



Request for Proposals (RFP) #2027-01

Paratransit Scheduling and Dispatch System

RFP Issue Date: July 15, 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.

Modifications to RFP #2027-01

On page 2 of the RFP, replace item 5.4 (“Wireless Data Communication Requirements”) with “Wireless Voice and Data Communication Requirements”

On pages 2 and 3 of the RFP, replace item 5.8 (“CAD/AVL Integration, MDT/Tablet, Manifest Management, and iCabbi Integration Functional Specifications”) with “CAD/AVL Interface, MDT/Tablet, Manifest Management, and iCabbi Interface Functional Specifications”

On page 5 of the RFP, Section 2.2 Proposal Preparation and Submission, Acknowledgement of Addendum #1 Receipt Form – Proposal shall include the fully completed and signed Acknowledgement of Addendum #1 Receipt Form included in Exhibit K in the Addendum #1 document.

On page 13 of the RFP, replace item 5.4 (“Wireless Data Communication Requirements. Please refer to Exhibit J, Paratransit Scheduling and Dispatching Software Specifications – V3.1 for the Wireless Data Communication Requirements”) with “Wireless Voice and Data Communication Requirements. Please refer to Exhibit J, Paratransit Scheduling and Dispatching Software Specifications – V3.1 for the Wireless Voice and Data Communication Requirements”

On page 13 of the RFP, replace item 5.8 (“CAD/AVL Integration, MDT/Tablet, Manifest Management and iCabbi Integration Functional Specifications. Please refer to Exhibit J, Paratransit Scheduling and Dispatching Software Specifications – V3.1 for the CAD/AVL Integration, MDT/Tablet, Manifest Management, and iCabbi Integration Functional Specifications”) with “CAD/AVL Interface, MDT/Tablet, Manifest Management and iCabbi Interface Functional Specifications. Please refer to Exhibit J, Paratransit Scheduling and Dispatching Software Specifications – V3.1 for the CAD/AVL Interface, MDT/Tablet, Manifest Management, and iCabbi Interface Functional Specifications”

In Section 1 of the Functional Requirements, third bullet, replace “Section 4 defines wireless data communication system requirements” with “Section 4 defines wireless voice and data communication system requirements”

In Section 4.1, second paragraph, the first sentence (“The Contractor shall interface the PSDS with the Systrans-provided on-board hardware and CAD/AVL software.”) is replaced with this sentence: “The Contractor shall interface the PSDS with the Systrans-provided on-board hardware.”

The first sentence in Requirement 156 (“The Contractor shall interface the PSDS with the Systrans-provided on-board hardware and CAD/AVL software”) is replaced with this sentence: “The Contractor shall interface the PSDS with the Systrans-provided on-board hardware.”

In Section 4.1, third paragraph, the second sentence (“The PSDS must use the vehicle’s location provided by the CAD/AVL system, and use the existing data and VoIP communication system controlled/resident in the vehicle.”) is replaced with this sentence: “The PSDS must use the vehicle’s location provided by the CAD/AVL system, and use the existing data communication system controlled/resident in the vehicle. The CAD/AVL system will broadcast real-time GPS coordinates using the standard National Marine Electronics Association (NMEA) protocol, allowing the PSDS to consume the same positioning data as the CAD/AVL system.”

The second sentence in Requirement 157 (“The PSDS must use the vehicle’s location provided by the CAD/AVL system, and use the existing data and VoIP communication system controlled/resident in the vehicle.”) is replaced with this sentence: “The PSDS must use the vehicle’s location provided by the CAD/AVL system, and use the existing data communication system controlled/resident in the vehicle. The CAD/AVL system will broadcast real-time GPS coordinates using the standard National Marine Electronics Association (NMEA) protocol, allowing the PSDS to consume the same positioning data as the CAD/AVL system.”

Replace the existing Section 4 heading (“Wireless Data Communication Requirements”) with “Wireless Voice and Data Communication Requirements”

Replace Requirement 153 (“Wireless Data Communication Requirements”) with this: “Wireless Voice and Data Communication Requirements”

Replace “4.3 Wireless Local Area Network (WLAN) Data Exchange (Optional)” with “4.4 Wireless Local Area Network (WLAN) Data Exchange (Optional)”

Replace Requirement 175 (“4.3 Wireless Local Area Network (WLAN) Data Exchange (Optional)”) with “4.4 Wireless Local Area Network (WLAN) Data Exchange (Optional)”

Replace “4.3.1 General” with “4.4.1 General”

Replace Requirement 176 (“4.3.1 General”) with “4.4.1 General”

Replace “4.3.2 Access Point Hardware” with “4.4.2 Access Point Hardware”

Replace Requirement 180 (“4.3.2 Access Point Hardware”) with “4.4.2 Access Point Hardware”

Replace “4.3.3 WLAN Data Transfer Support Software” with “4.4.3 WLAN Data Transfer Support Software”

Replace Requirement 183 (“4.3.3 WLAN Data Transfer Support Software”) with “4.4.3 WLAN Data Transfer Support Software”

Add “4.3 Wireless Voice Communications” at the conclusion of Section 4.2.2.2

The following paragraphs constitute Section 4.3:

Proposers are required to submit a solution that shall use VoIP or an alternative solution for providing voice communication between the central system and vehicles. The proposed communications protocol shall follow the open system interconnection (OSI) model.

The VoIP or alternate protocol shall allow the WRTA to create, modify and terminate unicast (two-party) and multicast (multi-party) voice communication sessions from the central software.

The description of the proposed voice communication solution shall include at least the following information:

1. Description of the communications protocol to be used (e.g., inter-asterisk exchange [IAX], session initiation protocol [SIP], skinny call control protocol [SCCP], and extensible messaging and presence protocol [XMPP]);
2. Description of any data compression and encryption techniques being used for voice and data packets exchanged between WRTA vehicles and the central system. In the event when no encryption is being used, Proposers must clarify the steps taken to ensure data security over the public wireless network; and
3. Information on the bandwidth needed to support the data exchange between vehicles and the central system. Proposers shall assume that the location update shall be provided at an interval of 30 seconds or less from each vehicle.

The software shall process one-way and two-way voice call requests to be initiated by dispatchers.

The software shall allow multiple voice call sessions to be active simultaneously. The Proposer shall provide the maximum number of multiple voice sessions that can be established.

The software shall provide the voice call initiator the ability to terminate a call while it is in progress.

The software shall process one-way group call (broadcast) requests initiated by the dispatchers. The software shall be able to support a group of any number from two (2) to 100 users. A group may be, but is not necessarily, all the vehicles assigned to a particular service provider. Proposers shall describe their solution's ability to place group calls falling within a box or other shape drawn on the vehicle location map.

If voice calls cannot be processed due to poor cellular coverage, the dispatchers shall be notified about the same on their screens. The system shall retry automatically when the vehicle is back within the cellular coverage area and notify the dispatcher when a successful voice call is made.

The software shall provide the vehicle operator with the ability to view any missed calls from dispatchers or supervisors due to bad cellular coverage.

The software shall use an appropriate audio data compression technique in order to optimize the use of bandwidth for carrying digital audio data in form of voice calls.

The software shall ensure that VoIP packets are delivered to the central system or the vehicle timely and when intended. When a vehicle goes outside cellular coverage while a call is in progress, the connection must be reset and the vehicle operator and the dispatcher(s)/supervisor(s) shall be informed immediately.

The software shall allow dispatchers or supervisor an ability to forward a call from a vehicle to a different user. This may be required when a dispatcher would like the street supervisor to handle a request from a vehicle operator.

The system shall log relevant details about a voice session including but limited to the following:

- Initiator and terminator of a voice session
- Participants in a voice session
- Time the voice session was initiated and ended

Add Requirement 174a: "4.3 Wireless Voice Communications" after Requirement 174

Add Requirement 174b "Proposers are required to submit a solution that shall use VoIP or an alternative solution for providing voice communication between the central system and vehicles." after Requirement 174a.

Add Requirement 174c "The proposed communications protocol shall follow the open system interconnection (OSI) model." after Requirement 174b.

Add Requirement 174d “The VoIP or alternate protocol shall allow the WRTA to create, modify and terminate unicast (two-party) and multicast (multi-party) voice communication sessions from the central software.” after Requirement 174c.

Add Requirement 174e “The description of the proposed voice communication solution shall include at least the following information:” after Requirement 174d.

Add Requirement 174f “1. Description of the communications protocol to be used (e.g., inter-asterisk exchange [IAX], session initiation protocol [SIP], skinny call control protocol [SCCP], and extensible messaging and presence protocol [XMPP]);” after Requirement 174e.

Add Requirement 174g “2. Description of any data compression and encryption techniques being used for voice and data packets exchanged between WRTA vehicles and the central system. In the event when no encryption is being used, Proposers must clarify the steps taken to ensure data security over the public wireless network; and” after Requirement 174f.

Add Requirement 174h “3. Information on the bandwidth needed to support the data exchange between vehicles and the central system. Proposers shall assume that the location update shall be provided at an interval of 30 seconds or less from each vehicle.” after Requirement 174g.

Add Requirement 174i “The software shall process one-way and two-way voice call requests to be initiated by dispatchers.” after Requirement 174h.

Add Requirement 174j “The software shall allow multiple voice call sessions to be active simultaneously. The Proposer shall provide the maximum number of multiple voice sessions that can be established.” after Requirement 174i.

Add Requirement 174k “The software shall provide the voice call initiator the ability to terminate a call while it is in progress.” after Requirement 174j.

Add Requirement 174l “The software shall process one-way group call (broadcast) requests initiated by the dispatchers.” after Requirement 174k.

Add Requirement 174m “The software shall be able to support a group of any number from two (2) to 100 users. A group may be, but is not necessarily, all the vehicles assigned to a particular service provider.” after Requirement 174l.

Add Requirement 174n “Proposers shall describe their solution’s ability to place group calls falling within a box or other shape drawn on the vehicle location map.” after Requirement 174m.

Add Requirement 174o “If voice calls cannot be processed due to poor cellular coverage, the dispatchers shall be notified about the same on their screens.” after Requirement 174n.

Add Requirement 174p “The system shall retry automatically when the vehicle is back within the cellular coverage area and notify the dispatcher when a successful voice call is made.” after Requirement 174o.

Add Requirement 174q “The software shall provide the vehicle operator with the ability to view any missed calls from dispatchers or supervisors due to bad cellular coverage.” after Requirement 174p.

Add Requirement 174r “The software shall use an appropriate audio data compression technique in order to optimize the use of bandwidth for carrying digital audio data in form of voice calls.” after Requirement 174q.

Add Requirement 174s “The software shall ensure that VoIP packets are delivered to the central system or the vehicle timely and when intended.” after Requirement 174r.

Add Requirement 174t “When a vehicle goes outside cellular coverage while a call is in progress, the connection must be reset and the vehicle operator and the dispatcher(s)/supervisor(s) shall be informed immediately.” after Requirement 174s.

Add Requirement 174u “The software shall allow dispatchers or supervisor an ability to forward a call from a vehicle to a different user. This may be required when a dispatcher would like the street supervisor to handle a request from a vehicle operator. “ after Requirement 174t.

Add Requirement 174v “The system shall log relevant details about a voice session including but limited to the following:” after Requirement 174u.

Add Requirement 174w “. Initiator and terminator of a voice session” after Requirement 174v.

Add Requirement 174x “. Participants in a voice session” after Requirement 174w.

Add Requirement 174y “. Time the voice session was initiated and ended” after Requirement 174x.

In Section 6.1, the first sentence (“The Contractor shall be responsible for converting the following databases from the existing software at the WRTA.”) is replaced with this sentence: “The Contractor shall be responsible for converting the following databases from the existing software (RouteMatch and StrataGen) at the WRTA.”

Requirement 265 is replaced with this requirement: “The Contractor shall be responsible for converting the following databases from the existing software (RouteMatch and StrataGen) at the WRTA.”

In Section 3.4, the first sentence of the third paragraph (“Data shall be retained in a read-only historical database for use by management and other WRTA staff to plan and assess system performance, and to address inquiries, conflicts and other related issues.”) Is replaced with this: “Data shall be retained in a read-only historical database for use by management and other WRTA

staff for seven (7) years to plan and assess system performance, and to address inquiries, conflicts and other related issues.”

Requirement Number 70 is replaced with this requirement: “Data shall be retained in a read-only historical database for use by management and other WRTA staff for seven (7) years to plan and assess system performance, and to address inquiries, conflicts and other related issues.”

Replace Section 9 title (“CAD/AVL Integration, MDT/Tablet, Manifest Management and iCabbi Integration Functional Specifications”) with this title: “9 CAD/AVL Interface, MDT/Tablet, Manifest Management and iCabbi Interface Functional Specifications”

Replace Requirement 708 (“CAD/AVL Integration, MDT/Tablet, Manifest Management and iCabbi Integration Functional Specifications”) with this: “CAD/AVL Interface, MDT/Tablet, Manifest Management and iCabbi Interface Functional Specifications”

Replace Section 9.1 title (“PSDS Integration with Systrans CAD/AVL System”) with this title: “PSDS Interface with Systrans CAD/AVL System”

Replace Requirement 709 (“PSDS Integration with Systrans CAD/AVL System”) with this: “PSDS Interface with Systrans CAD/AVL System”

Vendor Questions & Clarifications

- 1) Question on RFP 2027-01 ahead of the July 29 deadline. Exhibit J lists the microtransit module as an optional future component. Can you confirm whether that capability would only be acquired through the awarded PSDS vendor, or whether WRTA would consider a separate procurement for microtransit software down the line?

Some context for the question: Liftango provides on demand and microtransit software to transit agencies in the US and internationally. We want to understand the right way to be considered for that piece of WRTA's roadmap, whether that is within this RFP or a future one.

Answer 1: WRTA is seeking one single, unified, scheduling and dispatch software that can support the commingling of demand-response services (ADA paratransit, microtransit, dial-a-ride). The WRTA will not issue a separate procurement for microtransit software.

- 2) The RFP shows an anticipated conditional award on October 7, 2026, and a fully operational system by January 2, 2027, but the detailed implementation schedule includes design reviews, multiple acceptance-testing stages and burn-in testing. Please confirm the required go-live date and whether proposers may submit an alternative implementation schedule.

Answer 2: WRTA expects a fully operational system to be in place by January 2, 2027. Proposers must submit a System Implementation Plan (SIP) including detailed implementation activities and schedule for these activities as part of their proposal.

- 3) Are all requirements in the Functional Specifications and Compliance Matrix mandatory for responsiveness, or may a proposer identify exceptions, partial compliance or functionally equivalent alternatives and remain eligible for award?

Answer 3: Proposers shall include a fully completed Compliance Matrix form included as Exhibit J, Appendix B of this RFP. Any exceptions or deviations from the project requirements or specifications must be clearly indicated on the Compliance Matrix form as part of the proposal submission.

- 4) Do the source-code review, functioning unit-test and required-code-change provisions apply to an existing proprietary SaaS platform, or only to custom software developed specifically for WRTA? Would an established source-code escrow arrangement satisfy the requirement?

Answer 4: The WRTA will consider a source code escrow arrangement to satisfy the code review requirements stated in the second bullet in Section 3.2.2 of the specifications.

- 5) Would WRTA accept secure APIs, data exports and a read-only reporting database instead of direct access to production database tables, ODBC access and the ability for WRTA to create and execute stored procedures?

Answer 5: The WRTA will consider accepting these items instead of direct access to production database tables, ODBC access and the ability for the WRTA to create and execute stored procedures.

- 6) Will WRTA or Systrans provide API documentation, message formats, network specifications, test-environment access and a breakdown of responsibilities and costs for the required Systrans CAD/AVL integration?

Answer 6: No API is required, as there is no software integration between the Systrans CAD/AVL system and the PSDS. The existing onboard VoIP equipment (speakers and microphone) is not connected to the tablet on which the PSDS application would be hosted, so PSDS cannot use them.

A dedicated VoIP function is required (see Section 4.3 Wireless Voice Communications), which may require dedicated onboard audio equipment unless the tablet's built-in speaker and microphone are deemed sufficient for paratransit operational.

As stated in Section 4.1, the Systrans CAD/AVL system will be providing the data communication infrastructure required to satisfy the communication needs for this project, which includes wireless data communication between demand-response vehicles and the central PSDS system.

- 7) Is the current Via-WRTA microtransit service included in the initial replacement and commingling scope, or will Via continue operating independently with microtransit treated only as a future optional module? Please also clarify whether an actual iCabbi integration is required.

Answer 7: There will be no changes to the current Via-WRTA microtransit service as part of this procurement; the Microtransit Module referenced is a future optional module. Regarding iCabbi, the new PSDS shall be integrated into the overflow providers' systems. Please refer to Section 9.4 – Potential Interface with iCabbi for details.

- 8) How do the four-hour critical-resolution and onsite-response requirements apply to a cloud-hosted software platform, and how will the five-year warranty, milestone payments and 10% retainage apply to annual SaaS subscription and support fees?

Answer 8: The Customer support levels outlined in Section 3.6 of Exhibit J are a mandatory minimum. The question mentions “..onsite-response requirements”, which is incorrect, please refer to Section 3.6 for full requirement. Regarding the warranty, milestone

payments and retainage, the proposer can suggest an approach as to how these items shall be applied to the annual SaaS subscription and support fees using a separate sheet attached to the Price Proposal Form.

- 9) Fleet size and licensing scope: The RFP identifies 43 demand-response vehicles in maximum service and approximately 40 additional automobiles used for demand-taxi service. Please confirm the total number of vehicles, tablets, driver application licenses and spare or training units that should be included in the initial proposal. Please break this total down by CMTM/PBSTM, SCM Elderbus, participating COAs, Yellow Cab, Bethel Group, Via and any other providers.

Answer 9: Please see the table below regarding number of vehicles by provider:

Service Provider	Vehicles Operated in Maximum Service (VOMS)	Vehicles Available for Annual Maximum Service (VAMS)	# of Operators
CMTM (ADA)	12	23	13
Worcester Yellow Cab (ADA Overflow)	43	N/A	N/A
Bethel Group (ADA Overflow)	1	N/A	N/A
Auburn COA (ADA & Dial-a-Ride)	2	2	2
Clinton COA (Dial-a-Ride)	2	2	6
Grafton COA (Dial-a-Ride)	1	1	3
Holden COA (Dial-a-Ride)	1	1	2
Leicester COA (ADA & Dial-a-Ride)	1	1	2
Millbury COA (ADA & Dial-a-Ride)	2	2	6
Northborough COA (Dial-a-Ride)	2	2	5
Oxford COA (ADA & Dial-a-Ride)	1	1	2
SCM Elderbus (ADA & Dial-a-Ride)	18	21	22
Shrewsbury COA (ADA & Dial-a-Ride)	2	2	2
Westborough COA (Dial-a-Ride)	2	2	3

West Boylston COA (ADA & Dial-a-Ride)	1	1	3
--	---	---	---

- 10) Management and operating structure: Please clarify WRTA's current management and operating structure for its paratransit and demand-response services. Does WRTA use a third-party management company, or are the services managed directly by WRTA, PBSTM and CMTM? Please identify the entities responsible for operations, reservations, dispatch, customer service, technology administration and oversight of the selected PSDS implementation.

Answer 10: For ADA operations, the application process, trip reservations, and customer service are managed by Paratransit Brokerage Service Transit Management (PBSTM), and operations are provided by Central MA Transit Management, Inc. (CMTM). For non-ADA operations, PBSTM provides similar functions for eight of the eleven Council on Aging providers. SCM Elderbus provides operations, reservations, dispatch, and customer service for its service area, working with PBSTM on ADA reservations outside of their hours of operation. WRTA functions as an oversight authority of all fixed-route and demand response service providers.

- 11) Will there be meeting notes or a post-meeting Q&A document published as an addendum afterward?

Answer 11: Meeting notes from the July 23, 2026 Pre-Proposal Meeting are included in this Addendum document.

- 12) Our team was unable to attend the July 23, 2026 pre-proposal meeting. Would WRTA be able to share the presentation materials, meeting notes, or attendee list from that session?

Answer 12: Please refer to Answer #11.

- 13) Also, Section 2.2 of the RFP requires proposers to submit a fully completed Compliance Matrix, included as Exhibit J, Appendix B. Would WRTA be willing to provide an editable Excel version of this form, similar to the Excel format provided for the Price Proposal Form in Exhibit J, Appendix A? This would let us complete our compliance responses more efficiently and reduce formatting discrepancies in our submission.

Answer 13: Yes, Appendix B: Compliance Matrix will be provided in an Excel format upon issuance of this Addendum.

- 14) Section 2.2 Proposal Preparation & Submission lists the requirement for a completed tech matrix form (Exhibit J, Appendix B). However, this matrix does not appear to be a "form" as

there is no column for proponent answers and it has not been provided in an editable format. Should the proponent create a form using the content presented in Appendix B (with whatever drop down answers deemed appropriate) or will a Word/Excel version of the form with preferred drop down answers be provided?

Answer 14: Please refer to Answer #13.

- 15) Do potential bidders need to provide pricing for microtransit services as well? The RFP states that WRTA would like to commingle services in a single fleet, however this will be challenging for all vendors except for the microtransit incumbent.

Answer 15: The WRTA has identified future or optional functionality of the PSDS, including the Contractor providing a Microtransit Module. The module shall be available as an optional component that may be implemented at the WRTA's discretion during the term of the contract. Proposers shall identify any additional licensing, implementation, support, or transaction-based costs associated with this module.

- 16) Does Worcester require the technology solution to include a comprehensive Eligibility Management solution to help automate and streamline the application process? If yes, kindly provide the following information:

Answer 16: The Eligibility Management solution as described is not a requirement for the PSDS. Proposers may include as an optional component in their proposal submission for WRTA consideration.

- 17) How many new applications, and recertifications are received (monthly)?

Answer 17: Please refer to Answer #16.

- 18) On average, how many forms are passengers required to complete per application?

Answer 18: Please refer to Answer #16.

- 19) On average, how many letters/communications does the Eligibility team send to passengers per application?

Answer 19: Please refer to Answer #16.

- 20) How many warning letters are being sent (monthly)?

Answer 20: Please refer to Answer #16.

- 21) How many actual suspensions (monthly)?

Answer 21: Please refer to Answer #16.

22) How many pages are in the application form?

Answer 22: Please refer to Answer #16.

23) Does the agency have an expected percentage of forms to be received as digital vs. paper?

Answer 23: Please refer to Answer #16.

24) For Outbound IVR calls - what percentage of riders receive outbound IVR reminders?

Answer 24: Approximately 75% of demand response passengers receive outbound IVR reminders; as there are four demand response service providers who manually phone passengers with trip reminders.

25) There are multiple sites - COAs, SCM Elderbus, and others - would RideCo be responsible for implementing at all these sites as well?

Answer 25: PSDS implementation will be required for Paratransit Brokerage Service Transit Management (PBSTM), Central MA Transit Management, Inc. (CMTM), and SCM Elderbus. All other providers fall under the PBSTM umbrella.

26) Do the tablets have sim cards and data, or do they get connection through a wireless router on the vehicle? Do all sites have hardware?

Answer 26: Please review Sections 6.10 and 9.4 of the specifications. The vans will use a Cradlepoint router to provide the tablets with wireless internet over a 5G cellular connection.

27) Are all of the vehicles for SCM and COA's included in the scope?

Answer 27: All vehicles that are owned by the WRTA and used for WRTA service, yes. Please refer to Answer #9 for details.

28) How many additional COAs and sites would we be responsible to implement?

Answer 28: Please refer to Answer #25.

29) Who is responsible for managing the COAs and SCM? Would RideCo treat them as individual clients, or would RideCo be meeting with WRTA and they communicate with other sites?

Answer 29: The selected vendor would meet with the WRTA.

30) Do you have an existing inbound IVR? If so, what is the process now and who owns it?

Answer 30: The existing IVR for paratransit is Enghouse.

31) Do the 227k trips include microtransit? If so, what is the breakdown between micro and para?

Answer 31: Yes, please see the ridership breakdown below for Fiscal Year 2025:

Service Provider (Type of Service Offered)	Total SFY 2025 Ridership
CMTM (ADA)	43,303
Worcester Yellow Cab (ADA Overflow)	74,536
Auburn COA (ADA & Dial-a-Ride)	3,538
Clinton COA (Dial-a-Ride)	4,004
Grafton COA (Dial-a-Ride)	3,111
Holden COA (Dial-a-Ride)	1,385
Leicester COA (ADA & Dial-a-Ride)	2,045
Millbury COA (ADA & Dial-a-Ride)	7,086
Northborough COA (Dial-a-Ride)	4,048
Oxford COA (ADA & Dial-a-Ride)	1,856
SCM Elderbus (ADA & Dial-a-Ride)	43,179
Shrewsbury COA (ADA & Dial-a-Ride)	6,477
West Boylston COA (ADA & Dial-a-Ride)	1,544
Via (Microtransit)	31,859
Total All Providers	227,971

32) What is the nature requirement for integration with the Systrans CAD/AVL system? It states that it is a requirement to use the vehicle's location from their system. Does our AVL feed via the tablet suffice?

Answer 32: The onboard CAD/AVL system does not rely on the tablet's GPS for vehicle positioning. It uses the onboard router's internal GPS receiver with its own dedicated GPS antenna. So the AVL feed via the tablet does NOT suffice. For PSDS vehicle location, the requirement is to use the same GPS source as the CAD/AVL system. The CAD/AVL system will broadcast real-time GPS coordinates using the standard NMEA protocol, allowing the PSDS to consume the same positioning data as the CAD/AVL system.

33) Eligibility Management Solutions: On page 39, "Summary of Westchester County Responsibilities", sections 4-6 seems to indicate Westchester will continue to manage the Eligibility process. Does Westchester require the technology solution to include a comprehensive Eligibility Management solution to help automate and streamline the application process?

Answer 33: This question does not apply to WRTA RFP #2027-01 and appears to be sent in error.

34) Can WRTA please provide its Appendix B: Compliance Matrix in Excel format such that vendors can complete and return it with their submission?

Answer 34: Please refer to Answer #13.

35) Would the Authority consider a prime and subcontractor structure, where a specialist provides the eligibility, billing and IVR components and another party provides scheduling, dispatch and the rider-facing layer?

Answer 35: Yes.

36) Or does WRTA require a single vendor to deliver the whole of Exhibit J?

Answer 36: Proposer shall include one fully completed Compliance Matrix, and Cost Proposal Form included in Exhibit J.

37) On past performance: must references be ADA paratransit deployments specifically, or would comparable demand-response and microtransit deployments at similar agencies be considered?

Answer 37: Client references may include comparable demand-response and microtransit deployments at similar agencies.

38) Can the IVR requirement be satisfied through an integrated third-party service, or must it be native to the proposed platform?

Answer 38: An integrated third-party service is acceptable.

39) Is the support standard —24/365, one-hour response on critical issues, on-site within four hours —a mandatory minimum for responsiveness, or is it scored?

Answer 39: The Customer support levels outlined in Section 3.6 of Exhibit J are a mandatory minimum. The question mentions “..on-site within four hours”, which is incorrect, please refer to Section 3.6 for full requirement.

40) For the migration of the existing client and trip database, is the conversion expected to be vendor-led, or will WRTA and its current provider supply the data in an agreed format?

Answer 40: The WRTA and its current providers can supply the existing client and trip database data in an agreed format.

41) Systrans CAD/AVL Integration: Please clarify whether integration with the Systrans system is limited to the MDT tablets, or whether server-side AVL data exchange with Systrans is also required.

Answer 41: Server-side AVL data exchange with Systrans is NOT required. Please review Section 4.1 for interface requirements.

42) iCabbi Integration Scope: Does the iCabbi integration requirement apply only to taxi brokerage trips (i.e., taxi trips specifically), or does it extend to other trip types?

Answer 42: The iCabbi requirement applies only to taxi brokerage trips provided by Worcester Yellow Cab.

43) Tablet/Mode Architecture (please confirm): Our understanding is that the Systrans-provided tablets will host the driver app, with the PSDS managing mode selection between fixed-route and paratransit modes. Please confirm this is correct.

Answer 43: Yes, the Systrans-provided tablets will host the PSDS driver app. Once the PSDS Contractor and the driver application name are confirmed, Systrans shall implement an update on the tablet startup interface. It is envisioned that at vehicle startup, the driver will be prompted to select the operating mode of the vehicle (fixed route or paratransit). If “fixed route” is selected, the current Systrans app will be launched; and if “paratransit” is selected, the new PSDS driver app will be launched.

44) Safe Driving Mode / Navigation: The RFP is ambiguous on navigation during Safe Driving Mode. Please clarify whether navigation assistance is available in this mode, or whether it is limited to audio or high-priority alerts only.

Answer 44: As stated in Section 9.2.1, “The safe driving mode allows WRTA management to determine the criteria that will prevent vehicle operators from interacting with MDTs when driving. The MDT allows the WRTA to enable the following screen configurations under safe driving mode:

- Blank display on the screen;
- Disabled MDT buttons/keys to stop vehicle operators from performing any actions on the screen; and
- Display of information relevant to vehicle operators when of high priority (e.g., navigation, manifest, or missed messages or calls from dispatchers).”

45) iCabbi Trip Exchange (please confirm): Our understanding is that the new system will send trips to iCabbi (as broker) and receive back performance events for completed trips, with the integration being server-to-server, and iCabbi operating its own application communicating through the vehicle's onboard network. Please confirm this is correct.

Answer 45: Yes, this is correct.

46) Microtransit Integration Timeline: Microtransit is listed as a required future capability. What is WRTA's anticipated timeline for activating this integration?

Answer 46: The WRTA has not yet identified an implementation timeline for microtransit services.

47) Mandatory Go-Live Features: Please confirm which features/modules are mandatory for go-live versus those that may be phased in post-implementation.

Answer 47: All requirements identified in the specifications except for those marked "Optional" must be met for "go-live." However, if the proposer feels that there are requirements that should be considered for implementation post-"go-live," the proposer can identify those requirements in their technical proposal.

48) Microtransit / Commingling Requirements: Please clarify the specific operational model expected for microtransit and commingling. Specifically, is multimodal journey planning required, and if so, is it expected at go-live or as a future enhancement?

Answer 48: The WRTA has not yet identified a specific service area, operating model, or implementation timeline for microtransit services. The Microtransit module and any associated customer-facing tools such as multimodal journey planning are a future or optional functionality.

49) Same-Day Re-optimization: Will the solution be required to perform live re-optimization of existing paratransit routes to accommodate same-day trip changes?

Answer 49: Yes.

50) Has the WRTA established a budget or not-to-exceed amount for this procurement, including implementation, hosting, and annual recurring costs?

Answer 50: The budget has not and will not be established in advance of receipt of proposals.

51) Can the WRTA provide three (3) days of representative sample data (e.g., trip/reservation records, scheduling, and dispatch data) from the current operation? This will help Proposers accurately assess data volume, structure, and complexity for system configuration and data migration planning.

Answer 51: Please refer to the Excel spreadsheet 'Addendum 1 – Three Day Sample Data' for completed trip data for PBSTM, SCM Elderbus, and Via-WRTA from July 21, 22, and 23, 2026.

52) Can the WRTA provide the Compliance Matrix (Exhibit J, Appendix B) in an editable Excel (.xlsx) format rather than PDF, to allow Proposers to complete and submit it electronically?

Answer 52: Please refer to Answer #13.

53) What is the name, version, and vendor of the current Paratransit Scheduling and Dispatching Software (PSDS) system in use, and is it hosted or on-premise? Please describe available APIs or export tools for migrating the existing client and trip database referenced in Section 6.1 (Existing Trip and Client Database Conversion)

Answer 53: Please refer to Section 2.2 PSDS Project Scope for which vendors utilize specific software. The WRTA cannot answer the second part of this question as the Contractor must prepare and deliver a data conversion plan to the WRTA for review and approval.

54) Please confirm the current number of active/eligible ADA paratransit riders and the annual demand-response trip volume to be migrated to the new PSDS, including a breakdown by provider (WRTA/CMTM-operated fleet, Yellow Cab, and the Bethel Group).

Answer 54: Please refer to Answer #31.

55) What are the primary operational challenges or pain points the WRTA is seeking to address with the new PSDS (e.g., manual scheduling, reporting gaps, provider coordination, customer communication)?

Answer 55: The primary goal of this project is to have all service providers under the WRTA umbrella operating under one PSDS.

56) Can the WRTA provide the current peak vehicle pullout and average concurrent vehicle utilization for ADA paratransit/demand-response service across all providers (WRTA-dedicated, Yellow Cab, and Bethel Group vehicles)?

Answer 56: Please refer to Answer #9.

57) Please confirm the number of dispatchers, schedulers, reservationists, supervisors, and administrators who will require system access, licenses, and training.

Answer 57: Please see the requested information below.

- Dispatchers: 5
- Schedulers / Reservationists: 15
- Supervisors: 5
- Administrators: 5
- Others: 10

58) Section 2.1.1 references PBSTM and Central MA Transit Management (CMTM) as managing ADA eligibility, reservations, and operations, alongside Yellow Cab and the Bethel Group as service providers. Can the WRTA clarify how the new PSDS should support commingling and data/role separation across these multiple providers and brokers within a single platform?

Answer 58: Given the explanation provided in Sections 2.1 and 2.2, the proposer should describe in their proposal their proposed approach to commingling demand-response services.

59) Please provide available documentation regarding the Systrans CAD/AVL system including version, APIs, supported interfaces, hardware architecture, test environment, and implementation support available to the selected vendor.

Answer 59: No software integration is required so no technical documentation is needed.

60) Can the WRTA provide the make, model, and operating system of the existing driver tablets/MDTs, and confirm whether the new PSDS is expected to operate on this existing hardware?

Answer 60: Yes, the on-board tablet being provided by Systrans is the Samsung Galaxy Active5, Model # SM-X308U. The specifications of this tablet can be found at: <https://www.samsung.com/ca/support/model/SMX308UZGAXAC/>. Confirming that the new PSDS is expected to operate on existing hardware.

61) Regarding Section 9.4 (Potential Interface with iCabbi) and Price Proposal Form line 6.2: since the RFP states no actual integration is currently planned between iCabbi and the Systrans CAD/AVL system, should Proposers price this line item as a placeholder/optional cost only, or is active integration expected during the contract term?

Answer 61: If available, proposers shall price this line item as if an active integration were initiated during the contract term.

62) Who is responsible for the existing Cradlepoint routers, SIM cards, and private APN configuration referenced in Section 9.4 —will these remain WRTA/current vendor-owned, or are they within the scope of this procurement?

Answer 62: The WRTA owns the Cradlepoint router on-board each vehicle.

63) Section 3.3 (Information Security) states that the WRTA's IT Security Policies are under development and will be provided at a later date. Can the WRTA provide a timeline for issuing these policies, and will Proposers have an opportunity to review them before the proposal due date?

Answer 63: The WRTA's IT Security Policies have been included as part of this Addendum.

64) Please clarify WRTA's requirements and approval process for cloud hosting and data center selection, including any required security certifications or hosting standards.

Answer 64: Please review Section 3, specifically Section 3.6.1, for hosting and data center selection requirements.

65) Can the WRTA provide details regarding current fare payment methods and any existing payment processor or farebox integrations that must be retained or replaced?

Answer 65: There are no existing payment processor or farebox integrations that must be retained or replaced. The WRTA is currently operating in a fare-free environment through June 30, 2027.

66) Does the WRTA require GTFS or GTFS-Realtime integration with its 23 fixed routes for trip planning, eligibility (ADA $\frac{3}{4}$ -mile corridor), or customer information purposes?

Answer 66: This information is currently provided by Systrans for fixed-route services.

67) Since the Microtransit Module is identified as optional functionality, please clarify whether responses describing this capability should be included in the technical proposal and whether it will be considered during technical evaluation.

Answer 67: Please refer to Answer #15.

68) Are there any incumbent contract expiration dates or operational deadlines driving the desired implementation schedule (target go-live of January 2, 2027)?

Answer 68: The incumbent PSDS contract expires on December 31, 2026.

69) Is DBE certification required for a Proposer to be considered responsive to this RFP, or is the WRTA's 1.22% DBE goal only applicable if the Proposer intends to use subcontractors/sub-consultants?

Answer 69: There is no DBE goal for this procurement. The WRTA's DBE goal is listed for informational purposes as part of the FTA contract clauses.

70) Is any Bid Bond, Performance Bond, Letter of Credit, or other financial security required as part of the proposal submission or contract award, beyond what is stated in Sections 2.10 and 2.11?

Answer 70: A Bid Bond, nor Performance Bond are required for this RFP.

71) What is the minimum qualifying score required to advance to final evaluation, and what are the minimum qualifications for a vendor to be considered a responsive/responsible Proposer?

Answer 71: There is no minimum qualifying score required to advance to final evaluation. Please see Section 2 – Instructions to Proposers of the RFP for a vendor to be considered responsive.

72) Will shortlisted vendors be invited to provide software demonstrations, presentations, or interviews as part of the evaluation process, and if so, what is the anticipated format (in-person vs. Zoom) and expected duration?

Answer 72: Please see Section 3.3 – Interviews of the RFP.

73) Section 3.2 references a required 'sandbox' environment for the WRTA, PBSTM, and other service providers. Is this sandbox environment expected to be delivered during implementation, or should Proposers describe sandbox capability as part of their technical response?

Answer 73: The “sandbox” environment is expected to be delivered during project implementation. Proposers are encouraged to describe sandbox environment capabilities as part of their proposal response.

74) The RFP references multiple existing software platforms supporting different service providers, including StrataGen, RouteMatch, iCabbi, and provider-operated microtransit systems. Can WRTA clearly identify which existing applications and functions are expected to be replaced under this procurement, and which systems will remain in operation and require integration with the proposed PSDS?

Answer 74: WRTA is seeking one single, unified, scheduling and dispatch software that can support the commingling of demand-response services (ADA paratransit, microtransit, dial-a-ride); replacing StrataGen for PBSTM and CMTM, and RouteMatch for SCM Elderbus.

75) Is WRTA's objective to implement a single enterprise-wide Paratransit Scheduling and Dispatching Software platform across all participating providers (PBSTM, CMTM, SCM Elderbus, Yellow Cab, Bethel Group, and future providers), or will certain providers continue operating independent scheduling systems requiring ongoing interfaces with the new PSDS?

Answer 75: Please refer to Answer #74.

76) For each existing software platform (StrataGen, RouteMatch, iCabbi, Via, and any other systems), please identify whether historical and active rider, trip, scheduling, and

operational data are expected to be migrated into the new PSDS or only integrated going forward.

Answer 76: As described in Section 6.1, existing client databases; and, at a minimum, the most recent year client trip histories, including standing orders, shall be migrated into the new PSDS from RouteMatch and StrataGen.

77) Since Via and Bethel Group currently utilize their own scheduling software for microtransit operations, are these services expected to migrate to the proposed solution during the initial implementation, during a future phase, or remain outside the scope of this procurement?

Answer 77: Please refer to Answer #15.

78) Compliance Matrix Ref. No. 70 states that historical data shall be retained in a read-only database for management, reporting, and audit purposes.

- Could WRTA please clarify the required historical data retention period? Specifically, is there a minimum retention requirement (e.g., 7, 8, 10 years, or longer), and should all historical data remain directly accessible within the production system, or would archive data that can be restored upon request be considered acceptable?

Answer 78: The minimum retention requirement is seven (7) years, and seven (7) years of historical data shall remain directly accessible within the production system.

79) Compliance Matrix Ref. No. 633 requires the IVR to integrate with WRTA's existing telephone system and requests proposers to identify any necessary upgrades.

- Could WRTA please provide details of the existing telephone system (e.g., PBX/VoIP platform, vendor, version, and current IVR solution, if any)?

Answer 79.1: The existing phone system is a Mitel on-premises solution using SIP trunks. The current IVR solution is Enghouse that is also hosted on premises.

- Additionally, if a proposer offers a complete cloud-hosted telephony and IVR solution as part of its proposal, would WRTA consider replacing the existing telephone system, or is integration with the current system mandatory?

Answer 79.2: No, the WRTA is not considering replacing the existing telephone system.

80) Compliance Matrix Ref. Nos. 758 and 759 describe the installation of third-party applications (such as iCabbi) on MDT/tablets without direct integration to the Systrans CAD/AVL system and reference communication through the onboard Cradlepoint router using a private APN.

- Could WRTA clarify whether the successful PSDS vendor will be required to support, configure, or troubleshoot third-party applications and their network connectivity, or whether responsibility for those applications and communications will remain with the respective third-party service providers?

Answer 80: If the use of another application (e.g., iCabbi) is required on the onboard tablet, the Systrans CAD/AVL system can provide an option for the driver to switch to that third-party application, in the same way it would provide a toggle to switch between the CAD/AVL application and the PSDS application. No specific interaction or integration with the PSDS would be required in that scenario.

81) For the Fixed Route CAD/AVL integration with Systrans, will WRTA provide the Systrans hardware and API/data specifications to the selected Proposer, or is the Proposer responsible for procuring this integration independently?

Answer 81: All of this information is NOT needed by the selected Proposer - the information included in the RFP such as the tablet reference is sufficient, as there is no software integration required.

82) Please confirm the full list of agencies/entities that will use the PSDS system, including South Central Massachusetts (SCM) Elderbus —how many users/seats should be assumed for SCM Elderbus (noted as approximately 3)?

Answer 82: Please refer to Answer #57.

83) For "COA" (Council on Aging) participants, please confirm which Councils on Aging will be onboarded to the system and their anticipated trip/user volume.

Answer 83: Please refer to Answer #31.

84) Please confirm the annual trip volume for VIA (noted as approximately 34,000 trips last year) —is this figure included in the total system-wide trip volume referenced elsewhere in the RFP, or is it a separate/additional volume?

Answer 84: Please refer to Answer #31.

85) Please clarify WRTA's requirements regarding the system's capability to "comingle" trips/riders across providers (e.g., fixed route, paratransit, human-service agencies) —does this refer to shared vehicle scheduling, shared rider eligibility pools, or shared trip manifests across PBSTM/CMTM, Yellow Cab, and Bethel Group?

Answer 85: Commingling refers to integrating multiple different transit services, including ADA paratransit, microtransit, and "dial-a-ride" or non-ADA paratransit into a single, unified PSDS system.

86) Please clarify the reference to "COA Rangers" on vehicles at 60% —does this refer to a specific escort/attendant staffing requirement on COA vehicles, and if so, does the PSDS need to track or schedule these Ranger staff assignments?

Answer 86: This question does not apply to WRTA RFP #2027-01 and appears to be sent in error.

87) Please confirm the process by which trip manifests are provided to/from Yellow Cab —is this an automated system-to-system data exchange, or a manual/paper manifest process that the PSDS must support or replicate?

Answer 87: Currently, trip manifests are provided to/from Yellow Cab via manual/paper manifest process that the PSDS must modernize to remove the manual/paper/fax manifest process.

88) Please reconfirm that January 2, 2027 remains the target date for a fully operational system, and clarify whether this date is contractually binding or a planning target given the September 2, 2026 proposal due date and subsequent BAFO/award timeline.

Answer 88: WRTA expects a fully operational system to be in place by January 2, 2027.

89) What are the WRTA's training expectations and expected timelines?

Answer 89: Please refer to Section 11.7 – Training in Exhibit J of the RFP.

90) Will the WRTA share 3 days of data including Micro and para breakdown?

Answer 90: Please refer to Answer #51.

91) Please describe WRTA's system acceptance process, including acceptance criteria, testing responsibilities, and expected acceptance period following implementation.

Answer 91: Please review Section 11, specifically Section 11.5, which describes the iterative testing requirements, eventually resulting in System Acceptance. Please note that each of the first two testing phases will likely not be testing all requirements. For example, Factory Acceptance Testing will be testing high-level functions (can someone log into the PSDS system). System Testing is expected to test all PSDS functionality. Testing responsibilities are identified in Section 11.5 as well. The WRTA cannot determine the expected acceptance period following implementation at this time – it is determined by the number of “punchlist” items resulting from Burn-In Testing, and the speed with which these items can be fixed and re-tested.

92) Can WRTA please provide its Appendix B: Compliance Matrix in Excel format such that vendors can complete and return it with their submission? (previously submitted by Via)

Answer 92: Please refer to Answer #13.

93) Can WRTA please confirm whether it wants the costs of the following features / functionalities included in vendors' core pricing proposal:

- a. Eligibility management fees
- b. Multi- and / or intermodal service fees
- c. AI IVR voice features fees
- d. Ticketing fees
- e. TNC trip brokering fees
- f. Mapping fees
- g. Google speeds / Real-time speeds fees
- h. SMS / Messaging fees

Answer 93: If the Proposer includes one or more of these items, the Proposer must provide the cost by adding a separate page to the required Price Proposal Form. Further, if any of these items are incorporated in any Price Proposal Form line items, please note that within the Form.

94) Will WRTA please allow the electronic submission of proposals rather than require a physical / mailed submission?

Answer 94: No, one (1) original, and five (5) physical copies of the proposal must be submitted in hard copy, and one (1) version of the proposal must be submitted in electronic format.

95) Will WRTA please confirm that electronic signatures on all required forms / documents are acceptable?

Answer 95: Electronic signatures on all required forms/documents are acceptable.

96) In Section 16 of Exhibit H, the RFP states that the WRTA's agency-wide DBE goal is 1.22%. Can the WRTA confirm that there is no DBE goal established for this specific procurement / contract and that vendors do not need to address DBE involvement in their proposals?

Answer 96: Please refer to Answer #69.

EXHIBIT K

ACKNOWLEDGEMENT OF ADDENDUM #1 RECEIPT FORM

WRTA RFP #2027-01 for PARATRANSIT SCHEDULING AND DISPATCH SOFTWARE (PSDS)

The undersigned hereby acknowledges receipt of the Addendum #1 issued on August 12, 2026 for WRTA RFP #2027-01 for Paratransit Scheduling and Dispatch Software (PSDS).

Failure to acknowledge receipt of Addendum #1 may cause the proposal to be considered non-responsive to this solicitation.

NAME OF PROPOSER: _____

SIGNATURE: _____

DATE: _____

Worcester Regional Transit Authority



Request for Proposals (RFP) #2027-01 Paratransit Scheduling and Dispatching Software
(PSDS) Pre-Proposal Meeting Notes

Date: July 23, 2026

Location: WRTA Maintenance and Operations Facility, Community Room

Attendees:

Tom Coyne, WRTA
Nick Burnham, WRTA
John Bianchi, WRTA
Sara Rehman, WRTA
Jack Kelly, HBSS
Mital Parich, HBSS
Cody Cornwall, Ride Co.
Beau Stephan, Via
Brenda Ghia, Strategic Systems

Meeting Opened at 2:00 PM

Nick Burnham thanked everyone for attending and requested introductions from those present. He briefly outlined the Request for Proposals (RFP) and discussed the timelines for the proposers.

Questions received included training expectation and timeframes of the awarded vendor, several questions on existing interface and capabilities and a request for 3 days of shared ridership data with microtransit and paratransit numbers broken out.

All questioners were instructed to send their questions electronically to the WRTA Grants and Procurement Manager. All questions were submitted electronically and will be included in WRTA's addenda # 1; which will provide all answers.

Without any additional questions Mr. Burnham closed the meeting.

Meeting Closed at 2:45PM

WRTA - PSDS

2:00 PM

7-23-26

<u>Name</u>	<u>Company</u>	<u>Email</u>
Jack Kelly	HBSS	jackk@gryde.com
Mital Panik	HBSS	mital@gryde.com
Cody Cornwell	RideCo	Cody.Cornwell@rideco.co ³
Beau Stephen Via		beau.stephan@ridewithvia.com
Brenda Ghai	Stratagen Systems/DDS	brenda.ghai@dds.wireless.com

WRTA's IT Security Policies

8/7/2026

- Vendor security best practices for Remote access/VPN to help prevent ransomware attacks:
 - Updates: Bryley has quarterly security update checks for network equipment such as firewalls to ensure they are using the latest firmware. If there is a critical update we schedule that outside of the quarterly update.
 - Firewall Admin MFA: Bryley Systems Inc. is the WRTA's outsourced MSP for IT needs and is the only one who has access to firewalls. All Bryley employees need to be on the network and log in with MFA to use the tools to access the firewalls.
 - Non-public Firewall Admin: Access to management portals are blocked from external sources as recommended. Bryley Systems Inc. makes it mandatory for Bryley tech users to access management tools to either be in the Bryley physical building or connect to the Bryley VPN when offsite to access the management portals. Bryley also has this on a Geo-blocking level to just the USA.
 - Automatic Updates: The firewalls in use at the RTA do not support automatic updates. Bryley will continue to check for and install updates on a quarterly basis.
- Change control:
 - Bryley has a change control policy at the WRTA where any IT requests that need Admin privileges or changes in the network environment are reviewed by the Bryley team before approval.
- Multi-Factor Authentication (MFA) for Email to prevent ransomware:
 - On-premise Microsoft Exchange Server solution will remain as the investment and operating costs of M365 are currently not feasible. Email Multi-Factor Authentication: The version of Microsoft Exchange used on the WRTA's email server, 2025, does not support MFA in the same way as Microsoft 365 is able to.



Manage • Optimize • Secure – Since 1987™

- Secure Email Gateway (SEG) to protect against email-based attacks:
 - Secure Email Gateway: Barracuda is used as the WRTA's current secure email gateway, which does meet security requirements.
- Multi-Factor Authentication for Remote Access to prevent ransomware:
 - Bryley can provide a proposal for integrating DUO with the Cisco AnyConnect client. As for individual remote desktop apps like Turley, this would require working with each vendor to accomplish. WRTA does however have MFA enabled for their Windows login and salesforce application. Targeted for 2027.
- Bryley provides the website security certificates yearly to vendors to prevent spoofing:
 - Mobility.therta.com – this certificate is managed by the telephony vendor Barry Commutations.
 - Mail2.therta.com – this certificate is managed by Bryley Systems Inc.
- Phishing campaigns and Dark Web Monitoring:
 - Bryley assists with the KnowB4 Phishing campaigns and Dark Web Monitoring at the WRTA.
- Password policies:
 - Strong password policies are implemented and have the following enforced:
 - **Enforce password history policy:** Determines the number of unique new passwords that must be associated with a user account before an old password can be reused (recommended password history is 10 or more) - Enforce password history **10** passwords remembered
 - **Maximum password age policy:** Determines the period of time (in days) that a password can be used before the system requires the user to change it. (recommended password age is 90 days or less). - Maximum password age **90** days

Bryley Systems Inc.

ITExperts@Bryley.com

200 Union Street, Clinton, MA 01510

978.562.6077

Bryley.com



Manage • Optimize • Secure – Since 1987™

- **Minimum password age policy:** Determines the period of time (in days) that a password must be used before the user can change it. (recommended password age is 7 days or more). - Minimum password age **7** days
- **Minimum password length policy:** Determines minimum amount of characters to use in a password (recommended password length is 15 or more characters). - Minimum password length characters **14 characters**
- **Password complexity policy:** Enforces users to have 3 out of 4 character types in said password. Upper alpha, lower alpha, numeric and special characters (recommended setting is "enabled"). Note: Complexity requirements are enforced when passwords are changed or created. Passwords must meet the following minimum requirements when they are changed or created: Passwords must not contain the user's entire AccountName (Account Name) value or entire displayName (Full Name) value. - Password must meet complexity requirements **Enabled**
- **Account lockout duration policy:** Determines the number of minutes that a locked-out account remains locked out before automatically becoming unlocked. (recommended duration is 30 minutes or more). - Account lockout duration **30** minutes
- **Account lockout threshold policy:** Determines the number of failed sign-in attempts that will cause a user account to be locked. (recommended threshold is 10 tries or less). Note: A locked account cannot be used until it is reset by an administrator or until the number of minutes specified by the Account lockout duration policy setting expires. - Account lockout threshold **10** invalid logon attempts
- **Reset account lockout counter after policy:** Determines the number of minutes that must elapse after a failed logon attempt before the bad logon attempt counter is reset to 0 bad logons (recommended reset time is 30 minutes or more). - **30 minutes**
- **Automatic Screen lock policy:** Determines number of inactive minutes until a computer will lock the screen (recommended lockout time is 15 minutes or less) **10** Minutes

Bryley Systems Inc.

ITExperts@Bryley.com

200 Union Street, Clinton, MA 01510

978.562.6077

Bryley.com