



Request for Proposal  
for  
Transportation Service

November 18, 2025

Request for Proposal (RFP) Timeline and Activities	
November 18, 2025	RFP posted on the Boston Globe and available online at <a href="http://www.boston.gov/bid-listings">www.boston.gov/bid-listings</a>
December 01, 2025	All questions due via email by 5:00 PM EST to: <a href="mailto:RFR@bphc.org">RFR@bphc.org</a> Subject: Transportation Service
December 08, 2025	Responses to questions posted by 5:00 PM EST at <a href="http://www.boston.gov/bid-listings">www.boston.gov/bid-listings</a>
December 15, 2025	Proposal due via email by 5:00 PM EST to: <a href="mailto:RFR@bphc.org">RFR@bphc.org</a> <b>Subject: "Company Name" Transportation Service RFP</b>  <b>NO EXCEPTIONS TO THIS DEADLINE</b>
December 29, 2025	Notification of Decision: Desired date for notification of award to proposer; however, BPHC has the discretion to extend this date without notice. The contract(s) resulting from this RFP shall be in effect when all necessary contract documentation is fully executed by BPHC and awarded Vendor(s)

## Mission

The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston. BPHC's mission is to work in partnership with communities to protect and promote the health and well-being of Boston residents, especially those impacted by racism and systemic inequities. The BPHC aims to eliminate health disparities and achieve a thriving Boston where all residents can live healthy, fulfilling lives free from oppression.

BPHC's bureaus stand as a perfect example of how the BPHC executes its mission every day:

- **Boston Emergency Medical Services (EMS)**: Compassionately delivers excellent pre-hospital care and protects the health and safety of the public. Boston EMS is one of three public safety agencies that respond to 9-1-1 calls.
- **Child, Adolescent, and Family Health (CAFH)**: Addresses the physical, emotional, and mental health needs of Boston children and families. The Bureau offers programs where residents live, learn, work, and play, including in and out of school programming for adolescents; initiatives to prevent and respond to violence; and support for families with young children before, during, and after birth.
- **Community Initiatives (CIB)**: Addresses health issues affecting Boston citywide. The Bureau offers community and home-based services. The Bureau supports BPHC's commitment to addressing environmental health hazards; chronic disease prevention and management; healthcare access; and health homes and businesses.
- **Infectious Disease (IDB)**: Works with diverse populations to reduce the impact of infectious diseases, prevent death associated with these diseases, and create healthier lives for the residents of Boston. The Bureau's work includes disease surveillance; HIV / AIDS-related services; investigation of cases and outbreaks; and community and provider education.
- **Homeless Services (HSB)**: Oversees programs that address complex needs associated with adults experiencing homelessness. This includes emergency shelter; health and behavioral health services; job readiness and training; and housing navigation services.
- **Recovery Services (RSB)**: Provides a coordinated continuum of substance use care from prevention to treatment to recovery, with an emphasis on vulnerable populations. Bureau services include prevention; harm reduction; outreach, engagement, and access to care; and outpatient and residential treatment.

Additionally, BPHC services also include research and data analysis, mental and behavioral health initiatives, training and support of Community Health Workers, public health preparedness, legislative advocacy for public health priorities, and other programming to address health equity.

## Regulatory Compliance and Equity Considerations

**Commitment to Equitable Procurement:** BPHC is dedicated to fostering equitable procurement practices and encourages submissions from Certified Underrepresented Business Enterprises (CUBE). This includes Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Disability-owned Business Enterprises (DOBE), Lesbian, Gay, Bisexual, and Transgender Business Enterprises (LGBTBE), Minority Non-Profit Organizations (MNPO), Women Non-Profit Organizations (WNPO), Minority Women Non-Profit Organizations (MWNPO), and local businesses.

**Compliance with the City of Boston's Living Wage Ordinance:** All service contracts issued by BPHC are subject to the City of Boston's Living Wage Ordinance. This ordinance requires that employees working on substantial city contracts receive an hourly wage that ensures a family of four can live at or above the federal poverty level. This wage amount, called the living wage, is recalculated annually. For additional information, refer to [Living Wage Division](#).

**System for Award Management:** The Boston Public Health Commission (BPHC) is prohibited from contracting with or making subawards under covered transactions to parties that are suspended or debarred, or whose principals are suspended or debarred by the federal government. BPHC will ensure compliance with the code of federal regulation via confirmation from [the Federal System for Award Management \(SAM\)](#). The System for Award Management (SAM) catalogs vendors registered with the US Federal Government and identifies those who may be subject to any active exclusions, disqualifications, or are otherwise ineligible to receive funds.

**BPHC Standard Contract:** Awarded vendor(s) will be subject to the terms and conditions outlined in the contract, which define obligations and responsibilities. Services shall not commence until both parties have duly executed the agreement. The BPHC shall negotiate any requirements not outlined in the RFP. BPHC may award more than one vendor under this RFP.

## Scope of Work

The Boston Public Health Commission's Procure to Pay Office is seeking Transportation Vendor(s) to submit a proposal/quote to operate and provide transportation services for multiple Bureaus and Health Service Centers. Transportation services are requested for \*Clients, Students, or BPHC staff to and from residences, facilities, treatment centers, BPHC locations, etc. Listed are locations from BPHC and facilities, treatment centers that require transport. (\*clients: *unhoused individuals seeking treatment for substance use disorder*).

BPHC Locations, but not limited to	
Program Name	Address
Main Location	1010 Massachusetts Avenue, MA 02118
Southampton Street Shelter	112 Southampton Street (Atkinson St) Boston, MA 02118
Engagement Center	26 Atkinson Street, Boston, MA 02118
Woods Mullen Shelter	794 Massachusetts Avenue, Boston, MA 02118
PAATHS and AHOPE Programs	774 Albany Street, Boston, MA 02118
Transitions Residence	201 River Street, Mattapan, MA 02126
Entre Familia Family Residence	209 River Street, Mattapan, MA 02126
Massachusetts Avenue Storefront	723/725/727 Massachusetts Avenue, Boston, MA 02118
Northampton Square	785 Albany Street, Boston, MA 02118

Facility Locations, but not limited to	
Within Boston	Outside Boston
Boston Living Center - 29 Stanhope Street, Boston	High Point Treatment Center - Brockton, MA
Rosie's Place - 889 Harrison Avenue, Boston's South End	Washburn House - Worcester, MA
St Francis House - 39 Boylston Street, Boston	Gosnold Treatment Center - Falmouth, MA
Women's Lunch Place - 67 Newbury Street, Boston	Beth Israel Lahey -Danvers, MA
	Family Services Association - Fall River, MA
	Spectrum Health - Westborough, MA
	Gavin Foundation - Quincy, MA
	High Point Treatment Center - Plymouth, MA

A refrigerator truck may be requested to pick up food from the Greater Boston Food Bank, 7 S Bay Avenue in Boston, to Shirley's Pantry, 213 River Street in Mattapan. Special requests may be incorporated into the scope upon request, with the vendor providing a separate cost quote for each additional service.

### Vendor Responsibilities

The Vendor will be responsible for providing the following, but not limited to:

- Maintain clear communication and customer service
  - Inform promptly of any delays or canceled rides
- Reliability and On-time Performance
- Invoices must be clear and legible with details
- Invoices should be detailed if the passenger is a client, student, or staff. In certain cases, a BPHC staff member may accompany a client/student.
- Comply with BPHC's Procure to Pay Office Vendor Invoice Requirement and Submission Guide
- Provide weekly reports
  - Rides provided
  - Number of individuals served totals and unique users.
  - Complaints or concerns
  - Billing for services rendered
  - Performance Targets/Benchmarks (Quantities, Outcomes, etc.)
- Supervisors/managers to be available to discuss any concerns
- Report on any complaints or concerns to the BPHC staff responsible

### Vendor Requirements

Key aspects would consist of compliance, risk mitigation, quality and service, documentation, proof of insurance and certificates

- Operational availability within business hours, including weekends
- Ability to respond to requests for pick-up individuals within one hour
- Ability to request and track rides via an online portal or app is preferred
- Operate and maintain a vehicle that is currently registered and inspected in the state of Massachusetts
- Vehicle Accessibility (ADA Compliance)
- Maintain adequate liability insurance
- List of insurances and certificates includes, but is not limited to:

- Licenses and Permits
- Driver Qualifications
- Insurances – General commercial liability, Worker’s comp
- Commercial driver’s license for 16 or more passengers

### Period of Performance

Services are anticipated to begin on or about January 1, 2026, through June 30, 2027, for the initial contract term with the possibility of extension for an additional two years, subject to the same terms and conditions for each renewal period.

### Proposal Submission Requirements

The proposal must include the following, with no more than two (2) pages:

- Cover page that includes the company name and contact information for requesting services
- Detailed how the company can support the scope of work, including a preventative maintenance plan, safety management plan, and emergency plan
- Include details from the vendor requirement section
- Include the number of vehicles, including the type of vehicles (no. of passengers)
- Number of rides the company can support within an hour or a day
- A one-page cost sheet including mileage, detours, road closure, tolls, or any additional fees
  - *BPHC will not be responsible for fuel costs*
  - *Tips cannot be more than 15% of the total ride cost*
- If a refrigerated truck is available, provide a set price for round-trip service, including loading and unloading cost

Proposal due via email by 5:00 PM EST on December 15, 2025, to: [RFR@bphc.org](mailto:RFR@bphc.org)

**Subject:** “Company Name” Transportation Service RFP

**NO EXCEPTIONS TO THIS DEADLINE**



## Vendor Invoice Requirements and Submission

The Procure to Pay (P2P) Office enhanced its process of invoices from manual to electronic submission via e-mail. Email legible invoice(s) to [AccountsPayable@bphc.org](mailto:AccountsPayable@bphc.org), BPHC program contact e-mail address may be carbon copied (Cc'd). To expedite the payment process, follow the invoice protocols outlined below.

**Reminder:** BPHC is exempt from Federal and State taxes, therefore State and Federal Tax should not be included on invoices. A contract must be executed prior to commencing the procurement of goods/services that meet BPHC's threshold requirements.

**Invoice must include Bill to:**  
Boston Public Health Commission  
Procure to Pay Office  
1010 Massachusetts Avenue  
Boston, MA 02118

"Shipping address" may be different from the "Bill to" address for goods and services, therefore include Program/Department Name and Address (BPHC employee name should not be listed on invoices)

### VENDOR INVOICE REQUIREMENTS:

#### BASIC INFORMATION

#### FOR GOODS

#### FOR SERVICES

- |  |  |   |
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| <ul style="list-style-type: none"><li>- Vendor Name</li><li>- Business Address</li><li>- Business Phone or Email</li><li>- Remit Address (if different from business address)</li><li>- Invoice Number (unique per invoice)</li><li>- Invoice Date</li><li>- Net Term or Due Date</li><li>- BPHC Purchase Order (PO)</li></ul> | <ul style="list-style-type: none"><li>- Itemized/Description</li><li>- Item Number (if applicable)</li><li>- Unit Cost/Price</li><li>- Quantity</li><li>- Subtotal</li><li>- Invoice Amount or Total Amount</li><li>- Shipping/Freight Cost (if applicable)</li><li>- Shipping Date</li><li>- Discount (if applicable)</li><li>- *Packing Slip (see below)</li></ul> | <ul style="list-style-type: none"><li>- Detailed Description of Service Provided</li><li>- Number of Hours Worked</li><li>- Hourly Rate</li><li>- Hours Worked x Hourly Rate Calculated per line item</li><li>- Date Service(s) was/were provided</li><li>- Itemized List of Out-of-Pocket Expenses</li><li>- Invoice Amount or Total Amount</li><li>- Copies of Receipts/Invoices with Proof of Payment &amp; Payroll Reports (if applicable)</li><li>- Gift Card Distribution Log (if applicable)</li><li>- Stipend Distribution Log (if applicable)</li><li>- *General Ledger Report (if applicable see below)</li></ul> |
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#### When applicable BPHC requires the following be included on the invoice:

- **Fiscal Agent:** Provide company and payee name on invoice
- **Doing Business As (DBA):** Include name on the invoice as listed on the W9 Form

#### Submission:

- Electronic invoice(s) in PDF format are the preferred method of submission. Word, Excel, Jpeg, Photo/Screenshots will be rejected
- Each invoice or credit/memo must be submitted in a separate PDF file (multiple invoices included in one PDF attachment will be rejected)
  - ✓ One email may contain multiple PDF files (e.g., 2 or more invoices with backup in one email submission)
  - ✓ All supporting backup documentation to an invoice cover page must be part of one PDF submission. Examples of backup include itemized documentation with proof of payment, payroll reports, receipts, distribution logs etc.
  - ✓ Invoice back up documentation must be legible and clearly identify each line item invoiced. Each invoice must be a complete scan or print to PDF version and aligned upright with no blank pages. Do not include backup documentation that is not relevant to the invoice
  - ✓ PDF file name(s) should include the Invoice Number (*file names may vary but invoice number must be included*)
- Credit invoice(s) must include original invoice number and PO Number
- Invoice(s) shall not be sent in advance of Goods shipped, or Services not yet completed, unless contractually obligated
- \*Include packing slip for Goods delivered to verify the item(s)
- Maintenance & License agreement invoices must include both a start date and an expiration date
- An Estimate, Quote, Pro-forma Invoice, Statement or Contract will not be accepted as an invoice
- If a BPHC Purchase Order Number is not listed on the invoice it will result in a delay in payment
- Only a vendor may amend or revise an invoice that was previously submitted with incomplete/insufficient/inadequate information, or backup documentation
- \*A general ledger report is acceptable as a receipt but an excel spreadsheet is not acceptable

Contact BPHC Program personnel with any inquiries