



Request for Proposal
Questions and Responses
Due: December 8, 2025

Request for Proposal: Transportation Service
Proposal Due Date: December 15, 2025

- Q1:** *Is a cover page part of the 2 page limit, or would that not count towards the limit?*
A. *No, the cover page is to include the Vendor name and contact information. It will not count towards the 2 page limit*
- Q2:** *Can attachments, supporting evidence, be submitted along with the 2 page document and not count towards the limit? (i.e. would a pricing table be included in the 2 page limit or could that be submitted as an attachment and not count towards the page limit?)*
A. *Each bullet from the RFP should be submitted as its own section. Include any necessary attachments to proposal, those will not count towards the 2 page limit*
- Q3:** *Regarding the refrigerator truck, what is the required frequency of this service? What are the typical hours of operation? Will the refrigerator truck service be required year-round?*
A. *1. One or Two days per week
2. 9:00 AM to 1:00 PM
3. Yes*
- Q4:** *What are the hours of operation during weekdays and weekends?*
A. *Monday – Saturday, 7:00 AM to 5:00 PM. No Sunday hours*
- Q5:** *Will transportation service be required on holidays?*
A. *Yes*
- Q6:** *Will service be needed during a snow emergency?*
A. *No*
- Q7:** *Is it permissible for more than one patient to occupy the vehicle? If so, what is the maximum number of patients allowed per vehicle?*
A. *Yes, if they are going to the same location. Maximum of two clients*
- Q8:** *What is your most preferred vehicle type for completing a ride? For example, a 4-Door Sedan, Mini-Van, or Mini-bus?*
A. *4-door sedan or small SUV*
- Q9:** *Does BPHC support or offer any incentives for the use of hybrid or electric vehicles?*
A. *No*

- Q10:** *Will the trip request be submitted via an online portal, fax, email, or telephone?*
A. *Online portal preferred. No fax, however, programs may send email or phone calls to request a ride*
- Q11:** *Will BPHC be open to utilizing a vendor's application for submitting requests?*
A. *Absolutely*
- Q12:** *Are all requests for pick-up within an hour or more of the requested time?*
A. *There will be a variety of requests, some will be requested for immediate pick-up and some will be scheduled in advance depending on need*
- Q13:** *Will the transportation vendor be provided with the client's telephone number for contact purposes?*
A. *The program responsible for each respective client will provide the client's information*
- Q14:** *Will all rides be one-way drop-offs, or will round-trips be required if necessary?*
A. *Depending on the need and urgency. One-way drop off is most frequently requested. Round-trip rides may be requested as necessary*
- Q15:** *If a ride is a round trip, will BPHC consider compensation for the wait time?*
A. *Yes, indicate the compensation cost in the cost sheet*
- Q16:** *If a client fails to appear to board the vehicle, will BPHC compensate the transportation company? If so, what is the percentage of compensation?*
A. *A no-show fee can be reasonable. Any no-show fee should be outlined in your proposal*
- Q17:** *What is the policy regarding ride cancellation? Is any fee accepted for late cancellation?*
A. *A cancellation fee can be reasonable. Any cancellation fee should be outlined in your proposal*
- Q18:** *In the event a patient has not appeared, what is the accepted waiting time before a vehicle may depart? And what is the policy regarding this wait time?*
A. *Please provide your organization's policy regarding waiting time in your submission. BPHC will review during evaluation process*
- Q19:** *What is the policy regarding patients causing damage to vehicle equipment?*
A. *Please provide your organization's policy regarding damage to vehicles by customer's in your submission. BPHC will review during evaluation process*
- Q20:** *In the event that a transportation company cannot provide the service at the last minute due to vehicle breakdown, can the ride be subcontracted to another vendor that is not registered with BPHC? Does BPHC accept sub-contractors?*
A. *The proposal must list other vendors you are planning to engage as subcontractors.*

- Q21:** *Will drivers be required to exit the vehicle to assist patients with their belongings?*
A. *No, only pick-up and drop-off*
- Q22:** *What is the policy regarding the use of a radio in the vehicle?*
A. *Within reasonable limits and volume. No offensive music*
- Q23:** *Does BPHC require a video camera in the vehicle?*
A. *Preferably, to cover any liabilities*
- Q24:** *Are smoking and alcohol consumption permitted in the vehicle?*
A. *Absolutely no smoking or drinking allowed*
- Q25:** *If patients become ill and vomit in the vehicles, will BPHC compensate for the clean-up or detailing of the vehicle?*
A. *If documented and reported, this could be taken into consideration*
- Q26:** *Are the vehicles required to display BPHC signage on their sides or windows?*
A. *No. The vendor must have a sign indicating the transportation company's name*
- Q27:** *Regarding the vehicles, is there any requirement concerning the maximum number of years the vehicles have been in service?*
A. *Vehicles must be reliable, clean, and meet/pass all MA safety inspections*
- Q28:** *What is the policy regarding the hiring of new drivers? Is the transportation vendor required to submit drug test, CORI, and SORI results before drivers commence work? If so, does BPHC have a preferred medical testing company for the vendor to utilize?*
A. *The vendor should hire drivers by querying the drivers' history and subject to random queries. Vendors must sign a BPHC Standard Contract, which indicates that the Vendor is responsible for CORI and managing the driver's profile*
- Q29:** *Can BPHC provide transportation vendors with a record of ride requests for a given period of time, such as weekly or monthly?*
A. *Yes, can be provided upon request no later than Thursday December 11, 2025 to RFR@bphc.org with Subject: Record of Ride*
- Q30:** *Could a ride necessitate more than one stop?*
A. *With program approval, yes. Some rides may consist of round trip from the pick-up location. Round-trip location must be indicated on the invoices of all locations*
- Q31:** *Is there a specific individual in charge of the program at BPHC? If so, will the transportation vendor be provided with their name and contact information?*
A. *There will be several Bureaus that may request transportation. For each program, there will be a designated point of contact.*
- Q32:** *What is the expected average number of rides per day and per week?*
A. *Rides can average from 2 to 10 per day and the average rides per week are 20. This can fluctuate depending on the program's needs.*

Q33: What percentages of rides are scheduled vs. on-demand?

A. Majority of requested rides are on demand

Q34: Is there a minimum volume guarantee?

A. No

Q35: Will clients require door-to-door or curb-to-curb service?

A. Curb-to-curb service

Q36: Will a BPHC staff member frequently accompany clients?

A. In rare cases, a staff member may accompany clients

Q37: What are the busiest transportation times of day?

A. The busiest hours are 11am - 12pm and 1pm - 2pm

Q38: Are there special handling needs for clients experiencing behavioral health issues?

A. Individuals in this situation may be anxious or uncomfortable, but they will have been thoroughly evaluated before the transport request. Generally, awareness and patience are all that would be required

Q39: Are there specific routes or high-demand facilities we should prioritize? (Shelters, treatment centers, hospitals, etc.)

A. As listed in the RFP, the Boston area contains our most frequent destinations. All of our rides carry the same priority

Q40: How often are long-distance trips required (Worcester, Falmouth, Fall River, etc.)?

A. Approximately 45% of trips consist of distances under 10 miles. 25% are distances 10-30 miles, and 30% are distances 30-50 miles

Q41: Is a refrigerated truck regularly needed or only occasional? How many times a week? Will the refrigerated truck need a lift gate? What size are the loads?

- A. 1. Regularly needed
2. It will be 1-2 days per week
3. Yes, a lift gate will be necessary
4. The weight is about 10,000 lbs

Q42: What safety protocols must be followed when transporting treatment-seeking or unhoused individuals?

A. Individuals in this situation may be anxious or uncomfortable, but they will have been thoroughly evaluated prior to transport request. Generally, awareness and patience are all that would be required

Q43: Are drivers required to complete BPHC-specific trainings?

A. No

Q44: Are background checks and CORI checks required?

A. Vendors must sign a BPHC Standard Contract, which indicates that the Vendor is responsible for CORI and managing the driver's profile

- Q45:** *What documentation is required if an incident or complaint occurs?*
- A.** *Please provide your organization's policy regarding incident or complaint in your submission. BPHC will review during evaluation process*
- Q46:** *What data must be included in the weekly report? (Unique users, complaints, rides provided, etc.)*
- A.** *Requestor, date, time, starting point, destination, first name of passenger, miles, first name of driver. For any multiple stops, this must be indicated as well. Complaints must be addressed via email to Procurement@bphc.org*
- Q47:** *Does BPHC have a preferred portal, or may we use our own app?*
- A.** *No preferred portal, you may use your app. Rides must be documented to submit on detailed invoices*
- Q48:** *How should real-time updates be provided for delays or cancellations?*
- A.** *The point of contact for the requested ride should be notified via phone*
- Q49:** *Are ADA-accessible vehicles required?*
- A.** *Upon request, the vehicle should be ADA-accessible*
- Q50:** *Is there a preferred minimum passenger capacity?*
- A.** *Requests may involve transport of more than one passenger – two at the most. Program may request for multiple passengers however this will be upon request*
- Q51:** *What vehicle age limits or maintenance standards does BPHC expect?*
- A.** *BPHC has no strict vehicle age limits. If possible, in proposal package provide vehicle fleet log showing each vehicle's age, make/model, and most recent passed inspection date*
- Q52:** *What is the payment turnaround time after invoice submission?*
- A.** *Net 30 terms*
- Q53:** *Should tolls, detours, and road closures be itemized separately?*
- A.** *Yes, it may be on the same invoice, but they will need to be itemized for each individual ride*
- Q54:** *Are signatures or digital confirmations required for ride verification?*
- A.** *We do not require this, but would welcome the option*
- Q55:** *Are there expectations regarding surge pricing or after-hours rates?*
- A.** *Include any applicable surge pricing and after-hours in your cost sheet in the submitted proposal*
- Q56:** *How will performance be evaluated?*
- A.** *Performance will be evaluated by timeliness/punctuality and vehicles being safe and clean, documentation and reporting*
- Q57:** *How many vendors does BPHC expect to award under this RFP?*
- A.** *BPHC may award more than one vendor*

Q58: *Can additional services be added mid-contract with a supplemental quote? (e.g., refrigerated truck)*

A. *Yes, but not guaranteed*

Q59: *Is it possible to structure this contract so that it includes a designated standby period-for example, 8 hours from 9:00 to 5:00 PM-for a flat fee that covers travel within 7 miles, with an additional per-mile charge for any mileage beyond that?*

A. *Yes, include any suggested charging structures in cost sheet proposal*