

Worcester Regional Transit Authority



Request for Proposals (RFP) #2025-05

Demand Response Paratransit Transportation

RFP Issue Date: April 25, 2025

Addendum #1

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

Questions & Clarifications

Question 1: Is WRTA open to innovative and alternative solutions, such as an ADA and FTA compliant TNC for provision of supplemental services?

Answer 1: If the vendor proposed solution is responsive to the needs outlined in this RFP, then yes the WRTA will consider different types of service delivery.

Question 2: Is WRTA open to innovative and alternative solutions, such as an ADA and FTA compliant TNC for provision of service wherein the rider chooses the trip via a rider app?

Answer 2: Please see Answer #1.

Question 3: Will WRTA consider independent contractors who are fully trained and FTA compliant rather than only dedicated service providers?

Answer 3: Please see Section 6.10 – Subcontracting regarding subcontractor and/or joint ventures.

Question 4: What is the anticipated trip volume?

Answer 4: In SFY 2024, the current service provider supplied 70,382 unlinked passenger trips. For SFY 2025, the projected number is 68,313.

Question 5: What is the average trip distance for trips?

Answer 5: In SFY 2024, the average passenger miles traveled was 3.87 miles.

Question 6: What is the anticipated start date for trips?

Answer 6: July 1, 2025.

Question 7: Who are your current providers of this service?

Answer 7: The lone service provider is New Worcester Yellow Cab Inc.

Question 8: Can WRTA provide performance data for the previous 12 months?

Answer 8: In SFY 2024, the current service provider supplied 70,382 unlinked passenger trips with 2.2 passengers per revenue hour, and 0.15 passengers per revenue mile. On-time performance was 88%, and scheduled trips operated was 99.99%.

Question 9: Is WRTA open to alternative per trip pricing based on actual miles and minutes? This presents WRTA with more accurate pricing and a potential for cost savings.

Answer 9: No. Exhibit I – Cost Proposal remains as is.

Question 10: What is your current dispatching software system? What version of it is being used?

Answer 10: StratagGen, Adept, Version 6.2.0.194

Question 11: Are there any costs for integration and ongoing maintenance?

Will these costs be covered by The Agency?

Answer 11: The WRTA cannot answer the first part of this question, as the reference to integration is unclear. Regarding ongoing maintenance, please see Section 6.12 – Vehicles.

Question 12: We understand WRTA is currently fare-free. What is the current anticipated timeline, if any, to begin fare collection?

Answer 12: The WRTA Advisory Board has voted to extend the suspension of fares until June 30, 2026.

Question 13: If WRTA reinstates fares, what will be the fare collection method?

Answer 13: While the WRTA will not be collecting fares in SFY 2026, the WRTA utilized its Automated Fare Collection System prior to suspension of fares (<https://therta.com/paratransit-automated-fare-collection-system/>).

Question 14: What is WRTA's annual budget for these services?

Answer 14: For SFY 2026, the budget is \$1,138,160.

Question 15: What are WRTA's biggest pain points with this current service? What is WRTA hoping to improve upon in the next contract?

Answer 15: On time performance, Customer complaints, number of shared rides, and cleanliness of vehicles.

Question 16: After WRTA responds to vendors questions in procurement is there an opportunity to ask clarifying follow up questions?

Answer 16: No, this will be the only Addendum issued to this RFP.

Question 17: Can WRTA make the prices and terms under this Agreement available to any other governmental entity, should any such governmental entity desire to purchase under the terms and conditions of this Agreement?

Answer 17: No.

Question 18: What is your late cancellation/no-show reimbursement rate?

Answer 18: There is no reimbursement for late cancellation/no-shows.

Question 19: Can WRTA share the attendee list and any documentation from the 5/2/25 pre-bid meeting?

Answer 19: Please See attached

Question 20: Is WRTA open to other methods of sharing manifests outside of a dedicated fax line?

Answer 20: Yes, through email.

Question 21: What is the budget for this project in the first year and in subsequent years?

Answer 21: See the answer to question 14. Budgets for subsequent years has not been established.

Question 22: Do WRTA have any projected/estimated number of vehicles required for the service area?

Answer 22: This is for the vendor to best determine, but the current service provider utilizes ten (10) VOMS (vehicles operated in maximum service).

Question 23: As mentioned in RFP, "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."

- i. Will PBSTM or WRTA be responsible for the on-ground coordination along with the contractor, for the implementation of the proposed plan for the kickstart of the services?

PBSTM.

- ii. Is there any incumbent vehicle provider for this service? What, if any, were the specific pain points or challenges with the current provider that WRTA is looking to address with the new system?

No, vehicles are the responsibility of the proposer.

Answer 23: See above.

Question 24: Can WRTA provide specifications for vehicles required, in terms of:

- iii. No. of seats in vehicles?
- iv. Any specific fuel type – Gas, CNG or Electric?
- v. Will the vendor be responsible for vehicle fuel, maintenance, and facility storage or will WRTA provide?

Answer 24: There are no vehicle capacity requirements, but the WRTA anticipates the minimum use of a sedan-type vehicle that can seat at least three (3) passengers (excluding driver). There are no fuel requirements, though gasoline is preferred. The Proposer shall supply and maintain all necessary vehicles for this service, including fuel, maintenance, and facility storage.

Question 25: Will it be possible for WRTA to share the existing ride data if available for the service areas?

Answer 25: Specific data sets are available upon request.

Question 26: Will there be a period of parallel operations with the current system required and how much historical data needs to be migrated from the current system?

Answer 26: The WRTA does not envision this scenario.

Question 27: If WRTA has a current contract, can WRTA share the details:

When was the current contract came into force and what is the end date of the it?

Answer 27: The current contract between WRTA and New Worcester Yellow Cab, Inc. began in July 1, 2015 and ends June 30, 2025.

Question 28: Regarding system integration:

- vi. Does WRTA has any existing system (if any) which need integration with the new Demand Response Paratransit System?
- vii. Are there any specific fare collection systems that require integration?
- viii. Does WRTA use any specific accounting or financial software that requires integration?

Answer 28: No to all three questions.

Question 29: Does WRTA need White labelling and vehicle branding?

Answer 29: No.

Question 30: Will WRTA allow digital signatures on the forms and cover letter?

Answer 30: Yes.

Question 31: Will WRTA allow email submission of vendor proposals?

Answer 31: Please see Section 2.4 – Submittal Contents, Location, & Deadline.

Question 32: Could the WRTA extend the submission deadline to allow vendors to submit more detailed and informed proposals?

Answer 32: No.

Question 33: “My question is if we can get to the 2 million with larger umbrella and lower auto coverage would that be satisfactory or does it have to be 1 million for each”?

Answer 33: The WRTA may accept a lower Auto liability (for instance \$250,000/500,000) with the addition of an Excess Liability policy that would, when combined with Auto Liability equal \$1m. The Umbrella Liability of \$1m would be in addition to the \$1m in Auto and Excess Liability.



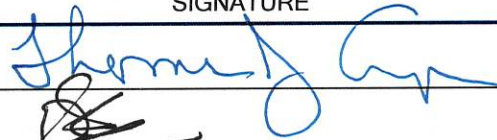




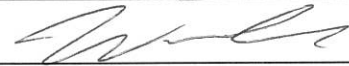
Worcester Regional Transit Authority

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MEETING NAME: RFP #2025-05 Pre-Proposal Mtg.

MEETING LOCATION: WRTA Hub; Adv. Board Conf. Room

MEETING DATE: 5/2/2025

	NAME	ORGANIZATION	PHONE NUMBER	SIGNATURE
1	TOM COYNE	WRTA	508-453-3402	
2	DINUSHA PERERA	WRTA	508-453-3414	
3	CAROLYN FOLEY	PBSTM	508-453-3463	
4	JACK KELLY	HBSS COMMERCIAL	617-480-7871	
5	Sayana Sobolewski	Prody Ride Transit LLC	774-442-0242	
6	Bill Clark	Worcester Yellow Cab	508-243-9200	
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