

PURCHASING DIVISION  
CITY OF WORCESTER  
MASSACHUSETTS 01608-1895  
ROOM 201 - CITY HALL, 455 Main Street  
PHONE (508) 799-1220

SEALED BID INVITATION  
(Supplies, Material, Equipment, Services)

AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER

SEALED BID NO. CR-8378-M5

DATE: February 26, 2025

CITY OF WORCESTER  
Christopher J. Gagliastro, MCPPO  
Purchasing Agent

BUYER: Stephen R. McDonald

NOTICE TO BIDDERS  
TERMS AND CONDITIONS

All bids are subject to the terms and conditions and specificity herein set forth except where specifically deleted by the City of Worcester in Section No. 6 below.

**COMPLETE ORIGINAL COPY (including ALL pages) OF THIS BID MUST BE SUBMITTED IN A SEALED ENVELOPE:**

DATE: MARCH 19, 2025 TIME: 10:00 A.M. LOCAL TIME

PLACE: Purchasing Division, Room 201, City Hall, Worcester, Massachusetts

MARK SEALED ENVELOPE **"Sealed Bid No. CR-8378-M5, Transportation Services – Senior Center / Elder Affairs"**

The name and address of the bidder must appear in the upper left hand corner of the envelope. The City of Worcester is not responsible for bids not properly marked.

**GENERAL**

1. This Bid Invitation covers: provide transportation services to and from the Worcester Senior Center as per the requirements and specifications of the City of Worcester Elder Affairs Division for a period of one year from July 1, 2025 through June 30, 2026, and at the sole discretion of the City to renew for a second and third year. The option of which will be determined at the end of the current contract term. (refer to page 10)
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the Amount of \$ N/A must accompany this bid.
3. All bids received will be publicly opened and read in the Bid Room at City Hall at date and time shown above.  
**NO BID WILL BE ACCEPTED AFTER TIME AND DATE SPECIFIED**
4. A performance bond in the amount of \$ N/A of the total dollar award is required.
5. A payment bond in the amount of \$ N/A of the total dollar award is required.
6. All terms and conditions are applicable to this proposal except the following section numbers which are hereby deleted from this invitation: all apply
7. **Other:** Please go to <http://www.worcesterma.gov/e-services/bids/closed-bids> to obtain results.

Questions pertaining to this bid **must be** directed to Stephen R. McDonald via e-mail at [MCDONALDS@worcesterma.gov](mailto:MCDONALDS@worcesterma.gov)

**City CORI Compliance ordinance does not apply to this service agreement.**

8. The following meanings are attached to the defined words when used in this bid form.
  - (a) The word “City” means The City of Worcester, Massachusetts.
  - (b) The word “Bidder” means the person, firm or corporation submitting a bid on these specifications or any part thereof.
  - (c) The word “Contractor” means the person, firm or corporation with whom the contract is made by carrying out the provisions of these specifications and the contract.
  - (d) The words “Firm Price” shall mean a guarantee against price increases during the life of the contract.
9. Any prospective bidder requesting a change in or interpretation of existing specifications of terms and conditions must do so within five (5) days (Saturdays, Sundays and Holidays excluded) BEFORE scheduled bid opening date. All requests are to be in writing to the Purchasing Division (or e-mailed at: [gagliastroc@worcesterma.gov](mailto:gagliastroc@worcesterma.gov)). No changes will be considered or any interpretation issued unless the request is in our hands within five (5) days (Saturdays, Sundays and Holidays excluded) BEFORE scheduled bid opening date.
10. The contractor will be required to indemnify and save harmless the City of Worcester, for all damages to life and property that may occur due to his negligence or that of his employees, subcontractors, etc., during this contract.
11. The Contract Agreement will be in the form customarily employed by the City of Worcester and is on file in the Purchasing Division at City Hall.
12. Bids which are incomplete, not properly endorsed, or signed, or otherwise contrary to these instructions will be rejected as informal by the Purchasing Agent. **Conditional bids will not be accepted.**
13. The Bidder must certify that no official or employee of the City of Worcester, Massachusetts is pecuniarily interested in this proposal or in the contract which the bidder offers to execute or in expected profits to arise therefrom, unless there has been compliance with provisions of G.L. C. 43 Sec. 27, and that this bid is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
14. As the City of Worcester is exempt from the payment of Federal Excise Taxes and Massachusetts Sales Tax, prices quoted herein are not to include these taxes.
15. All prices are to be firm F.O.B. Destination, City of Worcester, Massachusetts, unless otherwise indicated by the City. **Time reserved for award is ninety days.**
16. In case of error in the extension prices quoted herein, the unit price will govern.
17. It is understood and agreed that should any price reductions occur between the opening of this bid and delivery of any order, the benefit of all such reductions will be extended to the City.
18. The City of Worcester reserves the right to reject any and all bids, wholly or in part, and to make awards in a manner deemed in the best interest of the City.
19. Awards will be made to the bidder quoting the lowest net price in accordance with the specifications.
20. The supplier will be bound by all applicable statutory provisions of law of the Federal Government, the Commonwealth of Massachusetts, the City of Worcester, and the Department of Public Safety of the Commonwealth of Massachusetts.
21. Any bid withdrawn after time and date specified, the bidder shall forfeit deposit on bid as liquidated damages.
22. The contractor will not be permitted to either assign or underlet the contract, not assign either legally or equitably any monies hereunder, or its claim thereto without the previous written consent of the City Treasurer and of the Purchasing Agent of the City of Worcester.
23. If this bid shall be accepted by the City, and the bidder shall fail to contract as aforesaid and to give a bond in the amount as specified in Section 4, within ten (10) days, (not including Sunday or a legal Holiday) from the date of the mailing of a notice from the City to him/her, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the bidder has abandoned the contract and thereupon the

proposal and acceptance shall be null and void and the bid security accompanying this proposal shall become the property of the City as liquidated damages.

24. When quoting, the bidder shall submit a signed copy of this bid form, and if bid accepted by the City shall constitute part of the contract of purchase. Do not detach any part of this form 30B (Sealed Bid Goods & Services) when submitting a bid. Bidder must sign and return complete form 30B (Sealed Bid Goods & Services).
25. If in the judgment of the Purchasing Agent any property is needlessly damaged by an act or omission of the contractor or his/her employees, servants or agent, the amount of such damages shall be determined by the Purchasing Agent of the City of Worcester and such amount shall be deducted from any money due the contractor or may be recovered from said contractor in actions at law.
26. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and/or Acts of God.

#### **INSURANCE AND WORKER'S COMPENSATION**

27. **COMMERCIAL GENERAL LIABILITY INSURANCE:** Contractor to supply the City of Worcester with certificates of insurance evidencing general liability coverage of not less than \$ 1,000,000.00 per occurrence / \$ 2,000,000.00 aggregate.
28. **AUTOMOBILE LIABILITY INSURANCE:** Contractor to supply the City of Worcester with certificates of insurance evidencing automobile liability coverage, bodily injury and property damage combined single limit, of \$ 1,000,000.00 (all owned, hired, and non-owned autos).
29. **COMPENSATION INSURANCE:** The contractor shall furnish the City of Worcester with certificates showing that all of his/her employees who shall be connected with this work are protected under statutory worker's compensation insurance policies.
30. The Contractor shall carry public liability insurance with an insurance company satisfactory to the City so as to save the City harmless from any and all claims for damages arising out of bodily injury to or death of any person or persons, and for all claims for damages arising out of injury to or destruction of property caused by accident resulting from the use of implements, equipment or labor used in the performance of the contractor or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for anyone of his employ during the execution of the contract.
31. Prior to starting on this contract, the Contractor shall deposit with the Contracting Officer certificates from the insurer to the effect that the insurance policies required in the above paragraphs have been issued to the Contractor. The certificates must be on a form satisfactory to the Purchasing Agent.
32. Except as may otherwise be stated herein, the Contractor shall also carry bodily injury and property damage insurance in an amount not less than those set forth above covering the operation of all motor powered vehicles owned or operated by the Contractor and engaged in this contract.

#### **DISCOUNT**

33. Prompt pay discounts will be considered when determining the low bid except when discounts are for a period of less than 30 days. In this event discounts will not be taken into consideration when determining low bid.
34. Time, in connection with discount offered, will be computed from date of completion and/or delivery and acceptance at destination, or from date correct bill or voucher properly certified by the contract is received if the latter date is later than the date of completion and acceptance and/or delivery and acceptance.

#### **GUARANTEE**

35. The bidder to who a contract is awarded guarantees to the City of Worcester all equipment, materials and or workmanship for a period of one (1) year after final inspection and acceptance and shall replace promptly any defective equipment, materials and/or workmanship required without additional cost to the City.

## **DELIVERIES AND COMPLETION**

36. It is understood and agreed that in the event of failure on the part of the bidder to indicate date of delivery and/or completion, delivery and/or completion will be made within twelve (12) days from date of notification. Should the successful bidder fail to make delivery or complete contract within time specified, the City reserves the right to make the purchase on such orders at the open market and charge any excess over contract price to the account of the successful bidder, who shall pay the same.
37. The contractor shall familiarize himself with the location and facilities for storage.
38. The City through its Purchasing Division reserves the right to divert delivery from one location to another, and to allow for any change in operating conditions or for any other cause not now foreseen and to proportion deliveries according to available storage facilities.

## **SAMPLING AND ANALYSIS**

39. Each bidder must state the commercial name of the product quoted, name, and address of operator or agent from whom the product will be purchased and in addition shall furnish an analysis of the product, date of analysis, by whom made and their address.
40. Samples of the product to be delivered may be taken by a representative of the City, either prior to delivery or while it is being delivered in the storage facilities at destination, or will be taken from the storage facilities to which the product has been delivered as determined from time to time by the Purchasing Agent. Bidder agrees to furnish the necessary manual labor, without additional cost required to assemble the physical samples, which is to be performed under the direction of the City representative.
41. The representative of the City taking the samples shall be given the opportunity, while sampling, to affix his or her signature to the delivery slip each item represented in his/her sample.
42. Any product after the sampling and analysis, not found meeting the requirements of the contract shall be sufficient cause for the cancellation of the contract at the option of the Purchasing Agent.
43. If any product is found that does not meet the analysis submitted by the bidder in his/her proposal, the Purchasing Agent may, at his or her option, exercise his/her right to reject the product and require that all or any part thereof shall be removed promptly by and at the expense of the contractor and replace it forthwith with a product satisfactory to the Purchasing Agent, or to retain the product and compensate the contractor in an amount as determined by the Purchasing Agent and the City Manager.
44. It is understood and agreed that it shall be a material breach of any contract resulting from this bid for the Contractor to engage in any practice which shall violate any provisions of Massachusetts General Laws, Chapter 151B, relative to discrimination in hiring, discharge, compensation, or terms, conditions or privileges of employment because of race, color, religious creed, national origin, sex, age or ancestry.
45. The undersigned as bidder, declares that the only parties interested in this proposal as principals are named herein; that this proposal is made without collusion with any other person, firm or corporation, that no officer or agent of the City is directly or indirectly interested in this bid; and he/she proposes and agrees that if this proposal is accepted he/she will contract with the City in accordance with the specifications, also the terms and conditions as spelled out in this bid form.
46. No Person, including but not limited to corporations, partnerships, limited partnerships or limited liability corporations, shall be eligible to receive a contract under this invitation to bid and/or requires for proposal if that person has been convicted of any felony offense involving the distribution of controlled substances as that term is defined under Chapter 94C of the General Laws and, for contracts to be performed for on-site services to the Worcester Public Schools, if that person or any person to be employed by that person in the performance of such on-site services has been convicted of a "sex offense" or a "sex offense involving a child" or a "sexually violent offense" or would meet the definition of "sexually violent predator" as those terms are defined in Section 178C of the General Laws and who must register with the sex offender registry board.

47. The Contractor shall at all times enforce strict discipline and good order among his employees and shall not employ for work or services relating to this contract any unfit person or anyone not skilled in the task assigned to him. In light of the fact that the performance of this contract requires the Contractor and its employees to have significant interaction with the public, the Contractor shall require all employees who may perform services under this contract to conduct themselves in a courteous, professional manner. If the Contractor is notified by the Contract Officer that any person engaged upon the work is incompetent, unfaithful, disorderly, discourteous, or otherwise unsatisfactory, then such person shall be discharged from providing services or work pursuant to this contract. Without limiting the generality of the foregoing, intimidation, threats and/or violent conduct of any kind or nature directed to members of the public are absolutely prohibited. Failure to comply with this requirement shall be grounds for termination of the contract.
48. The Contractor's performance may be evaluated on an ongoing basis including but not limited to consideration of complaints received from members of the public. In order to facilitate this evaluation, the Contractor shall provide the City with documents and records upon request. The Contractor shall further obtain from its employees authorization that appropriate City personnel may obtain all available criminal offender information ("CORI") from the Criminal History Systems Board. A high number of unresolved complaints, any number of complaints that are particularly severe, or employment of individuals who have been convicted of assault or other violent crimes shall be grounds for the early termination or non-renewal of the contract by the City.
49. The procurement officer shall award the contract to the lowest responsible and responsive bidder. The term "responsible bidder" means "a person who has the capability to perform fully the contract requirements, and the integrity and reliability which assures good faith performance." Consistent with its duty to maintain public order and promote public safety, the City has determined that this contract is of a type and nature so as to be particularly sensitive due, at least in part, to the contractor's inherent access and dealings with the members of the general public. Therefore, the City has concluded that additional scrutiny is justified as it determines whether a particular bidder is responsible, having the integrity and reliability to properly perform the requested services. This may entail consideration of the contractor's system of oversight, training and supervision of its employees, including but not limited to its requirement of a high standard of customer service and courtesy in its dealings with the public. The bidder's care and diligence in hiring and assigning its employees will also be considered. In making its determination, the City reserves the right to examine any and all information at its disposal, including but not limited to prior City contracts, the experiences and information obtained from current and former customers (whether identified by the bidder as references or not), as well as other sources available to the City, including but not limited to court documents, newspapers, financial reports (such as DUNS), and certain police data and reports.
50. The Contractor, acting through its owner(s) or any of its employees, or its agents or sub-contractors and any of their employees, shall not engage in any behavior, whether during the course of its duties under this contract or at any other time, that is illegal, criminal or otherwise shocking or offensive to the general public. The determination whether any particular behavior is illegal, criminal or shocking to the general public shall rest in the sound judgment of the Contracting Officer or the City Manager. In making such determination, the Contracting Officer or the City Manager shall apply the general standards of the community. No criminal conviction or formal charges shall be required to make such determination. Such behavior need be something more than trivial and something which would cause the general public to have concerns either about the safety of individuals coming in contact with the Contractor or about the character and integrity of the individuals with which the City does business. Violation of this provision shall be grounds for immediate and unilateral termination of this contract by the City upon five days' notice as otherwise provided herein

GIVE FULL NAMES AND RESIDENCES OF ALL PERSONS INTERESTED IN THE FOREGOING PROPOSAL.

(NOTICE: Give first and last name in full; in case of corporations, give corporate name and names of President, Treasurer, and Manager; and in case of firms give names of the individual members)

Name	Address	Zip Code
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1)	If a Proprietorship
	Name of Owner _____
	Business Address _____
	Zip Code _____ Telephone No. _____
	Home Address _____
	Zip Code _____ Telephone No. _____

(2)	If a Partnership												
	Full names and addresses of all partners												
	<table><thead><tr><th><u>Name</u></th><th><u>Address</u></th><th><u>Zip Code</u></th></tr></thead><tbody><tr><td>_____</td><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td><td>_____</td></tr><tr><td>_____</td><td>_____</td><td>_____</td></tr></tbody></table>	<u>Name</u>	<u>Address</u>	<u>Zip Code</u>	_____	_____	_____	_____	_____	_____	_____	_____	_____
<u>Name</u>	<u>Address</u>	<u>Zip Code</u>											
_____	_____	_____											
_____	_____	_____											
_____	_____	_____											
	Business Address _____ Zip Code _____												
	Tel. No. _____												

(3) If a Corporation

Full Legal Name \_\_\_\_\_

State of Incorporation \_\_\_\_\_ Qualified in Massachusetts ? Yes \_\_\_\_\_ No \_\_\_\_\_

Principal Place of Business \_\_\_\_\_  
Street P.O. Box

City/Town State Zip

Telephone No. \_\_\_\_\_

Place of Business in Massachusetts \_\_\_\_\_  
Street P.O. Box

City/Town State Zip

Telephone No. \_\_\_\_\_

GIVE THE FOLLOWING INFORMATION REGARDING SURETY COMPANY

Full Legal Name of Surety Company \_\_\_\_\_

State of Incorporation \_\_\_\_\_ Admitted in Massachusetts ? Yes \_\_\_\_\_ No \_\_\_\_\_

Principal Place of Business \_\_\_\_\_  
Street P.O. Box

City/Town State Zip

Place of Business in Massachusetts \_\_\_\_\_  
Street P.O. Box

City/Town State Zip

Telephone No. \_\_\_\_\_

**NOTE**

The Office of the Attorney General, Washington, D.C. requires the following information on all bid proposals amounting to \$1,000.00 or more.

F.I.D. Number of bidder \_\_\_\_\_

This number is regularly used by companies when filing their "EMPLOYER'S FEDERAL TAX RETURN, U.S." Treasury Department Form 941.

AUTHORIZED SIGNATURE OF BIDDER \_\_\_\_\_ TITLE \_\_\_\_\_  
PLEASE SIGN

DATE \_\_\_\_\_ BID SECURITY \$ \_\_\_\_\_

The name of Customer Service Representative and the Contract Administrator responsible for servicing this account in the event of contract award are:

NAME (PLEASE PRINT) *Customer Service Rep.* \_\_\_\_\_ TEL. NO. \_\_\_\_\_

NAME (PLEASE PRINT) *Contract Administrator* \_\_\_\_\_ TEL. NO. \_\_\_\_\_

FAX NUMBER \_\_\_\_\_ FAX # \_\_\_\_\_

E-MAIL (Customer Service Rep.): \_\_\_\_\_

E-MAIL (Contract Administrator): \_\_\_\_\_

UNDER MASSACHUSETTS GENERAL LAWS, CHAPTER 30B: SECTION 10, THE FOLLOWING CERTIFICATION MUST BE PROVIDED:

Section 10. A person submitting a bid or a proposal for the procurement or disposal of supplies, or services to any governmental body shall certify in writing, on the bid or proposal, as follows:

" The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals."

(Please Print) \_\_\_\_\_

Name of Person Signing Bid

\_\_\_\_\_  
Signature of Person Signing Bid

\_\_\_\_\_  
Company

**No award will be made without vendor certification of the above.**



Bidders must state and identify the product offered, such as manufacturer's name, trade name, brand name and quality next to each item. WE MUST KNOW WHAT HAS BEEN OFFERED.

The quantities shown herein are estimated only and the Contractor will be required to furnish all quantities ordered by the City during the period of the contract.

YES   X   NO \_\_\_\_\_

Delivery to be made to: Massachusetts Locations as required

This Bid includes addenda numbered \_\_\_\_\_

<b>NO PRICE ADJUSTMENTS ALLOWED. PRICES QUOTED ARE FINAL. CHECK BEFORE SIGNING!</b>
---

**BIDDER TO COMPLETE ITEMS BELOW**

Item No.	Estimated Quantity	Description	Mfg.	Model No.	Unit Price	Total Amount
		<p><b>Provide transportation services for Worcester Senior Center as per the attached requirements and specifications of the Worcester Division of Elder Affairs.</b></p> <p><b>Any and all questions regarding this bid must be directed to Stephen R. McDonald at <a href="mailto:MCDONALDS@worcesterma.gov">MCDONALDS@worcesterma.gov</a></b></p>				<b>See pricing page</b>

TERMS, PROMPT PAY DISCOUNT \_\_\_\_\_% 30 DAYS, NET 45 DAYS.

DELIVERY AND/OR COMPLETION TO BE MADE WITHIN as required by the City DAYS FROM DATE OF NOTIFICATION BY THE CITY.

NAME OF BIDDER \_\_\_\_\_

# **DISCLOSURE OF CONTRACT RENEWAL**

This contract may be renewed for a second and third year at the sole discretion of the City of Worcester, the option of which will be determined at the end of the current contract year.

In no event will increase exceed \_\_\_\_\_ % for the second contract year.  
**(TO BE COMPLETED BY BIDDER)**

In no event will increase exceed \_\_\_\_\_ % for the third contract year.  
**(TO BE COMPLETED BY BIDDER)**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

IF VENDOR DOES NOT WISH TO BE CONSIDERED FOR A SECOND OR THIRD YEAR OPTION,  
PLEASE INDICATE BY CHECKING THIS BOX: ☐

## **IMPORTANT**

**It is understood and agreed, that failure by the bidder to complete the above increase statement, it is the bidders intent to accept a second and third year option at zero (0) percent increase.**

**All other Terms and Conditions to remain the same.**

## **City of Worcester – Invitation for Bids**

**BID #: CR-8378-M5**

### **Specifications: Transportation Services to/from Worcester Senior Center / Elder Affairs ~ Bid #: CR-8378-M5**

#### **I. PROJECT SUMMARY/GENERAL REQUIREMENTS**

The City of Worcester, Division of Elder Affairs invites bids for transportation services to/from Worcester Senior Center, in accordance with the terms, conditions, and specifications herein.

The Worcester Dept. of Health & Human Services, Division of Elder Affairs operates the Worcester Senior Center at 128 Providence Street, Worcester, MA 01604. The Worcester Senior Center promotes healthy aging by providing an array of programs and services which focus on health and wellness, fitness, education, arts, recreation, advocacy and human services. Thousands of diverse seniors participate on site during the hours of 9:00 a.m. - 4:30 p.m. Monday through Friday. While most seniors arrive at the Senior Center by driving or receiving a ride from others, there is a group of people who require transportation assistance. To this end, proposals are being sought to provide transportation as specified below.

#### **II. SPECIFICATIONS / SCOPE OF SERVICES**

##### Services:

- 1) Provide pre-scheduled rides to and from the Worcester Senior Center for senior residents of the City of Worcester at no charge to the rider.
- 2) Vendor must have the capacity to provide rides for up to eight (8) seniors (1 less for every wheel chair rider) from their home to arrive at the Senior Center between 9 a.m. and 10:00 a.m. and be picked up between 12:30 p.m. and 2:30 p.m. to be returned home.
- 3) Vendor shall plan routes to ensure that seniors will not need to ride in the vehicle for more than 45 minutes before arriving at the Senior Center and/or home.
- 4) Accept reservations at least 24 hours in advance of the ride, from seniors who are on a list pre-approved by the Worcester Senior Center and/or made directly by Worcester Senior Center personnel.
- 5) Accept standing reservations as approved by the Worcester Senior Center and provide reminder/confirmation calls by 9:00 p.m. on the evening before the trip, to all riders who have reserved trips more than 24 hours in advance.
- 6) When requested by the senior, provide "door to door" assistance to and from the door of the seniors' home and/or the door of the Senior Center. This may include assistance entering and exiting the vehicle, providing arm in arm guidance or using a gait belt, carrying one bag weighing less than 15 pounds, assisting seniors to utilize wheel chairs, walkers and/or canes as needed, as well as entering or calling the Senior Center to inform the receptionist to announce the arrival of the vehicle.
- 7) Operate within 15 minutes of the scheduled pick-up time.
- 8) Be available to commence services July 1, 2025.
- 9) Communicate with Senior Center staff by 8:00 a.m. any morning in which inclement weather will require cancellation of service.
- 10) Report all rider "no shows" or problems to Senior Center staff on the day of the occurrence. "No Shows" are defined as the rider not coming to the vehicle, and/or not responding to the doorbell or phone call from the driver after 5 minutes of repeated attempts, starting at the designated pick-up time. If the rider does respond within 5 minutes and can be ready to take the ride within 10 minutes, the driver should wait and provide the ride.
- 11) A rider may cancel or change a trip up to one hour before the originally designated time. This will not be considered a "no show."
- 12) The provider may invoice for a "no show" as long as it is reported to the Senior Center staff on the day that it occurs.

##### Vehicles:

- 1) At least one of the vehicles must have a lift and space to accommodate seniors in wheel chairs.
- 2) Must provide seat belts for all riders.
- 3) Must provide heat and air conditioning per seasonal requirements.
- 4) Be constructed, equipped and maintained in conformance with all applicable laws, regulations and rules of the Federal Government and Massachusetts Registry of Motor Vehicles.
- 5) Be no older than 10 years and not show more than 150,000 miles on its odometer during the term of the contract.

- 6) Be equipped with a working communication system to be utilized for such purposes as to contact dispatchers, the Worcester Senior Center or emergency assistance.
- 7) Be fueled and maintained by the transportation provider.

Drivers:

- 1) Be legally employed by the provider.
- 2) Be trained, competent and licensed per the Commonwealth of Mass.
- 3) Operate the vehicle with safety as the foremost concern, following all federal, state and local laws and regulations.
- 4) Be replaced immediately upon discovery of incompetence or carelessness.
- 5) Be drug and alcohol free during working hours and certified by a physician as appropriately healthy to be employed as a driver.
- 6) Be CORI'd before employment and annually. Upon discovery of criminal activities which do not comply with CORI regulations for elder service providers, the driver will be replaced.
- 7) Be trained in CPR, first aide, defensive driving and sensitivity to seniors' needs.
- 8) Be fluent in conversational English and willing to assist seniors who may not be fluent in English.

References:

Three (3) letters, two (2) from the immediate prior year, *must be submitted with bid* as proof of experience in transporting people age 60 and older, including those with physical or mental disabilities.

Location and Number of Rides:

This service is limited to those who are unable to utilize public para-transportation or other means to travel to and from the Worcester Senior Center. Usage is expected to remain low, with no more than 6 different riders in a week, and with 2-4 riders per week more likely. Currently there are 2 riders, one from the 01603 zip code and one from 01609. They do not attend more than 3 days per week. The annual volume of rides is projected at 1,000 one-way trips per year.

<p>BID PRICING PAGE – TRANSPORTATION SERVICES, WORCESTER SENIOR CENTER / ELDER AFFAIRS ~ BID #: CR-8378-M5</p>
--

Vendor charge to Worcester Senior Center = \$\_\_\_\_\_ (per rider per one way trip)

X     1,000 (estimated number of annual one-way trips)

=     \$\_\_\_\_\_

Total estimated annual amount

*Quantities are estimated for bid purposes only. Does not guarantee any level of service. Vendor shall honor unit price regardless of number of trips.*