customers. This will insure the costlier paratransit service is available for those persons who truly need curb-to-curb service.

6.3. Operating Schedule

- 6.3.1. Service will be provided during the hours the fixed route bus service is on the road. Although specific hours may change throughout the duration of the contract, they are generally 4:48 A.M. – 11:48 P.M. Monday through Friday, 5:22 A.M. to 10:33 P.M. Saturday and 8:30 A.M. through 7:43 P.M. on Sunday. **Respondents must indicate the hours and days they are available to provide service.**
- 6.3.2. The WRTA reserves the right to add contract operators if it is determined the transportation needs are not being met in a timely manner with the existing contracted operator network.

6.4. Changes in Service

The WRTA reserves the right, at any time by written order, to make changes within the general scope of the contract regarding the services to be performed, so long as the changes do not have substantial effect on the contract Operators cost of providing the service. Such changes may include, but are not limited to, record keeping/reporting requirements, federal and state legislative action, and additional driver training and operational policy changes. If the required change would have a substantial effect on the cost of operations, an equitable adjustment in the rates of compensation will be negotiated.

6.5. Trip Reservations and Scheduling

- 6.5.1. PBSTM will accept trip requests up to 4:30 PM the day before travel. Therefore, the Contractor must have capability to receive manifests between the hours of 4:45 PM – 8:00 PM. Passengers reserve the right to contact contractor to enquire about pick up times and drop off times.
- 6.5.2. Manifests will include the passenger's name, requested trip time, pick-up and drop off window, the location of each passenger's pick-up and drop-off point, whether the passenger travels using a mobility device, whether or not the passenger will be traveling with a companion or personal care attendant, and any special circumstances or requirements pertaining to the passenger, and the fare to be collected from the passenger.
- 6.5.3. If schedules permit, some trips may be added on during the same service day. Trips added on will be transmitted either by phone or by fax to the contractor's dispatcher. Trips cancelled prior to service will be handled in the same manner as add-ons. A daily log must be maintained to document add-ons cancellations, and no-shows. The log must be faxed or e-mailed to PBSTM the day after travel before 9:00AM.

6.6. Monitoring and Supervision

The Contractor shall be responsible for monitoring and supervising street service and informing PBSTM of service delays and assistance needed to ensure that the schedule is maintained. Documentation of service delays must be maintained on a dispatcher's log and submitted monthly with the performance log and invoice.

6.7. Performance Log

The Contractor shall maintain a log with information on safety concerns, passenger complaints, passenger behavior problems and any other activity reasonably required as an operations record. The Contractor shall e-mail or fax the log to the PBSTM Supervisor weekly on routine matters that have been resolved or no later than 24 hours if intervention by PBSTM staff is needed.

6.8. Refusal of Service

The Contractor shall have the right to refuse service to a passenger at the time of pick up, only if it is believed the passenger cannot be transported safely or the passenger is disruptive, abusive or intoxicated. All service denials must be reported to the PBSTM Supervisor immediately.

6.9 Compliance with Regulations

- 6.9.1 Contractors must be in compliance with all applicable laws of the Massachusetts Department of Transportation, the Americans with Disabilities Act (ADA) and the Federal Transit Administration Drug and Alcohol Program Testing Requirements and any applicable rules, regulations, ordinances, orders or requirements of any governmental authority relating to the delivery of the Services described in this RFP.

Contractors shall provide all requested information for State and Federal Reporting requirements, in a timely manner.

- 6.9.2 The Contractor shall promptly pay all fines, penalties and damages that may arise out of or are imposed because of the Contractor's failure to comply with the provisions of this paragraph and shall indemnify the WRTA and PBSTM against any liability incurred.

6.10 Subcontracting

- 6.10.1 Subcontracts and joint ventures are allowable provided the successful respondent assumes the following responsibilities:

- Serves as the sole contact responsible party with PBSTM.
- Assumes full responsibility for the performance of all its subcontractors.
- Provides the sole point of contact for all activities through a single individual designated as Project Manager.
- Submits copies of all subcontracts and other agreements proposed to document such arrangement.

- 6.10.2 Prime Contractor must provide an affidavit certifying that all subcontractors meet the requirements of the contract. Failure of a subcontractor to comply with all requirements will be grounds for termination of the entire contract.

- 6.10.3 After the award of the contract, the Contractor shall not add subcontracts with other transportation providers to deliver the service outlined in this Agreement without the express written approval of WRTA and PBSTM.

6.11 Facilities

6.11.1 Operating Base

Contractors shall provide an operating base with adequate facilities for secure administration. Contractors with an operating base outside the local calling area must provide toll-free telephone access (or a Telephone Number that can be dialed locally from Worcester).

6.11.2 Communications

Contractors will be required to equip each vehicle with two-way radios under the direction of the Federal Communications Commission (F.C.C.), while performing service under this contract. An adequate number of base stations and mobile units capable of maintaining clear and constant communication between its office and drivers shall be maintained. A cellular telecommunications system may be substituted for the F.C.C. approved two (2) way radio.

6.11.3 Security

Contractors shall take all reasonable and necessary precautions to provide security for any equipment provided by PBSTM/WRТА, as well as for records of operations.

6.11.4 Telephone/fax/modem

6.11.4.1 Contractors shall equip their administration and supervisory office with a fax machine on a dedicated telephone line, and sufficient voice telephone lines to ensure that the supervisors and administrative staff can be reached during service hours.

6.11.4.2 Contractors are required to provide, at their own expense, a computer with modem and dedicated phone line in order to perform live dispatching through the PBSTM automated scheduling system and software to download manifests.

6.12 **Vehicles**

6.12.1 Contractors shall maintain the vehicles used in providing trips in good working order; furnish all necessary gasoline, oil, lubrication, maintenance and repairs throughout the term of the Contract; comply with all applicable motor vehicle and equipment laws of the Commonwealth of Massachusetts and provide the WRTA and PBSTM with written certificates of such compliance upon request thereof.

6.12.2 Contractors shall ensure that such vehicles and the operation of such vehicles shall conform to the relevant provisions of the General Laws of the Commonwealth of Massachusetts and the rules and regulations of the Registry of Motor Vehicles.

6.12.3 Contractors shall ensure that such vehicles have passed an inspection by the Registry of Motor Vehicles, prior to being used for transportation concerned herewith; maintain written verification thereof; and cause such verification to be accessible to PBSTM during normal business hours.

6.12.4 Contractors shall ensure that a seat with an installed seat belt is available for each passenger and the driver of the relevant vehicle.

6.12.5 Contractors shall equip all vehicles with the following minimum equipment, and ensure that all such equipment is in proper working condition during the provision of services covered by this proposal.

- ✓ Safety Locks
- ✓ Heater/Air Conditioner/Ventilators/Defrosters
- ✓ Spare tire
- ✓ Flares/Reflectors
- ✓ Fire Extinguisher (U.L. rated)
- ✓ Rear flashers/"hazards"
- ✓ Blanket (approved by the Department of Public Health)
- ✓ Emergency seat belt cutter (with retractable unexposed blade)
- ✓ Clean up kits

- 6.12.6 Contractors shall ensure that all pieces of equipment must be in proper working condition at all times. Assure that air conditioning and heating systems have sufficient capacity to cool/heat the entire vehicle.
- 6.12.7 Contractors shall equip each vehicle with snow tires or their equivalent during the period from November 15th through April 15th of any applicable year, or any partial period thereof.
- 6.12.8 Contractors shall ensure that Accessible vehicles shall be capable of transporting seated passengers and passengers in wheelchairs. Vehicles shall be equipped with a wheelchair lift or ramp and securement stations that meet ADA requirements. An inventory of vehicles will be required as part of the proposal which will include seating capacity and wheelchair capability. For non-accessible vehicles, Contractor must be able to transport clients in foldable wheelchairs if the client can get into the vehicle. The foldable wheelchair is to be stored in the trunk of the vehicle by the driver.
- 6.12.9 Contractors shall ensure that all vehicles must be clearly marked on the vehicle body, door or window of the passenger side with the name and/or insignia or its company or organization.
- 6.12.10 Any vehicle that fails to pass a mandated safety inspection, or upon inspection by PBSTM is determined not to meet all applicable regulations shall be removed from service immediately until the Contractor makes necessary repairs or modifications.
- 6.12.11 Cleanliness
- ✓ The Contractor shall maintain the appearance and cleanliness of all vehicles it uses in service so as to provide a positive public image and appearance. No vehicle shall be operated with accident damage readily apparent to passengers. For cleanliness, reasonable exceptions will be made for usage during inclement weather.
 - ✓ Vehicle exteriors shall be washed at least once a week, and before being operated on any day if necessary to maintain a clean exterior appearance.
 - ✓ Vehicle interiors shall be swept and emptied of trash at least once daily, and shall be fully cleaned throughout at least once monthly. Vehicles shall be cleaned as needed before operation on any day to maintain the vehicles free of noticeable dirt, spills or odors, to prevent noticeable buildup of grime and grease on interior window surfaces, and to keep wheelchair securement free of any deposits that would interfere with their use. Damaged or torn seats or other upholstery shall be replaced promptly.
 - ✓ Body fluids, which could pose a health hazard to passengers, shall be cleaned up immediately before picking up any additional passengers. Clean up kits must be available on each vehicle in service.

6.13 Drivers

6.13.1 Driver selection

The Contractors shall establish a formal selection process that shall include:

- ✓ Verification that the applicant has an appropriate, valid Massachusetts Driver's License.
- ✓ Verification the applicant has a clean driving record with no points in the past three years.
- ✓ Verification that the applicant is physically capable of safely driving the program vehicles; a pre-employment physical and drug screen is required.
- ✓ A criminal background check. No driver shall be employed for service under this contract that has been charged with or convicted of a felony.
- ✓ Verification of proper identification (as required in 7.14.7).

6.13.2 Unsatisfactory Driver Performance

PSBTM reserves the right to enjoin the Contractors from assigning particular drivers to service provided under the contract. If, as a result of a complaint, inspection or other means, information is received about improper, illegal or unsafe conduct of a Contractor's employee, the Contractor will be informed in writing once such a decision is made, including the findings on which the decision was made.

6.13.3 Driver Training

6.13.3.1 The Contractor shall provide an approved training and retraining program, to teach and maintain driver proficiency and the necessary skills to provide safe, courteous, efficient service to PBSTM passengers. The driver training program shall include the following:

- Defensive driving, using a program approved by the National Safety Council.
- Use of all special equipment associated with the job, such as wheelchair lifts, fire extinguisher, and two-way communications.
- Operating procedures, including passenger assistance policies, fare collection, vehicle pre-operation checks, use of forms and record keeping and dispatch procedures.
- Familiarization with the service area; passenger assistance techniques and sensitivity training.
- Relevant policies and procedures contained in an Operator's Manual.

In addition, the driver retraining shall include at least:

- Annual reviews of individual driver's responsibilities and performance.
- Semi-annual observations of the driver's on-the-job performance. Supervisors should ride with the drivers to observe their driving techniques. New drivers shall be road-tested with each different kind of vehicle to be sure they can handle them before passengers are carried.

- Maintaining records for all drivers to verify that the training has been received.

6.13.3.2 Drivers must be retrained in Defensive Driving and Passenger Sensitivity every two years. Individual training records shall be available for inspection by PBSTM on request. PBSTM reserves the right to require the Contractor to provide retraining approved by PBSTM to any driver at any time that PBSTM determines that a driver requires retraining.

6.13.3.3 The use of cellular telephones or texting by drivers while the vehicle is in motion is prohibited while transporting PBSTM passengers. If a driver must use a cellular telephone in an emergency situation or when service is affected, the driver will pull the vehicle to the curb in a safe location before using the cell telephone.

6.13.4 Drug/Alcohol Testing

All drivers as well as other safety sensitive positions will be subject to Drug Testing for pre-employment, and Drug/Alcohol Testing for random, post-accident and reasonable suspicion, and returned to duty testing if allowed as required under Federal Transit Administration (FTA) Regulations. Contractor employees will be included in the WRTA pool for random selection. FTA regulation for random testing of safety sensitive positions requires that 25% of those employees be tested for drugs only and 10% tested for drugs and alcohol in a one year period. The Contractor will pay costs for random testing. The fee includes all management services. If a contractor sub-contracts routine maintenance of vehicles the maintenance sub-contractor is subject to FTA regulations. Should any employee fail to complete a random test as required, that employee will be barred from working in any function that is associated with the contract with WRTA and the Contractor will be charged a \$100.00 monetary fine for any refused or failed tests.

6.13.5 English Fluency

All drivers shall be sufficiently skilled in English to carry on necessary conversations with passengers and the dispatcher, to read a vehicle schedule and fill out required reports. The Contractor is encouraged to hire drivers who can communicate in various languages with passengers, some of whom have limited or no English-speaking abilities.

6.13.6 No Smoking / Vaping

Drivers shall not smoke, vape, drink or eat at any time in a vehicle transporting PBSTM passengers. Vehicle interiors will be free from cigarette/cigar smoke. Drivers shall not be permitted to smoke while performing WRTA ADA work, including just prior to picking up a passenger as secondary smoke on clothing and hands may be transmitted into the vehicle.

6.13.7 Driver Records

The Contractor shall maintain a file on each driver that includes the following requirements:

- An employment application
- A completed I-9 form verifying work eligibility
- Photostat of a valid State of Massachusetts driver's license appropriate for the size vehicle to be operated.
- Copies of any Motor Vehicle Records.
- Verification the driver is physically capable of safely operating a motor vehicle. Verification shall be a DOT physical exam done by a State of Massachusetts licensed physician and evidence that a drug screen was done by a certified laboratory as part of the physical. DOT physical and drug screens are required every two years.
- Verification that a criminal background check has been done and that no driver shall be allowed to perform duties under the contract that has been charged with or convicted of a felony.
- All required training shall be documented and signed by both the driver and instructor. Documentation must include date and type of training.
- Driver records file must include records of complaints, commendations, and accident reports.

6.14 Passenger Assistance Policy

6.14.1 Curb-to-curb Service

Transportation provided under the contract is curb-to-curb service. Drivers shall provide assistance to each and every passenger who requires assistance, from curb-to-vehicle where the trip originates and from vehicle-to-curb of the destination. Since many passengers have hidden disabilities, drivers shall ask each passenger if they would like assistance and what type of assistance. If a passenger does not wish assistance, the driver shall visually confirm that the passenger makes it safely to the curb at the destination. Drivers shall exercise tact at times to ensure passenger's safety and allow them dignity and pride. **Drivers shall identify themselves and confirm passenger name verbally to passengers.** Unless otherwise instructed drivers are not to provide assistance to or through doors, nor are drivers to assist up or down stairs (passengers will be pre-approved for Origin to Destination service which requires that the driver assist the individual through the first outside door). Drivers are not to assist with groceries or other parcels; passengers are informed to bring only what they can carry or to have someone travel with them to carry additional parcels.

6.14.2 Unsure Destination

In the event that any confusion occurs about the correct destination to which a passenger is to be taken (e.g. if the passenger says the location is wrong or the

address cannot be located), the driver shall confer with passenger and obtain instructions from the dispatcher. No passenger shall be alit at any address other than the one originally given to the operator without prior approval of PBSTM.

6.14.3 Waiting for and Notifying Passengers

- 6.14.3.1 Drivers shall wait **up to five minutes** after parking the vehicle in clear view of the passenger's residence or other pick up location, or where that is not possible, taking other reasonable steps to notify the customer that the vehicle is waiting. Reasonable steps include having the dispatcher call the passenger's home or the facility from which the passenger is leaving.
- 6.14.3.2 If the passenger cannot be located, it will be considered a No Show and indicated on the manifest. No Shows will not be billed to PBSTM. PBSTM will make every effort to remove persons who chronically No Show from the system.

6.15 Project Manager

6.15.1 Responsibilities

- 6.15.1.1 The Contractor shall designate a Project Manager located at the Contractor's operating facility. The Project Manager shall regularly advise PBSTM when he or she will not be on-site. The Project Manager shall be the Contractor's principal point of contact with PBSTM and shall be responsible for overall operations management.
- 6.15.1.2 The Project Manager shall be available to meet with PBSTM staff, upon request, regarding all aspects of the Contractor's responsibilities under this contract. The Project Manager shall be available when requested by PBSTM for attendance at meetings with the public, advisory committees, or the Transportation Planning Advisory Group (TPAG).

6.15.2 Availability and Emergency Phone Numbers

At all times when the Contractors are engaged in PBSTM operations, the Project Manager or a person of supervisory rank designated by the Project Manager in advance shall be available in person or by telephone. The Contractors will use a cell phone to comply with this requirement. The Project Manager or the person designated by the Project Manager shall be empowered and qualified to take any reasonable required action in the event of an emergency. The Contractor shall provide emergency phone numbers for all key administrative personnel.

SECTION 7. PERFORMANCE STANDARDS

Strict adherence to service performance standards set forth in this document is required of service provided by the Contractor under the contract. Failure to meet service standards could result in termination of the contract.

7.1 Satisfactory Vehicle and Driver

A vehicle or driver not meeting requirements of the contract as specified shall carry no passenger.

7.2 On-Time Performance

Contractors must maintain a minimum of 90% on-time performance. Manifests generated by PBSTM will show a twenty (20) minute pick-up window. Performance will be measured using the twenty (20) minute window. Drivers must wait five (5) minutes into the twenty minute window upon arrival for the customer to board.

7.3 Missed Pick-ups

The Contractor's personnel shall act in a responsible and competent fashion to assist PBSTM to be sure no scheduled pick-ups are missed. For purposes of this standard, a pick-up which is outside of the twenty (20) minute window, shall be considered to have been late and will not be reimbursed.

7.4 Service Availability

The service availability requirements of the contract are met when:

- 7.4.1 A vehicle and driver meet the requirements of this contract when they are available to meet all vehicle schedules requested by PBSTM, except in the case of vehicle breakdown, accident, or similar service interruption beyond the Contractor's control.
- 7.4.2 In cases where service is interrupted because of vehicle breakdown, accident or similar service interruption, the Contractor sends a relief vehicle and/or driver to resume service within 30 minutes.

7.5 Accidents

- 7.5.1 Contractors are to report all accidents from the scene to the PBSTM Director and to the WRTA. The Contractor is responsible for responding to, investigating, and submitting to PBSTM a detailed written report **within 24 hours** about any accident that involves vehicles and/or drivers providing service under this contract.
- 7.5.2 Failure to report an accident/incident within the above stated timeframe involving a PBSTM customer will be grounds for a fine of no less than \$1,000 and/or including termination of the contract.

7.6 Passenger Complaints

7.6.1 WRTA and PBSTM will receive and process all customer complaints. Contractors are expected to investigate and resolve all Contractor-related service complaints in a timely and satisfactory manner. Complaint reports will be e-mailed by PBSTM to Contractors; a satisfactory response must be returned within 24 hours.

7.6.2 A Contractor shall have no more than 2.0 complaints per 1,000 passenger trips.

7.7 Passenger Per Hour/Mile

7.7.1 As a shared ride Public Transportation System, the goal is to transport customers as cost-effectively as possible by multi-loading vehicles. In order to monitor the efficiency of the system, a benchmark of between 2.3 to 2.5 passengers per vehicle hour must be met.

7.7.2 PBSTM will work with Contractors through scheduling and assigning trips, which can be grouped whenever possible based on geographic location and vehicle capacity to achieve the above stated benchmark. Trips that are identified by PBSTM schedulers as being able to be grouped based on geographic location and requested times will be paid at the shared ride rate as follows:

- First rider paid at full negotiated rate, all others paid at one half the full negotiated rate.

7.7.3 Fuel Escalation

The base price of fuel will be negotiated at the beginning of the contract and each subsequent year of the initial contract in June 2026, 2027 and 2028 (to be effective July 1 of each year). The Authority reserves the right to obtain comparative fuel prices (the "benchmark") from three regional fuel suppliers and substitute the average of the three prices as the Operator's cost of fuel. The base price of fuel will be negotiated prior to contract years four through ten (if the contract is extended) in June 2029 through January 2035 respectively (with an effective date of July 1 of each year).

**The base price will be established by the New England Price as quoted in the U.S. Energy Information Administrations, Independent Statistics and Analysis as published seven (7) business days before proposal submission deadline and emended by addendum.*

7.8 Reporting

7.8.1 The Contractor shall provide reports upon request, which includes:

7.8.1.1 A weekly invoice for services rendered will be forwarded to PBSTM and shall include the following information: Total Trip Cost, Net Amount Due, Client Name and pick-up address in Excel or PDF format.

7.8.1.2 A monthly Safety and Security (S&S) report as required by the Federal Transit Administration (NTD reporting). The monthly S&S report is

submitted directly to the WRTA by the 15th of the following month (example: March report would be due by April 15th). Additional information may be requested by the WRTA, or Massachusetts Department of Transportation on an as-needed basis.

- 7.8.1.3 A summary of significant incidents and issues based on the Performance Log specified in Section 3, Scope of Service. The summary shall include at a minimum a listing of late or missed vehicle schedules, missed pick-ups, service interruptions, and accidents.

7.9 Cooperation

The Contractor shall cooperate with PBSTM in monitoring service through activities such as passenger surveys and recording passenger boarding, fare payment, contract compliance, Quality Assurance and Management Reviews.

SECTION 8. STANDARD TERMS AND CONDITIONS

8.1 Invoicing

The WRTA will only pay by original invoice. The WRTA will not authorize and does not participate in funding payments to a contractor prior to the incurrence of costs. Progress payments may be authorized provided the following requirements are followed:

- Progress payments are only made to the contractor for costs incurred in the performance of the contract
- When progress payments are used, the WRTA must obtain title to property (materials, equipment, etc.) for which progress payments are made

8.2 Controlling Law

The Contract shall be governed and construed in accordance with the laws of the Commonwealth of Massachusetts and proper venue for legal action regarding the Contract shall be a court of competent jurisdiction within the State in which the WRTA is located.

8.3 Taxes, Charges and Extras

The WRTA is exempt from all federal excise taxes, including tax on transportation and Massachusetts's sales tax. Price(s) quoted to the WRTA shall not include said taxes. Upon request the WRTA will furnish the Contractor with a tax exemption certificate.

No charge for delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, cost of bonds, or for any other purpose will be paid by the WRTA unless expressly included and itemized in the bid.

8.4 Alteration or Variation of Terms

It is mutually understood and agreed that no alteration or variation of the terms of this RFP or subsequent task order shall be valid unless made or confirmed in writing and signed by the parties hereto, and that no oral understanding or agreements not incorporated herein, and no

alterations or variations of the terms hereof unless made or confirmed in writing between the parties hereto shall be binding on any of the parties hereto.

8.5 Assignability

A contract is not assignable by Proposer either in whole or in part.

8.6 Compliance with Statute

Proposer hereby warrants that all applicable Federal and State statutes and regulations or local ordinances will be complied with in connection with the sale and delivery of the property furnished.

8.7 Insurance Requirements

By signing its proposal, Proposer acknowledges that upon contract award Proposer shall obtain and maintain in full force and effect during the term of the Agreement the insurance coverage in companies licensed to do business in the Commonwealth of Massachusetts, and acceptable to WRTA, as set forth below:

General Liability

Bodily Injury Liability	\$1,000,000 per occurrence
Property Damage Liability	\$500,000 per occurrence
(or combined single limit)	\$1,000,000 per occurrence

Automobile Liability

Bodily Injury Liability	\$1,000,000 per occurrence
Property Damage Liability	\$500,000 per occurrence
(or combined single limit)	\$1,000,000 per occurrence

Workers' Compensation Insurance

Coverage for all employees in accordance with Massachusetts General Laws

Professional Liability Insurance

Minimum Coverage	\$1,000,000 per occurrence
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Umbrella Liability Insurance

\$1,000,000 per occurrence

All policies shall identify the WRTA as an additional insured (except Workers' Compensation) and shall provide that the WRTA shall receive written notification at least 30 days prior to the effective date of any amendment or cancellation. Certificates shall include a Waiver of Subrogation on behalf of the WRTA on all lines of coverage. Insured's coverage shall be primary and noncontributory. Certificates evidencing all such coverages shall be provided to the WRTA upon the execution of the Agreement. Each such certificate shall specifically refer to the Agreement and shall state that such insurance is as required by the Agreement. Failure to provide or to continue in force such insurance shall be deemed a material breach of the Agreement and shall be grounds for immediate termination.

8.8 Warranty

Proposer warrants to WRTA that the goods and / or services covered by this order will conform to the drawings, specifications, samples, descriptions and time provisions furnished by WRTA and will be of first-class material and workmanship and free from defects; and WRTA reserves the right to cancel the unfilled portion of this order without liability to Proposer for breach of this warranty. Goods will be received subject to inspection and acceptance at destination by WRTA; risk of loss before acceptance shall be on Proposer. Defective goods rejected by WRTA may without prejudice to any other legal remedy be held at Proposer's risk and returned to Proposer at Proposer's expense. Defects are not waived by acceptance of goods or by failure to notify Proposer thereof.

8.9 Federal Contract Clauses

The goods and / or services covered by this RFP are being funded in part with funds from the U.S. Department of Transportation, Federal Transit Administration, and the Commonwealth of Massachusetts Department of Transportation. By submitting a proposal, the proposer agrees to comply with the clauses found in EXHIBIT G – Federal Contract Clauses.

8.10 Davis-Bacon

The goods and / or services covered by this RFP are not subject to Davis-Bacon and related acts compliance.

8.11 Rights and Remedies of WRTA for Default

In the event any item furnished by the Proposer in the performance of the contract should fail to conform to specifications therefore, or to the sample submitted by the Proposer with his bid, the WRTA may reject the same, and it shall thereupon become the duty of the Proposer to reclaim and remove the same, without expense to the WRTA, and immediately to replace all such rejected items with others conforming to such specifications or samples; providing that should the Proposer fail, neglect or refuse so to do the WRTA shall have the right to purchase on the open market, in lieu thereof, a corresponding quantity of any such items and to deduct from any moneys due or that may thereafter become due to the Proposer the difference between the prices named in the contract or Task order and make the actual cost thereof to the WRTA. In the event the Proposer shall fail to make prompt delivery as specified of any item, the same conditions as to the rights of the WRTA to purchase in the open market and to reimbursement set forth above shall apply, except when delivery is delayed by fire, strike, freight embargo, or Act of God or the government. Cost of delivery of an item which does not meet specifications, will be the responsibility of the Proposer. The rights and remedies of the WRTA provided above shall not be exclusive and are in addition to any other rights and remedies provided by the law or under the contract.

8.12 Severability

Should any part of the Contract be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect the validity of the remainder of the Contract which shall continue in full force and effect; provided that the remainder of the Contract can, absent the excised portion, be reasonably interpreted to give the effect to the intentions of the parties.

8.13 Limitation on Funding

The Contract for services resulting from this RFP will be subject to the contract between the WRTA and the availability of on-going funds from the WRTA's funding sources. The Contract for this service is contingent upon receipt of these funds by the WRTA. In the event that funding from these sources is eliminated or decreased, the WRTA reserves the right to terminate the Contract or modify it accordingly.

8.14 Evaluation Results

Evaluation results are available for inspection at the office of the WRTA located at:
60 Foster Street
Worcester, MA 01608

8.15 DBE Objective / Policy Statement

The Worcester Regional Transit Authority (WRTA) has established a Disadvantaged Business Enterprise (DBE) Program in accordance with regulations of the U.S. Department of Transportation (DOT), 49 CFR § 26. The WRTA has received Federal financial assistance from the DOT and as a condition of receiving this assistance, the WRTA has signed an assurance that it will comply with 49 CFR § 26.

It is the policy of the WRTA to ensure that all contracts and procurements will be administered without discrimination on the basis of race, color, national origin, or sex. The WRTA ensures that Disadvantaged Business Enterprises (DBEs) shall have an equal opportunity to compete for and participate in DOT-assisted contracts. It is also our policy to:

1. To create a level playing field on which DBEs can compete fairly for DOT-assisted contracts;
2. To ensure that the DBE program is narrowly tailored in accordance with applicable law;
3. To ensure that only firms that fully meet 49 CFR § 26 eligibility standards are permitted to participate as DBEs;
4. To help remove barriers to the participation of DBEs in DOT-assisted contracts;
5. To assist the development of firms that can compete successfully in the marketplace outside the DBE program.

The Grants and Procurement Manager has been designated as the DBE Liaison Officer (DBELO). The DBELO has direct, independent access to the Chief Executive Officer (Administrator) concerning DBE program matters. The DBELO is responsible for implementing all aspects of the WRTA DBE Program. The WRTA has adequate staff, (including procurement, finance, etc.), to administer the program in compliance with 49 CFR § 26.

WRTA has circulated this Policy Statement to its Advisory Board, throughout our organization, and to the DBE and non-DBE business communities that perform work on our DOT-assisted contracts. Distribution has been accomplished via our website www.therta.com, inclusion with procurement documents, and through outreach to community organizations.

8.16 Bid Protest Procedures

WRTA has established procurement protest procedures to ensure uniform, timely, and fair consideration of complaints received by WRTA concerning its procurement activities. Such procedures are found in EXHIBIT H - Protest Procedures.

EXHIBIT A
PROSPECTIVE PROPOSER FACT SHEET

Name of Contractor: _____

Contractor Tax ID#: ____ - ____ - ____ - ____ - ____

Contractor's License #: _____ Type: _____ (as applicable)

Contractor Does Business As: ☐ Individual ☐ Partnership ☐ Corporation
 ☐ Government ☐ Fiduciary ☐ Other _____

Contractor is a: ☐ Resident ☐ Non-Resident of Massachusetts

- 1) Are you or your firm authorized to business in Massachusetts? ☐ Yes ☐ No
- 2) Are you or your firm a certified DBE? ☐ Yes ☐ No
- 3) Is this a local business? ☐ Yes ☐ No
- 4) This firm has been in continuous business under the present name for ____ years.

- End Exhibit A -

EXHIBIT B

NON-COLLUSION DECLARATION

TO BE EXECUTED BY PROPOSER AND SUBMITTED WITH RFP

I, _____, am the

(Position / Title) of _____,
(Company)

the party making the foregoing RFP that the RFP is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the RFP is genuine and not collusive or sham; that the Proposer has not directly or indirectly induced or solicited any other Proposer to put in a false or sham RFP; and has not directly or indirectly colluded, conspired, connived, or agreed with any Proposer or anyone else to put in a sham RFP, or that anyone shall refrain from bidding; that the Proposer has not in any manner directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the Proposer or any other Proposer, or to fix any overhead, profit, or cost element of the bid price, or of that of any other Proposer, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the RFP are true; and, further, that the Proposer has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

I declare under penalty of perjury under the laws of the Commonwealth of Massachusetts that the foregoing is true and correct:

(Date) (Signature)

- End Exhibit B -

EXHIBIT C

CERTIFICATION AS TO PAYMENT OF STATE TAXES

Pursuant to Chapter 62C of the Massachusetts General Laws, Section 49A(b), I,

_____, authorized signatory for the CONTRACTOR does hereby certify under the pains and penalties of perjury that said CONTRACTOR has complied with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

Social Security Number or
Federal Identification Number

Signature of Individual or
Corporate Name

By:
Corporate Officer
(if applicable)

- End Exhibit C -

EXHIBIT D

CUSTOMER REFERENCES

List and submit with this RFP three (3) customer references, preferably within the Commonwealth of Massachusetts, for whom the Proposer has furnished a similar service.

1. COMPANY NAME: _____
CONTACT PERSON: _____
TELEPHONE NUMBER: _____
EMAIL ADDRESS: _____
COMPANY ADDRESS: _____

2. COMPANY NAME: _____
CONTACT PERSON: _____
TELEPHONE NUMBER: _____
EMAIL ADDRESS: _____
COMPANY ADDRESS: _____

3. COMPANY NAME: _____
CONTACT PERSON: _____
TELEPHONE NUMBER: _____
EMAIL ADDRESS: _____
COMPANY ADDRESS: _____

- End Exhibit D -

EXHIBIT E

WORCESTER REGIONAL TRANSIT AUTHORITY

60 Foster Street, Worcester, MA 01608
Phone: (508) 791-2389 Fax: (508) 752-1676

GOVERNMENT-WIDE DEBARMENT AND SUSPENSION

Applies to All Contracts >\$25,000

2 C.F.R. part 180

2 C.F.R part 1200

2 C.F.R. § 200.213

2 C.F.R. part 200 Appendix II (I)

Executive Order 12549

Executive Order 12689

Debarment, Suspension, Ineligibility and Voluntary Exclusion

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of \$25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or agency to be:

- a) Debarred from participation in any federally assisted Award;
- b) Suspended from participation in any federally assisted Award;
- c) Proposed for debarment from participation in any federally assisted Award;
- d) Declared ineligible to participate in any federally assisted Award;
- e) Voluntarily excluded from participation in any federally assisted Award; or
- f) Disqualified from participation in any federally assisted Award.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by the WRTA. If it is later determined by the WRTA that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the WRTA, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

_____ Signature of Contractor's Authorized Official

_____ Name and Title of Contractor's Authorized Official

_____ Date

- End Exhibit E -

EXHIBIT F

WORCESTER REGIONAL TRANSIT AUTHORITY

60 Foster Street, Worcester, MA 01608
Phone: (508) 791-2389 Fax: (508) 752-1676

LOBBYING RESTRICTIONS

Applies to All Contracts >\$100,000

31 U.S.C. § 1352

2 C.F.R. § 200.450

2 C.F.R. part 200 appendix II (J)

49 C.F.R. part 20

Lobbying Restrictions

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of WRTA, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subcontractors shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

_____ Signature of Contractor's Authorized Official

_____ Name and Title of Contractor's Authorized Official

_____ Date

- End Exhibit F -

EXHIBIT G

Federally Required and Other Model Contract Clauses Applicability of Third Party Contract Clauses – Operations/Management/Subrecipients > \$100,000 (Excluding micro-purchases, and exceptions as noted within each clause)

1. NO GOVERNMENT OBLIGATIONS TO THIRD PARTIES
2. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS
3. ACCESS TO RECORDS AND REPORTS
4. CHANGES TO FEDERAL REQUIREMENTS
5. CIVIL RIGHTS LAWS AND REGULATIONS
6. INCORPORATION OF FTA TERMS
7. ENERGY CONSERVATION
8. TERMINATION
9. GOVERNMENT-WIDE DEBARMENT AND SUSPENSION
10. VIOLATION AND BREACH OF CONTRACT
11. LOBBYING RESTRICTIONS
12. CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT
13. FLY AMERICA
14. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT
15. PUBLIC TRANSPORTATION EMPLOYEE PROTECTIVE AGREEMENTS
16. CHARTER SERVICE OPERATIONS
17. SCHOOL BUS OPERATIONS
18. SUBSTANCE ABUSE REGULATIONS
19. DISADVANTAGED BUSINESS ENTERPRISE (DBE)
- 19d. PROMPT PAYMENT
20. RECYCLED PRODUCTS
21. AMERICANS WITH DISABILITIES ACT (ADA)
22. SAFE OPERATION OF MOTOR VEHICLES
23. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT
24. NOTICE TO FTA AND U.S. DOT INSPECTOR GENERAL OF INFORMATION RELATED TO FRAUD, WASTE, ABUSE, OR OTHER LEGAL MATTERS

1. NO GOVERNMENT OBLIGATION TO THIRD PARTIES - *Applies to All Contracts*

The WRTA and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to the WRTA, Contractor or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract. The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

2. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS

Applies to All Procurements

49 U.S.C. § 5323(l) (1)

31 U.S.C. §§ 3801-3812

18 U.S.C. § 1001

49 C.F.R. part 31

The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that

may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. chapter 53, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5323(l) on the Contractor, to the extent the Federal Government deems appropriate.

The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

3. ACCESS TO RECORDS AND REPORTS - *Applies to All Procurement Types*

49 U.S.C. § 5325(g)

2 C.F.R. § 200.333

49 C.F.R. part 633

a. Record Retention. The Contractor will retain, and will require its subcontractors of all tiers to retain, complete and readily accessible records related in whole or in part to the contract, including, but not limited to, data, documents, reports, statistics, sub-agreements, leases, subcontracts, arrangements, other third party agreements of any type, and supporting materials related to those records.

b. Retention Period. The Contractor agrees to comply with the record retention requirements in accordance with 2 C.F.R. § 200.333. The Contractor shall maintain all books, records, accounts and reports required under this Contract for a period of at not less than three (3) years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case records shall be maintained until the disposition of all such litigation, appeals, claims or exceptions related thereto.

c. Access to Records. The Contractor agrees to provide sufficient access to FTA and its contractors to inspect and audit records and information related to performance of this contract as reasonably may be required.

d. Access to the Sites of Performance. The Contractor agrees to permit FTA and its contractors' access to the sites of performance under this contract as reasonably may be required.

4. FEDERAL CHANGES – *Applies to all Contracts*

49 CFR Part 18

Federal Changes - Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between Purchaser and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

5. CIVIL RIGHTS LAWS AND REGULATIONS – *Applies to All Procurement Types*

Civil Rights and Equal Opportunity – The WRTA is an Equal Opportunity Employer. As such, the WRTA agrees to comply with all applicable Federal civil rights laws and implementing regulations. Apart from inconsistent requirements imposed by Federal laws or regulations, the WRTA agrees to comply with the requirements of 49 U.S.C. § 5323(h) (3) by not using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications.

Under this Agreement, the Contractor shall at all times comply with the following requirements and shall include these requirements in each subcontract entered into as part thereof.

1. Nondiscrimination. In accordance with Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex, disability, or age. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

2. Race, Color, Religion, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e et seq., and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable

equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. chapter 60, and Executive Order No. 11246, "Equal Employment Opportunity in Federal Employment," September 24, 1965, 42 U.S.C. § 2000e note, as amended by any later Executive Order that amends or supersedes it, referenced in 42 U.S.C. § 2000e note. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, or sex (including sexual orientation and gender identity). Such action shall include, but not be limited to, the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

3. **Age.** In accordance with the Age Discrimination in Employment Act, 29 U.S.C. §§ 621- 634, U.S. Equal Employment Opportunity Commission (U.S. EEOC) regulations, "Age Discrimination in Employment Act," 29 C.F.R. part 1625, the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 et seq., U.S. Health and Human Services regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance," 45 C.F.R. part 90, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

4. **Disabilities.** In accordance with section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12101 et seq., the Architectural Barriers Act of 1968, as amended, 42 U.S.C. § 4151 et seq., and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against individuals on the basis of disability. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

6. INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS – *Applies to all Contracts*

The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any the WRTA requests which would cause the WRTA to be in violation of the FTA terms and conditions.

7. ENERGY CONSERVATION – *Applies to All Procurements*

42 U.S.C. 6321 et seq.

49 C.F.R. part 622, subpart C

The contractor agrees to comply with mandatory standards and policies relating to energy efficiency, which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

8. TERMINATION – *Applies to all contracts >\$10,000 if 49 CFR part 18 applies*

2 C.F.R. § 200.339

2 C.F.R. part 200, Appendix II (B)

Termination for Convenience (General Provision)

The WRTA may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the WRTA's best interest. The Contractor shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The Contractor shall promptly submit its termination claim to WRTA to be paid the Contractor. If the Contractor has any property in its possession belonging to WRTA, the Contractor will account for the same, and dispose of it in the manner WRTA directs.

Termination for Default [Breach or Cause] (General Provision)

If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the WRTA may terminate this contract for default. Termination shall be effected by serving a Notice of Termination on the Contractor setting forth the manner in which the Contractor is in default. The

Contractor will be paid only the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

If it is later determined by the WRTA that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, the WRTA, after setting up a new delivery of performance schedule, may allow the Contractor to continue work, or treat the termination as a Termination for Convenience.

Opportunity to Cure (General Provision)

The WRTA, in its sole discretion may, in the case of a termination for breach or default, allow the Contractor [an appropriately short period of time] in which to cure the defect. In such case, the Notice of Termination will state the time period in which cure is permitted and other appropriate conditions

If Contractor fails to remedy to WRTA's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within [10 days] after receipt by Contractor of written notice from WRTA setting forth the nature of said breach or default, WRTA shall have the right to terminate the contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude WRTA from also pursuing all available remedies against Contractor and its sureties for said breach or default.

Waiver of Remedies for any Breach

In the event that WRTA elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this contract, such waiver by WRTA shall not limit WRTA's remedies for any succeeding breach of that or of any other covenant, term, or condition of this contract.

Termination for Convenience (Professional or Transit Service Contracts)

The WRTA, by written notice, may terminate this contract, in whole or in part, when it is in the WRTA's interest. If this contract is terminated, the WRTA shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.

Termination for Default (Supplies and Service)

If the Contractor fails to deliver supplies or to perform the services within the time specified in this contract or any extension, or if the Contractor fails to comply with any other provisions of this contract, the WRTA may terminate this contract for default. The WRTA shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. The Contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner or performance set forth in this contract.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the WRTA.

Termination for Default (Transportation Services)

If the Contractor fails to pick up the commodities or to perform the services, including delivery services, within the time specified in this contract or any extension, or if the Contractor fails to comply with any other provisions of this contract, the WRTA may terminate this contract for default. The WRTA shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of default. The Contractor will only be paid the contract price for services performed in accordance with the manner of performance set forth in this contract.

If this contract is terminated while the Contractor has possession of WRTA goods, the Contractor shall, upon direction of the WRTA, protect and preserve the goods until surrendered to the WRTA or its agent. The Contractor and WRTA shall agree on payment for the preservation and protection of goods. Failure to agree on an amount will be resolved under the Dispute clause.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the WRTA.

Termination for Default (Construction)

If the Contractor refuses or fails to prosecute the work or any separable part, with the diligence that will ensure its completion within the time specified in this contract or any extension or fails to complete the work within this time, or if the Contractor fails to comply with any other provision of this contract, WRTA may terminate this contract for default. The WRTA shall terminate by delivering to the Contractor a Notice of Termination specifying the nature of the default. In this event, the WRTA may take over the work and compete it by contract or otherwise, and may take possession of and use any materials, appliances, and plant on the work site necessary for completing the work. The Contractor and its sureties shall be liable for any damage to the WRTA resulting from the Contractor's refusal or failure to complete the work within specified time, whether or not the Contractor's right to proceed with the work is terminated. This liability includes any increased costs incurred by the WRTA in completing the work.

The Contractor's right to proceed shall not be terminated nor shall the Contractor be charged with damages under this clause if:

1. The delay in completing the work arises from unforeseeable causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include: acts of God, acts of WRTA, acts of another contractor in the performance of a contract with WRTA, epidemics, quarantine restrictions, strikes, freight embargoes; and
2. The Contractor, within [10] days from the beginning of any delay, notifies WRTA in writing of the causes of delay. If, in the judgment of WRTA, the delay is excusable, the time for completing the work shall be extended. The judgment of WRTA shall be final and conclusive for the parties, but subject to appeal under the Disputes clause(s) of this contract. If, after termination of the Contractor's right to proceed, it is determined that the Contractor was not in default, or that the delay was excusable, the rights and obligations of the parties will be the same as if the termination had been issued for the convenience of WRTA.

Termination for Convenience or Default (Architect and Engineering)

The WRTA may terminate this contract in whole or in part, for the WRTA's convenience or because of the failure of the Contractor to fulfill the contract obligations. The WRTA shall terminate by delivering to the Contractor a Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall (1) immediately discontinue all services affected (unless the notice directs otherwise), and (2) deliver to the WRTA's Contracting Officer all data, drawings, specifications, reports, estimates, summaries, and other information and materials accumulated in performing this contract, whether completed or in process. WRTA has a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, all such data, drawings, specifications, reports, estimates, summaries, and other information and materials.

If the termination is for the convenience of the WRTA, the WRTA's Contracting Officer shall make an equitable adjustment in the contract price but shall allow no anticipated profit on unperformed services.

If the termination is for failure of the Contractor to fulfill the contract obligations, the WRTA may complete the work by contract or otherwise and the Contractor shall be liable for any additional cost incurred by the WRTA.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of WRTA.

Termination for Convenience or Default (Cost-Type Contracts)

The WRTA may terminate this contract, or any portion of it, by serving a Notice of Termination on the Contractor. The notice shall state whether the termination is for convenience of WRTA or for the default of the Contractor. If the termination is for default, the notice shall state the manner in which the Contractor has failed to perform the requirements of the contract. The Contractor shall account for any property in its possession paid for from funds received from the WRTA, or property supplied to the Contractor by the WRTA. If the termination is for default, the WRTA may fix the fee, if the contract provides for a fee, to be paid the Contractor in proportion to the value, if any, of work performed up to the time of termination. The Contractor shall promptly submit its termination claim to the WRTA and the parties shall negotiate the termination settlement to be paid the Contractor.

If the termination is for the convenience of WRTA, the Contractor shall be paid its contract close-out costs, and a fee, if the contract provided for payment of a fee, in proportion to the work performed up to the time of termination.

If, after serving a Notice of Termination for Default, the WRTA determines that the Contractor has an excusable reason for not performing, the WRTA, after setting up a new work schedule, may allow the Contractor to continue work, or treat the termination as a Termination for Convenience.

9. GOVERNMENT-WIDE DEBARMENT AND SUSPENSION – Applies to All Contracts >\$25,000

2 C.F.R. part 180

2 C.F.R. part 1200

2 C.F.R. § 200.213

2 C.F.R. part 200 Appendix II (I)

Executive Order 12549

Executive Order 12689

Debarment, Suspension, Ineligibility and Voluntary Exclusion

The Contractor shall comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 C.F.R. part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 C.F.R. part 180. These provisions apply to each contract at any tier of \$25,000 or more, and to each contract at any tier for a federally required audit (irrespective of the contract amount), and to each contract at any tier that must be approved by an FTA official

irrespective of the contract amount. As such, the Contractor shall verify that its principals, affiliates, and subcontractors are eligible to participate in this federally funded contract and are not presently declared by any Federal department or WRTA to be:

- a) Debarred from participation in any federally assisted Award;
- b) Suspended from participation in any federally assisted Award;
- c) Proposed for debarment from participation in any federally assisted Award;
- d) Declared ineligible to participate in any federally assisted Award;
- e) Voluntarily excluded from participation in any federally assisted Award; or
- f) Disqualified from participation in any federally assisted Award.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by the WRTA. If it is later determined by the WRTA that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to the WRTA, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 C.F.R. part 180, subpart C, as supplemented by 2 C.F.R. part 1200, while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

SEE FRONT PAGES OF PURCHASE ORDER FOR DEBARMENT AND SUSPENSION CERTIFICATION

10. VIOLATION AND BREACH OF CONTRACT – *Applies to all Contracts >\$250,000*

2 C.F.R. § 200.326

2 C.F.R. part 200, Appendix II (A)

Rights and Remedies of the WRTA - The WRTA shall have the following rights in the event that the WRTA deems the Contractor guilty of a breach of any term under the Contract.

- 1. The right to take over and complete the work or any part thereof as WRTA for and at the expense of the Contractor, either directly or through other contractors;
- 2. The right to cancel this Contract as to any or all of the work yet to be performed;
- 3. The right to specific performance, an injunction or any other appropriate equitable remedy; and
- 4. The right to money damages.

Rights and Remedies of Contractor - Inasmuch as the Contractor can be adequately compensated by money damages for any breach of this Contract, which may be committed by the WRTA, the Contractor expressly agrees that no default, act or omission of the WRTA shall constitute a material breach of this Contract, entitling Contractor to cancel or rescind the Contract (unless the WRTA directs Contractor to do so) or to suspend or abandon performance.

Remedies - Substantial failure of the Contractor to complete the Project in accordance with the terms of this Agreement will be a default of this Agreement. In the event of a default, the WRTA will have all remedies in law and equity, including the right to specific performance, without further assistance, and the rights to termination or suspension as provided herein. The Contractor recognizes that in the event of a breach of this Agreement by the Contractor before the WRTA takes action contemplated herein, the WRTA will provide the Contractor with sixty (60) days written notice that the WRTA considers that such a breach has occurred and will provide the Contractor a reasonable period of time to respond and to take necessary corrective action.

Disputes - Disputes arising in the performance of this Contract that are not resolved by agreement of the parties shall be decided in writing by the authorized representative of WRTA's Administrator. This decision shall be final and conclusive unless within [10] days from the date of receipt of its copy, the Contractor mails or otherwise furnishes a written appeal to the Administrator. In connection with any such appeal, the Contractor shall be afforded an opportunity to be heard and to offer evidence in support of its position. The decision of the Administrator shall be binding upon the Contractor and the Contractor shall abide by the decision.

In the event that a resolution of the dispute is not mutually agreed upon, the parties can agree to mediate the dispute or proceed with litigation. Notwithstanding any provision of this section, or any other provision of this Contract, it is expressly agreed and understood that any court proceeding arising out of a dispute under the Contract shall be heard by a Court de novo and the court shall not be limited in such proceeding to the issue of whether the Authority acted in an arbitrary, capricious or grossly erroneous manner.

Pending final settlement of any dispute, the parties shall proceed diligently with the performance of the Contract, and in accordance with the WRTA's direction or decisions made thereof.

Performance during Dispute - Unless otherwise directed by WRTA, Contractor shall continue performance under this Contract while matters in dispute are being resolved.

Claims for Damages - Should either party to the Contract suffer injury or damage to person or property because of any act or omission of the party or of any of its employees, agents or others for whose acts it is legally liable, a claim for damages therefor shall be made in writing to such other party within a reasonable time after the first observance of such injury or damage.

Remedies - Unless this Contract provides otherwise, all claims, counterclaims, disputes and other matters in question between the WRTA and the Contractor arising out of or relating to this agreement or its breach will be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State in which the WRTA is located.

Rights and Remedies - The duties and obligations imposed by the Contract documents and the rights and remedies available thereunder shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law. No action or failure to act by the WRTA or Contractor shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically agreed in writing.

11. LOBBYING RESTRICTIONS – Applies to All Contracts >\$100,000

31 U.S.C. § 1352

2 C.F.R. § 200.450

2 C.F.R. part 200 appendix II (J)

49 C.F.R. part 20

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an WRTA, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any WRTA, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subWRTAs shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

SEE FRONT PAGES OF PURCHASE ORDER FOR LOBBYING RESTRICTIONS CERTIFICATION

12. CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT – Applies to All Procurement Types >\$100,000

42 U.S.C. §§ 7401 – 7671q

33 U.S.C. §§ 1251-1387

2 C.F.R. part 200, Appendix II (G)

The Contractor agrees:

- 1) It will not use any violating facilities;
- 2) It will report the use of facilities placed on or likely to be placed on the U.S. EPA "List of Violating Facilities;"
- 3) It will report violations of use of prohibited facilities to FTA; and
- 4) It will comply with the inspection and other requirements of the Clean Air Act, as amended, (42 U.S.C. §§ 7401 – 7671q); and the Federal Water Pollution Control Act as amended, (33 U.S.C. §§ 1251-1387).

13. FLY AMERICA – *Applies to All Procurements involving foreign transport or travel by air*

49 U.S.C. § 40118
41 C.F.R. part 301-10
48 C.F.R. part 47.4

Fly America Requirements

a) Definitions. As used in this clause—

“International air transportation” means transportation by air between a place in the United States and a place outside the United States or between two places both of which are outside the United States.

“United States” means the 50 States, the District of Columbia, and outlying areas.

“U.S.-flag air carrier” means an air carrier holding a certificate under 49 U.S.C. Chapter 411.

b) When Federal funds are used to fund travel, Section 5 of the International Air Transportation Fair Competitive Practices Act of 1974 (49 U.S.C. 40118) (Fly America Act) requires contractors, WRTAs, and others use U.S.-flag air carriers for U.S. Government-financed international air transportation of personnel (and their personal effects) or property, to the extent that service by those carriers is available. It requires the Comptroller General of the United States, in the absence of satisfactory proof of the necessity for foreign-flag air transportation, to disallow expenditures from funds, appropriated or otherwise established for the account of the United States, for international air transportation secured aboard a foreign-flag air carrier if a U.S.-flag air carrier is available to provide such services.

c) If available, the Contractor, in performing work under this contract, shall use U.S.-flag carriers for international air transportation of personnel (and their personal effects) or property.

d) In the event that the Contractor selects a carrier other than a U.S.-flag air carrier for international air transportation, the Contractor shall include a statement on vouchers involving such transportation essentially as follows:

Statement of Unavailability of U.S.-Flag Air Carriers

International air transportation of persons (and their personal effects) or property by U.S.-flag air carrier was not available or it was necessary to use foreign-flag air carrier service for the following reasons. See FAR § 47.403. [State reasons]:

(End of statement)

e) The Contractor shall include the substance of this clause, including this paragraph (e), in each subcontract or purchase under this contract that may involve international air transportation. (End of Clause)

14. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT – *Applies to Contracts >\$250,000*

1. Overtime requirements - No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

2. Violation; liability for unpaid wages; liquidated damages - In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.

3. Withholding for unpaid wages and liquidated damages - The Worcester Regional Transit Authority shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.

4. Subcontracts - The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraphs (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.

5. Payrolls and basic records. (i) Payrolls and basic records relating thereto shall be maintained by the contractor during the course of the work and preserved for a period of three years thereafter for all laborers and mechanics working at the site of the work (or under the United States Housing Act of 1937, or under the Housing Act of 1949, in the construction or development of the project). Such records shall contain the name, address, and social security number of each such worker, his or her correct classification, hourly rates of wages paid (including rates of contributions or costs anticipated for bona fide fringe benefits or cash equivalents thereof of the types described in section 1(b)(2)(B) of the Davis-Bacon Act), daily and weekly number of hours worked, deductions made and actual wages paid. Whenever the Secretary of Labor has found under 29 CFR 5.5(a)(1)(iv) that the wages of any laborer or mechanic include the amount of any costs reasonably anticipated in providing benefits under a plan or program described in section 1(b)(2)(B) of the Davis-Bacon Act, the contract shall maintain records which show that the commitment to provide such benefits. Contractors employing apprentices or trainees under approved programs shall maintain written evidence of the registration of apprenticeship programs and certification of trainee programs, the registration of the apprentices and trainees, and the ratios and wage rates prescribed in the applicable programs.

15. PUBLIC TRANSPORTATION EMPLOYEE PROTECTIVE ARRANGEMENTS

49 U.S.C. § 5333(b) ("13(c)")

29 C.F.R. part 215

The Contractor agrees to comply with the following employee protective arrangements of 49 U.S.C. § 5333(b):

1. U.S. DOL Certification: Under this Contract or any Amendments thereto that involve public transportation operations that are supported with federal assistance, a certification issued by U.S. DOL is a condition of the Contract.

2. Special Warranty: When the Contract involves public transportation operations and is supported with federal assistance appropriated or made available for 49 U.S.C. § 5311, U.S. DOL will provide a Special Warranty for its Award, including its Award of federal assistance under the Tribal Transit Program. The U.S. DOL Special Warranty is a condition of the Contract.

3. Special Arrangements: The conditions of 49 U.S.C. § 5333(b) do not apply to Contractors providing public transportation operations pursuant to 49 U.S.C. § 5310. FTA reserves the right to make case-by-case determinations of the applicability of 49 U.S.C. § 5333(b) for all transfers of funding authorized under title 23, United States Code (flex funds), and make other exceptions as it deems appropriate, and, in those instances, any special arrangements required by FTA will be incorporated herein as required.

16. CHARTER SERVICE OPERATIONS

49 U.S.C. 5323(d) and (r)

49 C.F.R. part 604

The contractor agrees to comply with 49 U.S.C. 5323(d), 5323(r), and 49 C.F.R. part 604, which provides that WRTA and subrecipients of FTA assistance are prohibited from providing charter service using federally funded equipment or facilities if there is at least one private charter operator willing and able to provide the service, except as permitted under:

- (1) Federal transit laws, specifically 49 U.S.C. § 5323(d);
- (2) FTA regulations, "Charter Service," 49 C.F.R. part 604;
- (3) Any other federal Charter Service regulations; or
- (4) Federal guidance, except as FTA determines otherwise in writing.

The contractor agrees that if it engages in a pattern of violations of FTA's Charter Service regulations, FTA may require corrective measures or impose remedies on it. These corrective measures and remedies may include:

- (1) Barring it or any subcontractor operating public transportation under its Award that has provided prohibited charter service from receiving federal assistance from FTA;
- (2) Withholding an amount of federal assistance as provided by Appendix D to part 604 of FTA's Charter Service regulations; or
- (3) Any other appropriate remedy that may apply.

The contractor should also include the substance of this clause in each subcontract that may involve operating public transit services.

17. SCHOOL BUS OPERATIONS

49 U.S.C. 5323(f)
49 C.F.R. part 605

The contractor agrees to comply with 49 U.S.C. 5323(f), and 49 C.F.R. part 604, and not engage in school bus operations using federally funded equipment or facilities in competition with private operators of school buses, except as permitted under:

- (1) Federal transit laws, specifically 49 U.S.C. § 5323(f);
- (2) FTA regulations, "School Bus Operations," 49 C.F.R. part 605;
- (3) Any other federal School Bus regulations; or
- (4) Federal guidance, except as FTA determines otherwise in writing.

If Contractor violates this School Bus Agreement, FTA may:

- (1) Bar the Contractor from receiving Federal assistance for public transportation; or
- (2) Require the contractor to take such remedial measures as FTA considers appropriate.

When operating exclusive school bus service under an allowable exemption, the contractor may not use federally funded equipment, vehicles, or facilities. The Contractor should include the substance of this clause in each subcontract or purchase under this contract that may operate public transportation services.

18. SUBSTANCE ABUSE REQUIREMENTS

49 U.S.C. § 5331
49 C.F.R. part 655
49 C.F.R. part 40

SUBSTANCE ABUSE TESTING: The Contractor agrees to participate in WRTA's drug and alcohol program established in compliance with 49 C.F.R. part 655.

19. DISADVANTAGED BUSINESS ENTERPRISE (DBE) – *Applies to All Procurement Types* 49 C.F.R. part 26

The following contract clause is required in all DOT-assisted prime and subcontracts:

a. This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The WRTA's overall goal for DBE participation is 0.66%.

b. The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the WRTA deems appropriate, which may include, but is not limited to:

- (1) Withholding monthly progress payments;
- (2) Assessing sanctions;
- (3) Liquidated damages; and/or
- (4) Disqualifying the contractor from future bidding as non-responsible. 49 C.F.R. § 26.13(b).

Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

c. The successful bidder/offeror will be required to report its DBE participation obtained through race-neutral means throughout the period of performance.

19d. **PROMPT PAYMENT** - The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from the WRTA. In addition, the contractor is required to return any retainage payments to those subcontractors within 30 days after the subcontractor's work related to this contract is satisfactorily completed.

e. The contractor must promptly notify the WRTA, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of the WRTA.

20. RECYCLED PRODUCTS – *Applies to Operations/Management/Subrecipients; Construction; Materials and Supplies Procurements – EPA Selected Items > \$10,000 Annually*

42 U.S.C. § 6962
40 C.F.R. part 247
2 C.F.R. part § 200.322

Recovered Materials - The Contractor agrees to provide a preference for those products and services that conserve natural resources, protect the environment, and are energy efficient by complying with and facilitating compliance with Section 6002 of the Resource Conservation and Recovery Act, as amended, 42 U.S.C. § 6962, and U.S. Environmental Protection Agency (U.S. EPA), "Comprehensive Procurement Guideline for Products Containing Recovered Materials," 40 C.F.R. part 247.

21. AMERICANS WITH DISABILITIES ACT (ADA)

ADA Access - This requirement applies to contracts for Architectural and Engineering Services. The contractor agrees to comply with the requirements of 49 U.S.C. § 5301 (d), which states the Federal policy that the elderly and persons with disabilities have the same right as other persons to use mass transportation service and facilities, and that special efforts shall be made in planning and designing those services and facilities to implement that policy. The contractor also agrees to comply with all applicable requirements of section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. § 794, which prohibits discrimination on the basis of handicaps, with the Americans with Disabilities Act of 1990 (ADA), as amended, 42 U.S.C. §§ 12101 et seq., which requires that accessible facilities and services be made available to persons with disabilities, including any subsequent amendments to that Act, and with the Architectural Barriers act of 1968, as amended, 42 U.S.C. §§ 4151 et seq., which requires that buildings and public accommodations be accessible to persons with disabilities, including any subsequent amendments to that Act. In addition, the contractor agrees to comply with any and all applicable requirements issued by the FTA, DOT, DOJ, U.S. GSA, U.S. EEOC, U.S. FCC, any subsequent amendments thereto and any other nondiscrimination statute(s) that may apply to the Project.

22. SAFE OPERATION OF MOTOR VEHICLES

23 U.S.C. part 402
Executive Order No. 13043
Executive Order No. 13513
U.S. DOT Order No. 3902.10

Seat Belt Use - The Contractor is encouraged to adopt and promote on-the-job seat belt use policies and programs for its employees and other personnel that operate company-owned vehicles, company-rented vehicles, or personally operated vehicles. The terms “company-owned” and “company-leased” refer to vehicles owned or leased either by the Contractor or WRTA.

Distracted Driving - The Contractor agrees to adopt and enforce workplace safety policies to decrease crashes caused by distracted drivers, including policies to ban text messaging while using an electronic device supplied by an employer, and driving a vehicle the driver owns or rents, a vehicle Contractor owns, leases, or rents, or a privately-owned vehicle when on official business in connection with the work performed under this agreement.

23. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT – *Applies to All Procurements*

2 CFR 200.216

The contractor is prohibited from obligating or expending Federal funds to:

1. Procure or obtain
2. Extend or renew a contract to procure or obtain; or
3. Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that use covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, “covered telecommunications equipment or services” is:
 - a. Telecommunications equipment provided by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities)
 - b. For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
 - c. Telecommunications or video surveillance services provided by such entities or using such equipment.
 - d. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

The contractor shall not provide covered telecommunications equipment or services in the performance of this contract.

24. NOTICE TO FTA AND U.S. DOT INSPECTOR GENERAL OF INFORMATION RELATED TO FRAUD, WASTE, ABUSE, OR OTHER LEGAL MATTERS – *Applies to All Contracts in excess of \$25,000*
FTA Master Agreement §39(b)

If a current or prospective legal matter that may affect the Federal Government emerges, the Contractor must promptly notify the Worcester Regional Transit Authority (WRTA), which will promptly notify the FTA Chief Counsel and FTA Regional Counsel for the Region in which the WRTA is located. The Contractor must include an equivalent provision in its sub-agreements at every tier, for any agreement that is a “covered transaction” according to 2 C.F.R. §§ 180.220 and 1200.220.

- The types of legal matters that require notification include, but are not limited to, a major dispute, breach, default, litigation, or naming the Federal Government as a party to litigation or a legal disagreement in any forum

for any reason.

- Matters that may affect the Federal Government include, but are not limited to, the Federal Government's interests in the Award, the accompanying Underlying Agreement between the FTA and the WRTA, and any Amendments thereto, or the Federal Government's administration or enforcement of federal laws, regulations, and requirements.

Additional Notice to U.S. DOT Inspector General. The Contractor must promptly notify the WRTA, which will promptly notify the U.S. DOT Inspector General in addition to the FTA Chief Counsel or Regional Counsel for the Region in which the WRTA is located, if the Contractor has knowledge of potential fraud, waste, or abuse occurring on a Project receiving assistance from FTA. The notification provision applies if a person has or may have submitted a false claim under the False Claims Act, 31 U.S.C. § 3729, et seq., or has or may have committed a criminal or civil violation of law pertaining to such matters as fraud, conflict of interest, bid rigging, misappropriation or embezzlement, bribery, gratuity, or similar misconduct involving federal assistance. This responsibility occurs whether the Project is subject to this Agreement or another agreement with the WRTA involving a principal, officer, employee, agent, or Third Party Participant of the Contractor. It also applies to subcontractors at any tier. Knowledge, as used in this paragraph, includes, but is not limited to, knowledge of a criminal or civil investigation by a Federal, state, or local law enforcement or other investigative agency, a criminal indictment or civil complaint, or probable cause that could support a criminal indictment, or any other credible information in the possession of the Contractor. In this paragraph, "promptly" means to refer information without delay and without change. This notification provision applies to all divisions of the Contractor, including divisions tasked with law enforcement or investigatory functions.

- End Exhibit G -

EXHIBIT H

PROTEST PROCEDURES

The following Bid Protest Procedures apply to Federal Transit Administration (FTA) assisted procurements that are competitively solicited. Interested parties must adhere to the following procedures. A protest will be processed in the time frames and structure specified below.

A. PRIOR TO OFFER OPENING

1. Protests concerning a procurement (by a prime contractor or an adversely affected subcontractor) must be in writing and received by WRTA not less than five (5) working days before offer opening unless a different deadline is established in the procurement documents.
2. Upon receipt of that protest, the Administrator will determine if the offer opening should be postponed. If offer opening is postponed, WRTA will notify all prime contractors and subcontractors who have been furnished a copy of the specifications that a protest has been filed and that offer opening is postponed until WRTA has issued its decision. Appropriate addenda will be issued rescheduling offer opening.
3. Any protest to WRTA may be withdrawn at any time before WRTA has issued its decision.
4. WRTA will respond within three (3) working days of receiving the protest, at least generally, to each material issue raised in the Protest. If the matter requires further evaluation, the Administrator will notify the protesting party in writing (by facsimile and U.S. Mail) of the extended review period. The Administrator's decision on any protest will be in writing and is final.

B. AFTER OFFER OPENING

1. Protests received after an offer opening will be considered only if it concerns an issue, procedure, or other matter that could not have been protested by an offeror prior to the opening. The protest must be in writing and be received by WRTA at least three (3) working days before the conditional award of a contract by the WRTA.
2. Upon receipt of the protest, the Administrator will immediately determine if the award of the contract should be postponed. If it is postponed, WRTA will notify all offerors that a protest has been filed and that award of the contract is postponed until WRTA has issued its decision.
3. A protest to WRTA may be withdrawn at any time before WRTA has issued its decision.
4. WRTA will respond within three (3) working days of receiving the protest, at least generally, to each material issue raised in the Protest. If the matter requires further

evaluation, the Administrator will notify the protesting party in writing (by facsimile and U.S. Mail) of the extended review period. The Administrator's decision on any protest will be in writing and is final.

C. AFTER AWARD

1. Protests received after an award has been made will be considered only if it concerns an issue, procedure or other matter that could not have been protested by an offeror after the opening. The protest must be in writing and received by the WRTA three (3) working days before the execution of the resulting contract.
2. Upon receipt of the protest, the Administrator will immediately determine if the execution of the contract should be postponed. If it is postponed, WRTA will notify all offerors that a protest has been filed and that execution of the contract is postponed until WRTA has issued its decision.
3. A protest to WRTA may be withdrawn at any time before WRTA has issued its decision.
4. WRTA will respond within three (3) working days of receiving the protest, at least generally, to each material issue raised in the Protest. If the matter requires further evaluation, the Administrator will notify the protesting party in writing (by facsimile and U.S. Mail) of the extended review period. The Administrator's decision on any protest will be in writing and is final.

D. APPEALS

1. Except as provided above, there are no further administrative appeals available. In certain circumstances judicial remedies may be available to aggrieved parties.

The WRTA will consider all written protests made within the timelines stated in this policy. Protest submissions should be concise, logically arranged, clearly state the grounds for the protest, and must include at least the following information:

- Name, address, and telephone number of protester.
- Solicitation or contract name and/or number.
- A detailed statement of the legal and factual grounds for the protest, including copies of all relevant documents or information.
- A statement of relief requested.

Protests are to be filed by certified mail, return receipt requested or by personal deliver by 4:30 pm on or before the due date at:

Administrator
Worcester Regional Transit Authority
60 Foster Street

Worcester, MA 01608

If protests are filed by personal delivery, the protestor must obtain a time-stamped copy of the protest from the WRTA's Administration Office as proof of the date and time of the filing of the protest. It is the Protester's sole responsibility to provide said copy at the time of filing.

- End Exhibit H -

EXHIBIT I
COST PROPOSAL

(Next Page)

Cost Proposal

Firm Name _____

The above named company, in consideration for all direct and indirect cost for said service, does hereby agree that it will provide the following services set by the WRTA in the service areas specified.

Check off and initial those services proposed to operate.

1. _____ Ambulatory cost per trip in the WRTA service area. Complete Chart 1 with proposed cost per trip rates.
2. _____ Ambulatory shared ride rate in the WRTA service area. Complete Chart 1a with proposed shared ride rate.
3. _____ Wheelchair accessible cost per trip in the WRTA service area. Complete Chart 2 with proposed cost per trip rates.
4. _____ Wheelchair shared ride rate in the WRTA service area. Complete Chart 2a with proposed cost per shared ride rate.

Please Note: Trips passing through Worcester should not include Worcester in proposed rates (example: a trip quote from Shrewsbury to Auburn should be included in “1 town outside Worcester to “1 town outside Worcester” box in the Price Charts.

Date: _____ By: _____
Principal Officer Signature

MUST BE SUBMITTED WITH PROPOSAL
--

Chart 1
Ambulatory Price per One-Way Trip

	Worcester	1 Town outside Worcester	2 Towns outside Worcester	3 Towns outside Worcester	4 Towns outside Worcester
Worcester					
1 Town Outside Worcester					
2 Towns outside Worcester					
3 Towns outside Worcester					
4 Towns outside Worcester					

Name of Firm _____ Respondent Initials _____

MUST BE SUBMITTED WITH PROPOSAL

Chart 1a
Ambulatory Shared Ride Rate per One Way Trip

	Worcester	1 Town outside Worcester	2 Towns outside Worcester	3 Towns outside Worcester	4 Towns outside Worcester
Worcester					
1 Town Outside Worcester					
Oxford					
Webster					
Dudley					
Charlton					
Southbridge					
Sturbridge					
Spencer					
East Brookfield					
North Brookfield					
Brookfield					

Name of Firm _____ Respondent Initials _____

MUST BE SUBMITTED WITH PROPOSAL

Chart 2
Wheelchair
Price per One-Way Trip

	Worcester	1 Town outside Worcester	2 Towns outside Worcester	3 Towns outside Worcester	4 Towns outside Worcester
Worcester					
1 Town Outside Worcester					
2 Towns outside Worcester					
3 Towns outside Worcester					
4 Towns outside Worcester					

Name of Firm _____ Respondent Initials _____

MUST BE SUBMITTED WITH PROPOSAL

EXHIBIT J
AGREEMENT FOR GOODS AND SERVICES
(Next Page)

AGREEMENT FOR GOODS AND SERVICES
BY AND BETWEEN
WORCESTER REGIONAL TRANSIT AUTHORITY
AND
CONTRACTOR

THIS AGREEMENT made this ____ day of _____ 2025 by and between the Worcester Regional Transit Authority (hereinafter referred to as the “WRTA”) a body politic and political subdivision of the Commonwealth of Massachusetts established pursuant to M.G.L. Chapter 161b, and having a usual place of business at 60 Foster Street, Worcester, Massachusetts, and _____, a _____ corporation with a usual place of business at _____, hereinafter referred to as the “CONTRACTOR”.

WITNESSETH:

WHEREAS, the WRTA invited the submission of proposals for the procurement and installation of a Computer-Aided Dispatch and Automatic Vehicle Location System, hereinafter “the Project”; and

WHEREAS, the CONTRACTOR submitted a Proposal to perform the work required to complete the Project; and

WHEREAS, the WRTA has decided to award the contract therefor to the CONTRACTOR.

NOW, THEREFORE, the WRTA and the CONTRACTOR agree as follows:

1. CONTRACT DOCUMENTS. The Contract Documents consist of this Agreement, the Request for Proposal, the Federal Contract Clauses, any Addendum to the RFP, and the CONTRACTOR’s Proposal. The Contract Documents constitute the entire Agreement between the parties concerning the work, and all are as fully a part of this Agreement as if attached hereto.
2. THE WORK. The Work consists of _____, as more fully described in the Contract Documents as defined above.
3. TERM OF CONTRACT. This Agreement shall be in effect from _____ and shall expire on _____, unless terminated earlier pursuant to the terms hereof.
4. COMPENSATION.
 - A. The WRTA shall pay the CONTRACTOR as compensation for the performance of the services outlined in Section 2 above:

Payment shall be made based upon the Cost Proposal as submitted in the contract documents. Year 1, Year 2, and Year 3 rates are fixed as provided in Exhibit 1

attached. Any extensions will be negotiated between the parties upon request by the WRTA of a cost proposal from the CONTRACTOR.

- B. The acceptance by the CONTRACTOR of final payment for items and/or services provided shall be deemed a release of the WRTA from any and all claims and liabilities under this Agreement.
 - C. Neither the WRTA's review, approval or acceptance of, nor payment for any of the items and/or services provided shall be construed to operate as a waiver of any rights of the WRTA under the Agreement or any cause of action arising out of the performance of the agreement.
 - D. The WRTA shall cancel this Agreement if funds are not appropriated or otherwise made available to support continuation of performance in any fiscal year succeeding the current fiscal year as required.
5. PAYMENT OF COMPENSATION. The WRTA shall make payments within thirty (30) days after its receipt of Invoice.
6. LIABILITY OF THE WRTA. The WRTA's liability hereunder shall be to make all payments when they shall become due, and the WRTA shall be under no further obligation or liability. Nothing in this Agreement shall be construed to render the WRTA or any elected or appointed official or employee of the WRTA, or their successors in office, personally liable for any obligation under this Agreement.
7. INDEPENDENT CONTRACTOR. The CONTRACTOR acknowledges and agrees that it is acting as an independent contractor for all work and services rendered pursuant to this Agreement, and shall not be considered an employee or agent of the WRTA for any purpose.
8. INDEMNIFICATION.
- A. General Liability: The CONTRACTOR shall indemnify and hold harmless the WRTA from and against any and all claims, damages, losses, and expenses, including attorney's fees, to the extent arising out of the performance of this Agreement and to the extent the same relate to matters of general commercial liability, when such claims, damages, losses, and expenses are caused, in whole or in part, by the negligent or wrongful acts or omissions of the CONTRACTOR or their employees, agents, subcontractors or representatives.
 - B. Professional Liability: The CONTRACTOR shall indemnify and hold harmless the WRTA from and against any and all claims, damages, losses, and expenses, including attorney's fees, arising out of the performance of this Agreement and to the extent the same relate to the professional competence of the CONTRACTOR's services, when such claims, damages, losses, and expenses are caused, in whole or in part, by the negligent acts, negligent errors or omissions of the CONTRACTOR or their employees, agents, subcontractors or representatives.
9. INSURANCE.
- A. The CONTRACTOR shall obtain and maintain in full force and effect during the term of

this Agreement the insurance coverage in companies licensed to do business in the Commonwealth of Massachusetts, and acceptable to the WRTA, as set forth below:

General Liability

Bodily Injury Liability	\$1,000,000 per occurrence
Property Damage Liability	\$500,000 per occurrence
(or combined single limit)	\$1,000,000 per occurrence

Automobile Liability

Bodily Injury Liability	\$1,000,000 per occurrence
Property Damage Liability	\$500,000 per occurrence
(or combined single limit)	\$1,000,000 per occurrence

Workers' Compensation Insurance

Coverage for all employees in accordance with Massachusetts General Laws

Professional Liability Insurance

Minimum Coverage	\$1,000,000 per occurrence
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Cyber Liability Insurance

Minimum Coverage	\$1,000,000 per occurrence
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Umbrella Liability Insurance

\$1,000,000 per occurrence

B. The following stipulations apply to all policies:

- (a) All policies (except for Workers' Compensation coverage) shall be endorsed to name the entities listed above as additional insureds, their subsidiaries, officers, agents and employees and any other entity specified by Worcester Regional Transit Authority as additional insured. The endorsement shall further provide that additional insureds shall not be affected by any breach by Proposer of any provision of said policy.
- (b) All policies of insurance shall be primary and non-contributory and shall be with an insurance company with a current A.M. Best Rating (or similar rating if no longer available) of A-VIII or better; and authorized to do business in the state or commonwealth in which the work is being performed or the goods are being delivered.
- (c) All insurance policies in any way related to this Agreement and secured and maintained by the Proposer shall include a clause stating that each insurance company will waive all rights of recovery, under subrogation or otherwise, against the Worcester Regional Transit Authority. Further, the Proposer shall provide a copy of the endorsement to the Workers' Compensation policy stating that a waiver has been granted in favor of the Worcester Regional Transit Authority.

- (d) Proposer shall furnish certificates of insurance prior to entry onto the property and provide renewal certificates within 60 days prior to the expiration of the policies. Worcester Regional Transit Authority failure to review said certificates of insurance and letters or copies of insurance policies shall not be deemed to be a waiver of Proposer's obligations to comply with all provisions.
- (e) All policies shall contain a minimum of 30 days' notice of cancellation with notice to Worcester Regional Transit Authority.

10. ASSIGNMENT. The CONTRACTOR shall not assign, sublet or otherwise transfer this Agreement, in whole or in part, without the prior written consent of the WRTA, and shall not assign any of the moneys payable under this Agreement, except by and with the written consent of the WRTA.

11. TERMINATION.

A. Termination for Convenience (General Provision)

The WRTA may terminate this contract, in whole or in part, at any time by written notice to the Contractor when it is in the WRTA's best interest. The CONTRACTOR shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. The CONTRACTOR shall promptly submit its termination claim to WRTA to be paid the CONTRACTOR. If the CONTRACTOR has any property in its possession belonging to WRTA, the CONTRACTOR will account for the same, and dispose of it in the manner WRTA directs.

B. Termination for Default [Breach or Cause] (General Provision)

If the CONTRACTOR does not deliver supplies in accordance with the contract delivery schedule, or if the contract is for services, the CONTRACTOR fails to perform in the manner called for in the contract, or if the CONTRACTOR fails to comply with any other provisions of the contract, the WRTA may terminate this contract for default. Termination shall be effected by serving a Notice of Termination on the CONTRACTOR setting forth the manner in which the CONTRACTOR is in default. The CONTRACTOR will be paid only the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

If it is later determined by the WRTA that the CONTRACTOR had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the CONTRACTOR, the WRTA, after setting up a new delivery of performance schedule, may allow the CONTRACTOR to continue work, or treat the termination as a Termination for Convenience.

C. Opportunity to Cure (General Provision)

The WRTA, in its sole discretion may, in the case of a termination for breach or default, allow the CONTRACTOR [an appropriately short period of time] in which to cure the defect. In such case, the Notice of Termination will state the time period in which cure is permitted and other appropriate conditions

If CONTRACTOR fails to remedy to WRTA's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within [10 days] after receipt by CONTRACTOR of written notice from WRTA setting forth the nature of said breach or default, WRTA shall have the right to terminate the contract without any further obligation to CONTRACTOR. Any such termination for default shall not in any way operate to preclude WRTA from also pursuing all available remedies against CONTRACTOR and its sureties for said breach or default.

D. Waiver of Remedies for any Breach

In the event that WRTA elects to waive its remedies for any breach by CONTRACTOR of any covenant, term or condition of this contract, such waiver by WRTA shall not limit WRTA's remedies for any succeeding breach of that or of any other covenant, term, or condition of this contract.

E. Termination for Default (Supplies and Service)

If the CONTRACTOR fails to deliver supplies or to perform the services within the time specified in this contract or any extension, or if the CONTRACTOR fails to comply with any other provisions of this contract, the WRTA may terminate this contract for default. The WRTA shall terminate by delivering to the CONTRACTOR a Notice of Termination specifying the nature of the default. The CONTRACTOR will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner or performance set forth in this contract.

If, after termination for failure to fulfill contract obligations, it is determined that the CONTRACTOR was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the WRTA.

12. INSPECTION AND REPORTS. The WRTA shall have the right at any time to inspect the work of the CONTRACTOR, including the right to enter upon any property owned or occupied by CONTRACTOR, whether situated within or beyond the limits of the WRTA. Whenever requested, CONTRACTOR shall immediately furnish to the WRTA full and complete written reports of his operation under this Contract in such detail and with such information as the WRTA may request.
13. ROYALTIES AND PATENTS. The CONTRACTOR shall pay all applicable royalties and license fees. In addition, the CONTRACTOR hereby represents that it is duly authorized to use any process or other intellectual property rights held by third parties in the performance of this Agreement, it shall defend all suits or claims for infringement of any patent or other intellectual property rights and shall indemnify and hold the WRTA harmless from loss on account thereof.
14. SUCCESSOR AND ASSIGNS. This Agreement is binding upon the parties hereto, their successors, assigns and legal representatives. Neither the WRTA nor the CONTRACTOR shall assign or transfer any interest in the Agreement without the written consent of the other.
15. COMPLIANCE WITH LAWS. The CONTRACTOR shall comply with all Federal, State and local laws, rules, regulations and orders applicable to the work provided pursuant to this

Agreement, such provisions being incorporated herein by reference, and shall be responsible for obtaining all necessary licenses, permits, and approvals required for the performance of such work.

16. NOTICE. Any and all notices, or other communications required or permitted under this Agreement, shall be in writing and delivered by hand or mailed postage prepaid, return receipt requested, by registered or certified mail or by other reputable delivery service, to the parties at the addresses set forth on Page 1 or furnished from time to time in writing hereafter by one party to the other party. Any such notice or correspondence shall be deemed given when so delivered by hand, if so mailed, when deposited with the U.S. Postal Service or, if sent by private overnight or other delivery service, when deposited with such delivery service.
17. SEVERABILITY. If any term or condition of this Agreement or any application thereof shall to any extent be held invalid, illegal or unenforceable by the court of competent jurisdiction, the validity, legality, and enforceability of the remaining terms and conditions of this Agreement shall not be deemed affected thereby unless one or both parties would be substantially or materially prejudiced.
18. GOVERNING LAW. This Agreement shall be governed by, construed and enforced in accordance with the laws of the Commonwealth of Massachusetts and the CONTRACTOR submits to the jurisdiction of any of its appropriate courts for the adjudication of disputes arising out of this Agreement.
19. ENTIRE AGREEMENT. This Agreement, including all documents incorporated herein by reference, constitutes the entire integrated agreement between the parties with respect to the matters described. This Agreement supersedes all prior agreements, negotiations and representations, either written or oral, and it shall not be modified or amended except by a written document executed by the parties hereto.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the day and year first above written.

WORCESTER REGIONAL TRANSIT
AUTHORITY:

By its: Administrator

Joshua Rickman

CONTRACTOR:

(Signature)

(Name and Title)

(Date)