

# Guide to Request for Proposals

for the selection of providers to provide

## Transportation Services

for the period of:

**7/1/2019 through 6/30/2023**

***Area Agency on Aging Serving Southwest Idaho***



Area 3 Senior Services Agency

**Area 3 Senior Services Agency  
701 S. Allen Street, Suite 100  
Meridian ID 83642  
(208)-898-7060**

**Completed Proposals must be physically in the possession of the Area 3 Senior Services Agency by 5 p.m, Friday  
4/12/2019**

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Sections I through III provide the information, background, and instructions for completion of Requests for Proposals for Transportation Services.

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# I. PUBLIC NOTICE

## Legal Advertisement

### Request for Proposals

The Area 3 Senior Services Agency (A3SSA), the designated Area Agency on Aging (AAA) Serving Southwest Idaho, announces its intent to accept proposals from interested service providers to deliver nutrition and transportation services in various locations throughout Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley and Washington Counties.

The Request for Proposals Guide and Application materials are available on the A3SSA's website at: <https://www.a3ssa.com/news-and-events/announcements/>.

Providers may submit proposals for one or more services in any or all of the designated cities and counties. Two applications are available, Nutrition and Transportation. Providers must submit two separate applications if they want apply for both programs. Contracts will be issued with the winning providers for the period of 7/1/2019 through 6/30/2023.

Providers with questions regarding the application packet should contact the A3SSA Contracts Manager, Brandi Waselewski, by telephone at (208) 898-7077 or by e-mail at [brandi.waselewski@a3ssa.com](mailto:brandi.waselewski@a3ssa.com).

Unless specified otherwise, informational conferences will be held at the following locations:

Nampa Senior Center, 207 Constitution Way, Nampa, ID 83686

3/12/2019 at 1:30- 3:30 p.m.

Mountain Home Senior Center, 1000 N 3rd E St, Mountain Home, ID 83647

3/19/2019 at 2:00- 4:00 p.m.

McCall Community Center, 701 1st Street, McCall, ID, 83638

3/20/2019 at 1:30- 3:30 p.m.

Please check our website for any meeting updates.

<https://www.a3ssa.com/news-and-events/announcements/>

After the informational conferences are concluded, the A3SSA will not answer any questions. Providers must submit proposals to the A3SSA, 701 S. Allen Street, Suite 100, Meridian, Idaho, 83642 by 4/12/2019. Award announcements will be made on 6/14/2019.

A3SSA does not discriminate against any person on the basis of race, color, national origin, creed, ability to speak English, disability, sex, age or marital status in admission, treatment, or participation in its programs, services, and activities, or in employment.

## II. CONTRACTING PROCESS AND SCHEDULE

The following is a schedule of events concerning the proposal process:

Schedule	
Event	Date and Time
Email distribution of RFP to bidders list	2/25/2019
1 <sup>st</sup> Official newspaper announcement (Idaho Statesman and local newspapers)	The week of 2/25/2019
2 <sup>nd</sup> Official newspaper announcement (Idaho Statesman and local newspapers)	The week of 3/4/2019
Deadline to submit questions and clarifications	4/5/2019
Providers' conference. Location: Nampa, McCall, Mt. Home Nampa Senior Center, 207 Constitution Way, Nampa, ID 83686 <ul style="list-style-type: none"> <li>• 3/12/2019 at 1:30- 3:30 p.m.</li> </ul> Mountain Home Senior Center, 1000 N 3rd E St, Mountain Home, ID 83647 <ul style="list-style-type: none"> <li>• 3/19/2019 at 2:00- 4:00 p.m.</li> </ul> McCall Community Center, 701 1st Street, McCall, ID, 83638 <ul style="list-style-type: none"> <li>• 3/20/2019 at 1:30- 3:30 p.m.</li> </ul>	
Deadline to submit written objections (if any) to specifications or bidding procedures	4/3/2019
Deadline to submit proposals	4/12/2019
Opening of proposals. Location: 701 S. Allen Street, Suite 100, Meridian, ID 83642.	4/12/2019
Evaluation team reviews proposals and makes recommendations to the Board.	4/15/2019 to 6/13/2019
A3SSA Board of Commissioners votes on winning bids	6/13/2019
Awards announced to winning bids; Email announcement to all bidders of award	6/14/2019
Discussions with winning bidders to modify methodology (if applicable)	6/21/2019
Deadline to submit written objections (if any) to award	6/21/2019
Contract signing, and Board response to written objections (if any). Location: 701 S. Allen Street, Suite 100, Meridian, ID 83642.	6/28/2019

Note: All times shown are in the Mountain Time Zone (UTC-07:00, DST UTC-06:00).

After the providers' conference is concluded, the A3SSA will not answer any questions or provide any additional information to a provider. Before that time, all questions regarding the requirements necessary to complete a proposal should be directed to the A3SSA Contracts Manager, Brandi Waselewski, via email at [brandi.waselewski@a3ssa.com](mailto:brandi.waselewski@a3ssa.com) or 208-898-7077. The question and answer will be posted on the Area Agency on Aging Website: <https://www.a3ssa.com/news-and-events/request-for-proposals/>

All dates, times, and locations are subject to change at the A3SSA's discretion.

Any communications with A3SSA regarding this RFP should be with Brandi Waselewski at the contact information listed above.

### **III. GUIDE TO THE REQUEST FOR PROPOSAL PROCESS AND APPLICATION**

#### **A. PURPOSE**

The A3SSA is responsible for planning, developing, advocating for, and coordinating a comprehensive service system for persons 60 years of age and older residing in the ten counties of Southwest Idaho. A significant part of this responsibility is accomplished through utilization of contracted service providers (hereinafter "providers").

Through this request for proposals (RFP) process, the A3SSA is accepting proposals from interested providers for provision of nutrition services in towns located in Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley and Washington Counties. The A3SSA recognizes that cost-effective solutions may vary in type and approach, particularly given the diversity within this region of geography, resources, and personnel. Price is not the sole determining factor for selection because the reimbursement rate is already set.

The A3SSA reserves the right to enter into separate contractual relationships with the interested providers in the sole discretion of the A3SSA Board of Directors. This RFP serves as a tool to formalize negotiations to enter into a contract or contracts with chosen providers, if any.

#### **B. SERVICE CONTRACTS**

- A3SSA contracts are performance-based. The A3SSA seeks providers that can implement services efficiently and effectively within the required guidelines and specifications.
- All successful providers will be designated as provider(s) for the period between 7/1/2019 and 6/30/2023. The service shall be designed to provide continuous service for the full term of the contract. The A3SSA determines the rate of reimbursement (currently \$4.00 per transportation boarding) and will refer consumers to the providers based on consumer choice. Consumers are provided with a list of providers and will select the one they want to provide the service.
- Final funding levels are dependent on the availability of federal (Older Americans Act) and state (Idaho Senior Services Act) funds or any other applicable funds.
- Changes in the governing federal and state statutes, regulations, rules, and program manuals/guidelines including, but not limited to, those of the Idaho Commission on Aging (ICOA), may require modifications of the contract between A3SSA and a provider selected through this RFP process.
- Any provider that subcontracts with another entity to provide services shall ensure that such subcontractor has a clear understanding of the methodology used to determine compensation under the subcontract.

### C. PROVIDER PROPOSALS

To be considered for a contract with the A3SSA, providers must satisfy all of the following requirements:

- Have an identified business e-mail address for communicating and otherwise conducting business with the A3SSA.
- Satisfy organizational requirements. A provider must be one of the following:
  - A provider that is a not-for-profit entity must be legally incorporated, registered to do business in Idaho, have an Internal Revenue Service 501(c)(3) designation, and have a demonstrated history of satisfactory human services performance.
  - A provider that is a for-profit entity must be legally organized and registered to do business in Idaho.
- Provide and document outreach functions to locate persons in the community who are not participating in available programs or receiving services for which they qualify, identify their service needs, provide them information about aging programs and services available in their communities, and assist them with accessing services they need or programs in which they want to participate.
- Provide information detailing the provider's ability to make accommodations for individuals who are geographically inaccessible, non-English speaking, from another culture, and/or have disabilities.
- Provide information on the provider's utilization of trained volunteers.
- Provide comprehensive and detailed information that reflects the background of the provider relative to the proposed services.
- Hold, or be able to obtain before the beginning of the contract term, all necessary certifications and licensures, and be able to comply with all federal, state, and local requirements.
- Be capable of **electronically** reporting accurate fiscal and program data, on time, as required or as requested.
- Comply with A3SSA assessments, program evaluations, and audit activities.
- Be willing to accept a minimum of five consumers. Referrals are contingent on consumer choice.
- Be willing to accept the A3SSA reimbursement rate (currently \$4.00 per transportation boarding).
- Agree to and sign the sample contract as written, or without substantial modification.

- Demonstrate the ability and willingness to provide services and utilize funding in accordance and compliance with the contract terms, the Older Americans Act, as amended, the Older Americans Act: Federal Title III Regulations, the Idaho Senior Services Act, the ICOA Rules Governing Senior Services Program (IDAPA 15.01.01) and Rules Governing Older Americans Act Services (IDAPA 15.01.21), and all Idaho Commission on Aging and A3SSA Program Manuals and Service Implementation guides. These documents are available for review at A3SSA / A3SSA during regular business hours. They may also be found online at:

**Federal Statute:**

Older Americans Act of 1965, Public Law 109-365

<https://legcounsel.house.gov/Comps/Older%20Americans%20Act%20Of%201965.pdf>

**Federal Regulations:**

45 CFR Part 1321

[https://www.ecfr.gov/cgi-bin/text-idx?SID=44881df283b5afeec950e2b78b7a6efb&mc=true&tpl=/ecfrbrowse/Title45/45cfr1321\\_main\\_02.tpl](https://www.ecfr.gov/cgi-bin/text-idx?SID=44881df283b5afeec950e2b78b7a6efb&mc=true&tpl=/ecfrbrowse/Title45/45cfr1321_main_02.tpl)

**State Statutes:**

Idaho Senior Services Act, IC §67-5001 et seq

<https://legislature.idaho.gov/statutesrules/idstat/Title67/T67CH50/>

**Rules:** Rules of the Idaho Commission on Aging

IDAPA 15.01.01 – Rules Governing Senior Services Programs

IDAPA 15.01.21 – Rules Governing the Older Americans Act Services

<http://adminrules.idaho.gov/rules/current/15/index.html#Blind>

**ICOA Program Manual & Service Implementation Guides:**

<http://www.aging.idaho.gov/Documents/documents.html>

#### **D. SUBMISSION INSTRUCTIONS**

Each provider must carefully read this RFP and follow the instructions contained in it. Failure to carefully follow the instructions may cause A3SSA to reject the proposal.

Each provider must submit a complete proposal. Submitting a complete proposal requires, at a minimum, (1) submitting a completely filled-out and signed application form, and (2) attaching all documentation requested in the application form. **Answers to all parts of the application must be typed or computer printed.**

Failure to submit all information requested could result in the proposal being classified as “unacceptable” or rejected on the basis of unresponsiveness.

It is the responsibility of all providers to examine the entire RFP package before the providers’ conference, and seek clarification of any item or requirement that may not be clear, as the A3SSA will be unable to answer questions after the conference. Each provider must check all information for accuracy before submitting a proposal. Providers should fully describe their background, experience, and procedures in the proposal.

Each proposal must be submitted in its entirety, together with any supporting documents on single-sided pages. Any attachments should be on 8 1/2" x 11" white paper, and must not be double-sided. The proposal must be placed in proper packaging so that the proposal is not folded. Do not bind or staple the proposal. Secure the proposal in the upper left-hand corner with a clip.

**Each provider must submit one original proposal and one copy. Proposals must be sealed and physically in the possession of the A3SSA by 4/12/2019 at 5:00 p.m. Emailed or faxed proposals will not be accepted. Proposals should be clearly labeled "PROPOSAL," and delivered to the following address:**

Mailing/Street Address: A3SSA  
Attn: Contracts Manager  
701 S. Allen St., Ste. 100  
Meridian, ID 83642

**A3SSA recommends hand delivery rather than mailing.** Receipt of deposit for hand-delivery will be provided if requested. **Late or incomplete proposals will not be accepted. No exception to the time frame will be made.**

#### **E. CANCEL OR REJECT PROPOSALS**

The A3SSA reserves the right to cancel this RFP at any time. Furthermore, the A3SSA reserves the right to accept or reject any or all of the proposals in whole or in part. The A3SSA also reserves the right to reissue all or portions of the RFP at a later date.

#### **F. QUESTIONS AND REQUESTS FOR CLARIFICATIONS**

Questions and requests for clarifications to the RFP will be considered only if they are submitted in writing utilizing the Provider Question form (**Exhibit A**) and received by the A3SSA Contract Manager, via U.S Mail at 701 S. Allen St., Ste. 100, Meridian, ID 83642 or email at [brandi.waselewski@a3ssa.com](mailto:brandi.waselewski@a3ssa.com), and are received no later than 4/5/2019 at 5:00 p.m (MST). Questions, requests for clarification, and objections that are not timely submitted will be deemed waived. No facsimile questions or clarification will be accepted.

All questions, objections and requests for clarification to the RFP will be addressed as a written addendum to the proposal. Only written clarifications and answers from the A3SSA should be considered as final.

#### **G. PROTEST OF RFP REQUIREMENTS/QUESTIONS**

Any provider who wishes to protest the requirements, standards, specifications, or process outlined in this RFP may submit a written, signed notification to the A3SSA Contracts Manager, via mail at 701 S. Allen St., Suite 100, Meridian, ID 83642 or email at [brandi.waselewski@a3ssa.com](mailto:brandi.waselewski@a3ssa.com), to be received no later than 4/3/2019 at 5:00 p.m (MST). No facsimile protest will be accepted. The notification shall state the exact nature of the protest, describe the location of protested portion or clause in the RFP documents, explain why the provision should be modified, and propose a detailed correction and alternative language. In response to a protest, the A3SSA will act as it sees fit, which may include but is not limited to the following: modifying the RFP documents, canceling the RFP altogether, or rejecting all or part of the protest.



## **H. OPENING OF PROPOSALS**

Sealed proposals received by A3SSA before the deadline and which are properly labeled as "PROPOSAL" will be opened on 4/12/2019 at 5:00 p.m. (MST), in the A3SSA office. The name of each provider and the service for which it is submitting a proposal will be read and recorded.

## **I. SELECTION PROCESS**

The selection process will consist of the following process:

- Staff review: A3SSA staff will review each proposal to ensure that it has been submitted on time, is complete, and includes all required documents. Staff will also review to determine if the provider is able to sign the sample contract as written or without substantial modifications.
- Committee review: The Selection Committee (hereinafter "Committee") will review and score each proposal. The Committee will consist of A3SSA staff and volunteers. The Committee's review will consist of the following components:
  - Review of the application form and attached documentation;
  - Communications with the provider's references and business contacts;
  - Committee determination as to recommended changes to the proposal;
  - Oral interview with the provider and on-site visit if the Committee believes that the provider is a finalist;
  - Completion of a scoring sheet for the proposal.
- Committee recommendation: The Committee will forward its recommendations to the A3SSA Board of Directors (hereinafter the "Board").
- Board review: The Board will review the proposals and documentation from the Committee, as well as the Committee's recommendations. The Board may choose to conduct its own investigation and review to supplement any perceived deficiencies in the information presented.
- Board decision: The Board will make the final decision on which proposals to select, if any.
- Awards will be announced.

## **J. EVALUATION**

Before scoring the proposals, A3SSA staff will review the proposals to determine if any of the proposals do not satisfy the minimum requirements. To avoid rejection at this staff review stage, the proposals must satisfy the following at a minimum:

- The proposal must have been submitted on time, be complete, be sealed, and include all required documentation.
- The provider must be able to sign the sample terms and conditions contract (Exhibit B) as written or without substantial modifications that would make the contract unfeasible for A3SSA.
- The provider must not be debarred, suspended, or otherwise excluded from or ineligible for participation from the RFP.

Once the initial staff review is complete, the Committee and the Board will evaluate the proposals by determining the perceived congruence of its selection criteria and needs against the submitted proposals. Specifically, the Committee and the Board will score the proposals according to the scoring methodology below:

<b>Provider submission information</b>	<b>40 Max Score</b>
Application itself is completely filled out.	10
All required documentation is attached.	10
The provider is currently financially stable, and has a history of financial stability.	10
The provider is recognized as a Small Business high priority organization	5
The provider's proposed management structure indicates proper oversight and supervision of the services provided.	5
<b>Proposal narrative and past performance</b>	<b>125 Max Score</b>
The provider implements other senior programs that will benefit nutrition consumers.	10
The provider's strengths, as corroborated with references and business contacts, are relevant and will enhance the program.	20
The provider has a history of implementing good quality assurance plans and measures.	25
The provider identified a process that ensures consumers complaints are being recognized and a process to resolve these grievances.	5
The provider has a history of implementing and executing a good grievance resolution process.	25
The provider's staff is trained to work with seniors.	20
The provider has a reputation for integrity and compliance with the law.	20
<b>Cost-effectiveness, budget, and line items</b>	<b>40 Max Score</b>
The provider will provide various activities that will provide additional support for A3SSA funded services	20
The provider provided a promising volunteer program plan, which included how volunteers are going to be recruited, placed, duties, etc.	20
<b>Collaboration</b>	<b>20 Max Score</b>
The provider has reasonable networking strategies that will draw support for the programs	10
The provider listed organizations they will collaborate with and how they will support the A3SSA program	10
<b>Max Score</b>	<b>225</b>

As is evident from the scoring methodology outlined above, feedback from references and business contacts plays a large role in the scoring of each proposal. In addition to contacting the references listed on the application form, the Committee and the Board may communicate with any business contacts of the provider during this RFP process. The Committee and the Board may also take into consideration information from its own staff if the provider has contracted with A3SSA at any time in the past.

References and business contacts may be asked the following types of questions:

- How would you rate the provider's ability to provide accommodations to consumers with disabilities?

- How would you rate the provider's ability to provide accommodations to consumers who do not speak English, or whose first language is not English?
- How would you rate the provider's ability to maintain the confidentiality of consumer information?
- How would you rate the satisfaction level of the provider's consumers?
- How would you rate your satisfaction level with the provider? Please explain your answer, providing details and specific instances if at all possible.
- How would you rate the provider's preparedness to provide the services set out in this RFP?
- How would you rate the professionalism and training of the provider's employees?
- How would you rate the provider's ability to implement a quality assurance plan?
- How would you rate the provider's ability to implement a grievance resolution process, and to resolve grievances in a satisfactory and timely manner?
- How would you rate the provider's integrity, as well as the provider's ability and determination to comply with the law?
- List the provider's three greatest strengths.
- List the provider's three greatest weaknesses.
- How would you rate the provider's ability to provide timely, detailed, and organized reports and invoices? Please explain your answer, providing details and specific instances if at all possible.
- To what other organizations or individuals has this provider provided services who are not listed as references?

Only one transportation service provider per town will be selected. Senior Centers will be given the priority with a good proposal score, positive references and a good history of service delivery.

At any point in the evaluation process, A3SSA reserves the right:

- To reject any or all proposals, or any part thereof;
- To reject any proposal that, in the opinion of A3SSA, contains statements intended to mislead A3SSA in its evaluation of the proposal;
- To reject any proposal that does not provide a response to each of the required sections of the application or does not provide required documentation;
- To waive any minor defects in the submittal if this is to the advantage of the A3SSA;
- To accept the submittal that is in the best interest of A3SSA.

The A3SSA decision shall be final. Waiver by the A3SSA of a minor defect in a proposal shall in no way modify the RFP or excuse the provider from full compliance with contractual and legal requirements if the provider is awarded a contract.

#### **K. NOTIFICATION OF AWARD**

The providers will be notified of the results of the RFP by 6/14/2019. Unsuccessful providers may request to be informed of the reasons they did not receive the contract.

#### **L. CONTRACT NEGOTIATION**

After the proposal has been scored, A3SSA may recommend changes in the provider's proposed methodology. If A3SSA recommends changes, then the provider must negotiate in good faith on those changes.

Subject to agreement upon changes resulting from the recommendations of A3SSA, if any, the contract shall be in a form as provided by A3SSA.

**M. APPEALS**

Unsuccessful providers may appeal the decision before 6/21/2019 by responding in writing to the A3SSA within seven (7) calendar days of the date of the notification of awards. Such appeals must include a reason or the reasons that the award decision of the Board is in error.

Upon receipt of the appeal, the A3SSA board shall review its decision and determine by 6/28/2019, whether to affirm its prior award, modify the award, or choose to re-bid, setting forth its reason or reasons therefor. After completion of the review process, the A3SSA may proceed as it deems to be in the public interest.

**N. CONTRACT SIGNING**

The final step in effecting a contract is the signature process. No contract exists until it is signed by both the Board and the provider. The proposed contract becomes a binding agreement only upon the effective date and upon signature by both parties.

**O. BACKGROUND INFORMATION**

According to the 2010 US Census, the county breakdown for the total senior population over the age of 60 in the ten-county planning and service area (hereinafter "PSA") is as follows:

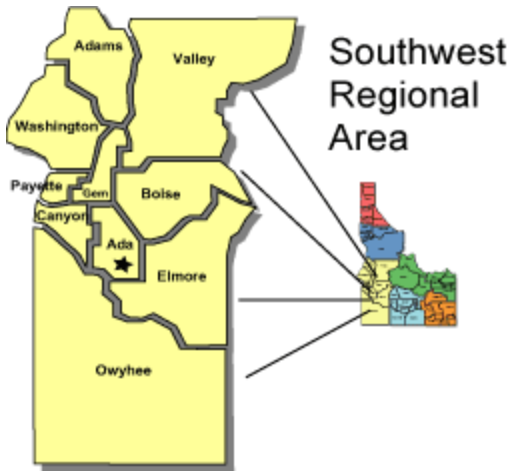
<b>County</b>	<b>2010</b>
Ada County	77,092
Adams County	1,411
Boise County	2,246
Canyon County	35,467
Elmore County	4,275
Gem County	4,771
Owyhee County	2,567
Payette County	5,189
Valley County	3,177
Washington Count	3,012
	<b><u>139,207</u></b>

*Department of Health and Human Services, Bridged-Race Population Estimate, Vintage 2014.*

## IV. SERVICE AREA MAPS

Service Area Maps:

The service area maps on the following pages are intended to identify the PSA of the A3SSA.



A3SSA – Planning and Service Area

**Note: The Planning Service Area spans a total of 21,879 square miles.**

The Boise Metropolitan Statistical Area (MSA) is Idaho’s “megacity”, sprawling over two counties (Ada and Canyon) and includes the cities of Boise, Meridian, Nampa, and Caldwell, along with several formerly small communities that have recently grown into adjoining satellite cities. The area is collectively known as the Treasure Valley. The metropolitan area’s quality of life is further enhanced by the presence of several colleges and universities.

## V. CONTRACTING STATISTICS BY PROGRAM

### A. TRANSPORTATION STATISTICS – SFY 2018

Consumers Served by 12 providers in SFY 2018 (7/1/2017 to 6/30/2018)

County	Number of consumers served	Number of units (boardings) provided
Ada	138	19,025
Adams	42	745
Boise	16	1,214
Canyon	422	20,860
Elmore	42	5,145
Gem	32	3,175
Owyhee	54	1,913
Payette	31	8,198
Valley	22	634
Washington	27	3,453
<b>TOTAL</b>	<b>826</b>	<b>64,362</b>

## VI. PROGRAM FUNDING HISTORIES:

The program funding histories provide important background information about funding levels of major programs.

### A. TRANSPORTATION SERVICES

**Funding Source:** (Actual expenditures for completed years and budget for current year)

<b><u>State Fiscal Year (SFY)</u></b>	<b><u>State</u></b>	<b><u>Federal</u></b>	<b><u>Total</u></b>
SFY 2016 (July 2015 – June 2016) Actual	\$67,526	\$117,024	\$184,550
SFY 2017 (July 2016 – June 2017) Actual	\$55,920	\$105,405	\$161,325
SFY 2018 (July 2017 – June 2018) Actual	\$102,185	\$117,669	\$219,854
SFY 2019 (July 2018 - June 2019 Budget	\$170,702	\$88,669	\$259,371