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REQUEST FOR PROPOSALS (RFP) FOR PROGRAM BASED TRANSPORTATION SERVICES:

Questions & Responses

- **Question 1:** We noticed the section DDS/Dahab cost proposal. Part D2 client data. This is a lot of Data to go over, especially with coordinating route plans. Is there any way for us to update this document to delete all the areas/individuals/programs that we know 100 hundred percent fact that we are not interested in servicing? Well feel like this would be much easier for vendors so then they only have to do is scroll through what programs/locations they want to service instead of having to go through every single part which is a lot.
 - **Question 1A:** Why is it that a vendor can't just delete anything that they won't bid on? So, then they don't have to scroll through over 12,000 rows.
 - **Response:** The Excel file's cells, except for the 'Route' column, are locked for data integrity. Filtering and sorting options are available for efficient navigation without data deletion.
- **Question 2:** Right now, we have different programs although routes can be the same number. For example, Waystone in Haverhill route ABCD_14. We also have Incompass in Chelmsford route that's ABCD_15. When we list the routes on the D2 client data should we just list 1-so and so instead of two routes from different programs being the same number? Then later Mart may just change the actual route numbers.
 - **Response:** Please use numerical route numbers in sequential order without repeating numbers per program. MART will rename routes after the award to match our preferred format.
- **Question 3:** For the section EIP 02 Cost Approval. On the very bottom of some of the sections like 7111 it says applicant date. This means Vendor name, correct?
 - **Response:** Where it says Applicant Name: (Vendor Name).
- **Question 4:** I am a new vendor, I did download and read the documents, but I still don't know how to submit the documents, as it is my first time, can we set up an appointment to walk through the steps?
 - **Response:** As per the instructions, Step 4, Please upload your completed responses to MART using the secured link provided, labeled SUBMIT.
- **Question 5:** Does the paperwork need to be filled out in blue ink?
 - **Response:** Blue ink is not required.
- **Question 6:** Should we divide all customers by routes and then write a cost for each route?
 - **Response:** A specific cost proposal for each route you wish to bid on is required. Route planning should be based on full capacity and efficient 90-minute routing.



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- **Question 7:** How many routes should we bid? As much as we can accommodate at this moment or all routes we are interested in general. If we have 20 vehicles and drivers, should we bid 20 or all potential routes we are interested in?
 - **Response:** The number of routes to bid is at the vendor's discretion, you may bid over the number you have vehicles for as you will have the ability to accept or decline when routes are awarded. However, for every ten vehicles, you must have at least one backup vehicle, driver, and monitor (if required). For example, if you are awarded 20 ambulatory routes, you would need 2 backup ambulatory vehicles, 2 backup drivers, and 2 backup monitors (if required).

- **Question 8:** We currently have a fleet of 33 vehicles but most of them don't meet the requirement of vehicle age of 7 years. If we submit the application with just two vehicles that meet the requirements, and then in case we get several contracts granted, we will buy and maintain the respective number of vehicles that are needed for the contracts granted? Is that a viable option? Or do we have to submit the application with for example 5 vehicles so that we can get 4 contracts and have 1 spare vehicle? We are always expanding our fleet and by the time the contracts start in July 2024, we can get many more vehicles that meet all requirements.
 - **Response:** The number of vehicles required for the application is at the vendor's discretion. However, for every ten vehicles, there should be at least one backup vehicle, driver, and monitor (if needed). Considering the possibility of awarded contracts, it's up to you to decide whether to submit with just two vehicles meeting the requirements or include more for potential backup options.

- **Question 9:** I see that there are two different pricing systems - 1 for EIP and 1 for DDS and DMH. I wanted to clarify that:
 - **Question 9a:** For EIP we set the price for a "one way customer trip" and that trip can be anywhere within the Program catchment area? Will that be 1 client or Mart will assign a shared ride for several customers based on that area?
 - **Response:** Yes, the set price would be per consumer in catchment area to said program. If shared vehicle, cost would also be a per consumer rate.

 - **Question 9b:** For DDS and DMH, do we review the client's information on the "D2 - Client Data" and assign the routes we would like to get based on the vehicle capacity of 6 passengers? And then do we set the prices for the specified routes on the last sheet in that file "D3 - Prov. Cost Prop. Sum."? Does that "vehicle cost per day" mean that we are obliged to transport that route on the times specified for the clients (for example 8.30 and 14.30) and we can use the vehicle for other needs at other times?
 - **Response:** For DDS and DMH, the routing cost is determined based on the vehicle's full capacity (excluding the driver) and a 90-minute window from the first pickup address to program arrival and return. The 90-minute window starts at the first pickup. Consumers must be dropped off no earlier than 15 minutes prior to the program start and picked up no later than the scheduled pickup time. The vehicle can be used at the vendor's discretion outside the 90-minute window for both AM and PM trips. Prices for specified routes should be set in the last sheet of the "D3 - Prov. Cost Prop. Sum." file.



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- **Question 10:** For the different programs - EIP, DDS and DMH - are the cancellations paid?
 - **Response:** Cancellations for EIP, DDS, and DMH programs are not paid if the consumer does not attend as there is no billable service provided. However, if you are awarded a DDS/DayHab route, the vehicle cost per day is paid based off properly submitted attendance from the vendors.
- **Question 11:** Not sure if the "vehicle cost per day" means that if the respective clients are no show or cancel upon arrival, do we still get paid for that day?
 - **Response:** You will be paid for the route as long as at least one consumer is transported to and from the program on the assigned day.
- **Question 12:** Same question for the "one way customer trip" - do we get paid in case of cancellation?
 - **Response:** Unfortunately, vendors cannot be paid for cancellations as there is no billable service when the consumer does not attend the program.
- **Question 13:** What is the payment schedule for the program-based contracts? Is it twice a month, same as for demand and response service?
 - **Response:** The payment schedule varies based on the service type. For DDS/DH, invoicing is twice per month same as Demand Response. DMH and EIP, is once a month. The Broker will reimburse Transportation Providers within 45 days of an approved finalized invoice.
- **Question 14:** Page 16E, 2...Will MART consider waivers for 1 year as opposed to 6 months?
 - **Response:** The Broker may grant waivers in six month increments for up to a maximum of two additional years of vehicle age, beyond the vehicle age limit set forth in subsection 4.1.E.a.(1) and (2).
- **Question 15:** Page 32, Section 8.2, B1...Will MART be changing their billing attendance format so that consumer changes will be corrected immediately to help eliminate attendance errors?
 - **Response:** There are no planned changes to the billing format. Vendors are advised to carefully review invoicing for accuracy before submitting signed coversheets.
- **Question 16:** Page 22, Training Requirement... Will MART provide Training Materials for "reaction to seizures"?
 - **Response:** Training regarding "reaction to seizures", is part of basic first aid training for DDS/DH and DMH. EIP will also receive Certified First aid training through the American Red Cross to cover this requirement. Additionally, vendor-specific seizure protocols will be provided when necessary.
- **Question 17:** Are all the costs, with the exception of monitors, to be included in the cost listing, including cost per day for the vehicle?
 - **Response:** All costs should be included in the cost listing. This includes the cost per day for the vehicle. Please ensure the vehicle cost per day is specified, and if applicable, add the monitor



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cost per day. Combine both to calculate the total cost per day. Refer to the Cost proposal file for further details.

- **Question 18:** How and where do we show which individuals are assigned to which routes?
 - **Response:** To show individuals assigned to routes, list the route assignments in column A of the client data Excel Spreadsheet using numerical route numbers in sequential order without repeating numbers per program. MART will rename routes after the award to match the preferred format.
- **Question 19:** Can you please clarify question 8. Are these program additions within our organization or would they potentially include outside our organization as well.
 - **Response:** This is specific to Day Programs that have vehicles that wish to provide transportation for their members to their Day Programs.
- **Question 20:** Can MART please clarify if a Table of Contents and Appendix will count towards the one-page per question response requirement/limit?
 - **Response:** Qualified respondents must submit program-based transportation responses not exceeding one page per question plus the cover page.
- **Question 21:** Can MART please clarify if the cover page separate of a proposal cover that typically includes a designed graphic and contact details?
 - **Response:** Qualified respondents must submit program-based transportation responses not exceeding one page per question plus the cover page.
- **Question 22:** Are you looking for current staffing numbers or are you asking what our numbers would be based on routes bided? Should we show vacancies?
 - **Response:** This question pertains to Program Service Question #4. Please provide a list of current staff for the indicated routes without vacancies.
- **Question 23:** While Bidders are allowed to submit proposals for individual routes or for entire Programs, there should be additional consideration given to a Bidder who does submit a proposal for an entire Program.
 - **Response:** While bidders can propose for individual routes or entire programs, those submitting proposals for entire programs receive additional consideration due to overall coverage being a major factor in the award decision.
- **Question 24:** Giving additional consideration in these instances will increase efficient routing and also incentivize Bidders to include wheelchair transportation service in their proposals. 2. Given the current and on-going backlog of new vehicles available to vendors, is it possible to have an earlier date for the determination and award phases of the Procurement as soon as possible after the Proposal Submission date of September 25 so that vendors will have additional lead time to order, procure and upfit (if necessary) vehicles prior to the July 1, 2024, start date?
 - **Response:** The timeline for the Procurement has been set, and MART is committed to awarding routes promptly. The consideration of earlier determination and award phases will be



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considered, keeping in mind the existing backlog of vehicles to ensure vendors have sufficient lead time to order and upfit if needed before the July 1, 2024, start date. If vehicle orders are delayed additional vehicle waivers may be possible.

- **Question 25:** Should we use existing RT #'s or New RT #'s? & do you want RT Code in that #? Ex- SHC 1 – Shore Chelsea.
 - **Response:** To show individuals assigned to routes, list the route assignments in column A of the client data Excel Spreadsheet using numerical route numbers in sequential order without repeating numbers per program. MART will rename routes after the award to match the preferred format.
- **Question 26:** How does it work when a consumer moves during the bidding & after the awarded process in respect to the RT & cost of RT?
 - **Response:** MART tracks consumer moves during bidding and after the award process, making necessary changes with vendors to ensure efficient routing and manage costs.
- **Question 27:** Do you want us to Bid double Runs?
 - **Question 27A:** Are there any double routes in the bidding process?
 - **Response:** Yes, Providers can submit both single route and package price quotes for comparison.
- **Question 28:** If we see a consumer with only 1 Line on the List Is that just a typo or does it have any significance?
 - **Response:** If there is only 1 Line on the List, it likely indicates that the consumer plans to use transport round trip, unless otherwise noted in column L. Further details/clarification will be provided after the award.
- **Question 29:** Is the Biding process negotiable? Is the 2% a guarantee in order for us to plan for 5 years out at an unknown volatile economy, our bids will be extremely high? If we can get a min 3% guarantee for every year, we would be able to bid more reasonably.
 - **Question 29A:** Is there at least a 2% increase guaranteed for each year of the contract?
 - **Question 29B:** Increased Inflationary cost Would there be room for cost increases in the event of increased fuel costs or other related costs to transportation?
 - **Question 29C:** In the RFP document it states: There will be a rate increase not exceeding 2% annually for all routes. Does this mean we will be getting a 2% increase in our rates annually?
 - **Question 29D:** Does this mean we might not get an automatic increase annually?
 - **Response:** In the RFP document, Part 4, it is specified that there will be a rate increase not exceeding 2% annually for all routes throughout the entire 5-year contract. No further rate increase requests will be considered during this period.
- **Question 30:** Has there been any discussions on compensation that we may receive if there are any Program shutdowns due to unforeseen circumstances, IE Pandemic?
 - **Question 30A:** Is there any guaranteed compensation that we will receive if there are any program shutdowns due to unforeseen circumstances, IE Pandemic?



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- **Response:** Compensation for program shutdowns due to unforeseen circumstances, such as a pandemic, would be determined by the funding agencies when and if such situations arise. As per current practice, payment can only be made for services rendered.
- **Question 31:** There are consumers that have notes stating they cannot ride with other individuals, but we don't have their names so how do we keep them separated?
 - **Response:** To keep consumers with notes about not riding with others separated, MART will address this in our tracking system and provide updates after the award.
- **Question 32:** To be clear, the final day to submit our proposals on the RFP is in September 2023?
 - **Response:** The deadline for submitting proposals on the RFP is September 25, 2023, at 12 p.m. EDT.
- **Question 33:** Do we keep our current routes and Single trips that we have now or are they lost come July 1, 2024?
 - **Response:** All current routes and Single trips will be up for bid with the exception of those consumers that must remain separate and direct due to specialized medical or behavioral needs and were not included in the procurement.
- **Question 34:** Do you want corrections made on D2 for addresses and/or Mobility Codes?
 - **Question 34A:** Wrong Addresses, we have corrected the runs that we do but the wrong addresses are still coming up, again making it hard to bid with any confidence that the information is correct. Although we may be able to figure out the ones that we have been doing for 20 years if we wanted to bid on something that we have not done, it would be scary doing so as we can see on the ones, we know that the information is incorrect. There are missing legs to trips. Some mobility types are wrong where ambulatory people are marked as w/c.
 - **Response:** The data in the RFP package is a snapshot at the time of distribution and may change. MART continuously updates this data. Vendors will be informed of any changes after the award. To report a change for a consumer you currently transport, please contact ProgramManagement@marta.us for accuracy.
- **Question 35:** Can individuals be excluded in the different programs or does a vendor have to assign all individuals in a program to numerous routes?
 - **Response:** Vendors have the flexibility to exclude individuals from any program. They are not obligated to assign all individuals to numerous routes, except for the EIP program, which follows a per-trip rate for the entire program.
- **Question 36:** What are the requirements for vehicles. i.e., age, miles, etc.?
 - **Response:** For vehicle requirements, including age, miles, and more, refer to Appendix 3 Exhibit 1 FY25 Transportation Provider Performance Standards, Section 4.1.
- **Question 37:** If clients are added to a route does the vendor get additional compensation?
 - **Response:** In the bidding process for routes, vendors are compensated for the full 90-minute window. Additional clients may be added by MART to maximize seating capacity without any



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additional compensation to the vendor or cost to the Broker. The routing and 90-minute window begin from the first member pickup address.

- **Question 38:** Are past route amounts available for vendors to review?
 - **Question 38A:** Current wheelchair rates. Can we get the current wheelchair rates for Metro Boston?
 - **Question 38B:** Is there a current list of vender rates for each program that is available?
 - **Question 38C:** We are wondering if it is possible to receive the current pricing of all RTS to the programs we are planning to bid?
 - **Response:** You may be able to obtain this information by requesting it through the Freedom of Information Act by contacting RAO@mrt.us.
- **Question 39:** When a client has a VA notation (Vehicle Accommodation), what does that mean?
 - **Response:** The VA notation (Vehicle Accommodation) is not currently utilized by any clients with such mobility code so that can be disregarded.
- **Question 40:** What is the minimum Vehicle seating Capacity including Driver for Based RFP for Transportation services?
 - **Response:** The RFP does not require a minimum capacity. Vehicle capacity must not exceed manufacturers specifications on any given route.
- **Question 41:** Are the pick-up rates subject to bidding, or the rates are fixed?
 - **Response:** The pick-up rates are subject to bidding and must be for the entire 5-year contract period. There will be a rate increase not exceeding 2% annually for all routes, and no further rate increase requests will be considered during the 5-year term. Pick up rates are irrelevant for the bid as DDS/DMH are a per route per day cost and EIP is a per trip cost.
- **Question 42:** Section 3.1 I. Are you expecting full employee handbooks be submitted for approval?
 - **Response:** Vendors must submit policies for personnel, procedures, or equipment related to services under the Transportation Provider Subcontract to the Broker for approval.
- **Question 43:** Section 3.2 H. Is there a time within which a No-show/late call must be reported?
 - **Response:** No-shows must be reported within 24 hours using attendance and incident reporting protocols. Late notifications should be made immediately to MART and appropriate personnel.
- **Question 44:** Section 3.2 L. If a driver calls in sick, are we required to notify all route riders that a different driver is driving that day?
 - **Response:** The Provider should aim to assign consistent drivers and Monitors to each route. If a driver calls in sick, they must inform parents/residential staff and Facility staff in advance about the scheduled change in personnel.
- **Question 45:** Do we need to notify for vacation changes as well?



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- **Response:** Yes, if the driver assigned to a route is on vacation, it's essential to notify the residence. Some consumers under program-based work might not accept change easily, so informing the residence helps them prepare for the consumer's needs accordingly.
- **Question 46:** Section 3.2 M. Do we need to document owner permission to turn around in a private driveway?
 - **Response:** Yes, owner permission/documentation is required, along with MART approval.
- **Question 47:** Section 4.1 B. 6. All vehicles, not just w/c vans must be inspected before use? Will there be an inspection prior to 07/01/2024 of an entire fleet?
 - **Response:** As of July 1, 2023, all new or reactivated vehicles must undergo inspection by MART before being used for any contracted MART work.
- **Question 48:** Section 5.3 A. Driver and Monitor Sexual Harassment Training – The agency's training or the MART training?
 - **Response:** The Sexual Harassment Training must be conducted using the MART platform.
- **Question 49:** Section 5.4 A. 10 Performance Evaluations – This is new. What will be the time requirement for this evaluation, annually? Will this be added to the employee log?
 - **Response:** Performance evaluations have been a standard requirement of the Contract and remain in place. These evaluations are conducted annually and documented in the employee log according to existing protocols.
- **Question 50:** Section 6.1 A. Are shorts allowed?
 - **Response:** Drivers and Monitors must maintain a clean, neat, and professional appearance, wearing appropriate blouses, shirts, skirts, slacks, or pants without any rips or tears. Closed footwear with a non-skid sole is required, along with a visible nametag for identification by Consumers.
- **Question 51:** Section 7.2 D. Are there firm dates by which the inspections need to be completed or is the reporting due within 30 days of last route inspected over a six-month period?
 - **Response:** Two site inspections are required for each program the vendor serves. The first inspection must take place between July 1, 2024, and December 31, 2024, and the second inspection conducted between January 1, 2025, and June 30, 2025. Both rounds of inspections must be reported to MART within 30 days of completion.
- **Question 52:** Section 9.2 More general question – currently MART will not open an email sent to them securely. When we communicate to MART information that must be secured, how are we to do that without a secure portal?
 - **Response:** This question does not pertain to providing a bid to the proposal. Please outreach ProgramManagement@mrta.us to discuss a solution.



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- **Question 53:** On Page 27 #E1 states: Attendance must be accurate. Vendor will be paid full route cost even if only a portion of the consumers attend on a given day. BUT if this attendance is inaccurate (recorded attendance for those who did not go), the vendor will be subject to recoupment and fines. How much money (“recoupment and fines”) did you recoup from all the vendors for attendance errors in 2021 and 2022?
 - **Response:** This question does not pertain to providing a bid to the proposal. You may be able to obtain this information by requesting it through the Freedom of Information Act by contacting RAO@mrta.us.
- **Question 54:** For Post Accident drug and alcohol testing it seems you follow DOT/FTA guidelines, except for the following guideline: If the employer can determine their driver’s performance did not contribute to the accident, then no drug or alcohol test is required. Will you consider including this DOT/FTA guideline to your Post Accident requirements?
 - **Response:** The fault of the accident is not determined by the employer. Drug & Alcohol testing following an accident are clearly defined in the Transportation Provider Standards, please refer to Section 5.H.
- **Question 55:** In the RFP document it states: In the event a route(s) is relinquished by the current Transportation Provider, the route(s) will be put out to bid and the current/existing Provider will be prohibited from submitting a bid for the route(s) being relinquished. If a vendor turns back a few routes to one program, will that vendor be prohibited to bid on any more routes to that program only? Will the vendor still be able to bid on other programs?
 - **Response:** If a vendor relinquishes a route, they will be prohibited from bidding on that specific route and may also be prohibited from bidding on routes within the same program. If routes are relinquished due to lack of vehicles or drivers, then the provider will be prohibited from bidding future routes unless they can show an increase in their vehicle and driver pool. If relinquished not due to lack of vehicles and drivers, they will be allowed to bid on routes for other programs without any restrictions.
- **Question 56:** For this RFP, can a vendor bid on more routes than they know they will be able to do? Then once awarded routes, can the vendor pick and choose which routes they want and turn back routes they cannot do? If the vendor does not accept all the routes awarded to them, does this mean the vendor will be prohibited from bidding on routes anymore?
 - **Response:** Vendors can bid on multiple routes in the RFP. However, once awarded routes, they can choose which ones to accept and notify the broker accordingly. Rejecting some routes does not prohibit them from bidding on future routes.
- **Question 57:** After awarding contract is there any discussion on obligations of group homes, houses, safety equipment or training?
 - **Response:** After awarding the contract, vendor obligations, including group homes, houses, safety equipment, and training, are outlined in our Transportation Provider Performance Standards. These standards will be thoroughly reviewed and discussed, and if needed, MART can provide information about our trainers for additional training.



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- **Question 58:** Is there an opportunity for Vendors to purchase vehicles to accommodate trips? Or should the Vendor already have vehicles in their fleet?
 - **Response:** Vendors have the opportunity to purchase vehicles within approximately 6 months after being awarded the contract.
- **Question 59:** Section 4.1 C. 11. Does this mean the GPS data is tracking the time of every pick-up/drop-off for individuals and the pick-up/drop-off at the facility only?
 - **Response:** Yes, the GPS should track from the start of the route, first pick up to the last drop off.
- **Question 60:** On Page 15 #11 states: GPS technology that tracks, monitors, and reports the vehicle's location. Since Cameras and Video are now required for program-based transportation, do we need to have GPS technology also?
 - **Response:** Yes, video recording will record events inside the vehicle and the GPS tracking tracks the vehicle location and reports to the Broker and EOHHS in real or near real time.
- **Question 61.** Section 6.3 E. If GPS is logging individual pick-up/drop-off times, why is manual recording also required?
 - **Response:** Fact sheets will remain a requirement in addition to the GPS tracking, for back up purposes. GPS technology is web based and if its down we will have hard copy documentation.
- **Question 62:** Factoring: using 45 days receivables. Many transportation vendors suffer from low cash flows because of the small margins in this line business and the net 45-day term. Would it be possible for vendors to factor their receivable assets to meet its present and immediate cash needs?
 - **Response:** MART has considered many factors over the years, and we will consider/factor with vendors within reason.
- **Question 63:** Vehicle purchasing program. Would MART assist vendors in a collective vehicle purchasing program either through the State Government or the private vendor collective bargaining.
 - **Response:** Currently there is no such program or venue to support this. If you have additional ideas, they can be reviewed and discussed at a later date.
- **Question 64:** Cost Savings measures. Are the RTA's and HST open to new cost savings ideas? E.g., compensation by sharing in the savings created by improving efficiency and ideas that lower the overall cost of transportation.
 - **Response:** This RFP is specific to Program-Based Transportation if you have additional ideas they can be reviewed and discussed at a later date.
- **Question 65:** What criteria makes a Vendor favorable for any particular route created (besides price)
 - **Response:** The overall cumulative Transportation Provider score, cost, capacity, and Program coverage are the deciding factors in the award process.
- **Question 66:** Is there a quota for SDO certified businesses that submit a BID.
 - **Response:** No, there isn't a quota for SDO certified businesses that submit a bid.



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- **Question 67:** Does an existing fleet make a company more favorable?
 - **Response:** Routes will be awarded based on overall cumulative Transportation Provider score, cost, capacity, and Program coverage.
- **Question 68:** Please confirm the requirement for video-only equipment. Will MART be assisting with up front expenses, or will we build this expense into bid prices?
 - **Response:** The expense for all requirements should be reflected in the cost proposals.
- **Question 69:** Section 3.2 Q. Will there be a secure portal to provide video?
 - **Response:** This hasn't been determined yet, the Broker will collaborate with the vendor on best practices to retrieve video footage if required.
- **Question 70:** What are the expected request reasons to share video?
 - **Response:** Safety, and incident related.
- **Question 71:** Is it attendance, is it incident related?
 - **Response:** The primary reason is safety and to address incident related issues, however, it could be used for attendance related verification/resolution.
- **Question 72:** Do we need only one (1) camera facing outward in front of the vehicle which will record the trip? Do we need a camera facing inside the vehicle?
 - **Response:** The requirement is for one camera facing inside the vehicle. Outward forward-facing cameras are not prohibited and may bring you a discount from your insurance company.
- **Question 73:** With the harsh New England environment, extreme temps both hot/cold, and the bumpy roads, cameras system are known to be affected by these issues and may stop recording. Do you have a recommended system that works best for our area?
 - **Response:** The Broker will research and provide additional information as it becomes available.
- **Question 74:** I am not aware of a camera system that can store video for 3 months. Do you have a recommended system that can store video for 3 months?
 - **Response:** The Broker will research and provide additional information as it becomes available.
- **Question 75:** Since single trip are provided under Demand Response standards.... Is video required for single trips to the programs?
 - **Response:** Video recording for assigned Program-Based Single trips won't be required as this requirement applies to contracted Program-Based services. Single trips are performed under the Demand Response standards with the exception of fingerprinting requirements and not leaving the client unattended.



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- **Question 76:** On the video only recording, DDS usually requires consent forms for any kind of photography use. Will there be a consent form required for this? Our human rights officer is concerned about non-consensual video recording. We have some families that do not consent to any kind of photography. The individuals basically must use this transportation if they live in a group home.
 - **Response:** The Broker and HST will ensure that the agencies are aware of and approved all requirements.

- **Question 77:** Are we allowed to submit the proposals by downloading, completing them by hand and saving them in PDF format?
 - **Response:** As per the instructions, step 4, Please upload your completed responses to MART in the same file type received, i.e., Excel, using the secured link provided, labeled SUBMIT.