



REQUEST FOR PROPOSAL

The enclosed REQUEST FOR PROPOSAL (RFP) and accompanying SPECIFICATIONS are for your convenience in submitting an offer for the enclosed referenced products/services for:

Out-of-County Medical Transportation - Navarro

Fiscal Years 2018-2020

CLOSING DAY AND TIME: Sealed proposals will be received no later than:

September 15, 2017, 3pm

MARK ENVELOPE:

"RFP Out-of-County County Medical Transportation - Navarro"

RETURN PROPOSAL TO:

Senior Connect

P.O. Box 836

Terrell, TX 75160

OR:

200 S. Virginia Street

Terrell, TX 75160

QUESTIONS regarding this solicitation should be directed to Melinda Polk, 972-563-1421, ext. 362/
melinda@nohungrysenior.org on or before 3:00 P.M. September 8, 2017.

Information in response to any inquiry may be published as an addendum. Addendum can be found on the Senior Connect website: www.nohungrysenior.org.

Name of firm submitting proposal: _____

**Navarro County – Out of County Medical Transportation
FISCAL YEARS 2018-2019 REQUEST FOR PROPOSALS (RFP)**

OVERVIEW

The mission of **Senior Connect** is to improve the quality of life for adults aged 60 and over through advocacy, community partnership, nutrition and other direct services in order to sustain an independent, healthy life-experience.

This mission will be realized by providing quality, dependable meal services to the residents of Kaufman and Navarro Counties as well as contracting with other service providers for sustained independence. Since 1978, Senior Connect has been providing hot meals daily to senior adults in our community. Senior Connect delivers more than 150,000 meals a year to seniors who, for a variety of reasons, may be unable to meet their own nutritional needs. The agency also provides meals in a congregate setting at four Senior Centers and 3 nutrition sites throughout Kaufman and Navarro counties. Senior Connect also provides transportation for seniors to and from senior centers, as well as to medical appointments via contract with transportation providers.

Our primary funding source is Texas Health and Human Services, which monitors the Agency for compliance with the Older Americans Act, the Texas Administrative Code, and other governing documents. Secondary funding sources include TxDOT, North Central Texas Council of Governments and Texas Department of Agriculture.

Senior Connect is seeking proposals from qualified entities to provide transportation services to adults age 60 and over and/or those with disabilities who live in a service area that includes Navarro County.

SCOPE OF WORK/SERVICE DEFINITIONS

The successful entity shall agree to contract with Senior Connect to provide the following services:

DEMAND-RESPONSE TRANSPORTATION: Non-emergency medical transportation designed to carry clients from specific origin to specific destination upon request. Clients request the transportation service in advance of their need, usually at least twenty-four to forty-eight hours prior to the trip. Eligible persons include persons age 60 and over, and those with disabilities. Ride must originate in Navarro County. Destination must be a medical appointment outside Navarro County. These services are provided to individuals who are non-Medicaid eligible.

UNIT OF SERVICE: One one-way trip.

EVENT SCHEDULE

DATE

RfP Issued	August 8, 2017
RfP Submissions Due	September 15, 2017
Proposals Evaluated	September 15-20, 2017
Funding Decisions Made	September 20, 2017
Contracts Begin	October 1, 2017

RFP SUBMISSION INSTRUCTIONS

Proposal responses must be received in the Senior Connect offices no later than Friday, September 15, 2017 at 10:00 a.m. Responses must be received at the address below, marked as "Confidential," and identified as Senior Connect NC-5310 RFP" in the bottom left-hand corner of envelope. Submit to:

Physical Address

Melinda Polk
Executive Director
Senior Connect
200 S. Virginia Street
Terrell, TX 75160

Mailing Address

Melinda Polk
Executive Director
Senior Connect
PO Box 836
Terrell, TX 75160

Proposal information is restricted and not publicly available until after award of a contract. All documents associated with the RFP, unless proposer indicates a portion of the proposal is proprietary, will be subject to public inspection in accordance with the Open Records Act. All information obtained during the course of this RFP will become the property of Senior Connect.

All proposals must be signed by a person who is authorized to sign contracts on behalf of the entity submitting the proposal.

MODIFICATION OR WITHDRAWAL OF PROPOSALS

A proposal that is in the possession of Senior Connect may be modified by letter or fax transmission bearing the signature of the person authorized for bidding, provided it is received prior to the submission deadline.

A proposal that is in the possession of Senior Connect may be withdrawn by the person authorized for bidding, either in person or by written request, up to the time of the submission deadline.

PERIOD OF PERFORMANCE

Contracts awarded for the program included in this RFP begin on October 1, 2017, and terminate on September 30, 2020.

REMUNERATION

Senior Connect shall establish maximum funding levels for contractors and determine a fixed rate. Contractors shall be reimbursed at a fixed per-trip rate. The contractor must be able to operate the program with non-5310 funding until 5310 funds become available.

REPORTING REQUIREMENTS

Contractors must submit various reports to Senior Connect, using one or all of the following formats: email, electronic, fax and mail. Monthly reports must be received on the 5th day of each month, and shall include all data for the previous month. In the event that the 5th falls on a weekend or holiday, monthly reports shall be due by close of business on the prior workday. Late, incomplete, and/or incorrect reports may result in delayed payments, sanctions and/or penalties. Reports to be submitted include, but are not limited to:

1. Monthly report of rides provided. Such requisition for payment shall reflect number of rides (one way) provided by contractor under this contract for the billing period (previous calendar month).
2. Monthly report of programmatic activity, to include units of service, names of riders, ride destinations.
3. Other periodic reports, as may be required.

SELECTION CRITERIA

Proposals will be evaluated on the following criteria:

a. Responsiveness to RFP

The maximum number of points that can be received for responsiveness to the RFP is 10. The proposal will be rated in terms of the degree to which all required narrative and forms are included in the proposal and are technically correct.

b. Potential Program Effectiveness

The maximum number of points that can be received for potential program effectiveness is 30. In evaluating proposals, the Proposal Review Subcommittee will consider such things as: hours of operation, protocol, follow-up procedures, ability to communicate with inquirers who speak primary languages other than English, and outreach efforts.

c. Staff Capability

The maximum number of points that can be received for staff capability is 35. The proposal will be rated on the basis of the overall staffing patterns, job qualifications, and professional certifications held by the agency and/or its employees who provide transportation services.

d. Quality Assurance

The maximum number of points that can be received for quality assurance is 20. In evaluating proposals, the Proposal Review Subcommittee will consider such things as: program evaluation activities, ability to respond to increased volumes, and caller/rider wait time rates.

e. Performance Record

The maximum number of points that can be received for performance record is 25. The proposal will be rated in terms of the applicant's demonstrated capability providing transportation services, including, but not limited to scheduling, dispatching, rider assistance and rider satisfaction. Organizations that have not contracted with the Senior Connect may submit their most recent audits as evidence of their ability to provide fiscal controls.

e. Cost Effectiveness

The maximum number of points that can be received for cost effectiveness is 30. The proposal will be rated in terms of the applicant's cost per unit of service.

A maximum of 150 points may be awarded.

REVIEW PROCESS

Should Senior Connect receive competing proposals, it will conduct a competitive review process. Members of the Proposal Review Subcommittee will independently score proposals and make funding recommendations to Senior Connect's Administration.

APPEAL PROCESS

Any request for reconsideration must be in writing and should specify in detail the nature of the appeal. Mail to Senior Connect P.O. Box 836 Terrell, TX 75160

PROPOSAL RESPONSE FORMAT

Submit one copy of the proposal by the date and time indicated in the submission instructions. The proposal should include:

- Proposal Cover Sheet
- Applicant's Notice of Certification
- Narrative, as described in the Proposal Outline
- Budget
- Standard Assurances
- Certification regarding Debarment
- PTN-130
- A copy of the agency's proof of vehicle insurance, Evidence fleet maintenance (preventative and corrective) and a statement as to how the agency reports accidents

Do not bind the original.

QUESTIONS

All questions concerning this request for proposals must be in writing and be received by Senior Connect via email. Submit questions to:

Melinda Polk, Executive Director
Email: melinda@nohungrysenior.org
Phone: 972-563-142 ext. 362

Senior Connect will issue written replies to all known prospective bidders, without identifying those who submit questions.

GENERAL TERMS AND CONDITIONS

- A. Senior Connect reserves the right to accept or reject any and/or all proposals or to cancel this notice at any time.
- B. A response to this Request for Proposal (RFP) does not commit Senior Connect to a purchase agreement or contract, or to pay any costs incurred in the preparation of such response.
- C. Senior Connect reserves the right to negotiate the final terms of any and all contracts with bidders selected. Such agreements negotiated as a result of this RFP may be re-negotiated and/or amended in order to successfully meet the agency needs.
- D. Senior Connect reserves the right to contact any individual, agencies or employers listed in a proposal, to contact others who may have experience and/or knowledge of the bidder's relevant performance and/or qualifications, and to request additional information from any and all proposers.
- E. Senior Connect reserves the right to conduct a review of records, systems, procedures, etc., of any entity selected for funding. This may occur prior or subsequent to the award of a purchase agreement. Misrepresentation of the proposer's ability to perform as stated in the proposal may result in cancellation of the purchase agreement award.
- F. Senior Connect reserves the right to withdraw or reduce the amount of an award, or to cancel any contract resulting from this procurement if adequate funding is not available.
- G. Proposers shall not, under penalty of law, offer or provide any gratuities, favors or anything of monetary value to any officer, member, employee or agent of Senior Connect for the purpose of or having the effect of influencing favorable disposition toward their own proposal or any other proposal submitted hereunder.
- H. No employee, officer or agent of Senior Connect shall participate in the selection, award or administration of a contract if a conflict of interest, real or apparent, exists.
- I. Proposers shall not engage in any activity that will restrict or eliminate competition. Violation of this provision may cause a proposer's bid to be rejected. This does not preclude joint ventures or subcontracts.
- J. All proposals submitted must be an original work product of the proposers. The copying, paraphrasing or other use of substantial portions of the work product of others and submitted hereunder, as original work of the proposer is not permitted. Failure to adhere to this instruction may cause the proposal(s) to be rejected.
- K. The contents of a successful proposal may become a contractual obligation, if selected for award of a contract. Failure of the proposer to accept this obligation may result in cancellation of the award. No plea of error or mistake shall be available to successful proposer(s) as a basis for release of proposed services at stated price/cost. Any damages accruing to Senior Connect as a result of the proposer's failure to contract may be recovered from the proposer.
- L. A contract with the selected provider may be withheld at sole discretion if issues of contract compliance or questioned/disallowed costs exist, until such issues are satisfactorily resolved. Award of contract may be withdrawn by Senior Connect if resolution is not satisfactory to Senior Connect.
- M. Senior Connect is the responsible authority for handling complaints or protests regarding the proposal selection process. This includes, but is not limited to, disputes, claims, protests of award, source

evaluation or other matters of a contractual nature. Matters concerning violation of law shall be referred to such authority, as may have proper jurisdiction.

- N. At all times during the term of a contract with Senior Connect, the contractor shall procure, pay for and maintain, with approved insurance carriers, the minimum insurance requirements as required by law and shall require all subcontractors or sub-subcontractors performing work for which the same liabilities may apply under this contract to do likewise. The contractor may cause the insurance to be effected in whole or in part by the subcontractors or sub-subcontractors under their contracts. Senior Connect reserves the right to waive or modify insurance requirements at its sole discretion.
- O. Contractor covenants and agrees to indemnify and hold harmless and defend and does hereby indemnify, hold harmless, and defend Senior Connect, its officers and employees, from and against any and all suits or claims for damages or injuries, including death, to persons or property, whether real or asserted, arising out of any negligent act or omission on the part of the contractor, its officers, agents, servants, employees, or subcontractors, and the contractor does hereby assume all liability for injuries, claims or suits for damages to persons, property, or whatever kind of character, whether real or asserted, occurring during or arising out of the performance of a contract as a result of any negligent act or omission on the part of the contractor, its officers, agents, servants, employees, or subcontractors to the extent permitted by law.
- P. Confidential or proprietary information of the proposer will not be disclosed to the proposer's competitors. The proposer shall clearly identify in its response elements of the proposal that are considered proprietary. The proprietary information shall be separated from the rest of the proposal. Neither the proposal, in its entirety, nor the proposal price can be considered confidential or proprietary. All proposals are subject to terms of open records regulations. However, they are not available to the public until after award of the contract.

**SENIOR CONNECT NC 5310 RFP
PROPOSAL COVER SHEET
Fiscal Year 2018**

AGENCY NAME	
DIRECTOR'S NAME	
MAILING ADDRESS	
PHONE:	
FAX	
APPLICATION CONTACT PERSON	

Authorized Official Signature

Authorized Official Name (Typed or Printed)

Official's Title

Date

**Senior Connect
P.O. Box 836
200 S. Virginia Street
Terrell, TX 75160
972-563-1421**

APPLICANT'S NOTICE OF CERTIFICATION

It is hereby certified that the submission of this proposal is duly authorized by the governing body of the agency shown and that the information in this proposal is correct to the best of my knowledge. ***All designated "authorized signature" areas of the RFP and its attachments must be signed by the chairperson or comparable position of the applicant's Board of Directors.***

Legal Name of Proposing Agency

Address

City

State

Zip Code

(Area Code)

Telephone Number

(Please Check)

Unit of Government
Profit Corporation
Non-Profit Corporation

Authorized Official Signature

Authorized Official Name (Typed or Printed)

Official's Title

Date

PROPOSAL OUTLINE

The proposal includes Proposal Cover Sheet, Applicant's Notice of Certification, program specific narratives and budgets, Standard Assurances, and Certification Regarding Debarment.

Attach a narrative that addresses the following in the order listed. Include in the response the outline numbers and headings.

A. Agency Narrative

1. What is your agency's mission?
2. In what year did your agency start providing services?
3. What major programs are provided by your agency?
4. What are your agency's major funding sources?
5. Identify any conflicts of interest that may exist. If potential conflicts of interest exist, identify the person and nature for each such potential conflict.

B. Transportation Program Narrative

1. In what county(ies) do you currently provide transportation services?
2. To which of the following destinations do you propose transporting eligible clients?
 - a. medical appointments
 - b. senior centers
 - c. local businesses
 - d. other (specify)
3. If demand for transportation should exceed your agency's capacity, describe the policy your agency will use to prioritize trips.
4. Describe how your agency's transportation services will target outreach to older persons with greatest economic need, greatest social need, severe disabilities, limited English proficiency, Alzheimer's and related disorders with neurological and organic brain dysfunction, and/or risk of institutional placement. Describe how your agency's transportation services will accommodate older persons with greatest economic need, greatest social need, severe disabilities, limited English proficiency, Alzheimer's and related disorders with neurological and organic brain dysfunction, and/or risk of institutional placement.
5. Describe your proposed strategy for notifying older adults of your agency's transportation services.
6. List the professional and volunteer staff positions responsible for delivering/managing the transportation program, and describe qualifications of key staff members. Attach job descriptions for each of these positions.
7. Describe the agency's performance record, in terms of years of experience and success in operating and administering demand response transportation services, including Title III-B, Federal Transit Administration or Texas Department of Transportation-funded services. Organizations that have not contracted with Senior Connect are encouraged to submit their most recent audit(s), or other similar documentation, as evidence of their ability to provide fiscal controls.

8. Describe your agency's procedures for ensuring client satisfaction with transportation services. If you conduct annual client satisfaction surveys of transportation participants, summarize the findings from the most recent survey. Indicate when the survey was conducted and how many participants responded.
9. If your agency has not contracted with Senior Connect, provide at least three references, consisting of individuals who have managed contracts with your agency.

C. Pricing Schedule

Transportation Vehicle Type	Number of Vehicles	Number of Days available per year	Number of Riders Accommodated	Cost of Ride per one way trip