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October 2023

MART Brokerage Application Instructions

User Guide for Application

Prepared For:

Montachusett Regional Transit Authority

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COMPLETING THE PROVIDER APPLICATION

1. Go to the [MART VMS Platform](#) and sign in.
2. If you have completed your Company Profile, you should see the **Provider Application** section. Click "**Apply to become a Provider**" to start your application.



MART HUMAN SERVICE TRANSPORTATION (HST)

VMS Vendor Portal

Company Profile

JS Transport

Last updated on 10/05/2023 02:34 AM

[Update Company Profile](#)

Provider Application

MART has a large Brokerage Transportation Division that contracts with private transportation providers to perform Human Service Transportation rides and Special Education routes. MART currently contracts with over 200 such providers that collectively perform over 4 million trips a year.

[Apply to become a Provider](#)

3. After clicking, you will be directed to the **Application Introduction** page.



MART HUMAN SERVICE TRANSPORTATION (HST)

APPLICATION INTRODUCTION

This application is for any transportation provider who seeks to subcontract with the Montachusett Regional Transit Authority (MART) to provide trips for consumers/clients of one or more state HST programs (MassHealth, Department of Developmental Services, DPH – Early Intervention, Department of Mental Health., etc.).

All the following documents will be required for completion in the application:

- Certification of Insurability
- Non-Collusion Affidavit
- Certification of Good Standing from MA Department of Revenue
- Certification of Good Standing/Legal Existence from MA Secretary of the Commonwealth (SOC) or Municipal Business Certificate
- Signature Verification
- Business Certification
- Transportation Provider Performance Standards Acceptance
- Transportation Contracts List
- Instructions for Completing Price Charts (Rate Quotes) & Price Chart Forms
- Transportation Provider Employee log
- Transportation Provider Vehicle log
- Written professional references (MART requires that the transportation provider have a minimum of one (1) year experience owning and operating a passenger transportation company. References will be contacted to confirm the provider's length of service, performance, reliability, qualifications, etc.

All the following documents will be required to be attached in the application:

- OSD-SDO Certification Letter, if applicable
- Certificate of Good Standing - MA Department of Revenue
- Certificate of Good Standing/Legal Existence - MA Secretary of the Commonwealth and/or Municipal Business Certificate
- Completed and signed W9

[Continue to Application](#)

This page shows the required documents and information that you would need to upload as part of your application. It is advised that you gather these documents first before starting your application so that you can easily complete the different sections of the application.

4. When you are ready to start your application, click the “**Continue to Application**” button.
5. The first section of the application shows your Company Profile. Use the Navigation buttons to review the different sections of your Company Profile.

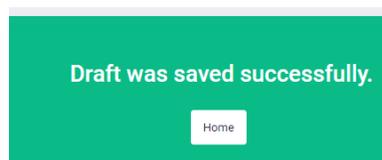
Company Profile:			
Use the Navigation Buttons to view the different sections:			
1. ORGANIZATIONAL INFORMATION	2. ADDRESS INFORMATION	3. PROVIDER INFORMATION	4. QUESTIONS
1. ORGANIZATIONAL INFORMATION			
1.1 Provider Information			
Provider Legal Business Name	Tax ID#	MassHealth Provider Number	
JS Transport, Inc.	88-8888888	N/A	

- If your Company Profile is correct and complete, **check the box** at the bottom of the section to confirm this. Click “**Next**” to continue.

<input type="checkbox"/> By checking this box, I confirm that the above information is correct and complete.
<input type="button" value="Next"/>

Updating your Company Profile for your Application

- If you need to do some corrections on your Company Profile for the application, please do the following:
 - Click the “**Save As Draft**” button to save your work. The following page will confirm that you have saved your draft successfully.



- Click the “**Home**” button to go to your Home page. Then, on your home page, click “**Update Company Profile**”. Make the appropriate corrections, and then **Submit**.
- Since you already started an application, the link under the Provider Application section has changed to redirect you to the details of your open application. Click “**View Application Status**” to view it.
- The following page will show:



MART HUMAN SERVICE TRANSPORTATION (HST)

PROVIDER APPLICATION STATUS	
Current Application Status:	Application draft created.
Next Action:	Continue Application
Action Link:	https://mart-dev.formverse5.com/AUTOCENESERVER_MART/WebApp/RenderForm.aspx?draftid=AB701702-C263-482D-8E85-5DE367509B2B&tem...
Last Updated:	10/5/2023 7:46:04
Application Preview:	Click here to view your most recent Application submission

- Click the **Action Link** to continue your application.

6. Complete the rest of the application as directed in each section.

General notes to keep in mind as you complete your application

- If you are unable to finish your application in one session, make sure to **Save As Draft** before leaving the platform.
- Use the Navigation Side Bar to check the completion of each section. If you successfully completed a section, it should show a **check mark** and **turn green**.

MART HUMAN SERVICE TRANSPORTATION (HST)

APPLICATION

✓ COMPANY PROFILE REVIEW	<p>MART HUMAN SERVICE TRANSPORTATION (HST)</p> <p>CERTIFICATION OF GOOD STANDING</p> <p>The Applicant assures that the business is in good standing with the Massachusetts Department of Revenue.</p>
✓ 1. CERTIFICATE OF INSURABILITY	
✓ 2. NON-COLLUSION AFFIDAVIT	
<p><u>3. CERTIFICATION OF GOOD STANDING</u></p>	

Below are section specific notes to help you complete the application correctly:

5. Signature Verification

- Make sure to **Save As Draft** before leaving the VMS platform to obtain the hard copy of the Signature Verification form.
- You must upload the **NOTARIZED** Signature Verification Form in this section **AND** mail the hard copy to the indicated address.

8. Transportation Contracts List

- You must enter a valid email address, as this email address will be used to contact your reference.

Reference Details:			
Business Reference Name:		Contact Person:	
Company XYZ		John Doe	
Street Address:		City:	State: Zip:
111 Test Ave		Boston	MA 11111
Phone:	Email:	Contract Status:	
(111) 111-1111	odezafv2@gmail.com	<input checked="" type="radio"/> Current <input type="radio"/> Expired <input type="radio"/> Terminated	
Description of Services:			
Non-emergency medical transportation services (medical/dental appointments) ▼			
Letter of Recommendation (optional):			
Click here to attach a file			

9. Price Charts

- First, select the service that you provide.

1. Select service(s) that you provide:

- Chair Car (Wheelchair)
 Dial-A-Ride (DAR)
 Taxi
 Enhanced Chair Car Service

Please note that if you are unable to check Chair Car (Wheelchair) or ECCS on the Price Chart section, this means you either did not indicate in your Company Profile that you provide the “Wheelchair van (Chair Car)” service, or you are ineligible to provide this service because you do not have at least two wheelchair vans.

- From the list of locations shown, **check the box** of your desired Primary Pick up locations. Primary Pick up Location is the City or Town the trip originates from.

2. Select Primary Pick Up Locations:

WESTERN MA HST 01	NORTHEASTERN MA HST 02
<input checked="" type="checkbox"/> WESTERN - Adams	<input checked="" type="checkbox"/> NORTHEASTERN - Acton
<input checked="" type="checkbox"/> WESTERN - Agawam	<input checked="" type="checkbox"/> NORTHEASTERN - Amesbury
<input type="checkbox"/> WESTERN - Alford	<input type="checkbox"/> NORTHEASTERN - Andover
<input type="checkbox"/> WESTERN - Amherst	<input type="checkbox"/> NORTHEASTERN - Arlington
<input type="checkbox"/> WESTERN - Ashfield	<input type="checkbox"/> NORTHEASTERN - Ashburnham
<input type="checkbox"/> WESTERN - Athol	<input type="checkbox"/> NORTHEASTERN - Ashby
<input type="checkbox"/> WESTERN - Auburn	<input type="checkbox"/> NORTHEASTERN - Ashland
<input type="checkbox"/> WESTERN - Barre	<input type="checkbox"/> NORTHEASTERN - Ayer
<input type="checkbox"/> WESTERN - Becket	<input type="checkbox"/> NORTHEASTERN - Bedford
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Western MA HST 01 Selection Summary:</p> <p>Adams, Agawam</p> </div> <div style="width: 45%;"> <p>Northeastern MA HST 02 Selection Summary:</p> <p>Acton, Amesbury</p> </div> </div>	
<div style="border: 1px solid black; padding: 5px; display: inline-block;">Generate Price Charts</div>	

- Once you have finished your selection, click **“Generate Price Charts”**. You should then see the Price Chart for each service you selected, showing all the locations you selected under it.

3. Fill in the charts. Use the buttons below to view the price chart for the indicated service:

Chair Car	DAR	Taxi	ECCS
-----------	------------	------	------

DIAL-A-RIDE (DAR) PRICE CHART				
<i>A minimum of 5 (five) loaded miles is required in the “mileage included in pick-up fare” rate column</i>				
PRIMARY PICK UP LOCATIONS	PICK UP FARE*	PER MILE RATE*	MILEAGE INCLUDED IN PICK UP FARE*	SHARED RIDE PICK UP FARE
WESTERN Adams	<input type="text"/>	<input type="text"/>	5 <input type="text"/>	<input type="text"/> x
WESTERN Agawam	<input type="text"/>	<input type="text"/>	5 <input type="text"/>	<input type="text"/> x
WESTERN Alford	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> x
NORTHEASTERN Acton	<input type="text"/>	<input type="text"/>	5 <input type="text"/>	<input type="text"/> x
NORTHEASTERN Amesbury	<input type="text"/>	<input type="text"/>	5 <input type="text"/>	<input type="text"/> x
<input type="button" value="+ Add New Primary Pick Up Location"/>				

- You can further adjust the chart using the **“+ Add New Primary Pick Up Location”** to add new locations or the red **“x”** button on each row to remove a location.
- Complete all the fields on all the price charts.
- Once you have completed a price chart, **check the box** to confirm that the price chart for the service is complete. The Service Navigation button will be highlighted in **green** to indicate that you have completed the price chart for that service. You must do this for all the services you have selected to provide.

<input checked="" type="checkbox"/> By checking this box, I confirm that the Dial-A-Ride (DAR) Price Chart is correct and complete.				
<p>Use the buttons below to review the price charts for the indicated service:</p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%; background-color: #cccccc;">Chair Car</td> <td style="width: 25%; background-color: #008000; color: white;">DAR</td> <td style="width: 25%; background-color: #cccccc;">Taxi</td> <td style="width: 25%; background-color: #cccccc;">ECCS</td> </tr> </table>	Chair Car	DAR	Taxi	ECCS
Chair Car	DAR	Taxi	ECCS	

- Once you have confirmed that each service price chart is complete, **sign** and **date the section**.

Provider Legal Business Name: <u>Company ABC</u>	
<u>Odeza Bactin</u>	<u>9/20/2023</u>
Signature of Provider or Authorized Representative	Date

10. Employee Log

- You must enter at least two employees for this section to be complete.

11. Vehicle Log

- You must enter at least two vehicles for this section to be complete.

7. Once you complete the application, the Navigation Side Bar should be all green. Submit the application to send it to MART for review.
8. Shortly after submitting, you should receive an email confirming the receipt of your application.

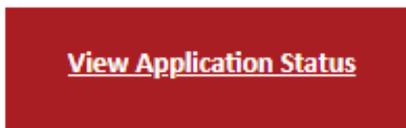
CHECKING THE STATUS OF YOUR APPLICATION

After submitting your application, you can check the status of your application on the VMS platform. To do this:

1. Go to the [MART VMS Platform](#) and sign in.
2. On the Home page, click the button to **View your Application Status**

Provider Application

You have submitted your application on 10/05/2023 and it is currently under MART review. Click below to view your application.



3. You will then be directed to the Application status page:



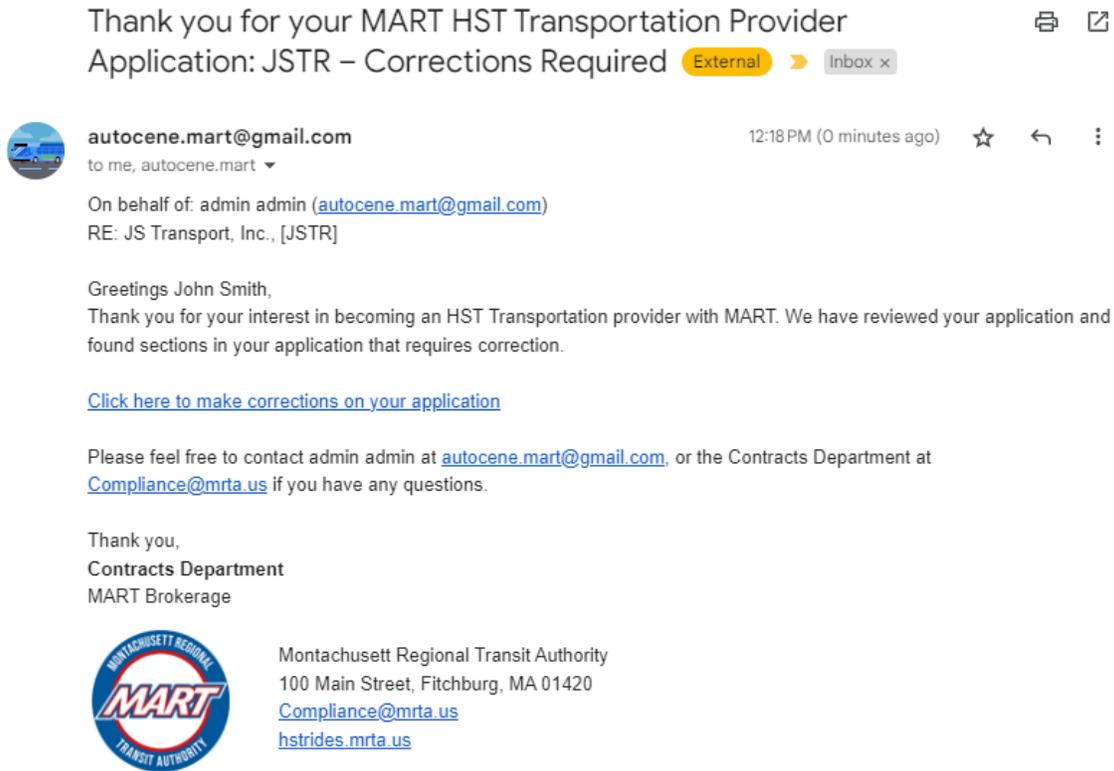
MART HUMAN SERVICE TRANSPORTATION (HST)

PROVIDER APPLICATION STATUS	
Current Application Status:	Application submitted to MART for review.
Next Action:	MART to review application
Action Link:	N/A
Last Updated:	10/5/2023 17:39:34
Application Preview:	Click here to view your most recent Application submission

4. You currently have no pending actions at the MART review stage. However, you can still view the application you submitted. To do this, click the **“Click here to view your most recent Application submission”** button.

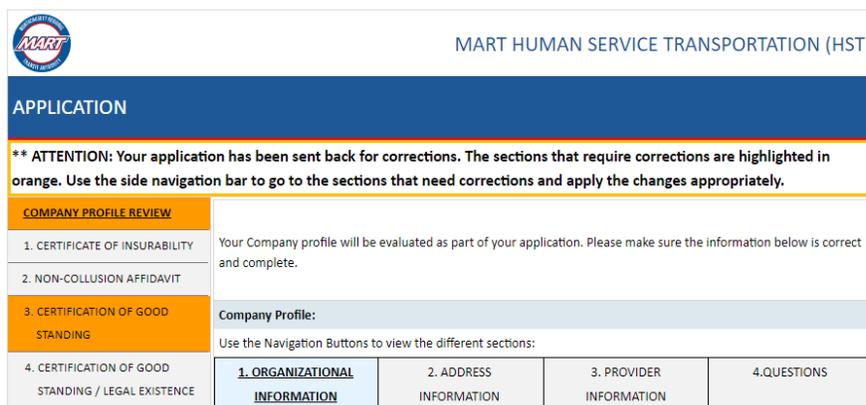
MAKING CORRECTIONS TO YOUR APPLICATION

Your application may be sent back to you if the MART reviewer finds parts of your application that require correction. If this is the case, you will receive a notification about your pending corrections.



To make corrections:

1. Click the link provided in the email. You will be directed to the platform. Log in to continue.
2. After signing in, your application will load. Sections that require correction will be highlighted in orange. Click the section button on the Navigation Side bar to go to the section.



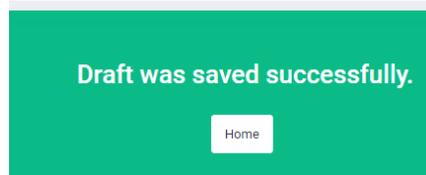
- On this section, there will be a note from the MART reviewer on what corrections are required for you to do. Do the corrections as instructed.

3. CERTIFICATION OF GOOD STANDING	The Applicant assures that the business is in good standing with the Massachusetts Department of Revenue.				
4. CERTIFICATION OF GOOD STANDING / LEGAL EXISTENCE	Click here to view an example of a MA DOR Certificate of Good Standing				
5. SIGNATURE VERIFICATION	The Certificate of Good Standing may be obtained from the following website link:				
6. BUSINESS CERTIFICATION	http://www.mass.gov/how-to/request-a-certificate-of-good-standing-tax-compliance-or-a-corporate-tax-lien-waiver				
7. TRANSPORTATION PROVIDER PERFORMANCE STANDARDS ACCEPTANCE	<p>Attach a copy of the business's most recent Certificate of Good Standing issued by the Massachusetts Department of Revenue below:</p> <p style="text-align: center;"> Certification of Good Standing Replace </p>				
8. TRANSPORTATION CONTRACTS LIST	This certificate must be issued within the past twelve months. Certificates older than twelve months will be rejected.				
9. PRICE CHARTS	Provider Legal Business Name: <u>JS Transport, Inc.</u>				
10. EMPLOYEE LOG	Signed under the pains and penalties of perjury:				
11. VEHICLE LOG	<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;"><u>John Smith</u></td> <td style="width: 40%;"><input type="text" value="10/5/2023"/></td> </tr> <tr> <td>Signature of Provider or Authorized Representative</td> <td>Date</td> </tr> </table>	<u>John Smith</u>	<input type="text" value="10/5/2023"/>	Signature of Provider or Authorized Representative	Date
<u>John Smith</u>	<input type="text" value="10/5/2023"/>				
Signature of Provider or Authorized Representative	Date				
12. ATTESTATIONS AND RELEASE OF INFORMATION	<table border="0" style="width: 100%;"> <tr> <td style="width: 60%;"><u>John Smith</u></td> <td style="width: 40%;"><u>CEO</u></td> </tr> <tr> <td>Printed Name</td> <td>Title</td> </tr> </table>	<u>John Smith</u>	<u>CEO</u>	Printed Name	Title
<u>John Smith</u>	<u>CEO</u>				
Printed Name	Title				
13. W9 FORM	<p style="background-color: #f4a460; color: white; padding: 2px;">Certificate of Good Standing Corrections:</p> <p style="border: 1px solid #f4a460; padding: 2px;">Attached Certificate is old. Please upload the most recent certificate.</p>				
	<input type="button" value="Back"/> <input type="button" value="Next"/>				

Making Corrections on your Company Profile for your Application

If you are required to make corrections on your **Company Profile** as part of your application, please do the following:

- Click the **“Save As Draft”** button to save your work. The following page will show confirming that you have saved your draft successfully.



- Click the “**Home**” button to go to your Home page. Then on your Home page, click “**Update Company Profile**”. You should see the following to let you know what corrections need to be made on your Company Profile regarding your application:



MART HUMAN SERVICE TRANSPORTATION (HST)

COMPANY PROFILE

You currently have a Provider Application that was sent back to you for corrections on your Company profile. Below is the note from MART regarding the corrections required: **Please upload Articles of Organization**

Click the button below to go to you profile and make the necessary corrections:

Continue to Company Profile >>



MART HUMAN SERVICE TRANSPORTATION (HST)

COMPANY PROFILE

Important Note: You currently have a Provider Application that was sent back to you for corrections on your Company profile. Below is the note from MART regarding the corrections required:
Please upload Articles of Organization

1. ORGANIZATIONAL INFORMATION	2. ADDRESS INFORMATION	3. PROVIDER INFORMATION	4. QUESTIONS	5. REVIEW	6. CHANGE HISTORY
--------------------------------------	------------------------	-------------------------	--------------	-----------	-------------------

- Make the appropriate corrections, and then **Submit**.
- Go to your Home page. Since you already started an application, the link under the Provider Application section has changed to redirect you to the details of your open application. Click “**View Application Status**” to view it.

Provider Application

Your application has been sent back to you for corrections on 10/05/2023. Click below to view your application.

[**View Application Status**](#)

- The following page will show:



MART HUMAN SERVICE TRANSPORTATION (HST)

PROVIDER APPLICATION STATUS	
Current Application Status:	Application sent back to Applicant for corrections.
Next Action:	Continue Application Update
Action Link:	https://mart-dev.formverse5.com/AUOCENESERVER_MART/WebApp/RenderForm.aspx?draftId=80488535-3209-4ABB-8FD7-3F0374D6E534&tem...
Last Updated:	10/5/2023 18:28:12
Application Preview:	Click here to view your most recent Application submission

- Once you are finished with your corrections, submit your application. Shortly after submitting, **you should receive a confirmation email** that your corrections have been received by MART.

MART HST Transportation Provider Application Corrections Confirmation: JS Transport, Inc. External Inbox x



autocene.mart@gmail.com
to me

12:35 PM (2 minutes ago) ☆ ↶ ⋮

On behalf of: admin admin (autocene.mart@gmail.com)
RE: JS Transport, Inc.

Greetings John Smith,

This email is to confirm that we have received the corrections on your most recent application to become a Human Service Transportation Provider for MART, on 10/05/2023. Your application is now pending review.

Please feel free to contact admin admin at autocene.mart@gmail.com, or the Contracts Department at Compliance@mrta.us if you have any questions.

Thank you,
Contracts Department
MART Brokerage



Montachusett Regional Transit Authority
100 Main Street, Fitchburg, MA 01420
Compliance@mrta.us
hstrides.mrta.us

APPROVED APPLICATION

If your application is approved, you will receive a notification about your approved application and your pending contract.



autocene.mart@gmail.com

to me, autocene.mart

Tue, 19 Sept, 21:59



On behalf of: admin admin (autocene.mart@gmail.com)

RE: Company ABC, [CABC]

Greetings Odeza Bactin,

We are pleased to inform you that your application has been approved and your FY2023 contract is now awarded. Expect to receive a contract package by email within the following 10 business days. The contract agreement will need to be properly completed in its entirety.

Please be aware that all vendors who are awarded a contract must show proof of Commercial Auto Liability insurance on at least two Livery plated vehicles, and proof of an active Workers Comp insurance policy, to have the contract signed. If unable to provide such proof of coverage, the contract award may be rescinded.

*Also, please note, all insurance coverage limits and endorsements must meet MART/HST requirements prior to provision of transportation. (Meaning: If your contract is signed while you have lower limits, you will need to increase them to meet standards prior to starting MART work.)

Please feel free to contact admin admin at autocene.mart@gmail.com, or the Contracts Department at Compliance@mrta.us if you have any questions.

Thank you,

Contracts Department

MART Brokerage



Montachusett Regional Transit Authority
100 Main Street, Fitchburg, MA 01420

Compliance@mrta.us

hstrides.mrta.us

You will still be able to view your application if you wish. There should be a link to your Application History from your home page.

Provider Application

Your application has been approved on 09/20/2023 and your contract is now awarded. Expect to receive your contract within the following 10 business days.

[View Application History](#)



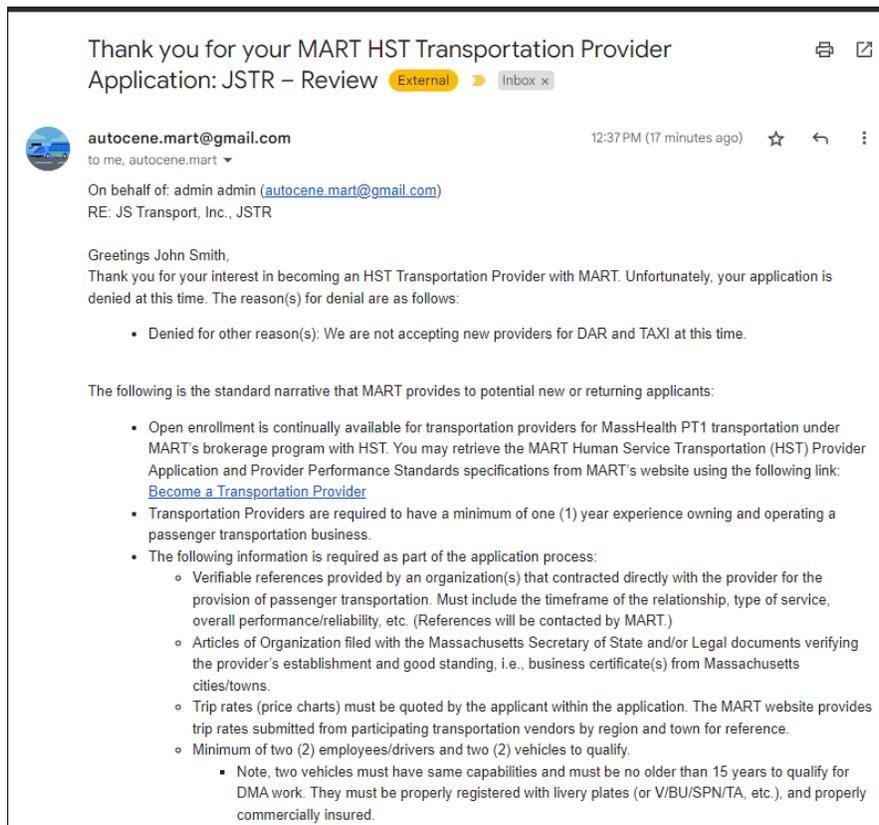
MART HUMAN SERVICE TRANSPORTATION (HST)

PROVIDER APPLICATION STATUS	
Current Application Status:	Application Approved.
Next Action:	MART to send a Vendor Contract
Action Link:	N/A
Last Updated:	9/20/2023 1:02:05 PM
Application Preview:	Click here to view your most recent Application submission

Previous Applications			
Date Submitted	Last Updated	Application Results	
09/20/2023	09/20/2023 07:02	Approved for Contract Process	View

DENIED APPLICATION

You will receive a notification about your denied application. In this email, it will show the reason for your application denial.



You can still apply to become a provider at a later time. On your home page, you should see the button to apply to become a provider as well as the button to view your application history.

Provider Application

Your Application has been denied. You can start a new application if you still wish to become a Transportation Provider.

[Apply to become a Provider](#)

[View Application History](#)

CONTACT INFORMATION

For any technical questions or issues regarding the MART VMS, please reach out to the following:

USA

2010 Crow Canyon Pl. Suite 100
San Ramon, CA 94583
1.925.264.0045
mart@autocene.com