



**TITLE IIIB - SUPPORTIVE SERVICES-
TRANSPORTATION
REQUEST FOR PROPOSALS (RFP)
July 1, 2019 – June 30, 2022**

FOR SERVICES FUNDED UNDER THE UNITED STATES
ADMINISTRATION FOR COMMUNITY LIVING (ACL),
ADMINISTRATION ON AGING (AOA), PURSUANT TO THE OLDER
AMERICANS ACT
OF 1965, AS AMENDED IN 2016

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Serving the counties of Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer and
Trimble

BIDDER'S MEETING

February 14, 2019, 11:30 a.m. (Eastern Time)

TABLE OF CONTENTS

I. INTRODUCTION AND STATEMENT OF PURPOSE.....	3
II. KIPDA REGIONAL INFORMATION.....	5
III. ELIGIBLE POPULATION.....	5
IV. MINIMUM REQUIREMENTS TO APPLY.....	6
V. TIMELINES.....	7
VI. CONTRACT INFORMATION.....	8
VII. RESPONSIBILITIES OF TRANSPORTATION PROVIDERS:.....	13
VIII. PROGRAM STAFF REQUIREMENTS.....	16
IX. RECORDS AND FILES.....	17
X. TITLE III-B TRANSPORTATION SERVICES.....	17
XI. PERFORMANCE EXPECTATIONS.....	19
XII. CONTRACT INFORMATION.....	19
XIII. PROTEST.....	21
PROPOSAL APPLICATION INSTRUCTIONS.....	22

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REQUEST FOR PROPOSAL (RFP)
for
TITLE III-B SUPPORT SERVICES
TRANSPORTATION IN THE KIPDA REGION

Mission Statement: *The mission of KIPDA Area Agency on Aging and Independent Living is to promote and ensure meaningful, timely person-centered services are available for all seniors, persons with disabilities, and caregivers to improve their health, safety and overall well-being, and to provide leadership to the aging network through planning and coordination.*

I. INTRODUCTION AND STATEMENT OF PURPOSE

In accordance with Administration for Community Living (ACL), Administration on Aging (AOA), pursuant to the Older American's Act of 1965 (amended 2016) and Regulations thereto, Kentuckiana Regional Planning and Development Agency (KIPDA) is the designated the Area Agency on Aging and Independent Living (AAAIL) by the Department for Aging and Independent Living, and is responsible for administering federal and state-funded programs and services for individuals age 60 and older in the Kentucky counties of Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer and Trimble, which comprise the KIPDA AAAIL service area.

KIPDA is seeking proposals from applicants interested in and capable of providing Title III-B senior center transportation and non-emergency medical transportation services for eligible seniors who reside in the KIPDA region. KIPDA intends to award contracts to an entity or multiple entities to provide eligible transportation services for persons 60 and older who require transportation to participate in supportive service programs through local senior centers, nutrition services offered through nutrition sites and transportation for medical appointments. KIPDA will select the entity(ies) deemed best qualified to provide the outlined services at an affordable price and has a history of providing transportation services for seniors 60 years of age and older. Applicants chosen to become service providers will deliver services for the period July 1, 2019 – June 30, 2020. KIPDA will have the option to extend the provision of services for subsequent fiscal year(s) through the procurement period, contingent upon the availability of funding, satisfactory performance of services, compliance with provisions of the awarded contract and mutual agreement by both parties.

The Older Americans Act, Section 301. (a)(1), states, “the purpose of this title is to encourage and assist State agencies and area agencies on aging to concentrate resources in order to develop greater capacity and foster development and implementation of comprehensive and coordinated systems to serve older individuals by entering into new cooperative arrangements...for the planning, and for the provision of, supportive services, and multipurpose senior centers.” This network of services is intended to be designed to facilitate older individuals’ ability to secure and maintain maximum independence and dignity in a home environment with appropriate supportive services; remove individual and social barriers to economic and personal independence and to provide a continuum of care for vulnerable older individuals. Thus, Older American’s Act services are intended to be provided through cooperative and collaborative efforts with state and local governments, communities, and other entities interested in assuring access to the community for older adults. This collaborative effort is met through a variety of means including but not limited to a variety of funding sources, donations, in-kind support. KIPDA intends to facilitate the continued development of this network of services by supporting transportation services coordinated with supportive services funded in part through Title III-B of the Older American’s Act.

The amount of KIPDA funds projected to be available for all transportation is approximately \$350,000. This will include senior center, community access and non-emergency medical transportation for eligible residents of the KIPDA region. Successful applicants will be required to provide a minimum match of 15% toward the overall cost of the transportation service. KIPDA reserves the right to modify the amount of funding available allocated for transportation services based on the availability of funds, satisfactory performance of services or authorization to provide such services. Approximately 20% of all funds must be allocated for non-emergency medical transportation services. This percentage may be adjusted as needed to meet the demands for both center and non-emergency medical transportation needs of seniors. KIPDA reserves the right to extend the procurement period as necessary to ensure the continuous delivery of services to seniors in its region. Applicants must meet the criteria set forth in this request and other specifications as indicated.

Procurement Period: FY 2020 – FY 2022

Fiscal Year	Period of Contracts
FY2020	July 1, 2019 – June 30, 2020
FY2021	July 1, 2020 – June 30, 2021
FY2022	July 1, 2021 – June 30, 2022

By submitting an application for consideration of funding, and if awarded a contract, the applicant must be prepared to implement the approved project plan for service delivery and performance. Applicants must only propose to provide services that are within its ability as an organization to effectively plan, execute and carryout through completion, the services proposed. Entities, by receiving public funds to serve older adults, must implement a system of service delivery that is cognizant of elder rights, quality care, recognition of individual rights of choice and respect for confidentiality.

II. KIPDA REGIONAL INFORMATION

The KIPDA Area Agency on Aging and Independent Living service area is comprised of the following counties: Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer and Trimble. According to the US Census Bureau, population data provided by Kentucky Data Center 2016 Estimate, approximately 21% of all persons living in the KIPDA region are 60 years old and older and 21.8% of all persons in Kentucky who are 60 and above live in the KIPDA region. Another perspective is that 17% of all persons in Kentucky who are 60 and older live in Jefferson County. Of all seniors, age 60 and up, in the KIPDA region, 79% reside in Jefferson County and 21% of the seniors in the KIPDA region reside in the rural counties of Bullitt, Henry, Oldham, Shelby, Spencer and Trimble. Approximately, 9.6% of older persons in the region are low income and 19.1% of low-income seniors are minorities. Minority seniors represent 16.6% of the total senior population the KIPDA region. The population in the region is very diverse and represents a wide range of demographics, needs and interests of older adults and persons with disabilities. Kentucky has the second highest percentage of people with disabilities in the entire nation. The Kentucky Data Center's KIPDA Region Profile indicates that 31.7% of the population in the region has a disability; and 40.65% of persons 65 and older in the region has a disability. For current regional data, please see <http://kipda.org> and look for the PDS version of "Planning for the Future of Our Communities Needs Assessment" for more details.

As the demographics of our communities continue to shift and change, our programs and service network must adjust to meet the needs and provide opportunities for its citizens. As more individuals choose to remain in the community and their homes, it is the responsibility of the provider network to offer services in a manner that will allow for continued independence. Applicants must consider if the current services, programs and activities that exist within the community and provider network meet the needs of older individuals utilizing services over the next ten to twenty years. Applicants are encouraged to evaluate the effectiveness and quality of the current system and offer progressive services to meet the current and changing environment of the future.

III. ELIGIBLE POPULATION

The eligible population to receive these services are individuals, age 60 and older, who reside in the KIPDA region and are in need of transportation services. They cannot qualify to receive Medicaid transportation services for the type of transportation needed and are not eligible for TARC3 if they reside in Jefferson County. The intent of Title III-B supportive services transportation is to provide access to the KIPDA region's senior centers, nutrition sites and non-emergency medical transportation to access medical care, treatments and therapies. This funding source enables older adults to remain independent and eliminates social isolation for persons who do not or cannot drive or have a caregiver who is unable to fully-support on-going transportation needs. A universal screening and assessment for need will be completed prior to eligibility determination and scheduling of transportation assistance.

IV. MINIMUM REQUIREMENTS TO APPLY

Organizations wishing to submit proposals must meet the minimum requirements prior to submission of a proposal:

- A. Financial Capability – Organizations must demonstrate financial solvency and be capable of supporting the programs and services described in its proposal. Organization must have a financial management system established and capable of tracking revenue and expenditures by funding stream, including tracking staff time charges by program.
 - B. Eligible to Conduct Business in Kentucky and with the Federal Government – Organizations must either be registered with the Secretary of State's Office if incorporated, possess a current 501(C)(3) certificate to conduct business as a not-for-profit organization, or must possess a Business License issued by the Commonwealth of Kentucky. Additionally, organizations must not be barred from conducting business with the Federal Government as presented on the Federal Debarment and Suspension list. Organizations must possess a Federal and State tax identification number.
 - C. Experience – The applicant is experienced in the delivery of transportation services for human service programs and be able to provide evidence of sustainability in providing transportation services. Evidence of this experience will be necessary through response in the proposal application. At least three years' experience is preferred.
 - D. Reporting and Computer Systems – Organization possesses computer hardware and software that meets the minimum standards established by KIPDA for purposes of reporting and communicating electronically. Organization can develop or currently has in place a reporting system to provide information regarding the units of service, number of KIPDA participants served, demographic data regarding those served, record of outcomes and time records for each service delivered. Organization will utilize regional information data system when it is fully implemented.
 - E. Match – Organization is able to provide the minimum required match of 15% toward the overall cost of the program. Match can be either cash or in-kind third-party contribution.
 - F. Partnership - Accessing additional funds including fundraising to supplement public funding is encouraged. Details regarding planned events or methods of collecting and usage of additional funds is at the discretion of the organization, but mandatory for review during the procurement process.
 - G. Facilities – Organization facilities where services are to be performed meet federal accessibility requirements and OSHA standards for safety and cleanliness.
 - H. Staffing – Staff are available to deliver the services as proposed, have completed a criminal records check with a clean record prior to hire, and are licensed or trained as necessary to complete the service to be delivered.
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V. TIMELINES

KIPDA will attempt to adhere to the evaluation and decision schedule but reserves the right to modify timeframes if in the best interest of the Agency and satisfactory completion of the procurement process.

February 4, 2019	Request for Proposals released.
February 14, 2019	Mandatory Bidder's Meeting at KIPDA <u>February 14, 2019 at 11:30 a.m.</u> (Eastern Time). Only organizations that attend the bidder's meeting may apply for Title III-B funds under this RFP notice.
February 19, 2019	Applicant inquiry period concludes on February 19, 2019 by close of business. This period allows written contact with KIPDA for asking questions regarding the application and process. Written questions (fax, mail, e-mail) must be submitted to Barbara Gordon at Barbara.gordon@kipda.org .
February 25, 2019	Proposal must be received at KIPDA to KipdaDSS.procurement@kipda.org or at the receptionist desk by 12:00 Noon (Eastern Time) . Organizations may submit applications using one method (hand-delivered or e-mail).
March, 2019	Evaluation Team reviews and scores proposals
April, 2019	Funding Committee of Advisory Council meets
April, 2019	KIPDA Board considers proposals

Proposal Submissions: KIPDA established a deadline for submission of proposals at **12:00 noon, (Eastern Time) on February 25, 2019.**

Proposals may be submitted in the following methods: 1) Electronic (e-mailed) submission to be received at the following address with all specified attachments at [**KipdaDSS.procurement@kipda.org**](mailto:KipdaDSS.procurement@kipda.org) no later than the scheduled deadline of **12:00 noon, February 25, 2019**; or 2) or receipt at the receptionist desk of the KIPDA Office no later than scheduled deadline, **12:00 noon, February 25, 2019**. All proposals will remain unopened until the deadline of submission has elapsed. The Executive Director of KIPDA, or designee, will open proposals.

Proposals submitted after the established deadline will not be accepted.

Upon completion of the opening, proposals will be reviewed for general responsiveness. Non-responsive proposals will not be reviewed with applicants notified in writing of non-responsiveness and non-review of proposal. Responsive proposals will be reviewed according to the established schedule and criteria with final consideration of proposals by the KIPDA Board of Directors.

VI. CONTRACT INFORMATION

A. Scope of Work

Organizations applying to provide transportation serving older adults in the KIPDA region must be experienced in arranging, dispatching and delivering transportation services in the human service industry. Consistent with the concept of mobility management, the successful applicant(s) are encouraged to focus on continuous improvement of the effectiveness, access, efficiency, and quality of the transportation service. Emphasis must be placed on the entire trip and the unique needs of each consumer of such services. The successful applicant will demonstrate willingness and ability to develop partnerships and coordinate efforts with other agencies in the community, to access outside resources to expand services for the growing number of older adults needing this service.

1. **Scheduling:** Transportation services must be available to eligible consumers at a minimum, five (5) days per week (Monday – Friday) between the hours of 8:00 a.m. and 4:00 p.m.; to ensure that as senior centers and congregate meal sites supported through KIPDA are open for business, services will be available for access by the community. As the senior center service network develops programs at alternative sites or during non-traditional hours, reasonable access to these services must be included in the plan for transportation service delivery. Transportation services must be available during the weekday and as reasonable, accommodations for weekend service, to transport older adults who do not have the means to get to medical appointments available. Funds are limited and cannot address all of the need throughout the region, and therefore, must be managed to ensure funds are available for persons throughout each fiscal year.
2. **Service Network:** Multipurpose senior centers and satellite senior centers will be selected upon completion of the procurement process for Title III-B Supportive Services. Once this process is completed, successful applicants will be notified of selected sites in order to begin establishing routes and determining the potential number of participants accessing services and number of vehicles needed to deliver services. KIPDA and its selected Center Providers will coordinate and work with the transportation provider(s) to organize and facilitate the available access for older adults to community-access services.

Applicants may choose to deliver services in Jefferson County only, Rural Service Area 1 (Bullitt, Shelby and Spencer Counties), Rural Service Area 2 (Henry, Oldham and Trimble) or the entire region if capacity allows. The successful applicant(s) may subcontract a portion of the service, with approval by KIPDA, but understands it is responsible for ensuring the subcontractor meets all requirements that the applicant (provider) is

required to meet. The applicant(s) will ensure that all services are accessible by individuals 60 years of age or older, their families and caregivers, with provider contact information made available to eligible participants and scheduling and cancellation procedures clearly described. The applicant or its subcontractor's vehicles (cars, vans, buses) must meet Department of Transportation requirements for transporting persons (as applicable) and must possess a reasonable number of wheelchair and lift vehicles at all times for persons in wheelchairs or requiring a lift.

3. **Efficiency and Coordination:** Applicants must work toward improvement in identifying specific client needs/ service gaps, developing a plan to meet the needs and fill the gaps, coordinating existing resources, training staff, and utilization of Intelligent Transportation Systems (ITS) technologies. KIPDA supports efforts that reduce the duplication of effort and services that also increase access to transportation. Therefore, the transportation provider is encouraged to coordinate transportation services available to the community through other programs with Title III services. KIPDA will consider proposals which include a transportation design where the transportation provider will increase efficiency and decrease operating costs by reaching out to organizations that have access to vehicles and could transport individuals when scheduling difficulties or distance prevents the provider from its ability to respond to the needs of the client.
4. **Transportation Services Supported through Title III-B:** There are two types of transportation services eligible for Title III-B support of this service, center facilitated transportation and non-emergency medical transportation. The following are definitions for transportation opportunities included in this request. ~~including the voucher service.~~

B. Transportation Service Definitions: (One (1) unit = a one (1) way trip) - A service providing for a means of taking individuals from one location to another. This service does not include any other activity. A unit of service is a one (1) one-way trip. Transportation services do not include assisted transportation, it is designated as **curb-to-curb** transportation services. The provider of transportation services will be paid on a per unit basis (per trip basis).

1. **Senior Center Transportation:** This service is provided throughout the seven-county KIPDA region. Multipurpose senior centers and satellite senior centers supported with Title III-B funds will receive priority for services, due to limited funds. Access to pre-scheduled community-based services arranged through the centers may occur on occasion. The transportation provider is requested to make reasonable accommodations for this purpose. Funds to support this service could be available through Title III-B, donations or agency contributions. A portion of the funds must also be made available to

support access to nutrition sites supported through Title III-C to allow access to congregate meals served at locations other than a senior center. Services must be available at a minimum five (5) days per week to accommodate the days and schedule of service availability of the multipurpose senior centers and satellite senior centers. Some locations are open five days per week, some three or more days per week and some two or more days per week, typically Monday through Friday. Occasionally, a special event occurs requiring the availability of transportation. The provider will be paid for transporting persons under special circumstances, approved by KIPDA in advance.

- 2. Non-emergency Medical Transportation:** This service is available for persons 60 years of age or older who do not qualify for other publicly supported medical transportation services. This service is intended to provide transportation to and from medical-related appointments, medical therapies, medical-treatment related appointments, hospitals, clinic, or other health-related services. The applicant must make services available during reasonable and flexible hours and days per week to provide sufficient access to this service for persons who cannot drive and do not have the means to get to the doctor.
- 3. Transportation Voucher Program:** Clients will also have the opportunity to access transportation through vouchers. It is expected that providers of transportation will utilize this option to expand the availability of non-emergency medical transportation for persons who are waiting for the service due to volume or live in a location that will cause scheduling difficulties. Vouchers are issued to eligible older adults (persons 60 and older) residing in the KIPDA region, who are in need of transportation to a medical appointment or treatments and can access this service through a member of the community who is willing to volunteer to transport the older adult. Clients participating in the voucher program select the individual who will provide transportation. The voucher program is self-directed personal assistance model in that participants control who provides their rides and when they can get rides. The vouchers can be used to pay an informal transportation provider for non-emergency medical transportation. Trips for purposes other than non-emergency medical will not be considered for reimbursement.

This system is only to be used for transportation of older persons to medical appointments, treatments and therapies. Once a trip (one way or round trip) has concluded, the volunteer may redeem the voucher to the transportation provider (successful applicant of this procurement) in exchange for a stipend paid for providing the service. This option is intended for older persons who can make their own travel arrangements with a party willing and able to provide a trip and can report back to the transportation provider the completion of the

trip. The driver providing the service for the older adult will receive payment from the transportation provider at the rates specified below. This option will allow the participant to select his/her driver and offers flexibility for both the participant and the provider.

KIPDA will reimburse the transportation provider monthly for each voucher redeemed at the amount established per trip as a stipend by KIPDA. The anticipated amount to be available for persons volunteering to transport older adults is **\$14.00 round trip or \$7.00 one-way** for voucher payments. Additionally, the transportation provider will receive **\$2.00** per one-way trip to assist with the cost of arranging for and making payment on the vouchers redeemed. This flat rate has been established by KIPDA as a rate that is less than traditional transportation trips paid by KIPDA currently and considering other volunteer stipend programs that offer a similar opportunity. KIPDA has allocated up to \$9,000.00 to support the voucher program throughout the region. The voucher model is intended to supplement the traditional transportation program in a cost-effective manner that will assist the provider through added flexibility for participants.

RESPONSIBILITY OF APPLICANT FOR VOUCHER PROGRAM:

- a) Establish eligibility for persons in need of non-emergency medical transportation and discuss the option of the voucher program available, in addition to traditional transportation.
- b) Complete a client intake and registration form in compliance with KIPDA eligibility and enrollment procedures.
- c) Obtain a signed liability waiver and consent form from the participant.
- d) Develop a mechanism to pay informal transportation providers in a timely manner as vouchers are redeemed.
- e) Provide the participant with a voucher to be completed by the volunteer recording the trip information, date, amount due and other pertinent information to provide the stipend for an allowable trip.
- f) Maintain documentation verifying the rides (ex. doctor's statement)
- g) Manage the limited amount of funds available and place a limit on the number of vouchers that may be issued per client, consistent with amount of funds available for vouchers.
- h) Monitor financial and reporting status of the voucher program
- i) Submit reports and invoices to KIPDA for reimbursement of costs and monitoring of the project.

4. Innovative Transportation Projects

KIPDA will also support the establishment of a community access program to allow for more transportation services to be available to eligible older adults. There is need to seek progressive methods utilizing collaborative partnerships and technology to overcome challenges and better meet the transportation needs of older adults. Applicants are encouraged to consider implementing a cost effective and easily accessible transportation program that will address existing service gaps and supplement the available transportation services. Some examples of innovative projects include partnering with Uber/ Lyft, GoGo Grandparent or other community transportation providers as well as the establishment of a volunteer-based model.

Although applicants are not expected to establish such innovative transportation project during the first year of this procurement cycle, applicants who submit a proposal indicating interest in establishing such a project will need to present a plan for implementation of their proposed project.

- 5. Cost Sharing Program:** KIPDA is in the process of evaluating and gathering data and information regarding implementation and management of Cost Sharing Programs being used to supplement transportation availability to more eligible individuals. While we will not be implementing this in the first year of the contract, KIPDA reserves the right to negotiate this as an option for future contract years during this procurement cycle.

The basic elements of a Cost Sharing Program are:

- a) Allow the client to self-declare income for the OAA funded program only.
- b) If a client is unwilling to disclose information, they may pay the full cost of the service.
- c) A fee must not be assessed to an eligible individual who meets the definition of “needy aged” as governed by KRS 205.010(6).
- d) An eligible person must be charged a fee determined by the cost of the service unit multiplied by an applicable percentage rate based upon income and size of family using 130% of the official poverty income guidelines published annually in the Federal Register by the United States Department of Health and Human Services. Service unit cost must be determined by KIPDA or contracting entity in accordance with its contract. The copayment amount must be based on the household’s percentage of poverty.
- e) A contribution from an individual, family, or other entity must be encouraged.

- f) Suggested contribution or donation rates may be established; however, pressure must not be placed upon the client to donate or contribute.
- g) Services must not be withheld from an otherwise eligible individual based upon the individual's failure to voluntarily contribute to support services and the individuals will be made aware of said policy.
- h) Providers must insure income derived from the fees collected must be used to expand the service for which such payment was given in the district from which the fee was collected and not used as match to support the program.

Note: Listings of websites have been provided to give more information on current Transportation trends and data

<http://rtc.ruralinstitute.umd.edu/transportation-voucher-model/>

<https://www.nadtc.org/>

VII. RESPONSIBILITIES OF TRANSPORTATION PROVIDERS:

1. Publicly notify the targeted population (individuals age 60 and older in the KIPDA region) that transportation services are available for the purpose of attending congregate locations and/ or non-emergency medical transportation.
2. Provide access for individuals age 60 and over, to services and activities offered through the multipurpose/ satellite senior centers and nutrition sites. Access to services will also extend to pre-arranged community activities included with site coordination plans in cooperative agreements with sites (whichever is applicable to the needs of the seniors served). KIPDA reserves the right to limit or specify the priority locations for this service in the event funds are limited or utilization of services is low.
3. Coordinate schedules and provision of services with KIPDA funded multipurpose senior centers, satellite senior centers and nutrition site locations in order to arrange timely and coordinated services for the constituents served.
4. General transportation services for older adults must be available as prioritized by KIPDA:
 - a. Provide non-emergency medical transportation for eligible seniors;
 - b. Participation in supportive service offered by multipurpose/ satellite senior centers;
 - c. Participation at nutrition sites for congregate meals;
 - d. Participation in community activities, advocacy and other special events associated with multipurpose/ satellite senior centers.
5. Arrange the scheduling and provision of services in a timely manner to address the needs of seniors. Timely is defined as responding to a

request for and providing services consistent with the policies and procedures of the applicant. Should seniors experience difficulty with responsiveness and availability of services, within the limitations of AOA guidelines and funding, the Second Party will be responsible for implementing corrective action and providing allowable services within 48 hours of request.

6. The provider may, through a cooperative agreement, engage outside entities to respond to a call for transportation. The provider may make arrangements to pay the entity delivering the transportation at a rate established that is mutually agreeable between the parties but must not exceed the rate agreed upon between KIPDA and the transportation provider.
7. Should resources for services become limited, consideration of the following will be prioritized in reviewing the provision of transportation services as listed below. Consider the availability of other resources to cover similar services in the event Title III-B funds cannot fully support the need.
 - a. Medical transportation needs to maintain the health and well-being of seniors;
 - b. Equitable distribution of services offered through Multipurpose and Satellite centers supported with Title III-B funds, which include congregate meal options;
 - c. Nutrition site locations, not supported through Title III-B, but supported through III-C congregate meals to the extent possible.
8. At a minimum, comply with vehicle safety code inspection and driver criminal records check and drug screening requirements set forth by the Kentucky Department of Transportation for entities that are authorized to deliver public transportation or private transportation through various human service programs.
9. Describe applicant's policies as it relates to the following: Operation of transportation services, ensuring quality and safety of service for participants, reporting on completion of service, compliance with the provisions of Title III-B transportation and allowable activities as specified in this procurement.
10. Report the delivery of service units (one-way trips) and number of clients served on a monthly basis. Provide information pertaining to the delivery of services (number of units and clients served) through outside sources of funding used to support Title III-B transportation services on a quarterly basis.
11. Provide training for all paid staff and volunteers prior to implementation of transportation services.
12. Utilize the KIPDA electronic reporting system for reporting units and client information. Comply with the Computer/Office Equipment Capacity guidelines established by KIPDA with advancements to systems as deemed necessary.

13. Coordinate with community partners and volunteers to expand the availability of services as needed to meet the needs of seniors. Utilize outside sources of funding to support the efforts and delivery of services.
14. Assure the provision of services for individuals residing in the selected service area(s) in the KIPDA region. If the individual must be transported out of the region for a non-emergency medical appointment or other approved transportation, this will be permitted.
15. Treat clients in a respectful and dignified manner, involve the client and caregiver in the delivery of services and provide services in a timely and safe manner.
16. Coordinate with KIPDA staff and contracted providers to schedule and make available transportation services.
17. Permit staff of the Department for Aging and Independent Living and KIPDA access to records and information sufficient to monitor the provision of services, evaluate the effectiveness, efficiency and adequacy of services and to evaluate the coordination of outside sources of funding for the provision of transportation services in the KIPDA region.
18. Assure that paid staff and volunteers meet qualifications and training standards established under Title III-B, State Law, the Department for Aging and Independent Living and KIPDA.
19. Maintain written job descriptions for staff and volunteer positions involved in direct service delivery and maintain written personnel policies and wage scales for each job.
20. Designate a supervisor to supervise staff and if applicable, volunteers, to monitor the timeliness and quality of service delivery.
21. Transfer of Client Records – In the event an agreement with KIPDA is terminated, copies of all appropriate records of all active clients and/or participant data must be provided to KIPDA for release to a designated provider.
22. In accordance with KIPDA policies and Federal / State Laws, the privacy of all clients and HIPAA must always be upheld, particularly when transmitting information electronically. Encryption software as prescribed by KIPDA must always be used when transmitting Protected Health Information, including client names and contact information.
23. Provide or arrange for appropriate insurance coverage to protect volunteers from personal liabilities (this does not include volunteers participating in the voucher program).
24. Maintain adequate insurance of vehicle liability and collision insurance in addition to other forms of insurance to protect participants, staff and the organization. Volunteer drivers of the voucher program will be responsible for their own vehicle insurance.
25. Adhere to the guidelines set forth in the *KIPDA Policy and Procedures Manual* and if funded to provide services, the provisions of the executed contract between KIPDA and the Second Party. KIPDA policies and procedures will be available for applicants at the bidder's meeting.
26. When services cannot be provided due to unforeseen circumstances, contact KIPDA and identify how services will be modified or rescheduled as appropriate.

27. Review records thoroughly to determine if units reported are accurate on a monthly basis. If a reporting error is identified, an adjustment to service units billed must be made and KIPDA notified of adjustments. Ensure the accuracy of reports, units of service, clients served on a monthly basis.
28. Provide signed invoices to KIPDA monthly using billing methods selected by KIPDA. Meet invoicing deadlines established in the executed contract.
29. Adhere to KIPDA guidelines for subcontracting and oversight of services that are subcontracted.
30. Notify Adult Protective Services and KIPDA when potentially unsafe and/or hazardous conditions exist that may place the client or staff/volunteers or others in imminent danger.
31. Notify Adult Protective Services and KIPDA when there are suspicions of abuse, neglect or exploitation regardless of suspected perpetrator in accordance with KRS 209.
32. Implement an Emergency Preparedness Plan to continue or complete transportation services at some level during an emergency and to secure the safety of participants in the care of the transportation provider during a disaster. Include in an emergency/contingency plan how services would be carried out in the event of pandemic flu or other pandemic illnesses affecting the general population, particularly the senior population. Make plans known to supervisors of the Multipurpose and Satellite Senior Centers to assure continuity of services.
33. Assign a staff member who will be responsible for contacting Title III-B funded multipurpose and satellite senior centers and III-C nutrition sites in order to schedule trips for participating seniors on a daily basis. Coordinate scheduling with centers and take responsibility for notifying centers and clients of changes as they occur.
34. In case a congregate site is closed due to weather-related or other circumstances, clients must be given a choice of attending another site. The transportation provider is responsible for communicating options to clients and sites to determine the best option for participants needing a trip to a congregate location. Notify clients when normal scheduling resumes after disruptions in normal trips and routes.

VIII. PROGRAM STAFF REQUIREMENTS

1. Paid staff (and volunteers) must complete driver training and receive instruction in the delivery of Title III-B transportation services, allowable services under this Title and prohibitions, within 3 months of hire date or date of becoming a volunteer. Volunteer drivers participating in the transportation voucher project and selected by the client are not required to receive training. Maintain a plan to continuously train staff and volunteers as service change or new staff is hired.
2. The applicant organization is required to implement a plan for the utilization of and training of volunteers, if utilized, at the time this application is submitted.

The Cabinet for Health and Family Services' guidelines require adequate liability insurance to be provided for all volunteers.

3. Staff and volunteer drivers assigned to Title III-B services must receive a criminal records check in compliance with KRS: 216.793.
4. At least one paid staff person will be responsible for the supervision of staff and volunteers providing transportation services, staff completing reporting requirements and must attend required meetings scheduled by KIPDA.
5. Designate at least one staff person to monitor service utilization, reporting and data entry to ensure accuracy in reporting, billing and fully utilizing available funds.

IX. RECORDS AND FILES

The selected applicant(s) will be responsible for maintaining records sufficient to report the number of units, individuals receiving Title III-B transportation services, match and program income. The following is a list of information necessary to be maintained for properly reporting service delivery:

1. Records to validate the provision of daily trips for seniors;
2. Record of individuals transported to various locations on a daily basis must be maintained;
3. Staff/driver records must be maintained with training information, criminal records check and testing, licensing and other documents necessary to validate driver compliance with terms of this contract;
4. Age of individuals participating in services;
5. Signed records of individuals transported for non-emergency medical services
6. Client Satisfaction Survey results provided by KIPDA;
7. Records of match and program income through the collection of donations and contributions to support this service.

The applicant must maintain participant records and information to complete reports in accordance with KIPDA policies and procedures. Records must be sufficient to determine services provided in accordance with the scope of this application and service approved by KIPDA. For clients participating in the voucher pilot project, the selected applicant(s) must maintain documentation sufficient to verify trip purpose and amounts paid.

X. TITLE III-B TRANSPORTATION SERVICES

The successful applicant(s) must ensure the following provisions are met as it relates to operation of the transportation service and vehicles to be used for Title III-B services:

A. OPERATIONS:

1. The organization must be experienced and capable of carrying out the services for which funding is awarded.
2. A sufficient number of staff will be available to provide services.
3. Implement a system for quick and efficient scheduling, dispatch and completion of the trips for both center and non-emergency medical trips.
4. Services must be available during times and days when senior services are provided in the selected service areas and when non-emergency medical appointments are necessary for participants.
5. The organization will implement a clear procedure for notifying participants, congregate sites receiving transported clients and KIPDA in the event services are not to be provided or interrupted. Participants must be notified immediately if transportation will not be available as planned.
6. The applicant organization's procedures clearly outline the method of assuring participant safety and assistance in the event vehicle mechanical failure occurs.
7. Procedures are established to monitor drivers' records and compliance with drug screenings, training, appropriate licensure, and criminal records checks as required by State Laws.
8. Drivers possess and wear identifying information (name badge with name of organization).
9. The organization will designate a supervisor who will be responsible for the oversight and delivery of transportation services.
10. A procedure is established to monitor and review transportation records to ensure adequate documentation exists to accurately bill KIPDA.
11. The organization understands that participants receiving services will not be charged a fee at any time for transportation services. Participants may make a contribution but must not be assessed a fee. The provider of transportation services is responsible for reporting all income generated through contributions and donations.
12. The transportation provider must strive to work toward electronic or Intelligent Transit Systems (ITS) for managing transportation services and reporting.

B. VEHICLES:

1. The applicant organization's vehicles are regularly maintained and serviced to assure passenger safety and vehicle stability. Documentation must be maintained and available for review.
2. The applicant organization maintains adequate insurance coverage and appropriate licenses and records required to provide transportation services. Documentation must be available for review.
3. Vehicles are available that are equipped with appropriate accessibility features for persons with disabilities (ramps, lifts, securing devices for wheelchairs, grab bars, etc.).
4. Vehicle systems are checked and inspected as required by Law and monitored to ensure safety of operation and working of mechanical systems (including air conditioning during extreme heat and heater controls during cold weather). Documentation must be maintained and available for review.
5. Vehicles are clearly marked with the organization's name, address, phone number and are easily identifiable by all individuals receiving services.

6. Vehicles are equipped with radios or other communication systems to reach the dispatch office in the event of an emergency or other need for communication.

XI. PERFORMANCE EXPECTATIONS

The successful applicant(s) will be responsible for meeting specified levels of performance. The following are initial performance expectations that will be included in contracts awarded to successful applicants. KIPDA reserves the right to implement additional performance measures as needed or dictated by State guidelines:

1. At least 90% of survey respondents will report satisfaction with the transportation service throughout each contract period.
3. The provider will maintain a transportation system that is easily accessed by the population served.
4. The provider will manage transportation costs to maintain the funded unit price over the period of the procurement cycle.

XII. CONTRACT INFORMATION

A. Basis of Contract

Applicants awarded a contract to provide Title III-B services will be awarded through the period **July 1, 2019 - June 30, 2020**, with the option to extend the contract contingent upon satisfactory performance of services, availability of funding, and authorization by KIPDA. KIPDA reserves the right to negotiate any terms, conditions, and payment methods with successful applicants as appropriate. The contract payment method is anticipated to be a fixed unit price based on the number of units delivered. KIPDA reserves the right to modify provider payment structures as determined necessary. KIPDA may accept or reject any and all proposals and accept proposals most advantageous to KIPDA in carrying out the goal of the program. Applicants will be notified in writing of approval or denial of funding.

B. Subcontracting

Subcontracting of services in whole or in part will not be permitted without prior approval from KIPDA. Applicants must submit a copy of all subcontracts applicable to the services to be delivered prior to implementation if selected to deliver services under this procurement. Subcontracts must be approved by KIPDA and fully executed prior to beginning services.

C. Post-Contract Audit Requirement

Office of Management and Budget A-133 audit requirements apply for all federally-funded programs. Applicants receiving less than \$750,000 in federal funds, but more than \$50,000

in funding will be required to have an audit conducted in compliance with Governmental Auditing Standards.

D. Pre-Contract Costs

Unless the applicant receives written approval from the Executive Director of KIPDA, all costs incurred prior to the date of the contract award are not allowable for reimbursement from KIPDA through this process.

E. Availability of Funds

KIPDA has no legal liability for payment of funds or award of a contract until funds are made available to KIPDA for this procurement and notice of such availability, to be confirmed in writing by the Executive Director of KIPDA, is provided to the Contractor.

F. ExParte Contact:

ExParte contact with any member of the KIPDA Aging Advisory Council, KIPDA staff and/or KIPDA Board of Directors in an effort to provide information or influence a recommendation outside a scheduled public meeting established by KIPDA must be grounds for disqualification of the proposal from further consideration of funding.

G. Reporting Requirements:

Successful applicants will be expected to enter service information into the electronic data and reporting system selected by KIPDA no later than the 6th day of each month following the month for which activity is reported. Monthly billing statements will be generated based on the information entered and posted in the electronic data system. Quarterly reports may be requested by KIPDA to provide a summary of activity for each quarter. Reporting information may include:

- Number of unduplicated clients served;
- Number of units of service delivered (depending upon service funded)
- Total amount of funds requested from KIPDA and total match;
- Program Income amount and source of income generated;
- Additional statistical information may be requested as necessary to meet KIPDA's reporting requirements.
- Administer the client satisfaction surveys as directed by KIPDA.
KIPDA may request additional information necessary to meet its Federal and State reporting requirements.

H. Performance-Based Penalties:

KIPDA reviews performance on a regular basis. In the event of underperformance or non-performance, KIPDA will work with the contracted organization to resolve the performance issue. KIPDA reserves the right to amend and revise provider contracts including the recoupment of or reduction in funding.

XIII PROTEST

Pursuant to KRS 45A.285, The Secretary of the Finance and Administration Cabinet, or his/her designee, must have authority to determine protests and other controversies of actual or prospective parties in connection with the solicitation or selection for award of an Agreement or Contract.

Any actual or prospective party, who is aggrieved in connection with the solicitation or selection for award of an Agreement or Contract, may file protest with KIPDA in accordance with its grievance policies, with state level grievances to be conducted in accordance with KRS 13B. A protest or notice of other controversy must be filed promptly and in any event within two (2) calendar weeks after such aggrieved person knows or should have known of the facts giving rise thereto. All protests or notices of other controversies must be in writing and must be addressed to:

Jarrett Haley
Executive Director
Kentuckiana Regional Planning and Development Agency
11520 Commonwealth Drive
Louisville, KY 40299

KIPDA will follow its local resolution process and if satisfactory resolution to a grievance is not established at the local level, state level fair hearing procedures must be followed. A copy of that decision must be mailed or otherwise furnished to the aggrieved party and must state the reasons for the action taken.

In all disputes escalated to a State Level review or hearing will receive a decision by the Secretary of the Finance and Administration Cabinet and must be final and conclusive.



PROPOSAL APPLICATION INSTRUCTIONS

GENERAL INSTRUCTIONS

The following is a list of the content to be included in the completed proposal package submitted to KIPDA for consideration of funding.

OUTLINE

- Coversheet
- Proposal Application – General Section
- Proposal Application – Scope of Work
- Proposal Application – Project Budget
- Checklist
- Proposal Planning Form
- Certification of Assurances
- Prohibited Employee & Volunteer Activities
- Local Resources Used for Match Form (if required)
- Computer/Office Capacity Assurance
- Certification of Cost and Pricing Data
- Project Plan
- Evaluation Document (this document to be distributed at the bidder's meeting).

INSTRUCTIONS

Please read the proposal instructions carefully and complete each question presented. If a question is not applicable to the service proposed or organization submitting a proposal, the response should indicate “not applicable”.

1. Organizations wishing to submit an application for consideration of funding will be required to attend a **mandatory bidder’s meeting** to be held on **February 14, 2019, 11:30 a.m.** (Eastern Time) in the Burke Room at the KIPDA office. Organizations that do not attend the bidder’s meeting will not be permitted to submit proposals for consideration. Proposals may be downloaded from the KIDPA website at www.kipda.org or available via Flash Drive at the bidder’s meeting.
2. Applicants may submit a completed proposal electronically to KipdaDSS.procurement@kipda.org or submit one original computerized application with signatures **in blue ink** in a three-ring binder with all required signature forms and a **USB** Drive with the proposal in Word 2007 or higher version. A fillable Microsoft WORD version of the application is available for ease of completion. Handwritten or faxed applications will not be accepted. Complete the proposal in the format presented in this proposal package with each section identified with a heading. Attachments and addenda must be clearly identified and labeled in the proposals. Only include attachments if additional supporting documents are necessary. Prepare responses directly in the body of the application. Proposals are due to KIPDA (electronically or original hard copy) no later than **12:00 Noon, February 25, 2019 (Eastern Time)**.
3. Submit completed forms, using the checklist included in this application as a guide. Include a table of contents at the beginning of the proposal and include the page numbers for responses on the evaluation tool (to be made available at the bidder’s meeting).
4. Proposals will be reviewed for reasonableness of cost for the services, completeness of responses in the application, past performance as an entity serving older adults (statistical data), proposed services that address the needs of older adults and change population and other criteria as identified in the evaluation criteria established by KIPDA.
5. Applicants that fail to respond to any section or topic may be declared non-responsive and will not be considered for funding during the procurement cycle. Applicants that submitted non-responsive applications may submit applications for future procurements. Questions that do not pertain to the services proposed or not applicable to the applicant organization should be marked “not applicable” or NA.
6. It is expected that all required forms and information requested are signed and submitted with the application to be considered for review. **The proposal will not be scored if the forms are not complete.**

7. Original computerized proposals must be submitted sealed with the following information on the outside:

**Mr. Jarrett Haley, Executive Director
ATTN: KIPDA Social Services Title III-D Procurement
11520 Commonwealth Drive
Louisville, KY 40299**

Electronic proposals must be submitted to KipdaDSS.procurement@kipda.org . All proposals (regardless of submission format) are due no later than 12:00 noon, February 25, 2019 (Eastern Time). Proposals received after that time and date must not be considered for review.