1. A number of Massachusetts municipalities — including the nearby Worcester Regional Transit Authority (WRTA) — offer demand-response services that provide riders with point-to-point on-demand transportation that is bookable and trackable through a free-to-download mobile application. Is MART interested in providing this type of service? This is for the MART region as described, if you wish to be qualified then fill out the RFQ forms.
2. Is MART interested in responses from vendors who propose to utilize their own technology to support the operation of demand response services? Or does MART already have technology and expect the successful vendors to utilize it? MART has technology already but as described in the RFQ will be implementing new technology over the five (5) year period.
3. Would MART be interested in a white-labeled / branded rider application through which riders can request rides, track the status of their rides, review their account and history, etc.? This is not part of the RFQ for transportation vendors. If you wish to show MART technology, then send an email to MART procurement@mrta.us.
4. Does MART envision assembling a “bench” of possible providers through this RFQ? How does MART intend to work with vendors who are awarded contracts out of this procurement? As described in the RFQ this is to qualify vendors to work on services that are being implemented and additional services to come be implemented at MART.
5. Does MART provide multiple discrete services under its demand response umbrella, or is this one large program? MART has several services both discrete and integrated.
6. In light of the short window between the release of MART’s responses to vendor questions and the ultimate deadline for this RFQ, would MART consider extending the submission deadline by two weeks? This would give vendors an opportunity to thoroughly consider and incorporate new information learned in the Q&A and ensure fully responsive proposals. MART may wish to or not extend the RFQ response, if it does an Addendum will be posted and sent via email to possible respondents.
7. Can MART provide prospective bidders with an overview of its current services? What sorts of trips and riders are served by these? Additionally, does MART have a vision for how these services may change and / or evolve in the coming years? We have services that are Paratransit in nature and are a full spectrum of services. We do not know at this time all the services that may be requested in the future.
8. Can MART share ridership data of its current demand response services? This is not for the current ridership of demand response service but services that are being implemented and/or that will be developed in the next five (5) years.
9. Does MART have a budget for the services contemplated in this RFP? No please read RFQ – NOT RFP, please read purpose of the RFQ so stated in the RFQ document.
10. Can MART share the source(s) of funding for these services? Through State and Federal grants and others that may occur over the next five (5) years.
11. What operators does MART currently partner with to deliver these services? Please note that these services are being implemented now or developed over the next five years, this RFQ is being performed to develop vendor participation.
12. How do current operators currently schedule / dispatch trips? How do riders currently request trips?  Currently through a variety of methods.
13. Can MART further explain its pricing model for this procurement? We note that the pricing form includes space for both per mile and per hour pricing. Is this intended to be an either / or structure, where vendors can choose to price by the mile or the hour, or do vendors need to provide pricing for both structures? For example, does MART envision paying vendors a per hour fee for providing dedicated service and then an additional per mile fee whenever vehicles are carrying a passenger? MART envision having a per mile cost and an hourly cost so it can be utilized depending on what type of service will be requested/developed in the next five years, some being per mile and some being by hour.
14. What are MART’s key objectives with respect to this procurement? Is MART looking to make specific improvements to the delivery of its demand response services? Are there specific gaps MART is hoping to address? Please read the RFQ – Request for Qualifications. – this is for the services we are developing.
15. Can MART guarantee a minimum number of trips or service hours for successful vendors? Depending on each type of service that is requested there may be a base of service. Remember this is an RFQ so as we develop services then it will be understood as to what type and what structure as services are developed.