

Addendum No. 1 to IFB # 26-43



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Procurement and Contracting Services

JAKE WILSON
MAYOR

To: All Parties on Record with the City of Somerville as Holding IFB #26-43 Transportation Services for Senior Residents

From: Felisa Gárate, Senior Procurement Manager

Date: 2/20/2026

Re: Questions and Answers

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Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

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#	Question	Answer
1.	What size vehicles are required/acceptable for this contract? Could the City please confirm the types of vehicles currently utilized for this program (e.g., sedans, minivans, wheelchair-accessible vans, or other vehicle classes)?	All types of, at minimum, 4 door, vehicles are acceptable for this contract. The expectation is that seniors can easily get in/out of the vehicle's back seat and that vehicles are large enough for the rider, their packages and a walker/wheelchair. Currently in use are sedans, SUVs, and wheelchair-accessible vans.
2.	Is this intended to be a taxi-style (on-demand) service or a scheduled shuttle service?	Currently the senior calls the COA two days in advance to have the ride approved. On the day of the approved ride the pickup is on demand.
3.	What are the required hours and days of operation? Can the City confirm the anticipated hours of operation for daily ride service (e.g., standard business hours vs. evenings/weekends), and whether 24/7 availability is required?	Currently the program provides rides 24/7.
4.	Are vendors permitted to combine/share riders?	No.
5.	The IFB references wheelchairs, are you requiring full ADA-compliant vehicles, or is wheelchair storage within a standard vehicle acceptable?	Wheelchair storage within a standard vehicle is acceptable, although the drivers have to be willing to load the wheelchair and allow a caretaker on the ride if requested. It is strongly preferred that the awarded bidder provide full ADA compliant vehicles upon request.
6.	Food delivery is mentioned but no destination is specified. Can you clarify the delivery locations and anticipated frequency?	Food delivery would consist of packaged boxes or bags of non-perishable food from one of our senior centers in Somerville to a home residence in Somerville.
7.	Regarding booking codes — how far in advance will vendors receive codes prior to a scheduled ride?	2 business days.
8.	Is the booking code used to schedule/initiate the ride, or does it serve another purpose?	The booking code is used only to confirm that they first had the ride approved by the COA as we track how many rides each person is allowed per month. This system can be changed if the provider is able to track the number of riders per person.

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9.	In the IFB there are several steps for the senior rider to book, would you be open to a more streamlined booking process to make scheduling easier for the rider?	Yes, if the process includes the ability to ensure the participants stay within the allowance of rides per month.
10.	How far in advance are rides typically being booked?	2 business days.
11.	Does this contract run in tandem with or separately from the door-to-door service currently provided by SCM Transportation?	This is a separate service.
12.	Are vehicles required to be wrapped or lettered with specific branding?	No, vehicles should be branded by the provider, and drivers should have proper ID displayed.
13.	Will riders be able to deviate from the scheduled booking?	No.
14.	Is there a defined cancellation window after which the ride will still be billable if cancelled by the participant?	If the ride is cancelled, the COA is not billed.
15.	In the event the Council on Aging cancels a ride after dispatch, how will payment be handled?	The COA does not cancel rides after dispatch. Seniors call the COA 2 days in advance, and the ride is approved and the provider is notified. The senior then calls dispatch on the approved day at the time they want. If the senior never calls dispatch, then the ride is not charged.
16.	I noticed inside the RFP it states the contract completion date is 6-30-26. Is that a typo?	Funding is only guaranteed through fiscal year 2026 (6-30-26). Further contracting is dependent on funding. Please see page 9 if the IFB package where it states, <i>"The funding currently available for the Senior Transportation Program is \$70,000 for Term 1: March 21, 2026- June 30, 2026. An anticipated \$180,000 is anticipated for Term 2: July 1, 2026 to June 30, 2027 although subject to appropriation. Any/all additional funds are subject to fiscal appropriation and are not limited to a particular funding source."</i>
17.	Approximately what percentage of rides historically require wheelchair-accessible vehicles or driver assistance with mobility devices?	While there is a lower number of wheelchair users, I would say that nearly half use a walker, cane, or extra care.
18.	Given the flat fare per ride structure, how should vendors account for client no-shows or extended wait times at medical appointments?	If the ride is cancelled, the COA is not billed.