



Request for Proposals (RFP) #2026-04

Demand Response Paratransit Transportation

RFP Issue Date: April 10, 2026

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 it a requirement of the vendor to have software that is compatible with WRTA software?

**Answer 1:** Not at this time. Currently, Paratransit Brokerage Services Transportation Management Inc. uses StrataGen ADEPT Version 6.2.0.194. The WRTA will be procuring new demand response software later this calendar year, separate of this procurement solicitation.

**Question 2:** If yes to question 1, is it the responsibility of the vendor to pay for the cost to make their system compatible?

**Answer 2:** N/A

**Question 3:** If yes to question 1, will WRTA work with the vendor to ensure compatibility prior to their decision of which new software the WRTA goes with?

**Answer 3:** N/A

**Question 4:** My understanding is this new software will be used for vehicle tracking. Will tracking of vendor vehicles only be active when it is doing a WRTA trip?

**Answer 4:** N/A

**Question 5:** How many wheelchair trips were completed by New Worcester Yellow Cab in 2025? What was the average distance of these wheelchair trips?

**Answer 5:** There were no wheelchair trips completed by New Worcester Yellow Cab in 2025. New Worcester Yellow Cab does not use wheelchair-accessible vehicles in the current service agreement with the WRTA.

**Question 6:** Can the WRTA please furnish a sample two weeks of data (origin, destination, number of passengers, mobility aids, departure time and date)?

**Answer 6:** Due to client confidentiality, WRTA will only provide the number of passenger trips completed by the current vendor for a two-week period. For the period of March 18, 2026 through March 31, 2026, the total passenger count was 3142.

**Question 7:** Will WRTA pay the per trip rate for late cancellations / no-shows?

**Answer 7:** No.

**Question 8:** Are current operators / staff represented by a Union? If so, can WRTA please provide the most recent collective bargaining agreement (CBA)?

**Answer 8:** The WRTA has no knowledge if the current operator / staff that is currently providing these services are represented by a Union.

**Question 9:** What types of vehicles are used to provide this scope of services (make/model, ambulatory and wheelchair capacity)?

**Answer 9:** The WRTA cannot answer this question in whole as the vehicles used to provide this service are not owned by the Authority. Generally, the vehicles are Toyota sedans that are not wheelchair-accessible and have a maximum capacity of three non-ambulatory passengers (excluding driver position).

**Question 10:** We respectfully request the WRTA allow for digital submission (e.g. by mail, portal upload, or similar)?

**Answer 10:** Request denied. Section 2.4 of the RFP will remain unchanged.

**Question 11:** Can WRTA please allow the use of verified e-signatures for this submission?

**Answer 11:** Yes.

**Question 12:** As this is a multiple-award contract, can proposers submit a bid for a partial scope of work? For example, can a proposer bid only on the ambulatory ride service?

**Answer 12:** The WRTA may award multiple contracts at its sole discretion. As for partial scope of work submissions, the example used in the question, will be accepted.