

**MARTHA'S VINEYARD TRANSIT AUTHORITY
and
CAPE ANN TRANSPORTATION AUTHORITY
(Authorities)**

PROJECT # VTA2025-04

REQUEST FOR PROPOSALS (RFP)

**TO PROVIDE ON-DEMAND (MICROTRANSIT) AND IN-ADVANCE
(PARATRANSIT) SCHEDULING, DISPATCH, AND MANAGEMENT
SOFTWARE**

The Martha's Vineyard Transit Authority and Cape Ann Transportation Authority (hereinafter "the Authorities") are soliciting proposals from qualified technology firms to provide software and related services to support the Authorities' demand-response for the elderly and people with disabilities, ADA Paratransit, and Microtransit services in the below stated areas. The firm selected will have to be qualified to do business in the Commonwealth of Massachusetts. The firm will be under contract with the Authorities and report directly to the Authorities' Administrators and related staff.

I. Authorities Transit Services

The Authorities were created pursuant to the provisions of Chapter 161B of the Massachusetts General Laws of the Acts of 1973. The Authorities are given general responsibility to develop, finance, and contract for the operation of mass transportation facilities and services within their territories.

The Martha's Vineyard Transit Authority (VTA) provides year-round public transit service to the six towns of Martha's Vineyard: Aquinnah, Chilmark, Edgartown, Oak Bluffs, Tisbury and West Tisbury. The VTA's transportation services consist of both fixed route and paratransit services (known as the "Lift"). Fixed route service varies throughout the year, depending on the seasonal travel demand. The VTA's peak season of operation typically runs from May to October, with fourteen routes that travel Island-wide. The VTA recently received funding to operate micro transit service for several areas on the island.

The Cape Ann Transportation Authority (CATA) is located in northeastern Massachusetts and provides year-round public transit service to the City of Gloucester and the Towns of Rockport, Ipswich, Essex, Manchester and Hamilton. CATA provides dial-a-ride services to seniors age 60+ in all communities; year-round ADA service in Gloucester, Rockport, and a portion of Essex in conjunction with fixed route service; additional seasonal ADA service in Ipswich and Essex during the summer months; and microtransit on-demand service in a portion of Gloucester.

The day-to-day affairs of the Authorities are managed by an Administrator who is appointed by the Advisory Board. The Advisory Board consists of a Mayor of a City

and/or Chairman, or its designee, of the Boards of Selectmen of member towns. All Authorities' vehicles are wheelchair accessible and comply with the Americans with Disabilities Act (ADA). The Authorities offer a number of services to assist customers in becoming more transportation independent.

II. Minimum RFP Responsiveness Requirements

Any company that does not provide all of the following by the RFP deadline may be determined non-responsive (it is the Authorities' sole discretionary determination as to whether a proposal is complete) and may be removed from further consideration.

- A. Signed cover letter on official business letterhead to include the following: Name of company, address, name of contact person, and phone number. Description of the company, including its staff size, location of offices, and years in business. The signature of an official authorized to bind the proposer to all of the RFP's provisions.
- B. Submission of all required State and Federal certification forms found in Exhibit 1.
- C. Submission of Feature Checklist found in Exhibit 2, and provide information on any features missing from their products and best practices of how to achieve the same results with the Firm's features.
- D. Detailed Cost Proposal. Clearly state one time costs by line item. Clearly state recurring costs, by line item and frequency.
- E. Narrative explaining the Firm's software solutions that can achieve on-demand as well as in-advance scheduling and dispatching of these services. Include enough substantive discussion to demonstrate an understanding and comprehension of the Authorities' scope of services and objectives and familiarity with applicable laws, FTA regulations, rules, etc. Also describe the company's experience in providing entities with similar software solutions. Provide any additional information that may be useful to the Authorities in evaluating the qualifications of the company.
- F. Describe the firm's experience and best practices in the deployment of commingled services. Describe any innovations successfully implemented by the firm. Include any unique products the firm can offer to assist the Authorities in their operation of these services.
- G. The approach for implementation and a detailed timeline the firm proposes for each stage of the implementation to service start-up.
- H. Detail the firm's approach to training both internal staff as well as drivers and support that is offered during and after implementation.
- I. Outline of all equipment the Authorities will require to successfully deploy the firm's proposed software solutions.
- J. Resumes for the proposed project manager as well as any additional support personnel to be provided by the firm.

- K. Provide a list of at least three clients that may be contacted as references.

III. Scope of Services

The Authorities are seeking proposals from qualified firms to provide cloud-based software to book in advance paratransit trips and, in some communities, on-demand ADA and microtransit trips. This project will require the firm to provide software solutions that will assist the Authorities in providing quality service that meets ADA requirements, as well as non-ADA service in some of its communities, shopping shuttles, microtransit service open to the general public in some communities, and a mix of both of these services in other areas. The software should also book reservations for the VTA Medivan service to Boston and any other special services provided by CATA. Qualified firms must be capable of providing cloud-based software solutions for all operations listed in Section IV of this Request for Proposals as well as, but not limited to, the following.

- A. Provision of support services during the implementation process as well as after launch.
- B. A robust training program for dispatchers, drivers, and administrative staff.
- C. Customer training and marketing materials.
- D. Ability to collect and process fares or interface with the Authorities cashless fare collection system(s).
- E. Ability to have multiple agency logins to manage and schedule individual fleets and service areas.
- F. Automated trip confirmations via phone, text and email.
- G. Real time schedule changes communicated to vehicles.

IV. Operations

All operational data supplied is from our most recent fiscal year, this data reflects post covid services and may increase over the life of the contract.

- A. Demand Response Service - The Authorities' demand response services (The Lift (VTA) and Dial-A-Ride (CATA)) provided to Seniors and persons who are living with a disability. ADA complementary paratransit service is offered where fixed route service is available and the service operates during the hours when the fixed route service operates. The transportation program works on an advance call-in basis and is limited at this time to fulfilling local transportation needs.

VTA's Lift is operated with four lift-equipped vans or mini-buses averaging approximately 13,000 rides annually. Service is operated seven days per week and the hours of service are the same as the fixed route service which

changes several times throughout the year. Customers 65+ or those with disabilities are eligible for the service.

CATA's Senior Dial-a-Ride operates Monday through Friday with the first pickups around 8am and the last pickups between 2:45pm and 3:15pm. Service for each community is slightly different in terms of where customers are allowed to travel (towns, purposes, etc). Customers 60+ or those with disabilities are eligible for the service. CATA operates dial-a-ride van service to the local dialysis clinic located in Beverly, MA for all communities. ADA service operates the same hours and days as the fixed route service from approximately 5:40am-6:50pm Monday through Friday, 8:30am-6:00pm Saturday, and 10am-7pm Sundays during the summer season. Customers apply for ADA service and must be ADA eligible. In 2024, CATA provided 22,660 rides on the demand response service.

B. Medivan service – The VTA operates medical transportation from the island to Boston area hospitals. Service is currently operated once per week on Tuesday from 6:30AM to 6:00PM. Scheduling of this service is a necessary component of the software procurement.

C. Microtransit service - The VTA may offer a demand service on service areas of the island. This software must have the capability to provide on demand scheduling as well as be able to offer commingling of trips when it is efficient to do so.

CATA's On Demand, a same day on-demand microtransit service, currently operates in a portion of Gloucester weekdays from 6:30am-8:00pm. CATA On Demand developed through a partnership between CATA and the City of Gloucester Economic and Development Corp (EDIC) to provide additional transit resources in support of employment opportunities in Gloucester. The service area is designed around the two industrial parks and the two MBTA Commuter Rail Stations within Gloucester, but is open to travel for anyone anywhere within the service area. In 2024, CATA provided over 41,500 on demand trips. The software must allow for the commingling of trips when it is efficient to do so and without violating any ADA service requirements.

D. Shopping Shuttle - The Authorities will be providing shopping shuttle services, both in house and with outside agencies. Routine reserved schedule blocking will be required.

V. EVALUATION PROCESS

The proposals will be reviewed by the Authorities' selected staff. This panel will review the proposals, participate in any interviews, rank the list of companies and award the contract. The panel may recommend that the Authorities negotiate with one or more companies, or that the Authorities award a contract to a specific company. The Authorities reserve the right to request additional information from any proposer at any time during the evaluation and selection process. The proposals will be evaluated using the following criteria:

1. Technical Approach

- a. Firm's approach to meeting the requirements in this document and achieving the Authorities's goals.
 - b. Quality of proposed training, deployment, and support plan
2. Experience
 - a. Quality, extent and relevance of past and current project-related experience, education and training of proposed project personnel.
 - b. Quality, extent and relevance of current and prior relevant experience of the firm in deploying similar software solutions.
3. Quality of Proposal
 - a. Degree to which proposal reflects understanding and comprehension of the RFP's scope and objectives.
 - b. Quality of proposer's resources relative to the needs of the project and the RFP's specifications.
4. Cost Evaluation

All companies submitting proposals must recognize that the fees, terms and provisions of a final agreement with the Authorities will be negotiated with the selected firm. The selected firm's proposal shall form the basis of those negotiations although the Authorities reserve the right to negotiate over all aspects of the proposal. If the Authorities are unable to reach an agreement with the selected company, the Authorities reserve the right to terminate negotiations and enter into negotiations with the next highest rated company selected.

VI. CONTRACT NEGOTIATIONS

All proposals received from responsive proposers will be evaluated according to the Evaluation Criteria stated above. The Authorities may make a selection based on the original proposals and interviews, without negotiation with any proposer.

If, as a result of the evaluation of the proposals, the Authorities determine that more than one proposer is within a competitive range, they will negotiate with all proposers within the competitive range - that is, with all proposers that the Authorities determine have a reasonable chance of being selected for award based on the professional and technical elements of their proposals and the results of the interviews.

Upon completion of the negotiations, the Administrators will make the final approval. A notice of award will be issued to the successful proposer. All other proposers will be notified of the outcome of the selection process.

VII. ADMINISTRATIVE SPECIFICATIONS

A. Proposal Submission

Proposals should be emailed to Angie Gompert, Administrator, Martha's Vineyard Transit Authority, 11A Street, Edgartown, MA 02539, angie@vineyardtransit.com; and Felicia S. Webb, Administrator, Cape Ann Transportation Authority, 3 Pond Road, Gloucester, MA 01930,

webbf@canntran.com, and be titled "(Name of Firm) Proposal to Provide Scheduling, Dispatch, and Management Software. The deadline for submissions is 1:00 p.m. Wednesday, February 26, 2025. Proposals received after the above noted deadline will not be considered.

Issuance of the Request for Proposal does not commit the Authorities to award a contract, to pay any costs incurred in preparation of the proposal, or to contract for services or supplies. The Authorities reserve the right to reject any and all proposals, in whole or in part, to waive any formalities, and to re-advertise or to discontinue this process without prejudice.

Attached to this proposal are the required compliance certifications, forms and regulations. All certifications and required forms must be submitted with each proposal. The certifications and required forms are listed below and are found in Exhibit 1:

- Addendum Page
- Completeness of Proposal
- Statement of Proposer's Qualifications
- Certification Regarding Debarment, Suspension, and other Responsibility Matters
- Non-Collusion Affidavit
- Requirement of Revenue Enforcement and Protection Program, Commonwealth of Massachusetts
- Certification Regarding Lobbying
- Equal Employment Opportunity Certification
- Special Requirements and Conditions
- Implementation of Clean Air Act
- Implementation of Clean Water Act
- Contractor's Certification Child Care Compliance
- Schedule for Participation of Disadvantaged Business Enterprise
- Disadvantaged Business Enterprise Letter of Intent
- DBE Affidavit
- Disadvantaged Business Enterprise Unavailable Certification

B. The Authorities' Rights to Proposals

All proposals, upon submission to the Authorities, shall become their property for use as deemed appropriate. By submitting a proposal, the proposer covenants not to make any claim for or have any right to damages because of any misinterpretation or misunderstanding of the specification, or because of any misinformation or lack of information. With regard to the proposals submitted, the Authorities have the following rights and prerogatives:

- To accept or reject any or all proposals
- To correct any arithmetic errors in any or all proposals
- To change the proposal's due date upon appropriate notification to all potentially interested companies.
- To eliminate any mandatory RFP specifications that is found to be unmet by all proposers in the evaluation of received proposals
- To adopt any or all of a successful proposer's proposal
- To negotiate modifications to the scope, cost and contract terms and

conditions with the selected proposer prior to contract award only if such is in the best interest of the Authorities

- To disqualify a proposer from receiving the award if such proposer, or anyone in the proposer's employ, has previously failed to perform satisfactorily in connection with public bidding or contracts
- To revise/amend any provision of this RFP by written notification to all potentially interested companies, prior to proposal submission
- To eliminate any requirement that is found to be unmet by all proposers
- To make inquiries, by means it may choose, into the proposer's background or statements made in the proposal to determine the truth and accuracy of all statements made therein
- To select and award the contract to the proposer whose proposal represents the best value to the Authorities
- To begin contract negotiations with the next highest best-value proposer(s) responsive to this RFP (should the Authorities determine that the negotiations with the selected proposer will not result in a contract) without again requesting proposals

C. Inquiries and Information

A pre-proposal conference will be held virtually on Wednesday, February 12, 2025 at 11:00 a.m., at which time more details of the transportation service will be discussed. The link to the meeting will be furnished upon request. All proposers are strongly encouraged to attend the Pre-Proposal Conference. All questions concerning this solicitation must be directed only to the Administrator, Angie Gompart, at angie@vineyardtransit.com; and Administrator, Felicia S. Webb, at webbf@cantrn.com. The last date to submit questions for this solicitation is 4:00pm, Monday, February 17, 2025.

D. Protest Procedure

- a. Protests will only be accepted by the Authorities from prospective bidders or proposers whose direct economic interest would be affected by the award of the contract or refusal to award a contract. The Authorities will consider all such protests, whether submitted before or after the award of the contract. All protests must be in writing and conform to the following requirements:
 - i. Be concise and legally arranged.
 - ii. Provide name, address and telephone number of the protester.
 - iii. Identification of the solicitation or contract number.
 - iv. Provide a clear and detailed statement of the legal and factual grounds of the Protest including copies of all relevant documents.
 - v. A statement as to what relief is requested.
- b. A protest before the Bid/RFP opening addressing the adequacy of the Invitation of Bid, RFPs, including the pre-award procedure, the Instruction to Bidders, general terms and conditions, specifications and scope of work must be filed with the Authorities not less than seven (7) full working days before bid opening. Thereafter, all issues and appeals are deemed waived by all interested parties. Upon receipt of the written protest the

Authorities will determine if the bid/proposal opening should be postponed. If the bid/proposal opening is postponed, the Authorities will immediately contact prime contractors and subcontractors who have been furnished a copy of the specifications that a protest has been filed and the bid/proposal opening is postponed until a final decision is issued. Any appropriate addenda will be issued regarding a rescheduling of the bid opening. Any protest may be withdrawn at any time before the Authorities have issued their decision.

c. A protest of a decision of the Authorities to award a contract to a prime contractor or a subcontractor must be received by the Authorities within ten (10) full working days of its decision. This protest shall conform to the requirements of A above. Thereafter, such issues are deemed waived by all interested parties.

When a written protest against making of an award is received the award shall not be made until five (5) days after the matter is resolved. The Authorities may, however, proceed to make an award if it determined that:

- i. The items to be produced are urgently requested; or
- ii. Delivery or performance will be unduly delayed by failure to make the award promptly; or Failure to make a prompt award may otherwise cause undue harm to the Authorities, the Commonwealth of Massachusetts, or the Federal Government.

Complete Protest Procedures may be obtained from the Martha's Vineyard Transit Authority, 11A Street, Edgartown, MA 02539, 508-693-9440.

EXHIBIT 1

Required Compliance Certifications, Forms and Regulations

Attached are the required compliance certifications, forms and regulations required for this proposal. All certifications and required forms must be submitted with each proposal.

ADDENDUM PAGE

The undersigned acknowledges receipt of the following addenda to the Proposal documents (give number and date of each):

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Failure to acknowledge receipt of all addenda may cause the Proposal to be considered not responsive to the invitation, which would require rejection of the Proposal.

Signature

Title

Date

**Martha's Vineyard Transit Authority
and
Cape Ann Transportation Authority**

COMPLETENESS OF BID/PROPOSAL

I hereby certify that I have read and understand all BIDDING/PROPOSAL documents and any amendments submitted by the Martha's Vineyard Transit Authority and Cape Ann Transportation Authority and that I have fully complied with all provisions of the same.

I further certify and represent that any omission or deviation from these documents may or will, at the sole discretion of Martha's Vineyard Transit Authority and Cape Ann Transportation Authority, render this proposal unresponsive and ineligible for further consideration in this process.

Signature Company

Address Name

Title

Telephone # Date

**Martha's Vineyard Transit Authority
and
Cape Ann Transportation Authority**

STATEMENT OF PROPOSER'S QUALIFICATIONS

All questions must be answered. The date given must be clear and comprehensive. This statement must be notarized.

1. Name of Proposer: _____

2. Business Address: _____

3. When Organized: _____

4. Where Incorporated: _____

5. How many years has your firm been engaged in this business under its present name?: _____

6. Have you ever refused to sign a contract at your original proposal or proposed price?: _____

7. Have you ever defaulted on a contract: _____

8. In the last three years, has your firm, director, or officer engaged in a lawsuit against any former or current client? If so, please list the client and the date of the suit.

9. Will you, upon request furnish any other information (appropriate to this solicitation) that the Authority may require?: _____

10. The undersigned hereby authorizes requests of any appropriate person to furnish any information requested by Martha's Vineyard Transit Authority and Cape Ann Transportation Authority in verification of the recitals comprising this Statement of Proposer's Qualifications.

Signed by: Name and Title

DATE: _____

Martha's Vineyard Transit Authority and Cape Ann Transportation Authority
CERTIFICATION REGARDING DEBARMENT, SUSPENSION
AND OTHER RESPONSIBILITY MATTERS
LOWER TIER COVERED TRANSACTIONS

1. By signing and submitting this bid or proposal, the prospective lower tier participant is providing the signed certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, Martha's Vineyard Transit Authority and Cape Ann Transportation Authority may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to Martha's Vineyard Transit Authority and Cape Ann Transportation Authority if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction", "debarred", "suspended", "ineligible," "lower tier covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549 (49 CFR Part 29). You may contact Martha's Vineyard Transit Authority and Cape Ann Transportation Authority for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized in writing by Martha's Vineyard Transit Authority and Cape Ann Transportation Authority.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled A Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction", without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List issued by U.S. General Service Administration.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under Paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to all remedies available to the Federal Government, Martha's Vineyard Transit Authority and Cape Ann Transportation Authority may pursue available remedies including suspension and/or debarment.

By _____
Name Title

Company Date

Martha's Vineyard Transit Authority and Cape Ann Transportation Authority

NON-COLLUSION AFFIDAVIT

State of _____

County of _____

_____, being first duly sworn,

deposes and says that he/she is _____ (a partner or officer of the firm of) and that the party made the foregoing PROPOSAL/BID; and that such proposal is genuine and

not collusive or sham; that said proposer/bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any other proposer, bidder or person, to put in a sham proposal/bid or to refrain from bidding, and has not in any manner, directly or indirectly, sought by agreement or collusion or communication or reference, with overhead, profit or cost element of said proposal price, or of that of any other proposer/bidder, or to secure any advantage against the Authority or any person interested in the proposed Contract; and that all statements in said Proposal/Bid are true and correct to the best of his/her knowledge.

Signature of: _____

Name if the proposer/bidder is an individual _____

Partner if the proposer/bidder is a partnership _____

Officer if the proposer/bidder is a corporation _____

SUBSCRIBED AND SWORN TO before me on this the ____ day of _____, 20____

My Commission expires _____

Signature – Notary Public _____

Martha's Vineyard Transit Authority and Cape Ann Transportation Authority
CERTIFICATE REQUIREMENT OF REVENUE ENFORCEMENT AND PROTECTION PROGRAM
COMMONWEALTH OF MASSACHUSETTS

In accordance with the provisions of the Revenue Enforcement and Protection Program and the requirements thereunder as enacted by Sections 35 and 36 of Chapter 233 of the Acts and Resolves of 1983 Martha's Vineyard Transit Authority and Cape Ann Transportation Authority must obtain an attestation from a provider of goods or services that said provider is in compliance with all laws of the Commonwealth relating to taxes.

According to the law any person or company failing to execute the attestation clause shall not be allowed to obtain a contract.

NOTE: Any questions concerning the law or its implementation may be directed to the Massachusetts Department of Revenue, Leverett Saltonstall Bldg., 100 Cambridge Street, Boston, Massachusetts 02204, TELEPHONE: (617) 727-4201.

REQUIRED ATTESTATION CLAUSE

Pursuant to M.G.L. Ch. 62C, Section 49A I certify under the penalties of perjury that I, to the best knowledge and belief, have filed all state tax returns and paid all state taxes required under the law.

_____ *Social Security Number of *Signature of Individual or

Federal Identification No.

Corporate Name

By _____

Corporate Officer (If Applicable)

*Approval of a contract or other agreement may not be granted unless this certification clause is signed by the applicant.

**Your Social Security number may be furnished to the Massachusetts Dept. Of Revenue to determine whether you have met tax filing or tax payment obligations. Providers who fail to correct their non-filing or delinquency will not have a contract or other agreement issued, renewed, or extended. This request is made under the authority of Mass. G.L.C62cs.49a.

Martha's Vineyard Transit Authority and Cape Ann Transportation Authority

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans and Cooperative Agreements

The Undersigned certifies to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement and the extension, renewal, continuation, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL. "DISCLOSURE FORM TO REPORT LOBBYING" in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$1000 and not more than \$100,000 to reach such failure.

Signature Title

Organization/Company

Date

Martha's Vineyard Transit Authority and Cape Ann Transportation Authority

CERTIFICATE

EQUAL EMPLOYMENT OPPORTUNITY

The _____ certifies that it is
Name: Company, Partnership, or individual

in conformance with all applicable federal and state equal employment opportunity laws and regulations and that it does not discriminate in any of its employment practices on the basis of race, color, religion, national origin, age, sex, handicap or marital status.

Date _____ By _____

Title _____

Martha's Vineyard Transit Authority and Cape Ann Transportation Authority

SPECIAL REQUIREMENTS AND CONDITIONS

I hereby certify that I have read and comply with all requirements included in this INVITATION FOR BID/REQUEST FOR PROPOSAL. I further understand that any contract arising out of this BID/RFP is subject to assistance from the Federal Transit Administration (FTA) and the Martha's Vineyard Transit Authority and Cape Ann Transportation Authority. I further understand that any contract arising out of this BID/RFP includes the Advertisement for BIDS/PROPOSALS; the BID/PROPOSAL Document; and the Bidder's/Proposer's responses to the BID/RFP. All Massachusetts and FTA Regulations appropriate and pertinent to this type of solicitation whether or not contained in the bid documents will be complied with.

_____	_____
FIRM	SIGNATURE
_____	_____
ADDRESS	NAME
_____	_____
TITLE	
_____	_____
TELEPHONE NO.	DATE

**Martha's Vineyard Transit Authority
and
Cape Ann Transportation Authority**

CERTIFICATE

Implementation of Clean Air Act

By Signing this Bid/Proposal, the Bidder/Proposer will be deemed to have stipulated as follows:

1. That any facility to be utilized in the performance of this contract, unless such contract is exempt under the Clean Air Act, as amended (42 U.S.C. 1857 et seq., as amended by Pub. L 91-604), Executive Order 11738, and regulations in implementation thereof (40 C.F.R., Part 15), is not listed on the U.S. Environmental Protection Agency (EPA) List of Violating Facilities pursuant to 40 C.F.R. 15.20.
2. That the Martha's Vineyard Transit Authority and Cape Ann Transportation Authority will be promptly notified prior to contract award of the receipt by the bidder of any communication from the Director, Office of Federal Activities, EPA, indicating that a facility to be utilized for the contract is under consideration to be listed on the EPA List of Violating Facilities.

Date

Company

Signature

Title

**Martha's Vineyard Transit Authority
and
Cape Ann Transportation Authority**

CERTIFICATE

Implementation of Clean Water Requirements

By signing this Bid/Proposal, the Bidder/Proposer will be deemed to have stipulated as follows:

1. The Bidder/Proposer agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq. The Bidder/Proposer agrees to report each violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

2. The Bidder/Proposer also agrees to include these requirements in each subcontract exceeding \$100,000 financed in whole or in part with Federal assistance provided by FTA.

Date

Company

Signature

Title

COMMONWEALTH OF MASSACHUSETTS
IMPORTANT NOTICE TO ALL VENDORS AND CONTRACTORS

Chapter 521 of the Acts of 1990, as amended by Chapter 329 of the Acts of 1991, seeks to improve the accessibility and affordability of childcare for working parents. Specifically, Section 7 of the Act specifies that, on or after July 1, 1992, no contract for goods or services of any type shall be awarded by the Commonwealth or any state authority to an employer having fifty or more employees unless such employer is a qualified employer, or offers its employees child care tuition assistance, on-site or near-site subsidized child care placements or a "Dependent Care Assistance Program" (DCAP) established pursuant to Section 125 or 129 of the federal Internal Revenue code, except in cases of special emergency certified by the Secretary for Administration and Finance to involve the health or safety of persons or property. The purpose of this notice is to give all of the Commonwealth's current and prospective vendors and contractors timely notice of the requirements of c. 521. The Executive Office of Health and Human Services, Office for Children has promulgated regulation 102 CMR 12.00 which specifies the standards and procedures for compliance with c. 521. Note that, for many employers, a DCAP will be the most economical and administratively convenient means of complying with the requirements of c. 521. Indeed, owing to the federal tax treatment of DCAPs, implementation of a DCAP may modestly reduce your overall cost of doing business. We urge you to familiarize yourself with these regulations which are available from the State Bookstore. A Contractor Certification of Compliance will be incorporated in all Commonwealth contracts for the purchase of goods and services awarded on or after July 1, 1992. Failure to comply with the provisions of c. 521 or to make the required certification may cause your company to be disqualified from doing business with the Commonwealth. Should you have any questions, please contact your procurement department's contract office or phone Donna Bonigli at the Department of Procurement and General Services (617) 7277500 ext. 216. 31

CONTRACTORS CERTIFICATION CHILD CARE COMPLIANCE

_____ (the Contractor) hereby certifies that it is in compliance with Chapter 521 of the Acts of 1990, as amended by Chapter 329 of the Acts of 1991, and the regulations, 102 CMR 12.00 promulgated pursuant thereto. _____ There is a program for child care in compliance with these regulations. There are fewer than 50 full-time people employed in this company.

Name of Firm

Signature

Name and Title (Please print or type)

Date

DISADVANTAGED BUSINESS ENTERPRISE (DBE)

49 CFR Part 26

Disadvantaged Business Enterprises

a. This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. The agency's overall goal for DBE participation is 5.9 %. A separate contract goal **has not** been established for this procurement.

b. The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as **Martha's Vineyard Transit Authority and Cape Ann Transportation Authority** deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

c. Offerors are required to document sufficient DBE participation to meet these goals or, alternatively, document adequate good faith efforts to do so, as provided for in 49 CFR 26.53. Award of this contract is conditioned on submission of the following concurrent with and accompanying an initial proposal:

1. The names and addresses of DBE firms that will participate in this contract; 2. A description of the work each DBE will perform;
3. The dollar amount of the participation of each DBE firm participating;
4. Written documentation of the offeror's commitment to use a DBE subcontractor whose participation it submits to meet the contract goal;
5. Written confirmation from the DBE that it is participating in the contract as provided in the prime contractor's commitment; and
6. If the contract goal is not met, evidence of good faith efforts to do so.

Offerors must present the information required above [as a matter of responsiveness] [with initial proposals] (see 49 CFR 26.53(3)).

The successful offeror will be required to report its DBE participation obtained through race- neutral means throughout the period of performance.

d. The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from the **Martha's Vineyard Transit Authority and Cape Ann Transportation Authority**. In addition, [the contractor may not hold retainage from its subcontractors; is required to return any retainage payments to those subcontractors within 30 days after the subcontractor's work related to this contract is satisfactorily completed; [is required

to return any retainage payments to those subcontractors within 30 days after incremental acceptance of the subcontractor's work by the Martha's Vineyard Transit Authority and Cape Ann Transportation Authority and contractor's receipt of the partial retainage payment related to the subcontractor's work.

e. The contractor must promptly notify **Martha's Vineyard Transit Authority and Cape Ann Transportation Authority**, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of **Martha's Vineyard Transit Authority and Cape Ann Transportation Authority**.

SCHEDULE FOR PARTICIPATION OF DISADVANTAGED BUSINESS ENTERPRISE
(TO BE ATTACHED TO PROPOSAL)

NAME OF PRIME PROPOSER

Name of Disadvantaged Business	Address	Type of Work and Contract Items or Parts Thereof to be Performed	Projected Start and Finish Date For Work	Agreed Price

DISADVANTAGED BUSINESS ENTERPRISE PARTICIPATION
LETTER OF INTENT

(Name of Prime Respondent)

The undersigned intends to perform work in connection with the above project as (check one):
_____ an individual _____ DBE _____ a partnership _____ a joint venture

The Disadvantaged Business status of the undersigned is confirmed

(A) on the reference list of Disadvantaged Business Enterprises dated _____, or

(B) on the attached Disadvantaged Business Enterprise Identification Statement

The undersigned is prepared to perform the following work in connection with the above project, (Specify in detail particular work items or parts thereof to be performed):

at the following price: _____ .

You have projected the following commencement date for such work, and the undersigned is projecting completion of such work as follows

<u>Items</u>	<u>Projected Commencement Date</u>	<u>Projected Completion Date</u>
--------------	------------------------------------	----------------------------------

The above work will not be sublet to a non-Disadvantaged Business Enterprise at any tier. The undersigned will enter into a formal agreement for the above work with you, conditioned upon your execution of a contract with Martha's Vineyard Transit Authority and Cape Ann Transportation Authority.

Date _____

Name of Disadvantaged Business Enterprise

By _____

DBE AFFIDAVIT

STATE OF _____ DATE: _____

COUNTY OF _____

S.S.

The undersigned being duly sworn, deposes and says that he/she is the

(sole owner; partner; president; treasurer; or other duly authorized official of a corporation)
of _____

(Name of DBE)

and certifies that since the date of its certification by

(SOMBA or out-of-state certification agency)

the certification has not been revoked nor has it expired nor has there been any change in the
minority status of:

(Name of DBE)

Signature and Title of Person Making Affidavit

Sworn to before me this _____ day of _____, 20____

Notary Public

NOTE: The Bidder must attach the DBEs most recent certification letter or document to this
affidavit.

DISADVANTAGED BUSINESS ENTERPRISE UNAVAILABLE CERTIFICATION

I, _____
NAME TITLE

of _____, certify that on _____
PRIME BIDDER DATE

I contacted the following Disadvantaged Business Enterprise to obtain an estimate for work items to be performed on Martha's Vineyard Transit Authority and Cape Ann Transportation Authority Contract No. _____

Disadvantaged Respondent Work Items Sought

To the best of my knowledge and belief, said Disadvantaged Business Enterprise was unavailable for work on this project, or unable to prepare an estimate for the following reason(s):

Signature: _____ Date: _____
_____, was

offered an opportunity to respond on above-identified work on _____
by _____

Name of Business Enterprise

Date Source

The above statement is a true and accurate account of why I did not submit an estimate on this project.

Signature of Disadvantaged Business Enterprise

Title

Date: _____

Exhibit 2

FEATURE CHECKLIST		FEATURE EXCEPTIONS/ALTERNATIVES	
FEATURE	CRITERIA	FUNCTION	IF NO, DESCRIBE ALTERNATIVE OR APPROPRIATE DATE WHEN FEATURE WILL BE DEPLOYED
SYSTEM MANAGEMENT	SYSTEM SETUP	Graphical user interface to create service areas(s) including ability to exclude areas from geofenced region	
		Solution should be cloud based - no backoffice hardware should be required	
		System sandbox to test new regions and train system administrators	
		Ability for parameters to be set into system for 30-minute window as required by ADA	
		Ability to input client eligibility information for ADA	
		Ability to assign and remove vehicles to/from the service	
		Ability to assign vehicles to multiple zones	
		Manual control or override to shift rides from one vehicle to another or other reasons	
		The ability to adjust different service times for different service areas	
		Secure authorization for various levels of the daily management team	
SYSTEM MANAGEMENT	DAILY MANAGEMENT	Ability to add and remove vehicles on demand	
		Field supervision interface to monitor and make changes to vehicles currently in operation	
		Ability to playback trips for any vehicle up to 30 days	
		Provide information about offline and not in service vehicles	
		Heat maps of pickups and drop offs to pre-position vehicles	
		Travel Time	
		Wait Time	
		Number of vehicles and optimizer of vehicle miles traveled	
		Service Area	
		Ability to customize algorithm by time of day and geofenced location	
SYSTEM MANAGEMENT	ALGORITHM CUSTOMIZATION	Capture National Transit Database (NTD) data and provide required reports	
		Capture key performance indicators set by GATRA - at a minimum will include productivity, key driver/trip metrics, etc.	
		Detailed fare information	
		Heat maps of pickups/drop offs and staging	
		App usage statistics including but not limited to (opens/closes, usage)	
		Ability to download all raw data	
		Creation of custom reports	
		Pull reports for trip denials, missed trips and excessively long trips as defined by the American Disabilities Act (ADA)	
		Ability to create and export a GTFS-Flex feed	
		Interface for Agency to communicate directly with passengers based on location, origin, destination, email address, disruption, etc.	
SYSTEM MANAGEMENT	COMMUNICATIONS WITH RIDERS	Automated messages that provide information to riders for any reason including areas such as cancellations due to vehicle capacity	
		Ability to distribute promotion codes	

ACE	RIDER INTERFACE	COI V
	<p>APP DISCOVERY AND LOGIN</p> <p>Book a ride through the agency-branded Providers' app or through the agency call center with Agency able to easily utilize existing customer account information</p> <p>Ability for agency to provide either routing/shared stops or door-to-door stops including walking directions for riders in the event of booked stops</p> <p>Ability to walk up to vehicle, board and pay</p> <p>Ability to book in advance and for multiple days</p> <p>Ability to book for multiple riders</p> <p>Ability to book trips on demand</p> <p>Provide ETA prior to confirming a trip</p> <p>Ability to include key information on rider profile such as wheelchair or bike rack needs</p> <p>Show vehicles in real-time moving on the map</p> <p>Accessibility functions including voice over/text to speech</p> <p>Ability to add equipment details as needed for ADA</p> <p>Ability to add a service animal</p> <p>Ability to show actual ETA for drop off and vehicle location based on traffic and other real-time conditions</p> <p>Include links back to Agency sites to provide riders with information</p> <p>Ability to pay cash</p> <p>Fare payment to be collected at time of boarding</p> <p>Rider account setup storing payment preference and other key information securely</p> <p>Provide feedback on trip and driver</p> <p>Links to Providers' customer service for technical support (app issues, login issues, etc)</p> <p>Links to Agency for trip issues (delays, events, lost and found, etc)</p> <p>Display information on ride history, payment, and other key data points</p> <p>Simple sign on/off</p> <p>Mid-trip relief sign on/off</p> <p>Ability for dispatch or driver to pause and un-pause service</p> <p>Administration to prevent drivers from deactivating service</p> <p>Provide and receive canned messages from dispatch</p> <p>Report issues with ride or client to dispatch</p> <p>Provide driver activity metrics (in service, travel, wait times, etc)</p> <p>Provide guidance on where to stop</p> <p>Provide continuously updated, turn-by-turn directions</p>	<p>Custom and canned push notifications</p> <p>Ability for Agency to create targeted marketing campaigns to riders of the system</p> <p>Agency branded application</p> <p>Free app located on Android or Apple App store</p> <p>Service only viewable to riders</p> <p>Authentication using "Sign on with Apple" or "Sign on with Google" or other agency approved method</p> <p>Display map with active vehicles upon login</p>
	<p>BOOKING AND RIDING</p>	
	<p>FARE PAYMENT</p>	
	<p>CUSTOMER SERVICE</p>	
	<p>ADMINISTRATION</p>	

HARDWARE	DRIVER INTERF	
	ROUTING	
IN VEHICLE	IN SERVICE	
Hardware on vehicles must be vibration and shock resistant	Provide guidance to customer that vehicle is on location with customizable (only by central management) timing window before vehicle departs	
Hardware should interface with existing vehicle connections (i.e. power)	Prevent distracted driving	
Hardware should be updatable over the air	Provide a "can't see rider/no show" option	
Hardware should use modern mobile operating system (iOS/Android)	React to service anomalies such as a route deviation, unexpected traffic, vehicle breakdowns, and accidents	
Hardware should be replaceable by FAST	Provide "e-manifest" including next trip or next several trips	
Hardware should observe a 99% uptime	Incorporate predictive logic to identify and address potential problems before they occur	
	Confirm a pre-booked passenger	
	Identify the rider as the account holder and person who booked the trip	
	Ability to add family accounts or carshare accounts	
	Confirm that the rider has been picked up	
	Group notifications in the event of multiple pickups/drop offs	