**REQUEST FOR RESPONSE**
**MassAbility Disability Determination Services Transportation RFR 2024**
**RFR # MassAbility DDS Transport RFR 2024**
**COMMBUYS Bid# BD-25-1071-DDS-MEDR1-108403**

**ISSUE DATE: November 22, 2024**

| | |
|---|---|
| **Purchasing Department** | **MassAbility, Disability Determination Services** |
| **Address** | **135 Santilli Highway, Suite 310** |
| **City, State Zip Code** | **Everett, MA 02149** |
| **Procurement Contact Person** | **Melissa Paglia-Hurley** |
| **Telephone Number** | **617-654-7499** |
| **Fax Number** | |
| **E-Mail Address** | **melissa.paglia-hurley@ssa.gov** |
| **RFR Name/Title** | **MassAbility Disability Determination Services Transportation RFR 2024** |
| **RFR Number** | **MassAbility DDS TransportRFR2024** |
| **COMMBUYS Bid Number** | **BD-25-1071-DDS-MEDR1-108403** |

## 1. Description or Purpose of Procurement:

The Commonwealth of Massachusetts MassAbility Commission's Disability Determination Services is soliciting Bidders for the acquisition of transportation providers throughout the Commonwealth of Massachusetts.

The Disability Determination Services is seeking vendors who are able to provide reliable, pre-arranged point-to-point, round trip and multipoint transportation services for our claimants, transporting them from their homes to consultative examination appointments and back, when applicable. The successful bidder will be able to provide safe, timely, cost-effective transportation on an as needed basis. The vendor will provide transportation services under the current standards and practices of the industry and adhere to all applicable State and Federal Laws.

**Background information**
The Disability Determination Services (DDS) determines the eligibility of claimants applying for disability benefits under title II and tile XVI of the Social Security Act on behalf of the Social Security Administration. As part of this process, we arrange transportation services for approximately 3500 claimants to and from consultative examination appointments.

## 2. Applicable Procurement Law

| Check Appropriate Box ("X"): | Type of Purchase | Applicable Laws |
|---|---|---|
| | **Executive Branch Goods and Services** | |
| ☒ | Goods and Services | MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00 |
| ☐ | Human and Social Services | MGL c. 7, § 22, § 22N; c. 30, § 51, § 52; 801 CMR 21.00; 808 CMR 1.00 |
| ☐ | Legal Services | MGL c. 30, § 51, § 52 and § 65; c. 7, § 22; and 801 CMR 21.01(2) (b) |
| ☐ | Grants | MGL c. 7A, § 7; St. 1986 c. 206, § 17; 815 CMR 2.00 |

## 3. Acquisition Method:

| Check All Applicable ("X"): | Category |
|---|---|
| ☒ | Fee-For-Service |
| ☐ | Outright Purchase |
| ☐ | Rental (not to exceed 6 months) |
| ☐ | Term Lease |
| ☐ | License |
| ☐ | Other: |

## 4. Whether Single or Multiple Contractors are Required for Contract:

| Check One ("X"): | |
|---|---|
| ☐ | Single Contractor |
| ☒ | Multiple Contractors |

### a. Estimated Number of Awards

The target maximum number of Contractors is 50; the Strategic Sourcing Services Team (SSST) may award more or fewer contracts, if it is in the best interests of the Commonwealth to do so.

**b. Adding Contractors after initial Contract Award**

If, over the life of the contract, the SSST determines that additional Contractors may be added, these may be drawn from qualified companies that responded to this Solicitation and not awarded Contracts. Additionally, the SSST will facilitate open and recurring enrollment opportunities to ensure a diverse pool of Contractors throughout the contract period.

**5. Entities Eligible to Use the Resulting Contract**

| Check One ("X"): | Eligible Entities |
|---|---|
| ☐ | **Limited User Contract – Restricted to Use by Defined Entities Only.** Any Contract(s) resulting from this Bid will be open for use by the issuing Purchasing Department and the following other entities: |
| ☒ | **Limited User Contract – Restricted to Use by Issuing Entity Only.** |

**6. Expected Duration of Contract (Initial Duration and any Options to Renew):**

| Contract Duration | Number of Options | Number of Years/Months | Instructions |
|---|---|---|---|
| **Initial Duration** | | Up to five (5) years | The initial contract service period will run from January 1, 2025, or date of award, whichever is later through June 30, 2029. |
| **Renewal Options** | Two (2) options for renewal. | Up to three (3) years each. | There will be two (2) options to renew for up to three (3) years each, at the discretion of the SSST. Option 1 – July 1, 2029, through June 30, 2032. Option 2- July 1, 2032, through June 30, 2035. |
| **Total Maximum Contract Duration** | | **10 years, 6 months.** | January 1, 2025, or date of award, whichever is later, through June 30, 2035. |

## 7. Contract Performance and Business Specifications:

**Scope of Services:**

Vehicle fleet must be in good mechanical condition with working seatbelts. Drivers must have a clean driving record. The transportation provider must ensure that all potential drivers undergo satisfactory reviews by third-party suppliers approved by a nationally recognized background screening agency. This screening includes, but is not limited to, a check of multijurisdictional criminal databases, the global watchlist database, and compliance with CORI (Criminal Offender Record Information) and SORI (Sex Offender Registry Information) requirements. License and background screenings must be completed on an annual basis. Providers must maintain updated driver license status, background screening and personnel information. The transportation provider is expected to furnish details about driver qualifications upon request from the DDS and/or SSST. All vehicles must have current automobile insurance. Bidders must not be on the state debarment list or otherwise excluded from conducting business with the Commonwealth of Massachusetts or Federal programs. Bidders must have proper business and/or hackney license.

It is expected that the transportation provider contacts the claimant to confirm the pick-up time prior to pick up arrival.

**Fiscal Terms:**

Contract is a fee for service rate contract. Compensation structure is as follows:

Pick up fee of $5.00 starting at the point the claimant enters the vehicle plus $3.75 each mile from the claimant's home to the destination and return trip from medical appointment back to the claimant's home as authorized by the Disability Determination Services Transportation Department.

A wait time fee of $8.25 for every fifteen (15) minutes ($33.00 per hour) will be paid if the transportation provider is scheduled to wait for the claimant to complete the appointment.

If the provider is asked to wait for the claimant, there will be no second $5.00 pick-up fee for the return trip.

If the claimant is dropped off and no return trip is scheduled by the DDS, there will be no payment issued for the return trip/travel time for the transportation provider to travel back to the home base.

There is no payment of mileage from the transportation provider's home base to the claimant pickup location.

No show fee for scheduled rides where the claimant did not show up and no ride was provided, there is a maximum reimbursement rate of $33.00. No tips are allowed.

In an attempt to accurately forecast costs, the Disability Determination Services prefers a fixed pricing model; however, due to industry standards, the Disability Determination Services will accept variable or dynamic pricing models. To the best of their ability, vendors should disclose as much information as possible regarding any formulas, fixed components within formulas, and any and all variables that are contained in the pricing model.

If a vendor determines that there is an alternative pricing model that provides the best value to the Disability Determination Services, they may provide that model along with a thorough description as to how the proposed alternative would provide the equivalent or superior value for the services requested. The SSST will be the sole judge of whether the alternative pricing model achieves an equivalent or superior value to the Disability Determination Services.

Request for payment must be submitted within **30 days** of services rendered by submitting a payment request voucher along with an itemized invoice listing the service date, miles traveled, base fare, total charge, passenger name, address from and to along with the requested billable amount.

The DDS and Commonwealth of Massachusetts reserves the right to dispute undisclosed charges or charges/fees not previously agreed upon.

**Security and confidentiality**

The Contractor shall comply fully with all security procedures of the Commonwealth and Commonwealth Agencies in performance of the Contract. The Contractor shall not divulge to third parties' confidential information obtained by the Contractor or its agents, distributors, resellers, subcontractors, officers, or employees in the course of performing Contract work, including, but not limited to, security procedures, business operations information, personally identifiable information (PII), or commercial proprietary information (CPI) in the possession of the Commonwealth Agency.

Personally Identifiable Information (PII):
The Social Security Administration secure environment is comprised of a system housed within the SSA and DDS that are protected by the SSA firewall and trusted systems. Trusted systems are external to SSA and include formal agreements between SSA and consultative examination providers. Personally identifiable information regarding claimants should not be shared outside our secure environment or trusted systems. Transporting files, documents, or electronic devices containing PII must do the following. Make every reasonable effort to secure and lock PII and electronic devices (e.g., computers, laptops and flash drives) during transport and when you reach your destination, e.g., in a locked trunk, briefcase, or other lockable device. Do not leave PII or electronic devices out of your control while

transporting them. (This requirement may be subject to Transportation Security Administration regulations when traveling by air). The office of management and budget (OMB) requires all Federal agencies and their associated state agencies, to report within one hour of discovery the loss of potential loss of PII to the Department of Homeland Security's Computer Emergency Readiness Team (US-CERT). The Social Security Administration (SSA), in turn, extends this requirement to the Disability Determination Services (DDS). PII is defined as any information in paper or electronic format containing PII collected and maintained as part of SSA's business processes, which the agency has reason to believe has left its custody or has been disclosed to an unauthorized individual or entity, in circumstances that are likely to lead to its misuse. PII loss RFR DDSMRC-CE 2021 / COMMBUYS Bid# BD-21-1071-DDS-MEDR1-63004 Page 6 Document Sensitivity Level: High during development; Low once published. may involve theft, malicious/deliberate breach, or accidental mishandling of Personally Identifiable information. The following procedures apply to PII in either electric or paper form and cannot be part of electronic communication between consultative examiners and DDS employees. Examples of PII include a person's name, date of birth, Social Security number, bank account information, address, medical records, health information, and Social Security benefit data. Therefore, this information cannot be exchanged over the internet. Contractors must report the loss or suspected loss of PII irrespective of the medium (paper, electronic, etc.) to DDS Contract Manager or Agent.

**Contract Management (Contractor's interface with Commonwealth's Contract Manager)**

The "Purchaser" contact listed in the Master Blanket Purchase Order on COMMBUYS for this Contract is the Commonwealth Contract Manager.

- All Contract questions must be directed to the Commonwealth Contract Manager.
- Timely response to requests for Meetings with the Commonwealth Contract Manager

**Change notification.**

Changes to the Contractor's contact information, company name, legal address, payment address, tax identification number, authorized signatories, SDO-certification status, or EFT information must be reported promptly via email to the DDS Contract Manager or Agent. In some cases, additional paperwork will be required to effect the change.

Additional Change notification requirement includes:

Contractor account team
Single Point of Contact (Contractor Contract Manager)
Replacement of Contractor staff and Drivers Background screenings
Change in Driver's license status or infractions
Adding commodities and/or services to the Contract

**Failure to perform contractual obligations**

If the specifications and/or performance expectations or requirements outlined in this RFR are not adhered to, the DDS and SSST reserves the right to meet with the vendor to determine ways to improve service performance and if results are not improved, the contract may be suspended or terminated at the discretion of the DDS and SSST.

**Audit**

During the term of this Agreement and for a period of six years thereafter, Disability Determination Services, its auditors, the Operational Services Division, the Office of the Inspector General, or other authorized representatives shall be afforded access at reasonable times to Contractor's accounting records, including sales information on any system, reports or files, to audit all records relating to goods sold or services performed pursuant to this Agreement. If such an audit indicates that Contractor has materially overcharged Disability Determination Services, then the Contractor shall remit the overcharged amount and be responsible for payment of any costs associated with the audit.

**Performance Measures and Vendor Responsibilities:**

The transportation provider will be responsible for providing licensed drivers who have access to registered and insured personal or commercial vehicles to be used for transport.

The selected vendors will be expected to provide oversight of their transportation providers and/or drivers. Oversight includes making sure the driver is properly licensed to operate a motor vehicle and that the vehicle is registered, insured and that its inspection sticker is current.

Massachusetts requires mandatory minimum motor vehicle insurance coverage. Selected vendors are required to obtain minimum coverage or higher for all vehicles and furnish proof of insurance to the SSST upon request. It is recommended that optional coverage is purchased that exceed the minimum coverage amount.

The following is a list performance metrics that will be reviewed and evaluated throughout the duration of the contract. Vendors that fail to meet these metrics will meet with the SSST to determine ways to improve service performance and if results are not improved, the contract may be suspended or terminated at the discretion of the DDS and SSST.

- Timely pick up of claimants to ensure they get to their appointments on time
- Accuracy and timeliness of billing as described in the scope of services section of this RFR
- Ability to meet our transportation and scheduling needs.

## 8. Small Business Purchasing Program

### Program Background

The Massachusetts Small Business Purchasing Program (SBPP) was established pursuant to Executive Order 599to increase state contracting opportunities with small businesses having their principal place of business within the Commonwealth of Massachusetts. Pursuant to the SBPP, it is the intention of the issuing department to award this Small Procurement to one or more SBPP participating business(es) as described below.

### SBPP Award Preference

While all businesses, no matter the size or principal place of business, may submit responses to this solicitation, should an SBPP participant respond and meet the best value criteria as described in this solicitation, the SBPP participant shall be awarded the contract. The Strategic Sourcing Services Team (SSST) will not evaluate submissions from non-SBPP participants unless no SBPP Bidder meets the SSST's best value evaluation criteria.

### SBPP Participation Eligibility

To be eligible to participate in this procurement as an SBPP participant, an entity must meet the following criteria, and be marked as an SBPP-registered business in COMMBUYS:

1. Have its principal place of business in the Commonwealth of Massachusetts;
2. Been in business for at least one year;
3. Employ a combined total of 50 or fewer full-time equivalent employees in all locations, or employees work less than a combined total of 26,000 hours per quarter; and
4. Have gross revenues, as reported on appropriate tax forms, of $15 million or less, based on a three-year average.

Non-profit firms also must be registered as a non-profit or charitable organization with the MA Attorney General's Office and be up to date with all filings required by that office and be tax exempt under Section 501(c) of the Internal Revenue Code.

**SBPP Compliance Requirements**

It is the responsibility of the Bidder to ensure that their SBPP status is current at the time of submitting a response and throughout the life of any resulting contract. Misrepresentation of SBPP status will result in disqualification from consideration, and may result in debarment, contract termination, and other actions. To learn more about the SBPP, including how to apply, visit the SBPP Webpage.

**Program Resources and Assistance**

Bidders and Contractors seeking assistance regarding SBPP may visit the SBPP webpage, http://www.mass.gov/sbpp, or contact the SBPP Help Desk at sbpp@mass.gov.

## 9. Supplier Diversity Plan (SDP) Plan

**Program Background**

Pursuant to Executive Order 599 the Commonwealth's Supplier Diversity Program (SDP) promotes business-to-business relationships between awarded Contractors and diverse businesses and non-profit organizations ("SDP Partners") certified or recognized (see below for more information) by the Supplier Diversity Office (SDO).

All Bidders and Contractors are strongly encouraged to create a profile on the SDO's Supplier Diversity Hub to access the Commonwealth's supplier diversity resources and tools.

**Financial Commitment Requirements**

All Bidders responding to this solicitation are encouraged to make a significant financial commitment ("SDP Commitment") to partnering with one or more SDO-certified or recognized diverse business enterprise(s) or non-profit organization(s). This SDP Commitment must be expressed as a percentage of contract sales resulting from this solicitation that would be spent with the SDP Partner(s).
The minimum acceptable Total SDP Commitment in response to this solicitation shall be 1%. Bidders shall be awarded additional evaluation points for higher SDP Commitments.

**Eligible SDP Partner Certification Categories**

SDP Partners must be business enterprises and/or non-profit organizations certified or recognized by the SDO in one or more of the following certification categories:

- Minority-Owned Business Enterprise (MBE)
- Minority Non-Profit Organization (M/NPO)
- Women-Owned Business Enterprise (WBE)
- Women Non-Profit Organization (W/NPO)
- Veteran-Owned Business Enterprise (VBE)
- Service-Disabled Veteran-Owned Business Enterprise (SDVOBE)
- Disability-Owned Business Enterprise (DOBE)
- Lesbian, Gay, Bisexual, and Transgender Business Enterprise (LBGTBE)

**Eligible Types of Business-to-Business Relationships**

Bidders and Contractors may engage SDP Partners as follows:

- **Subcontracting**, defined as a partnership in which the SDP partner is involved in the provision of products and/or services to the Commonwealth.
- **Ancillary Products and Services**, defined as a business relationship in which the SDP partner provides products or services that are not directly related to the Contractor's contract with the Commonwealth but may be related to the Contractor's own operational needs. These may include but are not limited to the following examples: professional services (e.g., IT, legal, advertising, HR, accounting etc.), maintenance services (e.g., cleaning, landscaping, tradespersons services, etc.), office expenses (e.g., office supplies, furniture, IT supplies, etc.). Anything declared as a business expense in which a certified vendor is used would qualify.

Other types of business-to-business relationships are not acceptable under this contract. All provisions of this RFR applicable to subcontracting shall apply equally to the engagement of SDP Partners as subcontractors.

**Program Flexibility**

The SDP encompasses the following provisions to support Bidders in establishing and maintaining sustainable business-to-business relationships meeting their needs:

- SDP Partners are **not** required to be subcontractors.
- SDP Partners are **not** required to be Massachusetts-based businesses.

- SDP Partners **may be changed or added** during the term of the contract, provided the Contractor continues to meet its SDP Commitment.

**Program Resources and Assistance**

Contractors seeking assistance in the development of their SDP Plans or identification of potential SDP Partners may visit the SDP webpage, www.mass.gov/sdp, or contact the SDP Help Desk at sdp@mass.gov.

**10. Environmentally Preferable Products**

Products and services purchased by state agencies must be in compliance with Executive Order 515, issued October 27, 2009. Under this Executive Order, Executive Departments are required to reduce their impact on the environment and enhance public health by procuring environmentally preferable products and services (EPPs) whenever such products and services perform to satisfactory standards and represent best value, consistent with 801 CMR 21.00. In line with this directive, all Contracts, whether departmental or statewide, must comply with the specifications and guidelines established by OSD and the EPP Program. EPPs are products and services that help to conserve natural resources, reduce waste, protect public health and the environment, and promote the use of clean technologies, recycled materials, and less toxic products. Bid responses must identify how a contractor meets these goals.

Examples of meeting environmental specifications for this RFR include:

**Keep engine properly tuned** - Fixing a car that is noticeably out of tune or has failed an emissions test may improve its gas mileage by an average of 4%, though results vary based on the kind of repair and how well it is done. Fixing a serious maintenance problem, such as a faulty oxygen sensor, may improve mileage by up to 40%.

**Keep tires properly inflated** – Improve gas mileage by .6% on average – up to 3%, by keeping tires inflated to the proper pressure. Under-inflated tires may lower gas mileage by about .2% for every 1psi drop in the average pressure of all tires. Properly inflated tires are safer and last longer.

**Use recommended grade of motor oil** – improve gas mileage by 1-2% by using manufacturer's recommended grade of motor oil. Look for engine oil that says "Energy Conserving" on the API performance symbol to be sure it contains friction reducing additives.

## 11. Evaluation Criteria

Contractors must submit responses that meet all the submission requirements of the RFR. Only responsive proposals that meet the submission requirements will be evaluated, scored, and ranked by the evaluation team according to the evaluation criteria. Additional information may be requested for evaluation purposes.

## 12. Instructions for Submission of Responses:

Only electronic quotes submitted via COMMBUYS will be accepted in response to this RFR. Responses must be sent via the "Create Quote" functionality in COMMBUYS. For instructions concerning how to submit a Quote, please see Appendix B.

The following resources are provided to assist Bidders in submitting Quotes:

- **Appendix B Instructions for Vendors Responding to Bids Electronically through COMMBUYS, which is part of this document;**
- An online job aid on How to Create a Quote
- Webcast video on How to Find Bids (Solicitations) and Submit Quotes (Responses) through COMMBUYS.

**COMMBUYS Support**
Technical assistance is available during the procurement process. Every effort is made to respond to inquiries within one business day.

**Website:** Go to www.mass.gov/osd/commbuys to access COMMBUYS resources, including new bid postings, job aids, and training schedules for buyers, among others.

**Email:** Send inquiries to the OSD Help Desk at OSDHelpDesk@mass.gov

**Telephone:** Call the OSD Help Desk at 1-888-MA-STATE (1-888-627-8283). The Help Desk is staffed from 8:00 a.m. to 5:00 p.m., Monday through Friday Eastern Time, except on federal and state holidays.

Bidders are advised that COMMBUYS will be unavailable during regularly scheduled maintenance hours of which all users will be notified.

Any submission that fails to meet the submission requirements of the RFR will be found non-responsive without further evaluation unless the evaluation team, at its discretion, determines that the non-compliance is insubstantial and may be corrected. In these cases, the evaluation team may allow the vendor to make minor corrections to the submission.

## 13. Estimated Procurement Calendar

| Procurement Activity | Date | Time |
|---|---|---|
| Announcement of Intent to Procure | **October 8, 2024** | **10:00am** |
| Bid Release Date | **November 22, 2024** | **5:00pm** |
| Deadline for Submission of Questions through COMMBUYS "Bid Q&A" | **December 6, 2024** | **10:00am** |
| Official Answers for Bid Q&A published (Estimated) | **December 11, 2024** | **10:00am** |
| Deadline for Quotes/Bid Responses | **December 26, 2024** | **5:00pm** |
| Notification of Apparent Successful Bidder(s) (Estimated) | **December 27, 2024** | |
| **Estimated Contract Start Date** | **January 1, 2025** | |

Bidders are required to monitor COMMBUYS for changes to the procurement calendar for this Bid.

### a. Online Questions (Bid Q&A)

Written Questions must be entered using the "Bid Q&A" tab for the Bid in COMMBUYS no later than the "Online Questions Due" date and time indicated in the Estimated Procurement Calendar (above). The issuing department reserves the right to not respond to questions submitted after this date. It is the Bidder's responsibility to verify receipt of questions.

It is the responsibility of the prospective Bidder and awarded Contractor to maintain an active registration in COMMBUYS and to keep current the email address of the Bidder's contact person and prospective contract manager, if awarded a contract, and to monitor that email inbox for communications from the SSST, including requests for clarification. The SSST and the Commonwealth assume no responsibility if a prospective Bidder's/awarded Contractor's designated email address is not current, or if technical problems, including those with the prospective Bidder's/awarded Contractor's computer, network, or internet service provider (ISP) cause email communications sent to/from the prospective Bidder/Awarded contractor and the Purchasing Department to be lost or rejected by any means including email or spam filtering.

Written Responses to Questions will be released on or about the "Responses to Questions Posted Online" date indicated in the Estimated Procurement Calendar (above).

(Written questions and responses will be posted on the Bid Q&A Tab for this Bid in COMMBUYS.)

**b. Bid Amendment Deadline**

The SSST reserves the right to make amendments to the Bid after initial publication. It is each Bidder's responsibility to check COMMBUYS for amendments, addenda, or modifications to this Bid, and any Bid Q&A records related to this Bid. The SSST and the Commonwealth accept no responsibility and will provide no accommodation to Bidders who submit a Quote based on an out-of-date Bid or on information received from a source other than COMMBUYS.

**c. Quotes (Bid Responses) Deadline (Bid Opening Date/Time)**

See the Quotes (Bid Responses) Deadline (Bid Opening) Date and Time indicated in the Estimated Procurement Calendar (above).

**d. Estimated Contract Start Date**

This is the approximate start date. The actual start date will be the Contract Effective Date which is the date the Contract is executed by the parties.

## 14. Required Forms

Responses to this RFR must contain the following documents:

| Form/Document | Notes/Instructions |
|---|---|
| Commonwealth Terms and Conditions | Electronic Submission |
| Request for Taxpayer Identification Number & Certification (Massachusetts Substitute W-9 Form) | Electronic Submission |
| Standard Contract Form and Instructions | Electronic Submission |
| Contractor Authorized Signatory Listing | Electronic Submission |
| Authorization for Electronic Funds Transfer | Electronic Submission |
| Certificate of Automobile Insurance Policy | Electronic Submission |
| Statement of Experience | Electronic Submission |
| Business Reference Form | Electronic Submission |
| Copy of Business Certificate and/or Hackney License | Electronic Submission |

**Alterations**

Bidders may not alter (manually or electronically) the Bid language or any Bid component files, except as directed in the RFR. Modifications to the body of the Bid, specifications, terms and conditions, or which change the intent of this Bid are prohibited and may disqualify a Bid**.**

**Prohibitions**

Bidders are prohibited from communicating directly with any employee of the procuring Department or any member of the SSST regarding this RFR except as specified in this RFR, and no other individual Commonwealth employee or representative is authorized to provide information or respond to questions or inquiries concerning this RFR. Bidders may contact the individual listed in contact information section of the Header Information this Bid in the event that this RFR is incomplete, or information is missing. Bidders experiencing technical problems accessing information or attachments stored on COMMBUYS should contact the OSD Help Desk (see the document cover page for contact information).

The Commonwealth assumes no responsibility if a Contractor's designated email address is not current, or if technical problems, including those with the Contractor's computer, network, or internet service provider (ISP), cause email communications between the Bidder and the SST to be lost or rejected by any means, including email or spam filtering.

**15. RFR Attachments**

**Appendix A: Required Specifications**

**https://www.mass.gov/doc/rfr-required-specifications-of-commodities-and-services**

**Appendix B: Electronic Quote Submission Instructions**

**https://www.mass.gov/doc/instructions-for-vendors-responding-to-bids**

**Appendix C: RFR – Other Specifications**

Effective June 15, 2021, for all 1) CTR forms, including the Standard Contract Form, W-9s, Electronic Funds Transfer (EFT) forms, ISAs, and other CTR-issued documents and forms, or 2) documents related to state finance and within the statutory area of authority or control of CTR (i.e. contracts, payrolls, and related supporting documentation), CTR will accept signatures executed by an authorized signatory in any of the following ways: 1. Traditional "wet signature" (ink on paper); 2. Electronic signature that is

either: a. Hand drawn using a mouse or finger if working from a touch screen device; or Page 2 b. An uploaded picture of the signatory's hand drawn signature 3. Electronic signatures affixed using a digital tool such as Adobe Sign or DocuSign. If using an electronic signature, the signature must be visible, include the signatory's name and title, and must be accompanied by a signature date. Please be advised that typed text of a name not generated by a digital tool such as Adobe Sign or DocuSign, even in computer-generated cursive script, or an electronic symbol, are not acceptable forms of electronic signature.