

*Aging Ahead*

**PART 2: SPECIFICATIONS FOR SERVICE FY25  
TRANSPORTATION**

- CONTRACT PERIOD: July 1, 2026 to June 30, 2027  
*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 prior to the end of the contract year of any offer of extension.
- SERVICE: Transportation Services
- SERVICE AREA: St. Louis, St. Charles, Jefferson, and Franklin counties
- SERVICE OBJECTIVE: Nutrition (senior center), medical, and essential shopping transportation. Business trips (banking and post office) may also be approved.
- SPECIFICATIONS: Service specifications as outlined in 19 CSR 15-7.010 and 19 CSR 15-4.410 will be adhered to if a contract is awarded. The provider will outline adherence to specified CSRs as part of Section E of the bid packet.
- 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.
5. Providers must outline how their proposal complies with 19 CSR 15-4.410 and adheres to Title IIIB transportation requirements. If a contract is awarded, the provider agrees to comply with all regulations of 19 CSR 15-4.410 and 19 CSR 15-7.010.

## 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.**

Providers submitting a bid must complete a written plan to assure compliance with Code of State Regulations Transportation Service Standards, 19 CSR 15-7.010 and 19 CSR 15-4.410 as Section E of bid packet. This written plan shall address the following criteria.

### **19 CSR 15-4.410: Transportation Service Standards**

1. The transportation service provider shall meet the following requirements:
  - A. Have sufficient phones and personnel to handle calls regarding the service.
  - B. Develop and operate an efficient system for scheduling trips to assure that the service is dependable, and no passenger is left stranded.
  - C. Service will be provided for the duration of a contract period or as agreed upon by the AAA and service provider.
  - D. Have a program manual available to all employees and volunteers detailing its operational policies, procedures, and general requirements applicable to service provision. Program manual shall include:
    1. Safety precautions for drivers and passengers
    2. Information on the procedure for denial of service, provided in sections 4-7.
  - E. Ensure all drivers have completed orientation training prior to transporting eligible service recipients.
  - F. Ensure that all drivers of any vehicle used in transportation have a valid driver's license as required by Missouri law.
    1. Class F: required to transport for pay for a transportation network company;
    2. Class E: required to transport for pay up to fourteen (14) passengers unless working for a transportation network company;
    3. CDL: required for transporting for pay fifteen (15) or more passengers.
  - G. Ensure that all vehicles used for transportation shall be in compliance with all state and federal laws, rules, and regulations including the Americans with Disabilities Act.
  - H. Be in compliance with all general requirements for service providers provided in 19 CSR 15-7.010.
2. Any driver, using personally-owned vehicles to transport service recipients shall maintain proper vehicle insurance and shall sign an agreement indicating understanding and acceptance of liability.
3. Vehicles shall meet the following requirements:
  - A. All vehicles shall be licensed and registered in accordance with Missouri law.

- B. All vehicles shall receive a vehicle safety inspection, as required by state law and shall be clean and in good repair.
  - C. All vehicles shall carry safety equipment as required by Missouri law.
  - D. All vehicles shall have for each passenger an available seat that is securely fastened to the floor of the vehicle. Cars and vans shall have a useable seat belt, and include seat belt extenders as needed, for each person being transported.
4. Drivers are authorized to deny transportation to a service recipient attempting to board the vehicle who, in the judgment of the driver –
    - A. Is intoxicated;
    - B. Is too ill or experiencing an emergency health episode;
    - C. Has a mobility limitation that prevents safe entry or exit from the vehicle even with reasonable human or mechanical assistance;
    - D. Demonstrates violent or unruly behavior; or
    - E. Insists on transporting prohibited items.
  5. Drivers shall report incidents of denial of transportation to the transportation service provier. Written documentation of each incident shall be maintained.
  6. Without written approval of the contracting agency, the transportation service provider shall not suspend service to a passenger for more than five (5) consecutive days due to problems with the service recipient.
  7. The transportation service provider shall submit to the contracting agency a written request to suspend service indefinitely to any service recipient who, in the provider’s judgment, exhibits behavior –
    - A. That is contrary to these standards; or
    - B. Which has been and continues to be hazardous to the safety of others.

**Agency Requirements: Fiscal**

1. The provider shall comply with all applicable federal, state and local laws and regulations governing transportation and shall procure and keep in effect all necessary licenses/permits and insurance requirements, and make available upon request.
2. The provider agrees to maintain books, records and all other documents prepared (including electronic storage media) in accordance with generally accepted accounting procedures and practices, which sufficiently and properly reflect all revenues and expenditures of funds. Through this bid submission, the provider acknowledges and agrees that failure to maintain accurate accounting records may result in the suspension or termination of any future award.
3. The provider shall indemnify ***Aging Ahead*** against any loss or damage (including attorney’s fees and other cost of litigation) caused by negligent acts or omissions of provider agents or employees. The provider shall defend any suit against ***Aging Ahead*** alleging personal injury, sickness or disease arising out of the consumption of the food served at the provider. ***Aging Ahead*** shall promptly notify the provider in writing of any claims against the Provider or ***Aging Ahead***, and in the event of a suit being filed.
  4. The provider shall not advertise, promote, reproduce, or publish any report, information, data, or other documents produced in whole or part pursuant to the terms herein without the prior written consent of ***Aging Ahead***.

5. The provider shall not deny any services or otherwise discriminate in the delivery of services to anyone who meets the eligibility criteria as determined by ***Aging Ahead***. Discrimination on the basis of race, color, religion, sex, age, sexual orientation, national origin, ancestry, physical or mental disability or because such person is a recipient of Federal, State, or local public assistance is prohibited.
6. The provider will allow ***Aging Ahead*** to conduct field audits to evaluate adherence to program requirements as needed.
7. The provider must submit final financial report to ***Aging Ahead*** thirty days following the contract period.

#### **Agency Requirement: Records**

1. Records are maintained on a server at the provider's corporate office which has implemented security measures to safeguard Electronic Protected Health Information (ePHI).
2. The provider agrees to maintain such records that may be necessary to comply with Federal and/or State reporting requirements.
3. The provider agrees to retain all client records (including electronic signatures), financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to this bid for a period of seven (7) years after last date of termination of any award. If an audit has been initiated and audit findings have not been resolved at the end of seven (7) years, the records shall be retained until resolution of the audit findings.
4. Provider data needs to be compatible with Agency's state required database import; provider pays monthly cost to access system (Aging IS seat).
5. The provider will host an electronic portal or provide reporting that will store all clients served through this agreement; the electronic portal or reporting will also comply with HIPAA regulations.
6. The portal or reporting will allow for real-time updates showing trip details as well as information on no shows or denial of service.
7. The portal or reporting will allow Agency staff to run reports reflecting trips provided and download or export necessary information for billing purposes.
8. The portal or reporting will allow Agency staff to submit new clients for service through the agreed upon manner.
9. The portal or reporting will allow Agency staff to view the number of clients, trips provided and any exceptions.
10. The portal or reporting will allow for electronic client signature, where applicable.

Written plan must address all requirements outlined above as well as:

- a. secure record keeping and confidentiality, unless collected by ***Aging Ahead***
- b. written method for collecting and recording contributions, unless collected by ***Aging Ahead***
- c. grievance and complaint procedures
- d. affirmative action plan
- e. orientation and in-service training

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 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. Drivers using personally owned vehicles to transport service recipients is limited to rideshare models or providers subcontracting with Lyft/Uber, or similar services. Drivers employed by non-emergency medical transportation companies shall only transport clients in company-owned vehicles.
5. Decals or signs identifying ***Aging Ahead*** as a funding source shall be affixed to the exterior of each vehicle when owned by the provider. Decals or signs furnished by ***Aging Ahead***. (Except Fill Gap Service).
6. Completing and maintaining the following records in a local office to be monitored by ***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 maintenance records, and insurance;
  - g. Records of contributions by type and class of service by month by county, where applicable;
  - h. Original or copy of source document used for billing (Trip Sheets, etc.);
  - i. Driver files which include all CSR mandated driver information;
  - j. 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***.
7. 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.
8. Furnishing door-to-door assistance to the 60 + that demonstrate a need and request such assistance.

9. A policy statement describing its anti-drug and alcohol abuse policy and procedures including ramifications of prohibited drug and alcohol abuse.
10. Providers must be able to service all counties in the *Aging Ahead* PSA (Franklin, Jefferson, St. Charles and St. Louis).
11. Providers must be able to demonstrate capacity to provide group transportation for nutrition trips at special pricing to area senior centers. See Table III for a list of *Aging Ahead* centers.
12. 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.
13. Meeting the transportation requirements of the Americans with Disabilities Act.
14. 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 vary by 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 this information.

**Table I**

**TYPE SERVICE**

<b>COUNTY</b>	<b>PROJECTED UNITS PER YEAR</b>	
	<b>Nutrition</b>	<b>Medical/Essential Shopping</b>
<b>ST LOUIS COUNTY</b>	4840	10,296
<b>ST. CHARLES COUNTY</b>	3131	1,456
<b>JEFFERSON</b>	11,412	2,760
<b>FRANKLIN</b>	8,328	5,196

**Table II****NO SERVICE DAYS**

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

**Table III**

<b>Senior Center</b>	<b>Address</b>	<b>City</b>	<b>Zip</b>	<b>County</b>
Arnold – Jefferson College	1687 Missouri State Rd.	Arnold	63010	Jefferson
Covenant Place	#2 Millstone Campus Dr.	St. Louis	63146	St. Louis
Crown Center	8350 Delcrest Dr.	University City	63130	St. Louis
Ferguson	1050 Smith Avenue	Ferguson	63135	St. Louis
House Springs	6180 Hwy MM	House Springs	63051	Jefferson
O'Fallon	106 N. Main	O'Fallon	63366	St. Charles
Quad Cities	1511 Park Drive	Crystal City	63019	Jefferson
St. Charles	1455 Fairgrounds	St. Charles	63301	St. Charles
St. Clair	310 Park Ave.	St. Clair	63077	Franklin
St. Peters	108 McMenamy	St. Peters	63376	St. Charles
South County	225 Lemay Ferry	Lemay	63125	St. Louis
Sullivan	730 W. Main St	Sullivan	63080	Franklin
Tri-County	800 W. Union St.	Pacific	63069	Franklin
Union	1329 N. Union	Union	63084	Franklin
Washington	1121 Columbus Drive	Washington	63090	Franklin
Wentzville	500 Great Oaks Blvd., Ste. 101	Wentzville	63385	St. Charles