



**Massachusetts Bay  
Transportation Authority**

# Warehouse Management Services Contract

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Ray Wise, Chief Procurement Officer

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# Warehouse Management Services Contract

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- Requesting approval for a 5-year contract (with additional option years) for Warehouse Management Services for approximately \$32.9 million
- Services comprised of:
  - Operation and management of the MBTA's West Bridgewater, MA warehouse
  - Operation of 16 MBTA stockrooms located at bus garages and carhouses
  - Delivery of inventory and other items between MBTA locations
- The contract was competitively procured, will be with a new vendor partner, and is the MBTA's second contract for these services



# Overview of MBTA Warehousing

- Main Warehouse in West Bridgewater, MA
  - 205,000 square foot leased facility
  - Stores inventory items, capital spares, capital equipment, and documents
- 16 stockroom locations at bus garages and car houses
- 56 staff (including management)
- Overnight and “immediate” replenishment between facilities



- Over 20,000 inventory parts stored
- Average monthly activity:
  - 6700 picks
  - 950 receipts
  - 60 “immediate” deliveries



# Recent Warehousing History & Initiatives

2017

- To improve warehouse operations and reduce costs MBTA initiates a contract with a vendor partner to open a vendor-owned central warehouse and operate the MBTA stockrooms
- MBTA Inventory Accuracy is 61% and Order Fulfillment time is 2 – 3 days

2018

- Contractor's employees affiliate with IAM Local 264
- MBTA Order Fulfillment time improves to 1 day or less

2019

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2023

- Inventory Accuracy continues to increase to over 98% by 2022
- MBTA opens West Bridgewater facility, initially for capital spares
- Stockrooms added at Everett and GLX/Somerville
- MBTA's Medford warehouse closed/consolidated

2024

- Second and final 2-year contract extension executed
- Capital spares inventory moved from Everett to West Bridgewater facility
- Decision made to move all inventory to West Bridgewater

2025

- Consolidation of inventory from vendor-leased facility in Stoughton to West Bridgewater facility (on track for November 2025)



# 2025 Procurement Process

Month	Activity
March - April	Request for Information (RFI #46-24) conducted with 3 responses
July	Request for Proposal (RFP #86-25) posted on COMMBUYS (July 2, 2025) <ul style="list-style-type: none"><li>• Advertisement placed in Inbound Logistics, print and web</li><li>• Direct email communication with RFI respondents</li><li>• Virtual Pre-Bid conference conducted with 4 proposers attending</li><li>• Proposer site visit to West Bridgewater and the Riverside stockroom (2 attended)</li></ul>
August	Bid Q&A period concludes with 105 questions from six (6) companies received and answered Bid extended for 1 week at request of bidders
August	Bid period closes August 27, 2025 2 bids received: Mancon, LLC (incumbent) and Unipart Services America, Inc.
September	Evaluation team reviewed responses including: <ul style="list-style-type: none"><li>• Review &amp; clarification process, proposer presentations, and pricing evaluation</li><li>• Best &amp; Final offers from both proposers</li></ul> Evaluation team recommends Unipart Services America, Inc. as the best value solution

# Commercial Summary

- Negotiated 5-year price of \$32,870,416.37 includes:

- Complete operation of MBTA's West Bridgewater Warehouse and 16 Stockrooms
- Nightly scheduled deliveries between MBTA locations
- Unlimited "immediate" deliveries
- All staffing including:
  - 1 Program Manager, 2 Warehouse Operations Managers
  - 5 Supervisors
  - 48 staff
- Operating supplies

Year 1	\$ 6,226,132.76
Year 2	\$ 6,394,966.57
Year 3	\$ 6,568,865.40
Year 4	\$ 6,747,981.19
Year 5	\$ 6,932,470.45
Total	\$ 32,870,416.37

*Notes:*

- *Contract also includes three, 2-year option periods; however approval of these is not requested now*
- *Unipart has established a detailed transition plan and intends to retain interested current employees*



# Contract Improvements

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## KPIs are more focused

- Inventory accuracy target increased from 95% to 98%
- Inventory accuracy incentive level increased from 98% to 99%
- Immediate delivery time adjusted for Boston traffic
- New penalties for staffing vacancies

## Operational Improvements

- Vehicle tracking systems
- Established safety programs
- Industry leading rail and logistic experts

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## Costs Decrease

- Immediate decrease of 13% compared to current
- Annual increases of 2.75% during base term
- Assumes continued agreement with IAM Local 264



# Request of the MBTA Board of Directors

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To authorize the MBTA General Manager, or his designee, to award RFP# 86-25 Warehouse Management Services to Unipart Services America, Inc. to perform the warehouse management and operations services described in RFP# 86-25 from February 1, 2026 to January 31, 2031, for a total delivered amount not to exceed \$32,870,416.37 and to execute any necessary or ancillary documents in the name and on behalf of the Massachusetts Bay Transportation Authority to effectuate this Agreement.

