

**TRANSPORTATION
FY 2021**

**PART 2
SPECIFICATIONS FOR SERVICE
*Aging Ahead***

- CONTRACT PERIOD:** July 1, 2020 to June 30, 2021
Aging Ahead reserves the right to consider extension of the contract on an annual basis up to a total of three years. A provider would be notified five months prior to the end of the contract year of any offer of extension. For this bid, contracts will be issued with a start date of November 1, 2020.
- SERVICE:** Transportation Services
- SERVICE AREA:** St. Louis County, St. Charles County
- SERVICE OBJECTIVE:** Nutrition (senior center), medical, and essential shopping transportation.
- ELIGIBLE PERSONS:** The target population for all *Aging Ahead* transportation services is persons who are 60 years of age or older in the *Aging Ahead* Planning and Service Area (PSA) who have no other means of transportation.
- UNIT OF SERVICE:** One unit is one **one-way trip to either a senior center, approved medical appointment or authorized shopping trip.**
- FUNDING SOURCE:** Of the total *Aging Ahead* dollars available for transportation service, an estimated 65% is from federal funds and should be considered when determining if an A133 audit is required.

METHOD OF BIDS

Special, Contractual and Budgetary Considerations

1. Proposal must have a plan to meet all specifications as stated in Service Delivery System and the Request for Proposal Document. Appendices for the Types and Classes of service bid must be included in the proposal. **Failure to address each item will make a proposal ineligible for review.**
2. The Area Agency shall submit, for the Missouri Department of Health and Senior Services (DHSS) prior approval, any proposed contracts with profit making organizations for the provision of service under the Area Plan.
3. Funds for this program will be supplied by Older Americans Act Funds which has a 15% Cost Sharing or Matching requirement.
4. Maximum allowable administration costs shall not exceed 12% of total budget request.

WRITTEN METHOD OF BID

Complete RFP Section C addressing each of the following requirements. **Failure to adequately respond to any portion of this bid will result in its disqualification.**

1. A written plan must be completed to describe the provider's system to provide hourly service detailing such items as:
 - advance notice (days) required to provide service for each geographic area
 - number of vehicles available to provide service
 - capacity listed by available vehicles
 - age and condition of available vehicles
 - name of scheduler and contact number for each geographic area
 - minimum number of hours required to schedule a vehicle
 - additional charges per passenger if applicable

2. Must complete a written plan to assure compliance with Code of State Regulations Transportation Service Standards, 13 CSR 15-7.040 (copy attached).

3. A written plan for staff orientation and In-Service Training Plans, including:
 - A. Description of the Orientation Training Plan:
 1. List topics to be addressed;
 2. Identify orientation methods to be used; i.e., classroom, on-the-job, etc.;
 3. Identify staff and/or outside organizations primarily responsible for providing orientation training;
 4. Describe documentation procedures for orientation training.
 5. Frequency of training.

 - B. Describe the In-Service Training Plan:
 1. List topics to be addressed;
 2. Identify in-service training methods to be used; i.e., classroom, on-the-job, etc.
 3. Identify staff and/or outside organizations primarily;
 4. Describe documentation procedures for in-service training.
 5. Frequency of training.

4. Describe training and orientation for volunteers. A minimum of four hours training is required annually for each volunteer.

5. Describe the record keeping and contribution system:
 - A. Identify location of records;
 - B. Specify confidentiality safeguards;
 - C. Explain the procedures for invoicing;
 - D. Explain the methods used to ask for client contributions including the frequency of opportunity to contribute; (Describe methods for collecting and recording contributions);
 - E. Include copies of the procedures used to assure that all contributions are used to expand the services.

6. Include copies of the;
 - Grievance and complaint procedure
 - Denial of service policy
 - Inclement weather policy
 - Conflict of interest policy
 - Nepotism policy
 - Policy for dealing with incidents of (bowel and/or bladder) incontinence
 - Bodily spills clean up policy
 - Smoking policy
 - Emergency procedure

7. Describe the outreach plan or communication network used to inform the target population about the proposed service. (Consider items such as a toll-free number, methods to reach clients who do not have telephones, brochures, newspaper ads, and other marketing activities.) Include specific plan to reach socially and economically needy with emphasis on low income minority individuals.

8. Provide a detailed plan of how the provider will:
 - Provide for active citizen participation. Consider the use of an advisory committee, a suggestion box system and area meetings.
 - Coordinate a planned program for recruiting, training and utilizing volunteers. Volunteers must conform to any pertinent *Aging Ahead* standards.
 - Plan for implementing fund-raising activities if desired. Consider items such as local government agency support, service club support, private sector support, special events, and social gatherings.
 - Secure and schedule cabs or other specialized forms of transportation when existing routes are not available for critical defined medical service. (Type B service only)
 - Schedule each type of service bid. The plan must include:
 - Minimum number of persons required to schedule a trip
 - Method of establishing routes and scheduling trips
 - Criteria for discontinuing a trip or route
 - Process for informing *Aging Ahead* of changes in service plans
 - Inter- and intra- agency coordination of service plan
 - Provide a detailed process for telephone referrals.

Providers must have a written plan to meet the following requirements. Failure to meet these conditions makes a proposal ineligible for review

1. Transportation Service contractors must comply with Federal and State Regulations, Department of Health and Senior Services Standards (see attached), ***Aging Ahead*** Rules and Standards and all licensing requirements now in force or under development.

Written plan must address such issues as:

- secure record keeping and confidentiality
- written method for collecting and recording contributions
- grievance and complaint procedures
- affirmative action plan
- orientation and in-service training

2. Reporting the following information monthly and submit with monthly invoice:
 - a. Number of new riders per month;
 - b. Number of "New" riders per month (age 18-59); (These persons must be the spouse of an eligible rider who is attending Nutritional Services with the spouse)
Number of "New Riders" per month (age 60-frail elderly);
Number of 60+ units per month;
Number of 60+ frail elderly units per month;
 - c. Separate monthly total of senior center trips provided for nutrition by center location;
 - d. Separate monthly total of medical trips by county, St. Charles, St. Louis North, St. Louis South and separate total of medical trips into adjacent county;
 - e. Separate monthly total of medical trips into 3rd county by origin county;
 - f. Separate monthly total of shopping trips by county into adjacent county by origin county;
 - g. A separate accounting of those new riders who live alone;
 - h. A separate count of persons not receiving service;
 - i. Separate count of persons by gender;
 - j. Hours of service and number of rides within hours of operation (when applicable).
3. Maintain or have access to a sufficient fleet of vehicles to complete scheduled trips. This fleet must include access to handicapped accessible vehicles and back-up vehicles to assure continuity of service where applicable.
4. Decals or signs identifying ***Aging Ahead*** as a funding source shall be affixed on the exterior of each vehicle. Decals furnished by ***Aging Ahead***. (Except Fill Gap Service).
5. Completing and maintaining the following records in a local office within ***Aging Ahead***
 - a. Client Identification File: (name, address, birthday, race, low income, telephone number, etc.);
 - b. Transportation utilization by type and class of trip;
 - c. Record of client requests for changes in service, improvements, etc.;
 - d. Record of clients denied service and reasons for action;
 - e. Driver training records;
 - f. A file for each vehicle that includes: copy of title or leases, vehicle safety inspection

- g. maintenance records, and insurance;
 - h. Records of contributions by type and class of service by month by county;
 - i. Original or copy of source document used for billing (Trip Sheets, etc.);
 - j. Driver files which include all CSR mandated driver information;
 - k. All analysis and records of operation must be available for review by the agency on an as needed basis at the discretion of *Aging Ahead*.
6. Developing/maintaining sufficient telephone answering/scheduling capability and sufficient staff or volunteers to efficiently handle calls regarding service. Calls must be taken at least five days per week (excluding holidays or days when offices are closed due to inclement weather), a minimum of five hours per day. (Listed on Table IV)
A system for North and South St. Louis County must be outlined with provisions for transferring call to the other area if required.
 7. Furnishing door-to-door assistance to the 60 + that demonstrate a need and request such assistance.
 8. A policy statement describing its anti-drug and alcohol abuse policy and procedures including ramifications of prohibited drug and alcohol abuse.
 9. Providers must be able to service all counties in the *Aging Ahead* (PSA Franklin, Jefferson, St. Charles and St. Louis), though this bid is specific to St. Louis and St. Charles counties.
 10. Registering all employees who have contact with *Aging Ahead* riders with Missouri Family Care Registry and have no history of felony convictions or adult (and/or) child abuse.
 11. Meeting the transportation requirements of the Americans with Disabilities Act.
 12. If requested by *Aging Ahead*, providers must agree to provide data that is required to bill the Department of Medical Services for Non-Emergency Medical Transportation and information required for the AgingIS system.

ANTICIPATED LEVELS OF SERVICE

Note: The number of projected units in Tables I & II is to be utilized in bidding the transportation service. The number of projected units may be modified by *Aging Ahead* to meet changes that occur during the contract period. These changes may include but are not limited to; funds available, actual client need, contributions, volunteer system developments, locally developed transportation, and the addition or collocation of senior centers.

For bidding purposes, the average number of units purchased by program income and other cash are included in information.

Table I

TYPE SERVICE

COUNTY	PROJECTED UNITS PER YEAR	
	Nutrition	Medical/Essential Shopping
ST LOUIS COUNTY	18,528	16,428
ST. CHARLES COUNTY	8,232	4,464
JEFFERSON	11,412	2,760
FRANKLIN	8,328	5,196

Table II

NO SERVICE DAYS

New Year's Day
Good Friday (JCC Covenant House & Crown Center not included)
Memorial Day
4 th of July
Labor Day
Thanksgiving
Day after Thanksgiving
Christmas Eve
Christmas Day
New Year's Eve
JCC COVENANT HOUSE AND CROWN CENTER ONLY:
Rosh Hashanah
Yom Kippur
Passover