

Community Action, Inc. (CAI)

Request For Proposal
For the Pennsylvania Department of Human Services (DHS)
Medical Assistance Transportation Program (MATP) Services

For the Period
07-01-2025 to 06-30-2026

CAI reserves the right to request proposals on this contract annually or renew the contract annually at the same rates through June 30, 2030.

INQUIRIES SHOULD BE DIRECTED TO

Kimberly Hutchins, MATP Administrator

khutchins@jccap.org

(814) 938-3302, extension 231

Community Action, Inc.

105 Grace Way
Punxsutawney, PA 15767-1209

www.jccap.org

Misty S. Fleming, Chief Executive Officer

Proposal Guidelines

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I. GENERAL INFORMATION

A. Purpose

Community Action, Inc. (CAI) is the administrator of the Pennsylvania Department of Human Services' (DHS) Medical Assistance Transportation Program (MATP) under a county-based model on behalf of the County of Jefferson. CAI issued this Request for Proposal (RFP) to contract for a transportation vendor to transport eligible Jefferson County consumers to and from scheduled medical appointments for the period July 01, 2025 – June 30, 2026.

As the administrator, CAI reserves the right to request proposals on the contract annually or renew the contract annually at the same rates through June 30, 2030. The initial or subsequent contract(s) is contingent upon CAI's continued administrative authority and the County's receipt of State and Federal funds for the provision of MATP transportation services.

B. Who May Respond

Only Pennsylvania Municipal Authority authorized or PUC certified transportation vendors may respond to this RFP. Vendors or their principals may not be debarred, suspended, proposed for debarment, or declared ineligible or excluded from participation in this transaction by any Federal department or agency.

To ensure eligibility, CAI will conduct exclusion searches on all vendors requesting this RFP via the Office of Inspector General (OIG) and the System for Award Management (SAM) databases.

Hereinafter, vendors will be referred to as the "Offeror."

C. Instructions on Proposal Submission

1. Closing and Submission Date

Proposals must be hand delivered to the CAI receptionist or received by mail or drop box no later than 4:30 p.m. on May 15, 2025. Proposals emailed, faxed, or found in the drop box after 4:30 p.m. on May 15, 2025, will not be accepted. Please direct inquiries concerning receipt of the RFP to Kimberly Hutchins at (814) 938-3302, ext. 231.

2. Inquiries

Please direct inquiries concerning clarification of this RFP to Kimberly Hutchins via e-mail at khutchins@jccap.org.

3. Conditions of Proposal

All costs incurred in the preparation of a proposal will be the responsibility of the Offeror and will not be reimbursed by CAI. The RFP is not to be construed as a purchase agreement, contract, or a commitment of any kind with or by CAI.

4. Instructions to Prospective Offerors

Proposals should include the Offeror's name and contact address, telephone number, and e-mail. The proposal should be formatted to include a Table of Contents and numbered pages.

The Offeror's Proposal, and one copy, must be mailed or hand delivered in an envelope clearly marked "**Transportation Services Proposal**" and addressed as follows:

Community Action, Inc.
ATTN: Misty S. Fleming, Chief Executive Officer
105 Grace Way
Punxsutawney, PA 15767-1209

The Offeror's proposed price must be submitted in a separate envelope within the original envelope and clearly marked “**Transportation Services Price.**”

It is the responsibility of the Offeror to ensure CAI receives the proposal by the date and time previously specified.

5. Right to Reject

CAI reserves the right to reject any and all proposals. A contract to award will be based upon the factors described in this RFP. All proposals and related materials become the property of CAI and will not be returned.

6. Small, Minority- and/or Women-Owned (small and large) Businesses

The Offeror should specify if it meets the criteria for Minority- and/or Women-Owned (small and large) Businesses.

An Offeror qualifies as a small business firm if it meets the definition of "small business" in the Electronic Code of Federal Regulations (13 CFR 121.201) as established by the Small Business Administration (SBA). SBA has identified a small business by North American Industry Classification System codes Subsector 485-Transit and Ground Passenger Transportation as maximum annual receipts of \$19 million.

An Offeror qualifies as a minority- and/or women-owned (small and large) business if it meets the definition of “minority- and/or women-owned (small and large) businesses (MWOB)” in the Electronic Code of Federal Regulations (12 CFR 4.62). An MWOB is defined as firms at least 51 percent unconditionally owned by one or more members of a minority group or by one or more women who are citizens of the United States. In the case of publicly owned companies, at least 51 percent of each class of voting stock must be unconditionally owned by one or more members of a minority group or by one or more women who are citizens of the United States. In the case of a partnership, at least 51 percent of the partnership interest must be unconditionally owned by one or more members of a minority group or by one or more women who are citizens of the United States. Additionally, for the foregoing cases, the management and daily business operations must be controlled by one or more such individuals. Minority means any African American, Native American (i.e., American Indian, Eskimo, Aleut, and Native Hawaiian), Hispanic American, Asian-Pacific American, or Subcontinent-Asian American.

7. Notification of Award

CAI anticipates completing the evaluation process and selecting the successful Offeror by May 28, 2025.

D. Description of Entity

CAI is a charitable 501(c)(3), non-profit corporation established in 1965 and has a successful history of delivering services, assisting families with activities to overcome barriers, improve economic status, and enhance their quality of life. An 18-member Board of Directors governs the Corporation. The administrative office is located at 105 Grace Way, Punxsutawney, PA

15767-1209 and the normal hours of operation are Monday through Friday, 8:30 a.m. to 4:30 p.m.

II. SPECIFICATIONS

A. Scope of Services

The purpose of this RFP is to obtain the services of a transportation vendor to provide non-emergency transportation services as directed and authorized by CAI and in accordance with the MATP Standards and Guidelines (<http://matp.pa.gov/StandardsGuidelines.aspx>); MATP changes promulgated by the Department of Human Services (DHS); and all applicable requirements of the MATP Participation Grant Agreement between Jefferson County and DHS. Transportation, as authorized by CAI, will be provided to and from any scheduled Medical Assistance covered service for the purpose of receiving treatment, obtaining medical evaluation, or purchasing prescription drugs or medical equipment.

Offeror will schedule CAI authorized trips, notify consumers of their scheduled pick-up time for trips to appointments, and provide safe, cost-effective, non-emergency paratransit transportation. Paratransit transportation is daily demand responsive shared-ride, curb-to-curb, and door-to-door transportation from any origin to any destination in a service area. The most efficient route will then be calculated depending on the origins and destinations of passengers.

CAI will provide the Offeror a two-business day, next-day, or same-day notice (based on CAI's business hours) for trips. Services will include handicap (to include the transport of service animals as defined and required under the Americans with Disabilities Act); wheelchair accessible van and/or lift van; shared-ride; door-to-door; and curb-to-curb transportation services to eligible Jefferson County consumers.

Offeror must maintain an adequate number of drivers and vehicles to provide reliable and timely transportation; accommodate increases in trip volume; avoid excess travel times; adhere to the 30 Minute Pick-Up Window and One-Hour Rules; provide same day or next day urgent care transportation; and comply with case-by-case instructions from CAI. It is Offeror's responsibility to ensure the most cost-effective grouping of trips for any scheduled transportation.

The 30 Minute Pick-Up Window Rule states consumers shall be picked up within 15 minutes before or after the scheduled pick-up time. Vehicles arriving before the 30-minute window must wait until the scheduled pick-up time to accommodate a consumer who is not ready. Vehicles arriving at the scheduled pick-up time or within 15 minutes after are not required to wait for a consumer who is not ready. For purposes of the complaint process, pickups within the 30-minute window are on time.

The One-Hour Rule states consumers shall be dropped off at the medical provider's office no more than one hour prior to and picked up no more than one hour after the medical appointment. In addition, consumers will not be left to wait outside a closed facility at drop off or pick up. Without approval from CAI, minors cannot be dropped off at home when it appears no one is home. CAI can override the One-Hour Rule and specify the Offeror pick up consumers at a specified time. When approved by CAI, exceptions to the One-Hour Rule may be utilized to ensure cost-effective grouping of trips. The One-Hour Rule may be set aside if the one-way trip is longer than one hour and/or there are more than an average of

2.5 trips per day to a specific facility or defined geographic area; and recipients experience appointment drop-offs and return pick-ups no more than 2 hours before or after their appointment.

Urgent care transportation is same day or next day authorized trips and includes services when the medical provider indicates the consumer must report the same day or within a 24-hour period or when a consumer is being released from the hospital or emergency room. Urgent Care transportation requests during normal business hours must be arranged by the Offeror within two hours after CAI notification. Emergency room discharges include services for trips occurring during non-CAI business hours and may not be preauthorized by CAI, but they can be provided under predefined guidelines established between CAI and the Offeror. Urgent care transportation services must be provided when preauthorized by CAI.

If specified by CAI, an escort must also be transported at no additional cost. Consumers supply their own escorts. An escort accompanies a consumer and includes, but is not limited to, the parent/guardian of a minor child; an individual assuming parental-like responsibilities; or the adult child of a geriatric parent. Minor children will typically have an escort and cannot ride alone without CAI approval. Escorts and consumers could be picked up and/or dropped off at different locations.

Special case-by-case instructions from CAI may include, but are not limited to, specified drop-off or pick-up times (i.e., consumer cannot be dropped off/picked up early or late); alternate pick-up/drop-off locations (i.e., consumers may need to be picked up/returned to work, school, or day care); additional pick-up or drop-off locations for an escort (i.e., escort may need picked up/returned to a different location from the consumer); pick up and return medical equipment (e.g., wheelchairs) to or from consumers' homes or medical facilities; and specifications for vehicle type and/or driver. Offeror should try to accommodate CAI requests regarding drivers when possible. CAI will provide the Offeror a two-business day notice (based on CAI's business hours) for non-urgent care trips.

B. Performance

Offeror will provide non-emergency transportation services as designated by CAI. Offeror must be accessible and able to provide transportation coverage 24 hours a day, seven days per week to any location designated by CAI (which includes most of western Pennsylvania and parts of Ohio). The majority of trips are within Jefferson and surrounding counties. Other counties include, but are not limited to, Allegheny, Blair, Butler, Cambria, Cameron, Centre, Clinton, McKean, Venango, Warren, and Westmoreland. Out-of-state locations include, but are not limited to, Cleveland, Ohio. The majority of trips occur Monday through Friday, with minimal Saturday and Sunday trips. Trips can occur before or after CAI business hours or on holidays.

Offeror must have an adequate number of drivers and vehicles to provide transportation coverage to accommodate Jefferson County's MATP service area and trip demand, including urgent care trips. MATP is a shared-ride service and it is the Offeror's responsibility to schedule the most cost-effective grouping of transportation utilizing the least number of vehicles, traveling the most direct route, and avoiding exclusive transportation.

Only trips authorized by CAI and completed by the Offeror will be authorized for payment (i.e., payment will be made only for consumers' completed trips where the consumer attended the medical appointment). According to the MATP Standards and Guidelines, a completed trip includes:

- A one-way trip from the consumer's home or other designated location to the destination where the covered medical service will be provided; or
- A one-way trip from the covered medical service to the consumer's home or other designated location; or
- A one-way trip from one covered medical service to another covered medical service

Non-urgent care trips will be authorized two-business days in advance via telephone, facsimile, or via e-mail. Authorization will include consumer's name; pick-up address; consumer phone number; trip date; appointment time; estimated end time; trip notes; medical provider name and address (destination); consumer needs such as wheelchair, escort, urgent care, door-to-door, etc.

Offeror must provide services for trips MATP coordinates with the Jefferson County Assistance Office (CAO). Trips not covered by MATP are referred to the CAO. If approved by the CAO, CAI coordinates the trip with the Offeror and the CAO pays for the trip after receipt of the Offeror's invoice. The Offeror would need to negotiate a rate with the CAO for these trips.

Offeror will be responsible for establishing the transportation schedule and telephoning/texting consumers the day before their trip with the scheduled pick-up time for trips to appointments. Upon request, the Offeror will provide CAI copies of the transportation schedule. Offeror must have e-mail and facsimile capabilities, a driver/dispatcher communication system (i.e., 2-way radio or cell phones) and after-hours telephone and transportation service.

Offeror must pick up and deliver the consumer to a site specified by CAI. Offeror will not deviate from the scheduled site to satisfy a consumer's request for an alternate site without approval from CAI. In addition, the Offeror must produce a form or forms to collect each consumer's and medical provider's signature verifying the trip occurred and a Medical Assistance (MA) service was provided. The Offeror's driver will give the medical provider's form to the consumer to obtain the medical provider's signature and collect the completed forms. The Offeror will submit the verification forms with the invoice. Trips without the consumer's and/or medical provider's verification may not be authorized for payment.

Offeror must comply with all current and future applicable state and federal laws, regulations, etc., regarding transportation and Human Resources. This includes providing federally approved car seats for children under age four, large car seats for children over 100 lbs., and booster seats until their eighth birthday. Each vehicle must be equipped with a car seat, booster seat, and seatbelt extensions to ensure availability when specified and in case of schedule changes (i.e., changes in vehicles; driver trip assignments; added trips; urgent care trips, etc.).

Offeror must provide daily notification via e-mail of all scheduled but incomplete trips, documenting the reason the trips were incomplete. Incomplete trips will not be authorized for payment. Consumer incomplete trips may include cancellations; failure to be available for transport (no shows); unavailable for return due to hospital admission, etc. Offeror incomplete trips may include Offeror scheduling error; driver error; driver illness; vehicle breakdown; driver lateness (i.e., consumer is not available for the trip since the driver did not show within the 30-minute pick-up window), etc. Miscellaneous incomplete trips may include impassable roads due to accident or inclement weather, etc.

Offeror must immediately notify CAI by phone the same day or the next business day of accidents, breakdowns, dispatch of replacement vehicles, incidents, safety issues, inappropriate behavior issues, etc. Offeror will follow with a written report within twenty-four hours. Incident reports include, but are not limited to, assaults; threats of assault or injury; injury to a consumer or to a staff member by a consumer; accidents while consumers are on board that might require medical attention; involvement of law enforcement officials; allegations of abuse; medical attention being needed while en route; consumers exiting the vehicle prior to a scheduled stop. If an incident causes delays or late arrivals to or pick-up from appointments or home, the Offeror will contact the medical providers or family of affected consumers informing them of the reason for the untimely arrival.

In addition, Offeror must notify CAI of incidents of suspected fraud or Program abuse and investigate and respond to all compliance issues and consumer complaints and correct or assist in the correction of any irregularities. Examples of suspected fraud or Program abuse would include, but are not limited to, consumers using paratransit when they have a vehicle; consumers using paratransit for non-medical trips (e.g., shopping); or consumers who appear not to live at their home pick-up address.

If awarded the contract, the Offeror will provide CAI annually and at start up, the following current (no more than six months old) and clean (no record; no violations; negative results) clearances for all drivers prior to transporting consumers: Criminal History; Child Abuse; Driver's Record; FBI Criminal Background Check; and drug and alcohol testing. The Offeror may request an exception to the clean results requirement.

If awarded the contract, the Offeror will provide CAI monthly a list of all staff and copies of exclusion searches completed via the Office of Inspector General's (OIG) List of Excluded Individuals/Entities (LEIE) (<https://exclusions.oig.hhs.gov>) and the System for Award Management (SAM) (<https://www.sam.gov/SAM/>). Exclusion searches must be conducted upon hire and annually on all staff with a "no results" finding to ensure individuals are not excluded from participation in Medicaid programs. Upon request and no less than annually, the Offeror will also provide disclosure statements for Disclosure of Significant Business Transactions; Disclosure of Ownership and Conviction; Disclosure of Ownership and Control; and Disclosure of Exclusion(s) per 42 CFR Sections 455.104; 455.105; 455.106; and 1001.1901 (http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title42/42tab_02.tpl).

Offeror must conduct the above exclusion searches on all staff, complete, and return the following attachments with their proposal:

- Attachment A: Disclosure of Significant Business Transactions
- Attachment B: Disclosure of Ownership and Conviction
- Attachment C: Disclosure of Ownership and Control
- Attachment D: Disclosure of Exclusion(s)

Upon award, the successful Offeror will be required to add to its insurance policies the County of Jefferson and CAI as Additional Named Insureds and present each with a Certificate of Liability Insurance. The Offeror is required to maintain the following insurance coverage during the term of this contract:

1. Commercial General Liability Insurance with limits of not less than \$1,000,000 for each occurrence of bodily injury and \$1,000,000 for each occurrence of property damage or aggregate of at least \$2,000,000.

2. Motor Vehicle Liability Insurance on any vehicle used in executing the provisions of this contract including minimum coverage of \$250,000 for each person, bodily; \$500,000 for each occurrence, bodily; and \$250,000 for property damage; OR combined coverage of at least \$1,000,000.
3. Workers Compensation and Employers' Liability Insurance at the limits established and in accordance with the laws and regulations of the Commonwealth of Pennsylvania and the United States Government.

Offeror will grant access to CAI, DHS, or other authorized representatives to all contract related documents for ten years from the contract end date (except if an audit is in progress or audit findings are yet unresolved, in which case, records shall be kept until all tasks are completed); and to sites, vehicles, and drivers for monitoring purposes to determine compliance with statutes, regulations, and policies during the contract period.

C. Historical Data

The number of trips fluctuates and is based on demand and there is no guaranteed number of trips or miles. In January 2025 the number of consumers riding was 267. Included in the January 2025 monthly one-way trip count were 65 trips with escorts, 78 lift van trips, 50 non-lift urgent care trips, 1 lift-van urgent care trip, 548 in-county trips, and 1030 out-of-county trips.

Based on an eight-month period, July 2024 – February 2025 the monthly average of consumers riding is 274 and one-way trips is 1,602. Included in the monthly average one-way trip count are 242 trips with escorts, 103 lift van trips, 7 non-lift urgent care trips, 4 lift-van urgent care trips, 517 in-county trips, and 1,085 out-of-county trips. The number of consumers riding and the number and types of trips fluctuates and is based on demand; the preceding and following numbers reflect an average over an eight-month period.

The average number of consumer no shows is 53 per month. Consumers are no shows when they fail to cancel or go on a scheduled trip; fail to be at the specified pick-up location at the scheduled pick-up time; or the cancellation is made too late to cancel the scheduled pick up. When a consumer is a no show, the return trip is automatically canceled unless reauthorized by CAI. CAI will issue warnings and call-ahead sanctions for consumers who repeatedly no show; however, CAI cannot deny consumers a trip because they were a no-show or bill consumers for no shows. The Offeror cannot deny a consumer any trip authorized by CAI and cannot charge a consumer any fees for an MATP trip.

The total monthly average of loaded miles is 27,767. Included in the total are 25,650 non-lift loaded miles, 2,117 lift van loaded miles, 2,069 non-lift urgent care loaded miles, and 48 lift van urgent care loaded miles. The average percent of one-way trips under 25 miles is 71% and one-way trips over 25 miles is 29%. MATP pays only for loaded miles per vehicle for completed trips, not per consumer on board the vehicle.

The daily average of trips to be scheduled could range from 58-117 trips. The January 2025 daily average of actual consumers and completed trips ranges from 46-89 (Monday-Friday). Averaging the six highest trip days, the daily average is 83 trips with 79 non-lift van trips, 4 lift van trips, 1 non-lift van urgent care trips, 0 lift-van urgent care trip; 30 in-county trips, and 53 out-of-county trips; 1,355 loaded miles with 1,248 non-lift loaded miles, 63 lift van loaded miles, 44 non-lift van urgent care loaded miles, 0 lift van urgent care loaded miles; and 3 consumer no shows. Trips can occur during and after business hours seven days per week

to any location designated by CAI. The majority of trips are round trips, while some have multiple stops (i.e., home to doctor to pharmacy to home).

D. Price

The Offeror's proposed price must be submitted in a separate envelope within the original envelope. The proposed price must be stated as **a rate per loaded mile per vehicle**. CAI will accept one rate for all loaded miles; multiple rates will not be accepted regardless of any other criteria, to include, but not limited to, type of vehicle, distance traveled, or trip notice (advance, next day, or same day). The price per loaded mile is charged per vehicle, not per consumer in the vehicle. MATP pays only for loaded miles for completed trips. Loaded miles are defined as vehicle miles driven with the consumer and/or escort on board. Unloaded or deadhead miles are not an MATP reimbursable expense.

Offeror must put the total transportation cost in a specified rate per loaded mile that will cover all expenses associated with an MATP trip.

CAI will not pay any other costs/fees to include, but not limited to, unloaded miles, wait time, no show fees, mileage for incomplete trips (consumer did not attend medical appointment), per trip rates, per consumer fees, supplies, equipment rental/purchase, fuel, maintenance, technology/software, training, administrative/operating expenses, etc. The Offeror can only invoice CAI for allowable transportation and cannot charge the consumer any fees.

CAI will allow a monthly adjustment to the Offeror's rate per loaded mile (base rate) due to the fluctuating regional cost of gasoline based on factors specified by CAI. The regional price per gallon (PPG) of gasoline is determined by the Energy Information Administration's (EIA) website for retail gasoline prices for the monthly period for the Central Atlantic Area, regular grade gasoline, for conventional areas (https://www.eia.gov/dnav/pet/pet_pri_gnd_dcus_r1y_m.htm). The Offeror should identify an amount the base rate will be increased or decreased for each 10-cent increment the regional PPG is above or below the threshold of \$3.10 per gallon. The previous month's PPG will be used to calculate the current month's rate. For example, if the monthly regional gasoline price is \$3.20 to \$3.29, this is one 10-cent increment above the threshold price of \$3.10 so the following month's base rate will be increased by the Offeror's specified rate adjustment amount. If the monthly regional gasoline price is \$2.91 to \$3.00, or one 10-cent increment below the threshold, the following month's base rate will be decreased by the Offeror's rate adjustment amount. The trip rate may be changed at CAI's discretion upon request from the Offeror when there are unusual negative trends, such as a pandemic or cost of living adjustments.

E. Payment

The Offeror must invoice twice a month (for the 1st – 15th and the 16th – 31st) with the first invoice submitted on or before the last day of the same month and the second invoice submitted on or before the 15th of the following month. The invoice will include a summary of the daily loaded miles and cost. **No payment will be made for invoices received more than 15 days after the original due date without prior approval from CAI. Note: June's invoice must be received no later than July 15th to close out the fiscal year.**

Daily invoicing documentation shall be submitted prior to the bi-monthly invoice summary and includes driver transport logs, consumer and medical provider verification forms (in alphabetic order by consumer name), a driver billing detail report, and a consumer billing detail report (each in alphabetic order). The invoicing documentation must be organized by day and missing consumer or medical provider verification forms identified. Trips without the

consumer's and/or medical provider's verification may not be authorized for payment. The Offeror will coordinate with CAI to obtain any missing verification forms.

The driver's daily transport logs must include driver name and signature; consumer name; trip information (i.e., door-to-door, escort, lift van, urgent care); trip status (incomplete, cancel, no show); the appointment time; the pick-up and drop-off addresses; odometer reading and time at each stop; and consumer signature for each trip. In addition, the medical provider's verification forms must be included. The driver billing detail report and consumer billing detail report must be in alphabetic order and include driver name; consumer name; trip status (i.e., complete, no show); loaded miles; the rate; and trip cost.

Payment will usually be made within 60 days of receipt of the invoice and only when CAI has determined the monthly invoice and all the related supporting documentation is correct. Incomplete or incorrect invoices and related supporting documentation may be returned to the Offeror for correction. No late fees, interest/finance charges, service charges, revision fees, maintenance fees, etc., will be paid. In addition, the Offeror must also have the capabilities of billing a third party for trips coordinated by CAI (e.g., CAO authorized trips).

F. Confidentiality

The Offeror and its representatives must sign a confidentiality agreement and keep consumer information in strictest confidence. Other than the reports submitted to CAI, the Offeror agrees not to publish, reproduce, or otherwise divulge CAI information in whole or in part, in any manner or form or authorize or permit others to do so. The Offeror will take measures to restrict access to the information on a "need-to-know" basis. The Offeror agrees to notify CAI immediately, in writing, in the event the Offeror determines or has reason to suspect a breach of the confidentiality requirement.

III. TECHNICAL QUALIFICATIONS

The Offeror, in its proposal, shall at a minimum include the following:

A. Transportation Experience

The Offeror should describe its transportation experience, specifically experience related to paratransit (demand responsive transportation that does not follow fixed routes or schedules) and MATP service. The Offeror should include years in the transportation business, years providing paratransit (non-MATP) service, and years providing MATP service. In addition, provide details indicating the average number of paratransit and MATP trips provided per month. Also, provide three references, including organization names, contact persons, telephone numbers, and addresses (MATP references preferred).

B. Organization, Size, and Structure

The Offeror should indicate if the firm is a small, minority- and/or women-owned (small and large) businesses, and describe its organization, size, and structure to include management staff names and titles. Offeror should include staff and vehicle information, such as the number of administrative/operations staff (including dispatch and billing); vehicle maintenance staff/mechanics; full and part-time drivers; and the number and types of vehicles, including wheelchair/scooter accessible and the size of wheelchair accommodated (for example, a larger lift van may be needed to accommodate chairs greater than 30 inches wide, 48 inches high and 600 pounds when occupied). Offeror should include details on how consumers will be able to identify Offeror vehicles and drivers. Additionally, the Offeror

should indicate the proposed fleet size and vehicle breakdown needed if awarded this contract.

Offeror must include a statement of assurance the Offeror will have sufficient staff and vehicles and be able to provide all services as specified in this RFP for trips beginning July 1, 2025. CAI will provide the trips for scheduling on June 27, 2025, and the Offeror must contact consumers on June 30, 2025 with their pick-up times. In addition, if the Offeror does not currently have adequate vehicles in an existing fleet, the Offeror shall include a certified statement from an authorized dealer showing all necessary vehicles will be supplied and available for use by July 1, 2025.

The Offeror must explain its policies and procedures regarding the following: the frequency and types of driver screenings; assurance a driver's license remains valid; driver initial and on-going training; disciplinary action; tobacco use during transports; consumers exiting the vehicle at an unscheduled stop; unsafe and/or inappropriate behavior by a consumer; confidentiality; coverage for driver illness; vehicle breakdowns and accidents; severe weather when it is deemed unsafe to transport; limited English proficiency; and government sanctioned pandemic requirements.

Offeror must provide copies of written policies and procedures related to the preceding in addition to any other related policies.

Offeror proposal should include details regarding the following: phone system (number of lines and voice-mail capabilities); after-hours accessibility; scheduling process or software; ability to process daily trips; consumer notification of pick-up time; dispatch/driver communications regarding trip status/changes; driver notification of daily transport schedule and trip instructions; GPS capabilities (routing, tracking); accommodation of temporary spikes in daily trip volume; accommodation of same day/after-hours urgent care transports; vehicle maintenance facilities, equipment, and routine and preventative maintenance; wheelchair transport standards; child safety seat requirements, installation training, and inspections; safety equipment maintained in vehicles; any other technology devices/systems used to provide/enhance transportation services; procurement and use of Personal Protection Equipment during a pandemic; and precautions taken to ensure transportation of potentially contagious individuals.

Offeror must include its EIN and if applicable, PUC identification numbers and a copy of the most recent insurance certificate. Offeror must identify its PUC authorized service area and indicate if they can transport throughout Pennsylvania and out of state.

C. Understanding of Work to be Performed

The Offeror should summarize its understanding of work to be performed, including any other pertinent information not provided elsewhere. Offeror should also provide a sample invoice for the trips described below.

Offeror should submit a detailed invoice and required documentation, as specified in this RFP, for the following trips occurring on the same day; all consumers were on time except for those specified below; and any Offeror requested exceptions were approved. Offeror should also specify vehicle type for each trip and explain requested and approved exceptions, if any.

- Consumer A – round trip from 1 Park Avenue, Punxsutawney, to Penn Highlands Medical Arts Building, 145 Hospital Avenue, DuBois. Appointment 6:00 a.m. - 9:00 a.m. Lift van with escort. This consumer was a no show for the pickup.
- Consumer B – round trip from 429 Union Street, Big Run, to UPMC Presbyterian Hospital, 200 Lothrop St., Pittsburgh. Appointment 5:30 a.m. - 10:30 a.m. Non-lift. Driver arrives 15 minutes before the pick-up time and has to wait 12 minutes for the consumer. En route on the return trip, the consumer requests to be dropped off at work at 105 Grace Way, Punxsutawney.
- Consumer C – round trip from 200 East Mahoning Street, Punxsutawney, to Penn Highlands West, 100 Hospital Avenue, DuBois. Appointment 11:15 a.m. - 11:30 a.m. Lift van with escort. Consumer was admitted to the hospital.
- Consumer D – round trip from 206 Lane Avenue, Punxsutawney, to Punxsutawney Medical Arts Building, 83 Hillcrest Drive, Punxsutawney. Appointment 12:00 p.m. – 12:30 p.m. Non-lift.
- Consumer E – round trip from 201 North Jefferson Street, Punxsutawney, to DuBois Community Guidance Center, 100 Caldwell Drive, DuBois. Appointment 9:00 a.m. – 11:30 a.m. Non-lift.
- Consumer F – round trip from 200 East Mahoning Street, Punxsutawney, to Penn Highlands West, 100 Hospital Avenue, DuBois. Appointment 9:15 a.m. – 10:00 a.m. Non-lift. The consumer's appointment ran late and finished at 10:20 a.m.
- Consumer G – round trip from 201 North Jefferson Street, Punxsutawney, to Clearfield CTC, 214 Airport Road, Clearfield. Appointment 5:30 a.m. – 5:40 a.m. One escort. Must have sedan.
- Consumer H – round trip from 207 Hampton Avenue, Punxsutawney, to 8866 Clearfield Curwensville Highway, Clearfield. Appointment 5:30 a.m. – 10:35 a.m. Consumer has a service animal. Non-lift.
- Consumer I – round trip from 1012 Winslow Street, Punxsutawney, to Discovery House, 214 Airport Road, Clearfield. Appointment 6:00 a.m. – 6:30 a.m. Non-lift.

D. Evaluation

Evaluation of each proposal will be based on the following criteria:

<u>Factors</u>	<u>Maximum Points</u>
1. Transportation experience	11
2. Organization, size and structure	
a. Small, Minority- and/or Women-Owned (small and large) business	5
b. Staffing	5
Size of fleet	8
c. Submission of required information and assurances	7
d. Written policies and procedures	14.5
e. Information Technology / Communications	6.5
3. Submission of sample invoice and documentation	12
4. Price	35
MAXIMUM POINTS:	<u>104</u>

E. Review Process

CAI may, at its discretion, contact or request meetings with any or all Offerors to clarify the Offeror's proposals. However, CAI reserves the right to make an award without further discussion of the proposals submitted and contemplates award of the contract to the responsible Offeror with the highest total points. A request for clarification does not permit the Offeror to alter the original proposal and is for clarification only.

CERTIFICATIONS

On behalf of the Offeror, the individual signing:

- A. Certifies he/she is authorized to contract on behalf of the Offeror.
- B. Certifies the Offeror is not involved in any agreement to pay money or other consideration for the execution of this proposal, other than to a representative of the Offeror.
- C. Certifies the prices in this proposal have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition, and has not knowingly disclosed the prices quoted in this proposal.
- D. Certifies there has been no attempt by the Offeror to discourage any potential Offeror from submitting a proposal.
- E. Certifies the Offeror is properly licensed and eligible to submit a proposal for this contract.
- F. Agrees the Offeror, if awarded the contract, will comply with all current and future applicable state and federal laws, regulations, etc., regarding transportation and Human

Resources. This includes providing federally approved car seats for children under age four and booster seats until their eighth birthday.

- G. If proposal is selected, the Offeror will provide CAI the required documents within 15 days of being awarded the contract.
- H. Agrees the Offeror, if awarded the contract, will add to its insurance policies the County of Jefferson and CAI as Additional Named Insureds and present each with a Certificate of Liability Insurance. At a minimum, the Offeror shall maintain the following insurance coverage during the term on the contract:
 - 1. Commercial General Liability Insurance with limits of not less than \$1,000,000 for each occurrence of bodily injury and \$1,000,000 for each occurrence of property damage or aggregate of at least \$2,000,000.
 - 2. Motor Vehicle Liability Insurance on any vehicle used in executing the provisions of this contract including minimum coverage of \$250,000 for each person, bodily; \$500,000 for each occurrence, bodily; and \$250,000 for property damage; OR combined coverage of at least \$1,000,000.
 - 3. Workers Compensation and Employers' Liability Insurance at the limits established and in accordance with the laws and regulations of the Commonwealth of Pennsylvania and the United States Government.
- I. Agrees the Offeror, if awarded the contract, will provide CAI annually and at start up, the following current (no more than six months old) and clean (no record; no violations; negative results) clearances for all drivers prior to transporting consumers: Criminal History; Child Abuse; Driver's Record; FBI Criminal Background Check; and drug and alcohol testing. The Offeror may request an exception to the clean results requirement. In addition, Offeror will provide CAI monthly a list of all staff and copies of exclusion searches completed via the OIG LEIE and SAM websites.
- J. Agrees the Offeror, if awarded the contract, will provide upon request and no less than annually, the following disclosures: Disclosure of Significant Business Transactions; Disclosure of Ownership and Conviction; Disclosure of Ownership and Control; and Disclosure of Exclusion(s).
- K. Acknowledges the Offeror conducted OIG LEIE and SAM exclusion searches on all staff, and understands the following attachments are required with their proposal:
 - Attachment A: Disclosure of Significant Business Transactions
 - Attachment B: Disclosure of Ownership and Conviction
 - Attachment C: Disclosure of Ownership and Control
 - Attachment D: Disclosure of Exclusion(s)
- L. Certifies the Offeror, if awarded the contract, must provide 180 days' notice of their desire not to renew their contract and agree to continue service until another vendor is contracted for full service.
- M. Certifies he/she has read and understands all the information and certification requirements in this Request for Proposal.

- N. Certifies the Offeror, and any individuals to be assigned to provide services under this RFP, does not have a record of substandard performance and has not been debarred or suspended from doing work with any federal, state, or local government. If the Offeror or any individual to be assigned to the services has been found in violation of any state or federal standards, regulations, laws, etc., this information must be disclosed.

Signature:

Dated this _____ day of _____ 2025.

(Offeror's Name)

(Offeror's Address)

(Offeror's EIN Number)

(Offeror's PUC Number)

(Offeror's Telephone Number)

(Offeror's Facsimile Number)

(Offeror's E-Mail Address)

(Signature of Offeror's Representative)

(Printed Name of Offeror's Representative)

(Title of Offeror's Representative)