



2024

**Older Adult Community Transportation
Request for Proposal**

AMENDMENT #1

01/26/2024

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Funding Process Coordinator:
Lori Mina, Sr. Planner, email at lori.mina@seattle.gov

GUIDELINES

INTRODUCTION

The Aging and Disability Services (ADS) Division of the [City of Seattle Human Services Department \(HSD\)](#) is seeking applications from agencies interested in helping older adults maintain their quality of life and age in place by providing community transportation services for older adults (60+ years of age). This RFP is competitive and open to any legally constituted entities meeting [HSD Agency Minimum Eligibility Requirements](#) and any additional requirements outlined in these guidelines.

This RFP will invest in community transportation to improve the mobility of older adults in King County. Funding supports Health Services and Food Access Transportation. Approximately **\$600,000** is available through this RFP from the Older Americans Act Title III-B (CFDA #93.044) and Washington State Senior Citizens Services Act (SCSA). Seattle General Funds may be allocated when 2024 budgets are finalized.

All materials and updates to the RFP are available on [HSD's Funding Opportunities webpage](#). HSD will not provide individual notice of changes, and applicants are responsible for regularly checking this webpage for any changes. HSD will not pay for any expense applicants may incur while they are preparing their application, providing information requested by HSD, or participating in the selection process.

FUNDING INFORMATION

Initial awards will be made for the contract period of January 1, 2025, through December 31, 2025. While it is the City's intention to renew agreements resulting from this funding opportunity on an annual basis through the 2028 program year, future funding will be contingent upon performance and funding availability.

NUMBER OF AWARDS

HSD intends to fund between two (2) and five (5) proposals.

If you have any questions about the RFP or would like to request an accommodation, please contact Funding Process Coordinator: Lori Mina, Sr. Planner, via email at lori.mina@seattle.gov.

TIMELINE* (AMENDED)

Date	Time	Activity
Wednesday 1/17/2024		Funding Opportunity Released
Wednesday 1/24/2024	9:30 – 11:00 a.m.	Information Session #1 – In-person
Thursday 2/1/2024 1/25/2024	1:30 – 3:00 p.m.	Information Session #2 – Virtual Link to Microsoft Teams meeting Contact Eldad.Mekuria@seattle.gov for technical assistance
Tuesday 2/7/2024	12:00 p.m.	Last Day to Submit Questions (via email only) Submit to Lori.Mina@seattle.gov

2/6/24		
Thursday 3/7/2024 Wednesday 3/6/2024	12:00 p.m.	Applications Deadline (electronic submissions only) 1. HSD Online Submission System: http://web6.seattle.gov/hsd/rfi/index.aspx OR 2. Email: HSD_RFP_RFQ_Email_Submissions@seattle.gov
Wednesday 5/8/2024		Planned Award Notification
Wednesday 1/1/2025		New Contracts Start

*HSD reserves the right to change any dates in the RFP timeline.

Information Sessions

HSD will offer two information sessions, one virtual and one in-person, which will be recorded and made available on [HSD's Funding Opportunities webpage](#). Any agency interested in learning more about this RFP is encouraged to attend the session and ask questions. Attendance is not required.

Clarifying Questions

In lieu of interviews, applicants will have the opportunity to respond to questions identified by the rating committee. Clarifying questions will only refer to information on budget, operations, or inconsistencies in the application submitted. The RFP Coordinator will reach out to the individual identified as the Agency Primary Contact in the Proposal Cover Sheet (Attachment 2) based on the questions received by the rating committee.

Each applicant can provide a written response submitted via email within three (3) business days from when the clarifying questions were emailed to the agency. The written responses become an official document and will be attached to the application. Late written responses will not be reviewed.

INVESTMENT AREA BACKGROUND AND PROGRAM REQUIREMENTS

A. Overview of Investment Area

HSD invests in community transportation to improve the mobility of older adults in King County. As a result, older adults, who would otherwise be isolated and disconnected from critical activities and services, continue living in the homes and communities of their choice as they age. Community transportation that is affordable, accessible, and easy-to-use plays a critical role in promoting health equity. In 2021 and 2022, ADS funds helped provide rides to 4,284 older adults. At least 48% of these riders lived alone, at least 24% had one or more disabilities, and at least 50% were living below the federal poverty line. Most riders were female (70%) and at least 5% had limited English proficiency. Over half of all riders were white, approximately 10% were Black, approximately 8% were Asian, with Latinx, Hawaiian Native/Pacific Islander, American Indian/Alaska Native, and multi-racial riders comprising a combined 5%.

The goal of this investment is to provide service throughout King County in a coordinated manner that avoids duplication. ADS supports systems to help older adults experience stable health and age in place. The ability to get to and from destinations to meet basic needs is critical for maintaining good health and living

independently. Therefore, it is important that older adults in King County have adequate access to transportation.

Unfortunately, many older adults in King County lack transportation options that meet their mobility and affordability needs. While many people choose to drive into their later years, others stop driving due to vision or mobility loss, medications that interfere with functions needed for driving, cognitive decline, unaffordability, and other reasons. King County Metro and Sound Transit serve residents across the region and these fixed-route options meet the needs of many people, but not everyone. Traditional services and routes are often geared toward commuters, and many adults need transportation during the middle of the day; additionally, mobility or other functional limitations can prevent older adults from travelling to/from stops, riding for long periods, or getting on/off vehicles. On-demand services like taxis and ride shares provide scheduling flexibility but can be cost prohibitive and don't always meet the needs of people with disabilities. As a result, many people must navigate a patchwork of paratransit programs, operators, and eligibility criteria. Furthermore, community members of color have shared that they experience high levels of anxiety when using public transit. A report compiled by Whose Streets? Our Streets¹ highlights that harassment and fear of harassment by people in positions of power—including police, bus drivers, fare enforcers—can deter people of color, especially Black people, from accessing some transportation options.

Needs analyses conducted by the King County Mobility Coalition²³⁴ outline specific barriers older adults face. These include: a lack of options that allow for flexible and spontaneous scheduling (most paratransit options need to be booked at least 24 hours ahead of time); long transit ride times that dissuade people from travelling; lack of access to both cross-county and within-neighborhood connections; and confusion about which paratransit services exist and how to book them. Two populations facing unique barriers are people with limited English proficiency and people who live rural or sub-urban areas. Community advocates have found a lack of awareness among non-English speakers about the range of travel options available to them, underscoring a need to conduct outreach and education as well as provide in-language materials and culturally sensitive services. Older adults living outside of urban areas also face challenges. Many communities around King County are growing quickly—driven in part by older adults and others priced out of Seattle—but have yet to establish strong transit infrastructure. Walking to meet daily needs may not be feasible for some older people, and public transit options may be scarce or the stops too far away for reasonable access. In rural areas, people spend a large amount of their income on transportation: in North Bend, for example, people spend an average of 19 percent of their income on transportation and only one percent are transit riders. For low-income people, this cost can be a serious burden.

Lack of access to medical centers is specifically highlighted as a gap, as most medical centers remain concentrated in urban areas and require people to travel there. This is especially true for specialty care. Medical appointments can also be unpredictable in length, making it difficult to schedule paratransit pick-up times in advance. When surveyed, older adults indicate a large percentage of their monthly trips are related to health care needs, including medical appointments and prescription refills.

Grocery shopping is another frequent trip purpose, and food access is essential for promoting health and independence. Many congregate meal options exist around King County and have the benefit of facilitating social connection but require older adults to get to and from the location. Food banks provide a crucial source of nutrition for low-income people, but research highlights that reliance on public transportation or walking limits the amount and type of food a person is able to bring home⁵. Equitable access to

¹ [WSOS+report+November+2022.pdf \(squarespace.com\)](#)

² [KCMC Community Transportation Needs Assessment.pdf \(multiscreensite.com\)](#)

³ [2022 Diverse Communities Focus Group Findings.pdf \(cdn-website.com\)](#)

⁴ [FINAL NKCMC 2020 Gaps Analysis.pdf \(multiscreensite.com\)](#)

⁵ [SKCMC Food Access Needs Assessment \(PDF\).pdf \(multiscreensite.com\)](#)

transportation options can ensure that all people are able to get the food and nourishment they need, no matter their age, ability, or zip code.

Access to health services and food contribute to a person's ability to remain healthy and independent. Older adults of color continue to face worse health outcomes than older white adults. For example, 83% of American Indian/Alaska Native (AI/AN) people age 60+ in King County report having a chronic health condition, as do 76% of Black and 72% of Latinx older adults, compared with 64% of white people age 60+⁶. People of color are also more likely to be economically insecure: while 13% of white people in King County live in or near poverty, this is true for 42% of AI/AN people, 40% of Black people, and 33% of Latinx people⁷. Lack of financial resources can limit a person's transportation options and make independent living more challenging. BIPOC riders already indicate a higher reliance on King County Metro than white riders, and it is important that alternatives exist when these traditional transportation options are unable to meet the needs of older adults of color.

Community transportation helps fill the gaps left by traditional public transit. It consists of transportation services designed to improve the mobility of people who, because of physical or mental disability, income status, age, or other limiting factors, are challenged to transport themselves or purchase transportation. In the context of this RFP, community transportation consists of the following types of services that provide system enhancement and improve access to services by supplementing King County's fixed-route public transit network:

- Demand-response paratransit, cabulances, taxi cabs, and shuttles that provide curb-to-curb, door-to-door, and door-through-door service.
- Phone-based, web-based, and app-based rideshare programs, including volunteer transportation programs.
- Travel training and system navigation programs that educate and train people to use the public transit and community transportation systems.
- Voucher, reimbursement, and subsidy programs that make transportation more affordable.

B. Service/Program Model

Funding is available in two program areas: **Health Services Transportation** and **Food Access Transportation**.

Health Services Transportation allows people to access healthcare by providing trips to medical, dental, and other essential appointments. Additionally, health-related trips are also eligible. Health-related trips include trips to pick up prescription or non-prescription medicines or medical supplies, and trips to a hospital or long-term care facility to visit a relative. Because a growing body of evidence identifies loneliness and social isolation as drivers of poor health, trips to access services and activities that promote social, emotional, and physical health are also permissible.

Health Services Transportation prioritizes clients with the greatest economic and social need, particularly those individuals with no other way to access healthcare and health-related services. Applicants may propose additional criteria to prioritize trips according to trip purpose. For example, if necessary to address a capacity shortage, medical trips may be prioritized over health-related trips.

⁶ Data produced by Public Health — Seattle & King County, Assessment, Policy Development & Evaluation. Original data source: Behavioral Health Risk Factor Surveillance System (BRFSS) (average: 2016-2020).

⁷ Public Health — Seattle & King County. American Community Survey (ACS). "Income < 200% of Federal Poverty Level, King County (average: 2017-2021)". <https://kingcounty.gov/en/legacy/depts/health/data/community-health-indicators/american-community-survey.aspx?shortname=Income%20%5c%3c200%5c%25%20of%20poverty>

Food Access Transportation allows people to access healthy food in the setting of their choice, including culturally relevant options. Food Access Transportation supports HSD-funded congregate meal programs by providing older adults with the opportunity to participate in these programs without transportation barriers. Other eligible trips include trips to food banks, farmers' markets, and grocery stores, including sites that participate in SNAP, Fresh Bucks, and/or the Senior Farmers Market Nutrition Program (SFMNP). Because these funds are intended to support the movement of people, food delivery is NOT an allowable transportation model under this RFP.

Applicants may propose solutions that fit one or both program areas. Applicants must demonstrate their ability to serve a population beyond or in addition to their immediate neighborhood, either directly or through partnerships, with the goal of enhancing service county-wide in a coordinated manner that avoids duplication. Proposals to serve a single program site, clients of a single program, or trips within a small geographic service area such as a single neighborhood will not be funded. Vashon Island is not considered too small of a geographic services area.

Community transportation is person-centered and promotes independence. Applicants must show how they will improve the mobility of their clients through travel training and/or other mobility management strategies, particularly for those individuals who may be eligible for, but are not currently utilizing, other transportation programs and services such as the public transit Regional Reduced Fare Pass (RRFP), Medicaid Transportation, and ADA Paratransit service. Travel training may be provided directly or through a partnership.

Applicants may propose one or more transportation solutions under one or both program areas. Any proposed combination of solutions will be considered.

Current HSD-funded community transportation programs include:

1. Volunteer Transportation, which involves recruiting volunteers who use their own vehicles to meet the transportation needs of older adults. This program gets clients to medical, dental, and other essential appointments. Clients are required to contact assisters via telephone by Tuesday of the week before their appointment to request a driver and schedule a recurring or one-time ride.
2. Nutrition Transportation, which utilizes shuttle vans (cutaways) to provide grouped trips to HSD-funded congregate meal sites.
3. A transit fare subsidy program, a component of Nutrition Transportation, which provides funding for the purchase of transit tickets through the [King County Human Services Bus Ticket Program](#). Tickets are used to pay for transit trips to congregate meal sites.
4. The Driving Companions Pilot, which operates similarly to Volunteer Transportation with the distinction that program participants recruit their own volunteer driver from within their social circle or caregiving network.

Proposals are not required to include these four (4) programs.

While the applicant must adhere to the HSD Agency Minimum Eligibility Requirements, creative partnerships with non-profit agencies, for-profit firms, and/or public agencies are strongly encouraged. Examples of potential partners include public transit agencies, rideshare/transportation network companies, and non-profit community transportation providers.

C. Participant Eligibility Criteria

Eligible clients live in King County and are 60+ years of age. King County clients may be transported across county lines to access health services and/or food.

D. Program Requirements

The following service components and standards are required. HSD reserves the right to waive these requirements if compelling justification is provided in an applicant's proposal. At minimum, HSD will fund nutrition transportation and transit fare subsidy program as outlined in Section B. If HSD does not receive applications for these components, HSD reserves the right to award funds directly to an organization that will meet program outcomes.

1. *Vehicle Accessibility and Maintenance*

Personally owned vehicles used for volunteer transportation programs or similar programs must be maintained, at the least, according to the minimum requirements set forth under state law. Agencies may hold volunteers and subcontractors responsible for maintaining their own vehicles. Agency ADA vehicles should meet ADA vehicle accessibility requirements and maintain all ADA equipment.

2. *Minimum Service Standards*

The service provided by this investment seeks to maintain existing service levels of the current Volunteer Transportation and Nutrition Transportation Service (see section B. above for a description of currently funded services).

Transportation services are expected to be available during typical business hours, Monday through Friday, at a minimum to promote health and food access. Expanded hours of service availability are encouraged.

3. *Reservations/Dispatching/Call Center Operation*

Proposals may include phone-based, web-based, and/or app-based client-contact options. At a minimum, phone-based, or in-person assistance is expected to be available during typical business hours, Monday through Friday. Expanded hours of call center availability are strongly encouraged. Web-based and app-based reservation or ride-request options are strongly encouraged but not yet required.

In partnership with HSD, the [King County Mobility Coalition](#) and Hopelink Mobility Management has developed a web-based coordination tool for riders to find and navigate available paratransit options. Providers funded through this RFP will be required to share service and eligibility information on this platform or request a waiver. Providers may also be asked to participate in other activities that support the success of this tool.

4. *Staff/Driver Training*

The provider agency will ensure all personnel, including drivers, are properly trained for performing their responsibilities associated with this service.

Drivers are expected to maintain all required certifications and perform their duties in accordance with all appropriate laws and regulations of all jurisdictions where the service is performed. Minimum training standards shall include training in the following areas:

- a. Safe operation of vehicles and equipment including as applicable, proper use of wheelchair lift/ramp equipment and safety restraint system.
- b. Passenger assistance and sensitivity.

c. Defensive driving skills.

5. *Service Coordination*

Services provided under this RFP are part of a network of transportation options, and transportation is one aspect of the human services system. Providers are required to participate in the Community Living Connections and King County Mobility Coalition networking activities to improve coordination among community transportation providers and the broader services network. Providers funded through this RFP will be required to utilize the King County Mobility Coalition's web-based coordination tool (see Section D.3. above) or request a waiver. Providers may also be asked to participate in other activities that support the success of this Find-A-Ride tool.

6. *Service Start Date*

The anticipated start date of the contract and service is January 1, 2025. A proposed start date after January 1, 2025, is subject to approval by the rating panel and HSD. Timeline for a new program should begin by April 1, 2025. Funds available do not include start-up costs.

7. *Service Accessibility*

Services must be accessible to people with limited English proficiency with translated materials and signage, bilingual assistance, the LanguageLine, or a similar service.

8. *Client Surveys*

A random sample of clients must be surveyed to record client satisfaction and elicit feedback, comments, and suggestions for service improvement, planning, and implementation. The client survey process will be developed in collaboration with HSD and administered by the agency. Where possible, these survey questions may be aligned with other community feedback collection processes.

9. *Service Cost*

Services must be provided at no-cost to clients, as cost is one of the primary barriers to mobility. Donations to drivers and/or the program may be accepted.

E. Priority Population and Focus Population

Priority populations and *focus populations* for this funding are based on HSD's Results-Based Accountability framework and ensures that the department's investments are dedicated to addressing disparities in the population.

1. Priority Populations

Priority populations for Older Adult Community Transportation are identified through the Older Americans Act (OAA) and further honed locally by ADS in the Area Plan and the overview of investment area above. The OAA requires outreach focused on older adults⁸:

- Residing in rural areas with limited transportation options;
- With greatest economic need (particular attention to low-income, Black, Indigenous, People of Color and those residing in rural areas); and/or
- With greatest social need (particular attention to low-income, Black, Indigenous, People of Color and those residing in rural areas). Social need may be caused by non-economic factors, which include older adults who:

⁸ Policy and Procedure Manual for AAA Operations, Ch. 1 Policies. Accessed on 9/13/2023
<https://www.dshs.wa.gov/altsa/home-and-community-services/policy-procedure-manual-aaa-operations>

- Have limited English proficiency;
- Are culturally, socially, or geographically isolated caused by racial, ethnic, and/or sexual orientation status resulting in restricted access to services and living independently;
- Have severe disabilities;
- Have Alzheimer's disease and related disorders; and/or
- Are at risk of institutional placement, specifically including survivors of the Holocaust.

2. Focus Populations

Focus populations are identified as specific racial or ethnic groups within the priority population and with data showing the highest disparities in the investment area. Given the data provided, focus population(s) for this investment opportunity are:

- Older adults who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English ("limited English proficiency" or "LEP"); and
- Black/African American, Hispanic/Latino, or American Indian/Alaska Native.

Applicants may specialize in subgroups within the focus populations. Proposals that clearly describe a plan to address significant needs among other populations will also be considered. For more information regarding the data used to determine the priority and focus populations, please see HSD's Results-Based Accountability and document on the [HSD Funding Opportunity webpage](#).

F. Expected Performance Commitments

HSD uses data to measure performance in three areas: quantity – how much service is being delivered, quality – how well is it being delivered, and impact – who is better off as a result. Older Adult Community Transportation performance measures may include, but are not limited to the following:

Quantity

- Unduplicated number of clients 60+ years of age served by race/ethnicity
- Number of one-way trips provided

Quality

- % of clients satisfied with the service

Impact

- % of clients with improved access to health services and/or healthy food as a result of the service as measured by the HSD survey

G. Description of Key Staff and Staffing Level

Proposals must address the staffing requirements outlined below:

- Transportation programs must be managed by an experienced individual who is actively involved in the daily operations;
- There should be enough qualified staff and/or volunteers to effectively perform the service;

- There should be written job descriptions for key staff and key volunteers which define the skills, experience, qualifications, and training necessary for each position and list the duties and responsibilities of each position;
- If the proposal includes transportation services provided by volunteers, staff dedicated to volunteer recruitment must be included in the proposal to address volunteer capacity needs;
- Staff and volunteers should have the opportunity to participate in ongoing training that will improve their skills;
- All drivers must clear a Washington State Department of Licensing record check prior to independently operating vehicles associated with this service; and
- Agencies are required to establish personnel policies, guidelines, and procedures that ensure the safe operation of vehicles associated with this service.

H. Older Adult Community Transportation Specific Eligibility, Data, and Contracting Requirements:

In addition to the [HSD Agency Minimum Eligibility Requirements](#), agencies must also adhere the following criteria:

1. EXPERIENCE

- Applicants must have three (3) years of experience providing transportation to older adults.

2. DATA COLLECTION AND EVALUATION

- All data must be entered into GetCare, a state data system used by all area agencies on aging in Washington to track and report services funded by OAA and other sources; and
- Applicants must be able to collect and report [participant-level data](#) as required under the Older Americans Act Performance System (OAAPS).

3. FISCAL SPONSOR

If you have a fiscal sponsor, provide a signed letter of agreement from the sponsor. The letter will not count toward the ten (10) page per component limit. The HSD fiscal sponsor requirements can be found here:

<https://www.seattle.gov/documents/Departments/HumanServices/Funding/NOFA>

For any questions, contact:

Funding Process Coordinator:

Lori Mina

lori.mina@seattle.gov

2024 OLDER ADULT COMMUNITY TRANSPORTATION RFP APPLICATION

HOW TO COMPLETE THE APPLICATION

Applications will be rated only on the information requested in this RFP and may include any clarifying information requested by HSD. Answer each question completely. Do not include any materials not requested with your application. Submit applications via HSD Online Submissions System at <http://web6.seattle.gov/hsd/rfi/index.aspx> OR email to HSD_RFP_RFQ_Email_Submissions@seattle.gov. Applications that do not follow the required format may lose points. **Complete application packets are due by 12:00 p.m. on Thursday, March 7, Wednesday, March 6, 2024.**

Required format for written application:

- Typed and formatted to letter-size (8 ½ x 11-inch) document.
- One-inch margins, single spacing, and size 11-point font.
- Be no longer than ten (10) pages (requested attachments will not count towards the page limit).

When submitting documents, name them as following:

Document Type	Document Name
Narrative Response	Narrative
Attachment 2: Application Cover Sheet	Cover Sheet
Attachment 3: Proposal Budget	*Proposal Budget
Attachment 4: Proposal Personnel Detail Budget	*Personnel Detail Budget
Attachment 5: Summary of Proposal Deliverables	Summary of Proposal Deliverables
Memorandum of Agreement from subcontracted agency	Memorandum of Agreement
Letter of agreement from fiscal sponsor	Letter of Agreement
Letter of collaboration from partner	Letter of Collaboration
Start-up timeline	Start-up Timeline

*Submit the Proposal Budget and Personnel Detail Budget in Excel.

The RFP Guidelines is a separate document that provides background on HSD's guiding principles and Results -Based Accountability framework, and an overview of the RFP program requirements. [HSD's Funding Opportunities webpage](#) provides additional information on proprietary and confidential information, agency eligibility, data collection and reporting, contracting, appeals, expectations for culturally responsive services, [HSD's Theory of Change](#), and the process for selecting successful applications.

PROPOSAL NARRATIVE & RATING CRITERIA

Please complete sections A through D with narrative responses that fully answer each question. Do not exceed a total of ten (10) pages for Sections A – D combined. Proposals will be evaluated against the rating criteria listed next to each section of questions. Highly rated proposals will describe how the applicant will meet **all** rating criteria.

APPLICATION QUESTIONS

A. PROGRAM DESCRIPTION	RATING CRITERIA	POINTS: 35
<ol style="list-style-type: none"> 1. Describe your program model and outline the key service components in your program. Include when and where (locations, times, days of week, etc.) services will be delivered and by whom. <ol style="list-style-type: none"> a. Describe how these service components will improve access to health services and/or healthy food for older adults in King County. b. How will you address the program requirements listed in the GUIDELINES, Section D. c. In the event you are unable to meet the demand, what criteria will you use to prioritize trips? 2. Describe the focus population(s) and priority population(s) to be served. <ol style="list-style-type: none"> a. Describe how your program will recruit the focus population(s) and priority populations listed in GUIDELINES, Section E and any other priority population(s) or focus population(s). b. Describe your understanding of the unique characteristics and experiences of these populations such as strengths, needs, concerns, geographic region, age, ethnicity, language, and other defining attributes. 3. Describe how you will solicit and incorporate input from the priority population(s) or focus population(s) into your program and ongoing services. 4. If your proposal includes a new service for your agency, please include a description of the process you will use to launch the new service and attach a timeline. The startup timeline does not count toward the 10-page narrative limit. 5. Provide a list of and a brief job description for all key personnel and volunteers who will have a significant role in program coordination and service delivery. If the proposal includes transportation services provided by volunteers, a volunteer recruiter should be budgeted and described. 	<ul style="list-style-type: none"> • Applicant presents a thorough description of the program that includes an understanding of the service components and evidence of likely success in meeting outcomes. • Applicant demonstrates an ability to build upon existing service delivery systems. • Applicant demonstrates an ability to comply with program requirements. • Applicant clearly defines the priority population(s) and focus population(s). • The program description shows a strong connection with the priority population(s) and focus population(s) and an understanding of their strengths, needs, and concerns. • Applicant demonstrates an understanding of the unique characteristics and experiences of the priority population(s) and focus population(s). • Applicant demonstrates a plan to incorporate input from program participants. • If a new service is proposed, a clear description of the process used to launch the new service and a realistic startup timeline is included. • The program has enough qualified staff (or partners) to deliver the services as described, or a plan to build staff capacity in a short time. 	

B. CAPACITY AND EXPERIENCE	RATING CRITERIA	POINTS: 25
<ol style="list-style-type: none"> 1. Describe your organization's experience providing transportation and/or comparable services to older adults. Include the number of years you have provided these services and the scope of services, including number of unduplicated clients, by program, for 2021, 2022, and 2023. 2. Describe your organization's ability to address changes in funding, staffing, changing needs in the community, and developing and/or maintaining board or leadership support. 	<ul style="list-style-type: none"> • The program description demonstrates the applicant's experience in delivering the service for at least three years. • Applicant demonstrates successful experience adapting to changes in funds and community needs. • Applicant's leadership is likely to provide strong ongoing support for the service proposed. 	

<ol style="list-style-type: none"> Describe your plan for staff recruitment, training, supervision, and retention for the proposed program. Complete the Proposal Personnel Detail Budget in Excel (Attachment 4). Budget worksheets will not count toward the 10-page narrative limit. Describe your organization's experience with data management – collecting, storing, and analyzing client information and program activities. What is your technical capacity for tracking client information and producing reports? How have you demonstrated a commitment to safety in your transportation programs or other programs serving older adults and/or other vulnerable populations? Include a description of relevant policies and procedures that you follow to ensure the safety of your clients. 	<ul style="list-style-type: none"> Applicant describes processes for maintaining quality staff that matches the levels needed to run the program as described. Applicant demonstrates an understanding of and capacity for data management and reporting. Applicant cites agency policies and procedures that demonstrate a commitment to client safety.
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C. PARTNERSHIPS AND COLLABORATIONS	RATING CRITERIA	POINTS: 20
<ol style="list-style-type: none"> Describe how the proposed project will collaborate with other agencies/programs to deliver services. What are the benefits of this effort for program participants? Please identify any areas that will consolidate the provision of services across agencies. If the proposal includes collaborations and/or partnerships, name the partners in this arrangement. Explain the roles and responsibilities of the various partners. Please provide signed letters of intent from any partner providing key program elements. Partnership letters will not be counted toward the maximum page limit. Describe how you will refer clients to other transportation programs and agencies in a proactive, seamless, client-friendly manner. 	<ul style="list-style-type: none"> Applicant describes effective partnerships and collaborations that enhance service quality, minimize duplication, enhance the resources available and provide benefit to program participants. Applicant has submitted signed letters of intent from partners. Applicant describes how clients will be referred to other programs and agencies in a proactive, seamless, client-friendly manner. 	

D. CULTURALLY RESPONSIVE SERVICES	RATING CRITERIA	POINTS: 20
<ol style="list-style-type: none"> Describe your experience providing services to diverse groups, including racial and ethnic minorities, immigrants and refugees, low-income populations, and English language learners. If experience is limited, what steps will you take to provide culturally competent services? What challenges and successes have you experienced, or do you anticipate, in providing services to people from diverse cultural and economic backgrounds? Describe how the agency board and staff represent the cultural, linguistic, and socio-economic background of program participants. 	<ul style="list-style-type: none"> Applicant describes culturally responsive services and how culturally responsive services are incorporated into the program and service delivery. Applicant has a proven track record of providing culturally and linguistically responsive services to diverse priority population(s) and focus population(s). Applicant demonstrates the ability to provide culturally responsive services within diverse communities and shows an understanding of the challenges. 	

<ol style="list-style-type: none"> 4. Describe your program's strategy for ensuring cultural and linguistic responsive services are infused through your policies, procedures, and practices. 5. What kind of trainings does your agency provide to support culturally responsive services? 	<ul style="list-style-type: none"> • Applicant's staff composition reflects the cultural and linguistic characteristics of the priority population(s) and focus population(s). • Applicant's board composition reflects the cultural and linguistic characteristics of the priority population(s) and focus population(s). • Applicant describes existing policies and procedures, or a strategy to develop policies and procedures that demonstrate humility, respect, and appreciation for the cultural and linguistic characteristics of the priority population(s) and focus population(s). • Applicant demonstrates a commitment to ongoing training and development within the agency to promote and support culturally responsive service delivery.
TOTAL	100 POINTS

E. BUDGET AND LEVERAGING	RATING CRITERIA	POINTS: NOT SCORED
<ol style="list-style-type: none"> 1. Complete the Proposal Budget (Attachment 3). Budget sheets will not count toward the ten (10) page narrative limit. The costs reflected in this budget should be for the service area only, not your total agency budget. 2. Describe how these funds will be used and identify other resources and amounts that will be used to support the clients served by this program. 3. Describe your organization's financial management system. How does your agency establish and maintain general accounting principles to ensure adequate administrative and accounting procedures and internal controls necessary to safeguard all funds that may be awarded under the terms of this funding opportunity? Entities without such capabilities may wish to have an established agency act as a fiscal agent. 4. Describe how your agency has the capability to meet program expenses in advance of reimbursement. 	<ul style="list-style-type: none"> • Additional information is requested but not scored. 	

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COMPLETED APPLICATION REQUIREMENTS

Application Submittal

The proposal **must** include:

- ☐ A completed and signed Application Cover Sheet (Attachment 2).
- ☐ A completed Narrative Response that is a maximum of ten (10) pages, not counting the budget and other documents.
- ☐ A completed Proposal Budget (**AMENDED**) (Attachment 3), in Excel.
- ☐ A completed Proposal Personnel Detail Budget (Attachment 4), in Excel.
- ☐ A completed Summary of Proposal Deliverables, in Excel or Word.
- ☐ If you are proposing to provide any new (for your agency) services, attach a start-up timeline for each service.
- ☐ Signed partnership letters and/or collaboration letters of intent.
- ☐ Completed applications are due by **Thursday, March 7, 2024** ~~Wednesday, March 6~~ at 12:00 p.m. Pacific Standard Time.
- ☐ Proposals must be submitted through the HSD Online Submission System **OR** via email. No faxed or mailed proposals will be accepted. Allow ample time for uploading and confirmation receipt.

Subcontracting:

- ☐ If you are proposing a subcontract with another agency, attach a signed letter of commitment from that agency's Director or other authorized representative. The letter should clearly state the subcontractor's responsibilities and expectations, as well as in the narrative responses.

Fiscal Sponsorship:

- ☐ If you have a fiscal sponsor, attach a signed letter of agreement from that agency's Director or other authorized representative.

You may apply through **one** of the following methods only. Please note HSD will consider your latest submission as the final submission if there are multiple attempts in applying. Once your application has been submitted, you will receive a written confirmation:

1. **Via HSD Online Submission System** (<http://web6.seattle.gov/hsd/rfi/index.aspx>). HSD advises uploading proposal documents several hours prior to the deadline in case you encounter an issue with your internet connectivity. HSD is not responsible for ensuring that applications are received by the deadline. If you encounter issues with the online submission system, please email Sola Plumacher at sola.plumacher@seattle.gov.

OR

2. **Via Email** HSD_RFP_RFQ_Email_Submissions@seattle.gov. Email attachments are limited to 30 MB. **The subject heading must be titled: 2024 Older Adult Community Transportation RFP.** Any risks associated with submitting a proposal by email are borne by the applicant. Applicants will receive an email acknowledging receipt of their application.

HSD Proprietary and Confidential Information

The State of Washington's Public Records Act (Release/Disclosure of Public Records) under Washington State Law (reference RCW Chapter 42.56, the Public Records Act) states that all materials received or created by the

City of Seattle are considered public records. These records include but are not limited to: RFP narrative responses, budget worksheets, board rosters, other RFP materials, including written/or electronic correspondence. In addition, HSD RFP application materials are released to rating committee members and all rating committee members must sign and adhere to the [Confidentiality and Conflict of Interest Statement](#). **Personal identifiable information entered on these materials is subject to the Washington Public Records Act and may be subject to disclosure to a third-party requestor.**

If funding is awarded, HSD will request copies of the following documents if they are not already on file. Agencies will have four (4) business days from the date of the written request to provide the requested documents.

1. The current fiscal year's financial statements, consisting of the Balance Sheet, Income Statement and Statement of Cash Flows, certified by the agency's CFO, Finance Officer, or Board Treasurer.
2. The most recent audit report.
3. The most recent fiscal year-ending Form 990 report.
4. A current certificate of commercial liability insurance (if awarded, the agency's insurance must conform to [General Terms and Conditions](#) requirements at the start of the contract).
5. Current verification of nonprofit status or evidence of incorporation or status as a legal entity. Your agency must have a federal tax identification number/employer identification number.
6. Proof of federally approved indirect rate, if applicable.

List of Attachments & Related Materials

- Attachment 1: Application Checklist
- Attachment 2: Application Cover Sheet
- Attachment 3: Proposal Budget
- Attachment 4: Proposal Personnel Detail Budget
- Attachment 5: Summary of Proposal Deliverables

Attachment 1 - Application Checklist

This checklist is to help you ensure your application is complete prior to submission. Please do not submit this form with your application.

HAVE YOU . . .

- ☐ **Read and understood the following additional documents found on the [Funding Opportunities Webpage](#)?**
 - ☐ HSD Agency Minimum Eligibility Requirements
 - ☐ HSD Client Data and Program Reporting Requirements
 - ☐ HSD Contracting Requirements
 - ☐ HSD Fiscal Sponsor Requirements
 - ☐ HSD Funding Opportunity Selection Process
 - ☐ HSD Appeal Process
 - ☐ HSD Commitment to Funding Culturally Responsive Services
 - ☐ HSD Guiding Principles
 - ☐ HSD General Terms and Conditions Example
 - ☐ HSD Older Adult Community Transportation Theory of Change
- ☐ **Completed and signed the Application Cover Sheet (Attachment 2)? ***
- ☐ **If your application names specific partner agencies, representatives from these agencies must also sign the application cover sheet.**
- ☐ **If your application names a fiscal sponsor, authorized representatives from this agency must have read and understood the HSD Fiscal Sponsor Requirements document and must sign the application cover sheet.**
- ☐ **Completed each section of the Application Questions?**
 - Must not exceed 10 pages (8 ½ x 11), single spaced, size 11 font, with 1-inch margins. Page count does not include the required forms and supporting documents requested in this funding opportunity.
- ☐ **Completed the full Proposal Budget (Attachment 3)? ***
- ☐ **Completed the full Proposal Personnel Detail Budget (Attachment 4)? ***
- ☐ **Completed the Summary of Proposal Deliverables (Attachment 5)**
- ☐ **If you are proposing to provide any new services (for your agency), have you attached a start-up timeline for each service, beginning April 1, 2025? ***
- ☐ **If you are proposing a subcontract with another agency, attach a signed Memorandum of Agreement (MOA) from that agency's Director or other authorized representative. ***
- ☐ **If you are proposing a significant collaboration with another agency, have you attached a signed letter of intent from that agency's Director or other authorized representative? ***

**These documents do not count against the 10-page limit.*

All applications are due to the City of Seattle Human Services Department by **Thursday, March 7, 2024, Wednesday, March 6 at 12:00 pm.**

See page 1 of RFP APPLICATION for submission instructions.

Attachment 2 - Application Cover Sheet

1. Applicant Agency:			
2. Agency Executive Director:			
3. Agency Primary Contact:			
Name:		Title:	
Address:			
Email:			
Phone #:			
4. Agency Type			
<input type="checkbox"/> Non-Profit <input type="checkbox"/> For Profit <input type="checkbox"/> Public Agency <input type="checkbox"/> Other (Specify):			
5. Federal Tax ID or EIN:		6. DUNS Number:	
7. WA Business License Number:			
8. Proposed Program Name:			
9. Focus Population(s) program will serve (check all that apply; those checked should match who you describe serving in your application):	<input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Asian <input type="checkbox"/> Black/African American <input type="checkbox"/> Hispanic/Latinx <input type="checkbox"/> Native Hawaiian/Pacific Islander <input type="checkbox"/> Other:		
10. Funding Amount Requested:			
11. Deliverables	Unduplicated number of clients 60+ years of age		
12. Provide a high-level (200 words or less) program description:			
13. Partner Agency (if applicable): Contact Name: Title: Address: Email: Phone Number: Description of partner agency proposed activities:			
14. Fiscal Sponsor (if applicable): Contact Name: Title: Address: Email: Phone Number:			

I have read and understood the Fiscal Sponsor Requirements document and will comply with all obligations if the applicant is awarded funding.

Signature of Fiscal Sponsor Representative: _____ Date: _____

Authorized physical signature of applicant/lead agency

To the best of my knowledge and belief, all the information in this application is true and correct. The document has been duly authorized by the governing body of the applicant who will comply with all the contractual obligations if the applicant is awarded funding. If awarded funding, I will submit financial documents within 4 business days of request or may forfeit awarded funds.

Name and Title of Authorized Representative: _____

Signature of Authorized Representative: _____ Date: _____

Attachment 3 - Proposal Budget (AMENDED)**January 1, 2025 – December 31, 2025**

Excel versions of the budget templates can be found on the application page of the [HSD Funding Opportunity Webpage](#)

Applicant Agency Name:					
Proposed Program Name:					
	Amount by Fund Source				
Item	Requested HSD Funding	Other¹	Other¹	Other¹	Total Program
PERSONNEL SERVICES					
Salaries (Full- & Part-Time)	\$	\$	\$	\$	\$
Fringe Benefits	\$	\$	\$	\$	\$
Other Employee Benefits ²					
SUBTOTAL - PERSONNEL SERVICES	\$	\$	\$	\$	\$
SUPPLIES, OTHER SERVICES & CHARGES					
Office Supplies (includes printing, postage, and general supplies. Does not include computer or technology expenses)	\$	\$	\$	\$	\$
Operating Supplies ³ (includes computers, other technology expenses (not internet) and other expenses related to providing services)	\$	\$	\$	\$	\$
Rent	\$	\$	\$	\$	\$
Contractual Employment/Other Professional Services ⁴	\$	\$	\$	\$	\$
Travel (includes mileage, parking)	\$	\$	\$	\$	\$
Insurance	\$	\$	\$	\$	\$
Utilities (includes electric, internet, phone)	\$	\$	\$	\$	\$
Other Miscellaneous Expenses ⁵	\$	\$	\$	\$	\$
Administrative/Indirect-Indirect Facilities and Administration (F&A) Costs⁶	\$	\$	\$	\$	\$
SUBTOTAL - SUPPLIES, OTHER SERVICES & CHARGES	\$	\$	\$	\$	\$
TOTAL EXPENDITURES	\$	\$	\$	\$	\$

¹ Identify specific funding sources included under the "Other" column(s) above:

	\$
	\$
	\$
	\$
Total	\$

³ Operating Supplies - Itemize below (Do Not Include Office Supplies):

	\$
	\$
	\$
	\$
Total	\$

⁵ Other Miscellaneous Expenses - Itemize below:

	\$
	\$
	\$
	\$
Total	\$

² Other Employee Benefits - Itemize below:

	\$
	\$
	\$
	\$
Total	\$

⁴ Other Professional Services - Itemize below:

	\$
	\$
	\$
	\$
Total	\$

⁶ Administrative Costs/Indirect Costs - Itemize below:

	\$
	\$
	\$
	\$
Total	\$

⁵ Indirect Facilities and Administration (F&A) Costs: Those costs referred to as overhead costs, or administrative costs. These are actual costs incurred to conduct the normal business activities of an agency and are not readily identified with or directly charged to a program, making it difficult to precisely assess each user's share. Those indirect F&A expenses include:

- General Administration
- Departmental Administration
- Operation and Maintenance
- Building and Equipment Depreciation
- Non-Capitalized Interest

⁶ Administrative Costs/Indirect Costs: Human Services Department policy places a ten percent (10%) cap on reimbursement for federally funded contracts for agency indirect costs, based on the total contract budget. Restrictions related to federal approved rates and grant sources still apply. (AMENDED)

Does the agency have a federally approved rate?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
If yes, provide the rate.				

Attachment 4 - Proposal Personnel Detail Budget January 1, 2025 – December 31, 2025

Excel versions of the budget templates can be found on the application page of the [HSD Funding Opportunity Webpage](#)

Applicant Agency Name:								
Proposed Program Name:								
Agency's Full-Time Equivalent (FTE) =		hours/week		Amount by Fund Source(s)				
Position Title	Staff Name	Hourly Rate	How many hours a week this funding will pay for	Requested HSD Funding	Other Fund Source	Other Fund Source	Other Fund Source	Total Program
								\$
								\$
								\$
								\$
								\$
								\$
Subtotal – Salaries & Wages				\$	\$	\$	\$	\$
Personnel Benefits:								
FICA								\$
Pensions/Retirement								\$
Industrial Insurance								\$
Health/Dental								\$
Unemployment Compensation								\$
Other Employee Benefits								\$
Subtotal – Personnel Benefits:				\$	\$	\$	\$	\$
TOTAL PERSONNEL COSTS (SALARIES & BENEFITS):				\$	\$	\$	\$	\$

Attachment 5 - Summary of Proposal Deliverables January 1, 2025 – December 31, 2025

Complete the table below and identify the service or activity, number of people you intend to serve (unduplicated) and number of activities or units you intend to provide. Complete a separate table if you are applying to provide more than one activity.

Examples:

Service/Activity: Volunteer Transportation

Population: African American older adults

# of people (unduplicated):	50 people
# of activities/units:	1,000 one-way trips

Service/Activity: Transportation to food bank

Population: Hispanic/Latinx older adults

# of people (unduplicated):	30 people
# of activities/units:	200 one-way trips

Service/Activity: Trips to ADS-funded congregate meal sites

Population: Vietnamese and Chinese older adults

# of people (unduplicated):	200 people
# of activities/units:	1,000 one-way trips

Please complete a separate table if you are applying for more than one activity.

Service/Activity:**Population:**

# of people (unduplicated):	
# of activities/units:	

Service/Activity:**Population:**

# of people (unduplicated):	
# of activities/units:	

Service/Activity:

Population:

# of people (unduplicated):	
# of activities/units:	