

Transportation Services Contract - Massachusetts

March 02, 2025

Transportation Services Contract

1. Parties and Purpose

This Contract is made and entered into on March 1, 2025, by and between the Massachusetts Department of Public Health ("Agency"), located in Boston, Massachusetts, and New England Medical Transport Services ("Provider"), located in Worcester, Massachusetts. The purpose of this Contract is to provide non-emergency medical transportation services for eligible individuals in the specified service areas.

2. Definitions

For the purposes of this Contract, the following terms shall have the meanings set forth below:

- "Non-emergency medical transportation" means transportation services provided to individuals who are unable to access or use conventional transportation due to physical or mental incapacity.
- "Service areas" means Suffolk County, Middlesex County, and Essex County in the Commonwealth of Massachusetts.

3. Term and Renewal

This Contract shall be effective for a period of five (5) years from the date of execution, with an option to renew for one (1) additional two-year term upon mutual agreement of the parties.

4. Scope of Services

The Provider shall provide non-emergency medical transportation services to eligible individuals within the service areas, as determined by the Agency. Services shall be available twenty-four (24) hours per day, seven (7) days per week.

5. Provider Responsibilities

The Provider shall:

- Maintain a fleet of at least thirty-five (35) vehicles suitable for non-emergency medical transportation services.
- Employ a minimum of eighty-five (85) qualified and properly licensed drivers.
- Ensure that all vehicles and drivers comply with applicable federal, state, and local laws and regulations.
- Provide prompt, courteous, and safe transportation services to eligible individuals.
- Maintain appropriate insurance coverage as specified in Section 9 of this Contract.

6. Agency Responsibilities

The Agency shall:

- Determine eligibility criteria for individuals to receive non-emergency medical transportation services.
- Provide the Provider with a list of eligible individuals and their transportation needs.
- Monitor the Provider's performance and ensure compliance with the terms of this Contract.
- Compensate the Provider in accordance with Section 7 of this Contract.

7. Compensation

The Agency shall compensate the Provider for services rendered under this Contract in accordance with the rates and payment terms specified in the attached Fee Schedule.

8. Compliance and Reporting

The Provider shall comply with all applicable federal, state, and local laws, regulations, and policies governing non-emergency medical transportation services. The Provider shall also submit monthly reports to the Agency detailing the services provided, including the number of trips, miles traveled, and any incidents or complaints.

9. Insurance and Liability

The Provider shall maintain appropriate insurance coverage, including but not limited to commercial general liability, automobile liability, and workers' compensation insurance, in amounts and with carriers acceptable to the Agency. The Provider shall indemnify and hold harmless the Agency from any and all claims, damages, or liabilities arising from the Provider's performance of this Contract.

10. Termination

This Contract may be terminated by either party upon ninety (90) days' written notice to the other party, or immediately by the Agency in the event of a material breach by the Provider. Termination shall not relieve either party of any obligations incurred prior to the effective date of termination.

11. General Provisions

This Contract constitutes the entire agreement between the parties and supersedes all prior agreements, whether written or oral. Any amendments or modifications to this Contract must be in writing and signed by both parties. This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts.

Attachment A: Rate Schedule

Here is a properly formatted HTML table with realistic rates for New England Medical Transport Services in Massachusetts:

Service Type	Base Rate	Mileage Rate	Wait Time Rate	After Hours Rate	Weekend/Holiday Rate
Standard Vehicle Transport	\$45	\$2.50 per mile	\$25 per hour	\$10 surcharge	\$20 surcharge
Wheelchair Accessible Vehicle	\$55	\$2.75 per mile	\$30 per hour	\$15 surcharge	\$25 surcharge
Stretcher Transport	\$75	\$3.00 per mile	\$35 per hour	\$20 surcharge	\$30 surcharge
Bariatric Transport	\$95	\$3.25 per mile	\$40 per hour	\$25 surcharge	\$35 surcharge
Group Transport	\$65	\$2.75 per mile	\$30 per hour	\$15 surcharge	\$25 surcharge

Attachment B: Service Areas

Here's an HTML table showing the service area details for New England Medical Transport Services in Massachusetts, with the requested zones, columns, and proper formatting:

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Primary Urban Areas	Suffolk, Middlesex, Essex, Norfolk, Bristol	10-20 minutes	3.5 million	Major hospitals, trauma centers	High traffic congestion
Suburban Regions	Worcester, Plymouth, Hampden, Hampshire, Barnstable	20-40 minutes	2.1 million	Community hospitals, nursing homes	Varying traffic conditions
Rural Coverage	Franklin, Berkshire, Dukes, Nantucket	40-90 minutes	300,000	Small clinics, rural health centers	Remote areas, limited resources
Special Service Areas	Cape Cod, Martha's Vineyard, Nantucket Island	60-120 minutes	250,000 (seasonal)	Island hospitals, clinics	Island access, ferries, air transport

This table includes the `` and `` tags for proper structure, and the `table-bordered` and `table-striped` classes from Bootstrap for styling. The `thead-dark` class is also used to style the header row with a dark background color.

Attachment C: Performance Standards

Here's an HTML table with the requested categories and columns for the performance standards of New England Medical Transport Services in Massachusetts, with realistic standards and proper formatting:

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
On-time Performance	Patients must be picked up and delivered within the scheduled time window.	GPS tracking and dispatch records	95% on-time rate	\$100 per late incident
Vehicle Maintenance	All vehicles must undergo regular maintenance and inspection to ensure safe operation.	Maintenance logs and inspection reports	100% compliance	\$500 per violation
Driver Qualifications	Drivers must meet all licensing, training, and certification requirements.	Background checks and credential verification	100% compliance	\$1,000 per violation

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
Safety Metrics	Maintain a low rate of accidents, injuries, and safety incidents.	Incident reports and safety audits	Less than 2 incidents per 100,000 miles	\$2,000 per incident above target
Complaint Resolution	All customer complaints must be addressed and resolved promptly.	Complaint tracking system and customer surveys	90% resolution rate within 7 days	\$250 per unresolved complaint

This table includes the `` and `` tags for proper structure, and the `table-striped`, `table-bordered`, and `thead-dark` classes from Bootstrap for basic styling. The table presents realistic performance standards, measurement methods, minimum targets, and non-compliance penalties for each category.