

**REQUEST FOR PROPOSALS (RFP)**  
**TO PROVIDE MANAGEMENT SERVICES**  
**FOR BOTH FIXED ROUTE AND DEMAND RESPONSE SERVICES and**  
**OPERATION OF MICROTRANSIT SERVICES**

The Greater Attleboro-Taunton Regional Transit Authority (GATRA) is soliciting proposals from qualified contractors to provide management and operation of GATRA's fixed-route public transportation bus service (hereinafter referred to as the "transit system") and demand-response service for the elderly and people with disabilities (hereinafter referred to as the "dial-a-ride system") in several communities as well as operation of microtransit services (hereinafter referred to as "GATRA Go"). The firm selected will have to be qualified to do business in the Commonwealth of Massachusetts and will be under contract with GATRA reporting directly to the GATRA Administrator and related staff.

The contract between GATRA and the selected firm will provide for reimbursement of all approved operating costs, plus a management fee for the operation of the transit and dial-a-ride systems and will have a cost per hour/per vehicle cost to operate GATRA Go services.

**A pre-proposal conference will be held virtually on June 9, 2026 at 10:00 am**, at which time more details of the service will be discussed. The link to the meeting will be furnished upon request to [karaujo@gatra.org](mailto:karaujo@gatra.org). All proposers are strongly encouraged to attend the Pre-Proposal Conference.

I. **AUTHORITY TRANSIT SERVICES**

The Greater Attleboro-Taunton Regional Transit Authority (GATRA) was created pursuant to the provisions of Chapter 161B of the Massachusetts General Laws of the Acts of 1973. The Authority is given general responsibility to develop, finance, and contract for the operation of mass transportation facilities and services within its territory. The territorial area of the Authority consists of the Cities of Attleboro and Taunton, and the Towns of Bellingham, Berkley, Carver, Dighton, Duxbury, Foxborough, Franklin, Halifax, Hanover, Kingston, Lakeville, Mansfield, Marshfield, Medway, Middleboro, Norfolk, North Attleboro, Norton, Pembroke, Plainville, Plymouth, Plympton, Raynham, Rehoboth, Scituate, Seekonk, Wareham, and Wrentham. The day-to-day affairs of the Authority are managed by an Administrator who is appointed by the Advisory Board. The Advisory Board consists of the Mayors of the Cities of Attleboro and Taunton and the Chairman, or their designees, of the Boards of Selectmen of member towns. GATRA oversees operations of demand response services in all of its thirty communities and fixed route bus services in the communities of Attleboro, Duxbury, Kingston, Marshfield, Medway, Middleboro, North Attleboro, Norton, Plainville, Plymouth, Raynham, Scituate, Seekonk, Taunton, and Wareham, as well as micro-transit services in the Towns of Franklin, Foxboro, Mansfield, Norfolk, Norton, Wrentham, Pembroke and south Plymouth.

II. Minimum RFP Responsiveness Requirements

Any company that does not provide all of the following by the RFP deadline may be determined non-responsive (it is GATRA's sole discretionary determination as to whether a proposal is complete) and may be removed from further consideration.

- A. A minimum of three (3) years of work experience with transit operations.
- B. Submission of all required State and Federal certification forms found in Exhibit 2.
- C. Submission of Management Fee and Cost Proposal found in Exhibit 3.

III. Scope of Services

GATRA is seeking proposals from qualified companies to provide the daily management services required for the efficient operation of both the fixed route transit, demand response, and GATRA Go systems detailed below. The selected company will be responsible for maintaining all transit equipment, as well as all related facilities under policies, standards, and procedures established by GATRA and consistent with the transit industry in general. The firm will also assist GATRA in capital planning, preparation of technical specifications, bidding specifications, and capital project supervision. Qualified firms must be capable of providing professional management and operation services for all operations listed in this section.

A. Transit/Dial-a-Ride

1. Provide a resident General Manager, approved by GATRA, who shall be responsible for the overall operation of GATRA fixed route and dial-a-ride services. All services rendered by the General Manager will be reviewed and monitored by GATRA's Administrator and staff.
2. Ensure the following management level positions are fully staffed throughout the contract: Assistant General Manager, Comptroller, Human Resources, Fixed Route Dispatcher, Call Center Manager, Safety/Training, and Maintenance Manager.
3. Personnel related services consisting of employee hiring, compensation, labor relations, labor contract negotiations, discipline, and grievance administration. FTA mandated programs such as drug and alcohol testing are to be included.

The selected firm shall consider for employment all current employees of Kiessling of Attleboro, Inc., except the general manager. Kiessling of Attleboro, Inc. is the current management company for the transit and dial-a-ride services provided by GATRA. Presently, there is a labor union contract covering the employees who are represented by the Amalgamated Transit Union (ATU) Local 1548. The firm selected shall be solely responsible for the relationship with ATU Local 1548. The resident General Manager shall review all issues related to the collective bargaining agreements with the GATRA Administrator prior to commitment to agreements impacting GATRA policies or budget. The selected firm will conduct its business with the ATU Local 1548 in accordance with established labor-management laws and guidelines. The current bargaining

agreement for Local 1548 is attached for reference to this Request for Proposals as Exhibit 4.

The present management company for the transit and dial-a-ride systems, Kiessling of Attleboro Inc. employs 153 people, broken down as follows:

Full Time Fixed Route Drivers	41
Part Time Fixed Route Drivers	17
Full Time Dial-a-Ride Drivers	37
Part Time Dial-a-Ride Drivers	15
Full Time Maintenance Personnel	17
Part Time Maintenance Personnel	1
Full Time Office Personnel	15
Part Time Office Personnel	3
Full Time Managers	6

- 4. Financial management including budget preparation and control, cash flow management, disbursements, collections, and payroll. Worker's Comp. Insurance, accident investigation, claims management, and risk management for GATRA transit system and dial-a-ride system.

**B. GATRA Go**

- 1. The successful contractor will be required to provide all driver personnel and the capabilities of an administrative staff and call center to dispatch the microtransit services. The contractor should ensure that it will provide a sufficient number of drivers to provide the level of service agreed upon with GATRA, including periods of peak demand. All drivers must hold a valid driver's license providing legal authority to operate the specific service and vehicle types under the contract.
- 2. The company will be responsible for the daily collection of farebox revenue. The revenues to be generated through the fare collected will act as an offset to the price that GATRA will reimburse the company.
- 3. The successful company will be responsible for securing a suitable location to store and maintain vehicles, as well as to operate the day-to-day call taking/dispatching duties.
- 4. GATRA will provide vehicles to operate the service and will be responsible for paying for the fuel, either gas or diesel, for these vehicles as well as insurance. This should be taken into consideration when determining the proposed rate.

**C. General Requirements of the Successful Bidder**

- 1. Responsible for the development of training and safety programs for all personnel. Dial-a-ride personnel hired by the Councils on Aging in the communities referenced in this Request for Proposal will also be allowed to participate in the training programs at the GATRA facilities in Taunton and Wareham. FTA requirements with Americans with Disabilities Act (ADA) along with the Massachusetts "Right to Know Law" are to be included as well as any pertinent training to ensure a professional transit system.

2. Supervising and dispatching of all services; including daily scheduling of dial-a-ride and microtransit trips, overall system performance, monitoring ridership statistics and route planning.
  3. Service management including timetables, schedule analysis, evaluation of service levels, and participation with GATRA Administrative staff in service development activities.
  4. Customer relations and responding to complaints. Providing transportation information on GATRA telephone numbers for transit and dial-a-ride systems, which includes a TDD line for the hearing impaired. Monitoring calls on Sundays and holidays as required by ADA regulations.
  5. Revenue collection, handling, and security for all services. Suitable accounting measures must be instituted by the Company in order to insure that all fares are being collected and accounted for on a daily basis. GATRA will work with the company to insure that this process is established and meets the approval of GATRA.
  6. Management reporting to GATRA and to the state and federal governments. Compliance with FTA regulations, including preparation of NTD reports, administration of DBE/WBE, EEO, and Title VI procedures and programs, third party contracts, transit asset management, state of good repair, and drug and alcohol testing. Participation in preparing and updating federal programs and requirements such as ADA Plan Updates.
  7. GATRA shall be responsible for insurance coverage on GATRA owned vehicles utilized to operate the services as described above as well as coverage for buildings and equipment owned by GATRA for the operation of these services. However, the selected firm will be expected to have in place other suitable insurance coverage, such as workmen's compensation and general liability for the Contractor to protect itself in the conduct of this contract and for the daily operation of the noted services.
  8. GATRA will provide all paid advertising, printed timetables, marketing and promotion. The selected firm will work with GATRA to distribute and display these materials.
  9. The contract between GATRA and the selected management firm will be governed by, construed and enforced in accordance with the laws of the Commonwealth of Massachusetts and with all applicable federal laws, rules and regulations.
- D. Operations: All operational data supplied is from our most recent fiscal year.
1. Fixed Route Transit- Current bus schedules are available on GATRA's website [www.gatra.org](http://www.gatra.org). This contract will be responsible for all fixed routes operated in the Attleboro/Taunton and Plymouth/Wareham Areas, with the exception of the Gateway Link, Downtown Middleborough Shuttle, Medway T Shuttle and the Wareham-New Bedford Connection.

*Service Statistics* - In fiscal year 2025 the fixed route services covered under this contract operated 1,262,610 revenue vehicle miles and had a ridership of 517,638.

*Fares* – Currently GATRA’s fixed route services are free through an agreement with the Commonwealth of Massachusetts through September 2026. If this is not extended, the cash fares are as follows: adults \$1.50; elderly, disabled, and students \$.75; children under 6 years of age are free. There are also a variety of pass programs.

*Equipment and Technology* – GATRA’s 36 fixed route vehicles are a mix of diesel and electric and are equipped with Navineo AVL/GPS systems and APCs.

*Special Events* - There is no definitive schedule for special events, so flexibility by the Company is needed to provide extra service from time to time when necessary.

2. *Dial-A-Ride Service* - Dial-A-Ride is GATRA’s demand response service provided to persons residing in its region who are aged 60 or older and persons who are living with a disability. ADA complementary paratransit service is also offered where fixed route service is available. The successful proposer would provide the daily operation of these services in the communities of Attleboro, Berkley, Dighton, North Attleboro, Norton, Plainville, Plympton, Plymouth, Raynham, Rehoboth, Seekonk, Taunton, and Wareham. The successful proposer would also provide ADA complementary transportation in the communities of Duxbury, Kingston, and Marshfield. The transportation program works on an advance call-in basis and is limited at this time to fulfilling local transportation needs. More information can be found on GATRA’s website [www.gatra.org](http://www.gatra.org).

*Service Statistics* - In fiscal year 2025 Dial-a-Ride service in the Cities of Taunton and Attleboro, and the Towns of Berkley, Dighton, Raynham, Rehoboth, North Attleboro, Seekonk and Norton operated 499,220 vehicle revenue miles with twenty-two lift-equipped vans or mini-buses. Service is provided 7 days per week and carries approximately 75,000 passengers annually. The hours of operation are from 6:00 AM to 8:30 PM Monday thru Friday. There is service provided on Saturday and Sunday on a more limited schedule.

The Wareham service currently operates three lift-equipped vans and minibuses averaging 70,000 revenue miles per year. Service is provided seven days a week and carries approximately 8,500 riders per year.

The Plymouth service, which includes a small microtransit component (GATRA Go Coastline) currently operates nine lift-equipped vans and minibuses

averaging 450,000 revenue miles per year. Service is provided seven days a week and carries approximately 50,000 riders per year.

*Fares* – Cash fares for dial-a-ride are as follows: one-way 1.75 and 10-ride pass for \$15.00. Complementary paratransit will be free along with the fixed route, however if fares are reinstated one-way cost is 3.00 and a 10-ride pass is \$25.00.

*Technology* – GATRA's demand response and microtransit vehicles dispatched using the Spare Software system.

3. MicroTransit Service – GATRA operates four Micro-Transit services using Spare Software for dispatching and scheduling

GATRA Go United: Operates in the Towns of Franklin, Foxboro, Mansfield, Norfolk, Norton, and Wrentham with twelve lift-equipped vans or mini-buses and currently operates 600,000 vehicle revenue miles per year. Service is provided 7 days per week and carries 85,000 passengers annually. The hours of operation are from 6:30 AM to 8:00 PM Monday thru Friday, Saturdays between 9:00AM and 8:00 PM, and Sundays between 9:00AM and 6:00PM. Also included in this service is long-distance medical transportation which operates into Boston and other major hubs throughout the week.

GATRA Go Explore: Operates in the Town of Pembroke Monday through Friday 7:00 AM – 6:00 PM with one lift-equipped van. This service averages 32,000 revenue miles per year and carries approximately 4,000 riders per year.

GATRA Go Seacoast: Operates in the Town of Scituate Monday through Friday 7:30 AM – 5:30 PM, and on Saturday and Sunday between the hours of 9:00AM and 5:00PM with one lift-equipped van. This service averages 40,000 revenue miles per year and carries approximately 8,000 riders per year.

GATRA Go Coastline: This service is operated in conjunction with the Plymouth dial-a-ride service and will be considered as part of the dial-a-ride system.

4. Vehicle Maintenance – Vehicle maintenance, cleanliness, including preventative maintenance program, general repairs, and rebuilding/rehabilitation programs of all GATRA owned vehicles and/or equipment is the responsibility of the selected firm. Maintenance and preventative maintenance of all equipment located in the bus maintenance facility (to include such items as the powerplant, compressors, bus washer, oil/water separators, underground storage tanks, etc.). Routine maintenance done by employees, as well as outside contract maintenance is to be considered. Maintain all records associated with the facility, including required permits and licenses issued by local, state and federal agencies. All equipment is owned by GATRA.

Purchasing and inventory control for the operation of the maintenance garage facility, the transit system and dial-a-ride system. Procuring contract maintenance for the facility and all equipment at the facility.

The Councils on Aging in the Towns of Bellingham, Carver, Duxbury, Hanover, Kingston, Lakeville, Marshfield, Medway, Middleboro, Norfolk, Pembroke, Plainville, Scituate, and Wrentham operate the dial-a-ride service in their respective communities. Forty-five lift-equipped vans operate approximately 485,000 vehicle revenue miles per year. Service is provided 5 days per week. The GATRA owned vehicles in use by these communities are currently maintained at the GATRA garage. Spare vehicles from the dial-a-ride fleet are available for the Councils to use when the Council's vehicles are being maintained at the GATRA maintenance facility.

State inspection services for all GATRA owned vehicles will also be the responsibility of the selected firm. GATRA currently owns the equipment to perform these inspections.

5. Facilities Maintenance – GATRA owns two maintenance facilities located in Taunton and Wareham where its fleet is maintained and stored. Both facilities have an administrative area for supervisory and driver personnel. Training rooms are available and equipped with training aids. There is some overlap of space and usage. The management and maintenance of this facility, in conjunction with the GATRA Infrastructure team, is the responsibility of the proposer.

#### IV. PROPOSAL CONTENT

Each proposal must be submitted fully including the narrative response, cost proposal, and all State and Federal Certifications. All proposals shall include at a minimum the following:

1. Signed cover letter on official business letterhead to include the following:
  - a. Name of company, address, name of contact person, and phone number.
  - b. Describe the company, including its staff size and location of offices.
  - c. The signature of an official authorized to bind the proposer to all of the RFP's provisions.
2. Narrative description of the important issues involved in the operation of these services. Include enough substantive discussion to demonstrate an understanding and comprehension of GATRA's scope of services and objectives and familiarity with applicable laws, FTA regulations, rules, etc. Provide an operations plan the Company approach to the daily operation of service. Provide any additional information that may be useful to GATRA in evaluating the qualifications of the company.
3. Scope of Services, Approach and Schedule – Describe your approach for assuming operational control and implementing GATRA's Scope of Services as outlined in this RFP. Describe any optional services that the company may propose providing. If such

optional services are in addition to the fee quotation, indicate the basis for the charges. Include information about proposed facility for GATRA Go services.

4. Provide an organizational chart illustrating the proposed operations team to carry out the daily activities is to be included in the proposal. Names of personnel should be indicated on the chart and resumes provided, where applicable
5. Detailed resumes for the proposed general manager as well as any additional management personnel to be provided by the proposer.
6. Identify all operational, maintenance, and customer service performance measures that the firm proposes to use in the management of the transit system. Provide examples of where the firm has used these measures and specific benefits and/or cost savings that may result.
7. Provide a complete summary of the management firm's transit management knowledge, experience, employee training programs, and capability. Submit a statement of the firm's organizational structure, and technical and general management capabilities. Provide a list of three financial references.
8. Provide a list of at least three clients that may be contacted as references.
9. Provide the names and locations of transit systems previously managed by the firm where the management contract was either not renewed or cancelled within the last three years and provide an explanation for the nonrenewal or cancellation of said contract.
10. A detailed management fee cost for each year of the proposed five year contract to manage the transit and dial-a-ride systems. Management personnel shall be identified, as well as any and all additional fees or charges associated with the fee. For ease in the Authority evaluating the management fee, all fee proposals shall be submitted in the format as detailed in Exhibit 3.

A detailed operating budget will not be required with the submission; this will be discussed during the oral interviews. GATRA will provide all the equipment, facilities, and operating funds necessary for the operation of the transit and dial-a-ride systems. The management firm will be responsible for all costs associated with employment of the resident general manager and other personnel, subcontractors, and/or consultants (if any) necessary for the management of the transit and dial-a-ride service transportation systems. The firm will also be responsible for all corporate taxes, fees, and administrative expenses of the firm not directly related to the operation of the transit and dial-a-ride systems (as an example, but not limited to, corporate income taxes and the preparation of corporate tax returns).

#### V. EVALUATION PROCESS

The proposals will be reviewed by the Authority's selected staff. This panel will review the proposals, participate in any interviews, rank the list of companies and award the contract. The panel may recommend that the Authority negotiate with one or more companies, or that GATRA award a contract to a specific company. The Authority reserves the right to request additional information from any proposer at any time during the evaluation and selection process.

The proposals will be evaluated using the following criteria:

1. Experience
  - a. Quality, extent and relevance of past and current project-related experience, education and training of proposed management personnel per the specifications contained in the RFP.
  - b. Quality, extent and relevance of past and current relevant experience of the company and proposed management personnel in labor relations and negotiating contracts with the labor union (ATU).
  - c. Quality, extent and relevance of current and prior relevant experience of the company in operating transportation systems.
  - d. Quality, extent and relevance of current and prior relevant experience of the company in transit vehicle maintenance and preventative maintenance planning.
  - e. Quality, extent and relevance of current and prior relevant experience of the company in facilities management and maintenance. As well as experience with the management of a maintenance facility (power plant, equipment, underground storage tanks, etc.)
  - f. Quality, extent and relevance of current and prior relevant experience of the company with FTA and State regulations and reporting requirements, as well as relations with the local political environment.
2. Quality of Proposal
  - a. Degree to which proposal reflects understanding and comprehension of the RFP's scope and objectives.
  - b. Quality of proposer's resources relative to the needs of the project and the RFP's specifications.
3. Scope of Services, Approach and Schedule
  - a. Acceptance of RFP's scope of services; acceptance of alternative scope of service work items.
  - b. Quality and appropriateness of approach for accomplishing objectives; initiative and creativity of proposer.
4. Technical Qualifications of the Company:
  - a. General qualifications of management team to operate service.
  - b. Reputation of the company as determined from client reference.
  - c. Experience with applicable Massachusetts transit/public safety/environmental laws and procedures.
  - d. Financial integrity of the company
5. Management Fee/Per Hour Cost Evaluation

All companies submitting proposals must recognize that the fees, terms and provisions of a final agreement with GATRA will be negotiated with the selected company. The selected company's proposal shall form the basis of those negotiations although GATRA reserves the right to negotiate over all aspects of the proposal.

If GATRA is unable to reach an agreement with the selected company, GATRA reserves the right to terminate negotiations and enter into negotiations with the next highest rated company selected.

#### VI. CONTRACT NEGOTIATIONS

All proposals received from responsive proposers will be evaluated according to the Evaluation Criteria stated above. The Authority may select based on the original proposals and interviews, without negotiation with any proposer.

1. If, as a result of the evaluation of the proposals, the Authority determines that more than one proposer is within a competitive range, it will negotiate with all proposers within the competitive range - that is, with all proposers that the Authority determines have a reasonable chance of being selected for award based on the professional and technical elements of their proposals and the results of the interviews.
2. Upon completion of the negotiations, the Administrator will make the final approval. A notice of award will be issued to the successful proposer. All other proposers will be notified of the outcome of the selection process.

#### VII. ADMINISTRATIVE SPECIFICATIONS

##### A. Proposal Submission

Proposals should be emailed to Stacy Forte, Chief Operating Officer, (sforte@gatra.org) and be titled "(Name of Firm) Proposal to Provide Management Services. The deadline for submissions is **2:00 p.m. Thursday July 2, 2026**. Proposals received after the above noted deadline will not be considered. Issuance of the Request for Proposal does not commit the Authority to award a contract, to pay any costs incurred in preparation of the proposal, or to contract for services or supplies. The Authority reserves the right to reject any and all proposals, in whole or in part, to waive any formalities, and to re-advertise or to discontinue this process without prejudice.

Attached to this proposal are the required compliance certifications, forms and regulations. All certifications and required forms must be submitted with each proposal. The certifications and required forms are listed below and are found in Exhibit 2:

- Addendum Page
- Completeness of Proposal
- Statement of Proposer's Qualifications
- Certification Regarding Debarment, Suspension, and other Responsibility Matters
- Non-Collusion Affidavit
- Requirement of Revenue Enforcement and Protection Program, Commonwealth of Massachusetts
- Certification Regarding Lobbying
- Equal Employment Opportunity Certification
- Special Requirements and Conditions
- Implementation of Clean Air Act

Implementation of Clean Water Act  
Contractor's Certification Child Care Compliance

B. GATRA's Rights to Proposals

All proposals, upon submission to GATRA, shall become its property for use as deemed appropriate. By submitting a proposal, the proposer covenants not to make any claim for or have any right to damages because of any misinterpretation or misunderstanding of the specification, or because of any misinformation or lack of information. With regard to the proposals submitted, GATRA has the following rights and prerogatives:

- To accept or reject any or all proposals
- To correct any arithmetic errors in any or all proposals
- To change the proposal's due date upon appropriate notification to all potentially interested companies.
- To eliminate any mandatory RFP specifications that is found to be unmet by all proposers in the evaluation of received proposals
- To adopt any or all of a successful proposer's proposal
- To negotiate modifications to the scope, cost and contract terms and conditions with the selected proposer prior to contract award only if such is in the best interest of GATRA
- To disqualify a proposer from receiving the award if such proposer, or anyone in the proposer's employ, has previously failed to perform satisfactorily in connection with public bidding or contracts
- To revise/amend any provision of this RFP by written notification to all potentially interested companies, prior to proposal submission
- To eliminate any requirement that is found to be unmet by all proposers
- To make inquiries, by means it may choose, into the proposer's background or statements made in the proposal to determine the truth and accuracy of all statements made therein
- To select and award the contract to the proposer whose proposal represents the best value to GATRA
- To begin contract negotiations with the next highest best-value proposer(s) responsive to this RFP (should GATRA determine that the negotiations with the selected proposer will not result in a contract) without again requesting proposals
- To begin contract negotiations with the next highest best-value proposer(s) responsive to this RFP if GATRA terminates the awarded contract resulting from this RFP without again requesting proposals

C. Inquiries and Information

All questions concerning this solicitation must be directed only to Kylie Araujo by email at [karaujo@gatra.org](mailto:karaujo@gatra.org). The last date to submit questions for this solicitation is 5:00 pm, Friday, June 26, 2026. Should a company be unable to communicate via e-mail, all questions must be submitted in writing and mailed or faxed to:

Greater Attleboro-Taunton Regional  
Transit Authority  
10 Oak Street, 2<sup>nd</sup> Floor

Taunton, MA 02780  
Attention: Kylie Araujo  
Fax: 508-824-3474

D. Protest Procedure

- a. Protests will only be accepted by GATRA from prospective bidders or proposers whose direct economic interest would be affected by the award of the contract or refusal to award a contract. GATRA will consider all such protests, whether submitted before or after the award of the contract. All protests must be in writing and conform to the following requirements:
  - i. Be concise and legally arranged.
  - ii. Provide name, address and telephone number of protestor.
  - iii. Identification of the solicitation or contract number.
  - iv. Provide a clear and detailed statement of the legal and factual grounds of the Protest including copies of all relevant documents.
  - v. A statement as to what relief is requested.
- b. A protest before the Bid/RFP opening addressing the adequacy of the Invitation of Bid, RFPs, including the pre-award procedure, the Instruction to Bidders, general terms and conditions, specifications and scope of work must be filed with GATRA not less than seven (7) full working days before bid opening. Thereafter, all issues and appeals are deemed waived by all interested parties.

Upon receipt of the written protest GATRA will determine if the bid/proposal opening should be postponed. If the bid/proposal opening is postponed, GATRA will immediately contact prime contractors and subcontractors who have been furnished a copy of the specifications that a protest has been filed and the bid/proposal opening is postponed until a final decision is issued. Any appropriate addenda will be issued regarding a rescheduling of the bid opening. Any protest may be withdrawn at any time before GATRA has issued its decision.

- c. A protest of a decision of GATRA to award a contract to a prime contractor or a subcontractor must be received by GATRA within ten (10) full working days of its decision. This protest shall conform to the requirements of A above. Thereafter, such issues are deemed waived by all interested parties.

When a written protest against making of an award is received the award shall not be made until five (5) days after the matter is resolved. GATRA may, however, proceed to make an award if it determined that:

- i. The items to be produced are urgently requested; or
- ii. Delivery or performance will be unduly delayed by failure to make the award promptly; or
- iii. Failure to make a prompt award may otherwise cause undue harm to GATRA, the Commonwealth of Massachusetts, or the Federal Government.

Complete Protest Procedures may be obtained from GATRA, 10 Oak Street 2<sup>nd</sup> Floor, Taunton, MA 02780, Tele: 508-823-8828, Ext. 273, [sforte@gatra.org](mailto:sforte@gatra.org).