



GREATER NASHVILLE
REGIONAL COUNCIL

Transportation Services for Older Adults Older Americans Act

Request for Proposals
RFP-2023-02

Greater Nashville Regional Council

44 Vantage Way, Suite 450 | Nashville, Tennessee 37228 | Phone: (615) 862-8828 | Fax: (615) 862-8840

[GNRC.org](https://www.gnrc.org)

RFP Summary

About GNRC

The Greater Nashville Regional Council (GNRC) is a public agency established by the Tennessee General Assembly to convene local and state leaders for the purposes of planning and programming state and federal investments into public infrastructure and a range of social services.

GNRC is designated by the Tennessee Commission on Aging and Disability (TCAD) as the Area Agency on Aging and Disability (AAAD) for thirteen counties in Middle Tennessee. In this role, GNRC provides programs, services, advocacy, inter-agency coordination, and information-sharing opportunities to improve the quality of life for older or disabled Tennesseans. GNRC delivers a range of federal and state programs in partnership with local agencies and private-sector organizations. Find out more at www.GNRC.org.

About this Solicitation

GNRC is seeking proposals from agencies capable of providing transportation services to older adults, adults with disabilities, and/or their caregivers. **The GNRC intends to award one or more contracts to qualified service providers capable of providing the services described in this RFP.**

Important Dates and Deadlines

RFP Issued: 8/25/2023.

Submission Deadline: This is a rolling RFP. Proposals may be submitted through 12/31/2025 for services to be performed on or before June 30, 2026.

Inquiries and Contact Information

All inquiries should be directed in writing to rfp@gnrc.org with a subject line that includes the RFP number.

Amendments to this Solicitation

Any doubt as to the requirements of this RFP or any apparent omission or discrepancy should be presented in writing to rfp@gnrc.org. Oral statements or instructions will not constitute an amendment to this RFP. Any amendments to this RFP will be posted online at www.GNRC.org/Procurement.

Non-Discrimination

GNRC does not discriminate on the basis of race, color, national origin, limited English proficiency, gender, gender identity, sexual orientation, age, religion, creed or disability in admission to, access to, or operations of its programs, services, or activities. This policy applies to applicants for employment and current employees as well as sub-recipients and subcontractors of the GNRC that receive federal funding. Complaints must be filed within 180 days of the alleged discrimination to Grant Kehler, Non-Discrimination Coordinator, at 44 Vantage Way, Ste 450, Nashville, TN 37228, by phone at 615-862-8828, or by email to gkeehler@gnrc.org. Complaints may also be filed with the state or federal agency involved, and with the Tennessee Human Rights Commission.

GNRC's full non-discrimination policy and additional information about **ADA** or **language accommodations** are available online at www.GNRC.org/legal.

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Section 1. Background

1.1 About the GNRC

The Greater Nashville Regional Council (GNRC) is a public agency established by the Tennessee Development District Act of 1965 and further empowered by Title 64, Chapter 7, Part 1, Tennessee Code Annotated (TCA), as amended (the Act) to convene local and state leaders for the purposes of planning and programming state and federal investments into public infrastructure and a range of social services. GNRC is owned by and operated on behalf of its local government membership comprised county governments in the counties of Cheatham, Davidson, Dickson, Houston, Humphreys, Montgomery, Robertson, Rutherford, Stewart, Sumner, Trousdale, Williamson, and Wilson, Tennessee, and all incorporated municipalities and metropolitan governments located within these counties.

GNRC is governed by a regional body comprised of city mayors, county mayors/ executives, state legislators, appointments representing business/industry, and appointments representing minority populations. The Regional Council's Executive Board convenes monthly to enact the adopted Annual Work Program and Budget on behalf of the membership and oversee the GNRC's programs and services carried out by its staff.

1.2 About the Project

GNRC is seeking proposals from provider agencies and organizations capable of providing transportation services to older adults.

GNRC is designated by the Tennessee Commission on Aging and Disability (TCAD) as the Area Agency on Aging and Disability (AAAD) for thirteen counties in Middle Tennessee. In this role, GNRC provides programs, services, advocacy, inter-agency coordination, and information-sharing opportunities to improve the quality of life for older or disabled Tennesseans. GNRC delivers a range of federal and state programs in partnership with local agencies and private-sector organizations. Find out more at [GNRC.org](https://www.gnrc.org).

Service Area

The planning and service area for the GNRC AAAD includes Cheatham, Davidson, Dickson, Houston, Humphreys, Montgomery, Robertson, Rutherford, Stewart, Sumner, Trousdale, Williamson, and Wilson Counties. GNRC seeks to contract with a minimum of one provider of transportation services per county.

Funding Source & Program

The funding source for services provided as a result of this RFP is federal Older American's Act (OAA), Title IIIB, Section 321 (a) (2) funds. The **Older Americans Act (OAA) Title IIIB** provides an array of supportive services for persons aged 60 and over. Services are designed to allow older persons to reside in the community and in their own homes with the maximum amount of dignity for as long as possible. Title IIIB services are targeted to older individuals with the greatest economic need, with particular attention to low-income minority individuals, those with the greatest social needs and those residing in rural areas. The following table indicates the demographics for the Greater Nashville region:

Geography	Population		Language	Poverty			Rural
	60+ Population	% of 65+ who are minority	% of individuals ages 65+ who speak language other than English at Home	% of individuals ages 65+ who are below 100% FPL	% of total 65+ population who are below poverty	% of total 65+ population who are Low Income Minority	% of all 65 who are Rural
Cheatham County	7,757	5%	2.49%	8.39%	7.83%	0.49%	82.96%
Davidson County	108,865	25%	6.18%	8.69%	8.80%	3.58%	3.41%
Dickson County	10,694	8%	2.55%	9.38%	8.96%	0.78%	67.75%
Houston County	2,100	6%	4.48%	13.00%	12.63%	0.68%	100.00%
Humphreys County	4,809	3%	1.05%	8.95%	8.62%	0.09%	82.49%
Montgomery County	24,283	20%	6.83%	7.25%	7.32%	2.46%	19.74%
Robertson County	12,834	9%	1.16%	7.75%	9.18%	1.31%	53.24%
Rutherford County	40,640	12%	4.89%	6.79%	7.30%	1.40%	17.02%
Stewart County	3,500	6%	4.46%	16.58%	17.45%	1.51%	100.00%
Sumner County	35,767	7%	2.78%	6.40%	5.80%	0.77%	27.88%
Trousdale County	1,793	17%	0.47%	9.61%	11.23%	1.79%	100.00%
Williamson County	35,577	7%	4.38%	4.60%	4.83%	0.43%	19.39%
Wilson County	26,003	8%	2.20%	5.75%	6.62%	0.93%	38.47%

Source: Tennessee Commission on Aging and Disability, February 2022

OAA funding will be used for transportation service providers to facilitate access to supportive or nutrition services, in addition to services provided by the AAAD. These providers work in conjunction with local transportation service providers, public transportation agencies, and other local government agencies The GNRC administers limited, accessible transportation services for adults aged 60 and over for transportation to medical appointments, senior center activities, meal sites, grocery stores, and pharmacies.

Section 2. Scope of Project

2.1 Provider Requirements

The GNRC is seeking service providers with experience in providing transportation services to older adults. A person or entity who responds to this RFP is called an Offeror. Selection of an Offeror to receive a contract means that the Offeror will be provided the opportunity to become a GNRC Service Provider.

To be eligible for selection, Offerors must meet the following criteria:

1. Be eligible to conduct business in the state of Tennessee and in the relevant city or county.
2. Have submitted a proposal to GNRC in response to this RFP as instructed in Section 3.
3. Are registered and in good standing with the Tennessee Secretary of State, if applicable.

Standards of Conduct

GNRC Service Providers must adhere to the following Standards of Conduct:

1. Federal and state funds will be expended only for services authorized on a contract with GNRC.
2. Services under this contract will be provided only to individuals who meet eligibility criteria (each such individual is referred to as a “GNRC Client”).
3. GNRC Clients will not be denied or limited services because of their income or financial resources. Additionally, GNRC Clients within the GNRC Service Provider’s contracted area of service will not be denied services due to distance from GNRC Service Provider, as this practice violates the mandate for special emphasis to rural residents, residents with disabilities, and isolated individuals.
4. Quality Assurance will be an ongoing process in which all entities including TCAD, GNRC, GNRC Service Providers, and GNRC Clients will play a role.
5. No GNRC Service Provider will collect the social security number of any GNRC Client.
6. No GNRC Service Provider staff or volunteer will pay bills, cash checks, or in any way handle GNRC Clients’ money without prior approval of the GNRC Service Provider supervisor. All transactions involving GNRC Clients’ money must be documented using a standardized form, which includes, at minimum, the name of the worker(s), purpose of errand, dollar amount given to worker, and the signatures of the worker and the GNRC Client. The GNRC Client must receive a copy of the form. A receipt including a specific notation of the amount of change returned to the GNRC Client must also be provided to the client, with a copy kept by the GNRC Service Provider.
7. Outside of the approved donations for the program, no GNRC Service Provider staff or volunteer will solicit or accept gratuities, favors, or anything of monetary value from a GNRC Client, service provider by whom they are not employed, contractor, or potential contractor.
8. No GNRC Service Provider staff or volunteer will require payment for type of merchandise or service; nor may they seek to encourage the acceptance of any particular belief or philosophy by any GNRC Client.

General Contract Requirements

Below are the general requirements and expectations that GNRC Service Providers must agree to. By submitting a response to the RFP, Offerors are asserting that they agree to these general requirements and will enter into a contract containing these requirements.

1. Meet appropriate federal or state requirements for licenses and liability insurance for the entirety of the contract.
2. Comply with all federal, state, and local laws, rules, and regulations, including, without limitation, civil rights laws.
3. Update the proposal information to GNRC as changes occur during the contract period.
4. Record participant information using the questions on the Participant Registration Form (Attachment C), maintain the information on file, and record the information in an online database specified by GNRC.
5. Submit participant attendance monthly in a format specified by the GNRC.
6. Comply with all requirements specified in the service descriptions when providing GNRC-authorized services. See Section 2.2 for Service Descriptions.
7. Report any abuse, neglect, or exploitation directly to Adult Protective Services, as required by law, as well as submit reports about incidences and action taken to GNRC.
8. Treat all GNRC Client information as confidential. Ensure that it is filed securely and accessed or shared according to the minimum necessary rule.
9. Have procedures in place to ensure that no information about a GNRC Client is obtained or disclosed by a GNRC Service Provider in a form that identifies the person without the informed written consent of that person or of his or her legal representative. Disclosure may be allowed by court order, or for program quality assurance by authorized federal, state, or GNRC staff so long as access is in conformity with the Privacy Act of 1974 or other governing law. All GNRC Client information must be maintained in controlled access files. (Exception: A written release of information when making a referral for Adult Protective Services is not required.)
10. Follow the Health Insurance Portability and Accountability Act of 1996 (HIPAA) laws to further protect the privacy of GNRC Client if the GNRC Service Provider is a Covered Entity or otherwise subject to HIPAA requirements.
11. Have sufficient insurance to indemnify loss of federal, state, and local resources against loss. Insurance requirements are outlined in the attached sample contract (Attachment D).
12. Inform all individuals of their right to file a grievance and provide them with a copy of GNRC's required grievance procedures and follow the GNRC-required grievance procedures when a GNRC Client is dissatisfied with service(s) being provided.
13. Have a policy in place to ensure that personnel or volunteers who have contracted any infectious illness or disease do not provide services to GNRC Clients until they are without symptoms.
14. Complete background checks according to GNRC guidelines and program requirements for GNRC Service Provider staff and volunteers who provide direct care for, have direct contact with, have direct responsibility for the safety and care of, or who have access to GNRC Client information. These background checks must be completed prior to GNRC Service Provider staff or volunteers gaining access to GNRC Clients or their information.
15. Document and maintain personnel files for each GNRC Service Provider staff or volunteer who provides direct care for, has direct contact with, or has direct responsibility for the safety and care of GNRC Clients. At minimum, personnel files must contain the following:
 - a. A statement of any prior convictions
 - b. Confidentiality statement renewed and signed annually.
 - c. Current job description
 - d. Results of employment history and personal reference checks

- e. Results of background checks by the National Sex Offender Registry, Tennessee Felony Offender Registry, Tennessee Abuse Registries, Interstate Compact Offender Tracking System, and local or state law enforcement background checks
 - f. Results of any other requested checks
 - g. Justification of the decision to employ an individual, with reference to any information received from the background check. The justification must be signed by the GNRC Service Provider.
 - h. Evidence of orientation and training
 - i. Annual documentation of flu vaccine or declination
16. Require GNRC Service Provider staff and volunteers to participate in training relevant to their major job responsibilities and in GNRC- and TCAD-designated training when appropriate.
17. Respond to requests for information from TCAD and GNRC.

2.2 Requested Services

The providers selected through this RFP will provide transportation services to older adults as identified in this section.

Assisted Transportation

Programs that provide vehicle-based transportation and assistance, including escort, for a person who requires a) help travelling; and b) additional assistance entering or leaving a location or vehicle due to physical or cognitive difficulties. Services are reimbursed per one-way trip.

Transportation

Programs that provide vehicle-based transportation for a person who requires help travelling. Does not include any other activity. Services are reimbursed per one-way trip.

Section 3. Instructions to Offerors

3.1 Pre-Proposal Inquiries

All inquiries should be directed in writing to rfp@gnrc.org. The email must include a subject line that contains the RFP number as well as reference to the page and any section number the question involves. Answers will be provided in writing and be posted online at GNRC.org/Procurement as an addendum to the solicitation.

3.2 Submission Requirements

One electronic copy (PDF format) or one hard copy of the proposal must be received at GNRC: rfp@gnrc.org or 44 Vantage Way, Suite 450, Nashville, TN, 37228. The proposal must be clearly marked “Attention: RFP 2023-02” on the outside surface of the package. A copy should be maintained for the Offeror’s records.

Proposals should include all typed, completed forms included with this RFP. There are no page limits or specific formatting requirements, but Offerors are encouraged to be mindful of the level of effort involved in reviewing proposals.

If proposing to serve counties in the service areas of multiple AAADs, Offerors must submit a proposal to each AAAD designated for the proposed counties in accordance with each AAAD’s procurement requirements.

3.3 Proposal Contents

The following items must be submitted with each proposal. Failure to include ANY of these items may result in a proposal being rejected.

Item 1. Cover Letter

Offeror must provide a cover letter signed by an authorized individual submitting the proposal on behalf of their agency. This letter must include:

- a. A statement that the accompanying proposal is in response to this RFP.
- b. A statement that Offeror is willing, if selected, to execute a contract with GNRC.
- c. A statement that the Offeror will provide a 10% match for all Title IIIB funds if selected.
- d. A statement identifying the individual(s) authorized to finalize a contract on behalf of the Offeror.
- e. A brief (1-2 sentence) description of any contingency plans for your organization in the event you were unable to work (required for sole proprietors or single member entities only).

Item 2. Application

Include a completed application form, provided as Attachment A to this RFP. The application must include the appropriate signatures.

Item 3. Licenses, Certifications, Permits, and Accreditation

Provide copies of all required licenses, certifications, permits, and accreditation required by the state or federal governments, including the following:

- a. Any required business license.
- b. A copy of the Offeror’s current Certificate of Insurance.

Item 4. Organizational Chart

Provide an organizational chart showing both the overall agency and the single organization unit responsible for delivering proposed services. Indicate key roles that will be involved in the program and the supervisory structure related to proposed service delivery.

Item 5. Scope of Services

Include a completed Scope of Services, provided as Attachment B with this RFP, to indicate services covered under this RFP.

Item 6. Targeting

OAA Funds are used to provide services to individuals 60 years of age and older; however, use of these funds should focus on serving persons with the greatest social or economic need. Considering the table provided in Section 1.2, which indicates the demographics for the district for which the Offeror is applying to serve, explain, in detailed narrative format, the Offeror's ability to reach the following populations:

- a. Low Income
- b. Low Income Minority
- c. Rural
- d. English Limitation

Item 7. History, Experience, and Mission

Provide the following information about the Offeror's history, experience, and mission:

- a. A brief history of the Offeror and its service delivery system for transportation services.
- b. The number of years the Offeror has been in business.
- c. A description of the Offeror's organizational experience in working with older people.
- d. The Offeror's mission statement, values, and guiding principles.

Item 8. Entity Type and Governing Body

Provide the following information about the Offeror's entity type and governing body, if any:

- a. A description of the Offeror's business entity type and status, if any (for example a sole proprietorship; Tennessee limited liability company; a Tennessee nonprofit that is a 501(c)(3) tax-exempt organization).
- b. A description of the structure and responsibilities of the entity's governing body, if any (for example, members of an LLC, owners, or board of directors of a corporation).
- c. A list of the present membership of the board of directors or other governing body of the Offeror, including the following information about each member:
 - i. Name
 - ii. Address
 - iii. Sex
 - iv. Race
 - v. Disability status
- d. A description of the method used for selecting and replacing members or directors, such as a copy of bylaws or an operating agreement.

Item 9. Personnel and Training

Provide the following information related to personnel and training:

- a. The job descriptions for each position that will serve as direct service workers, including the required qualifications and competencies.
- b. The proposed training and curriculum to be used to keep staff and volunteers current with respect to service delivery requirements and best practices in services and support.

Item 10. Corrections, Amendments, and Clarifications

Include signed copies of all corrections, amendments, and clarifications to this RFP. Such corrections, amendments, and clarifications will be posted to GNRC.org/Procurement alongside the original RFP document.

3.4 Terms and Conditions

Accuracy of Information

Failure to provide complete and accurate information in an offer to this solicitation may result in your proposal being deemed non-responsive. GNRC may institute debarment proceedings against the Offeror and terminate any contract or purchase order that has been awarded based on inaccurate information.

Validity of Proposals

All proposals shall be valid for a period of 120 days from the closing date of the solicitation unless another time limit is agreed to in writing by all parties. An Offeror's submission of a proposal does not obligate GNRC to contract with the Offeror.

Preparation Costs

GNRC will not be liable for any costs incurred by an Offeror in the preparation of its response to a solicitation, nor for the presentation of its proposal or participation in any clarifications, discussions, negotiations, or protests.

Ambiguity, Conflicts, and Irregularities

Offeror is responsible for clarifying any ambiguity, conflict, discrepancy, omission, or other error in this solicitation prior to submitting their offer, or it shall be waived. Claims of ambiguity after submission of the offer shall not serve as grounds for a protest.

If an Offeror discovers any ambiguity, discrepancy, omission, or other error in the solicitation, they shall immediately request modification or clarification in writing via email to the address of the person identified on the cover page. Required modifications or clarifications will be issued by solicitation amendment.

GNRC reserves the right to waive minor irregularities in proposals. Any such waiver shall not modify any remaining solicitation requirements or excuse the Offeror from full compliance with the solicitation specifications and other contract requirements if the Offeror is awarded a contract.

Acceptance Period

Offeror must indicate acceptance of the final version of this solicitation as amended. A response to a Request for Proposal is an offer to contract GNRC based upon the terms, conditions, scope of services and specifications contained in this Request for Proposal. Proposals are an irrevocable offer for 120 days after the proposal opening time and date.

Standard Contracting Terms

A sample contract containing GNRC's standard terms for transportation services is attached to this solicitation as Attachment D. Contract terms appearing in brackets may not apply to all contracts. Offeror must be willing to accept the standard terms and conditions. Any desired exceptions to the terms and conditions must be identified in the proposal cover letter. If no exceptions to the contract are stated, they might not be granted after the contract is awarded. Contract exceptions may result in the rejection of the proposal as non-responsive; if, in the sole evaluation of GNRC, the requested changes are unacceptable.

Offeror's Rights

All materials submitted in response to this RFP become the property of GNRC upon delivery and are to be appended to any formal documentation which would further define or expand the contractual relationship between GNRC and Offeror.

Section 4. Selection Process

4.1 Proposal Reviews

Proposals will be reviewed on a rolling basis as they are received. After a preliminary review to determine if the Offeror has demonstrated the requisite qualifications identified in Section 2.1 and that the Offeror has met the submission requirements identified in Section 3.2, the submission will be considered a “Qualified Proposal.” Qualified Proposals will be evaluated using the following scoring criteria. In the event two or more Offerors have submitted Qualified Proposals to provide the same or similar services, proposals will be ranked according to their score.

WEIGHT	CRITERION
2 points	Offeror is a Minority or Women Owned Business
1-5 points	Proposal Completeness
1 point per full county; 0.5 point if portion of a county is served	Service Area
5 points	Scope of Services - Proposal fills a gap in GNRC service network
3-5 points	Proposed Service Unit Reimbursement Rate is competitive
1-3 points	Organizational History and Experience (years in business, number of clients served, licenses if applicable)
1-3 points	Personnel and Training – Described personnel and training is adequate for services proposed

4.2 Final Evaluations

Based on the evaluation of the written proposals, GNRC may request to visit the Offeror’s physical office to review non-sensitive files and conduct interviews with key staff.

In its discretion, GNRC may request the submission of any documents that may have been omitted from the Proposal.

4.3 Solicitation Outcomes

GNRC is not obligated to contract with anyone as a result of this solicitation. Offerors who do not receive an invitation to contract with GNRC are eligible to resubmit a proposal for an ongoing RFP. Any resubmission should include a description of changes to the business or service delivery model that distinguishes the new application from the previous one.

Notwithstanding any other provision of this RFP, the GNRC expressly reserves the right to:

- Waive any immaterial defect or informality,
- Reject proposals that are incomplete,
- Reject any or all proposals, or portions thereof,
- Amend or reissue this Request for Proposal,
- Contract with any Offeror with a Qualified Proposal who did not initially receive a contract,
- Cancel the solicitation.

4.4 Protests

Disputes concerning the procurement process, selection outcomes, or any request for stay of award will be lodged and resolved as follows:

1. The aggrieved party will document its protest in writing. The protest must contain:
 - The name, phone number, email address, and physical address of the person or entity protesting.
 - A statement of grounds for the protest, including the law or process alleged to have been violated.
 - The date that the protestor became aware of the issue.
 - A statement of relief requested.
2. The protest must be emailed to rfp@gnrc.org or hand-delivered to the GNRC office to the attention of GNRC Procurement no more than 7 business days after the protestor knew or should have known about the event or situation that predicated the protest.
3. Ordinarily, a protest will pause the procurement selection process. However, GNRC reserves the right to continue the selection process should GNRC determine that it or its constituents will be harmed by the delay.
4. The Finance Director will notify the protestor of the receipt of protest and may elect to meet with the protester.
5. The Finance Director will endeavor to issue a decision on the protest within five business days, but no delay in the decision will be grounds for protest. The decision will be delivered by email and deemed received one business day after it is sent.
6. A protestor may appeal against the decision in writing to the Executive Director. The appeal must be received by no more than 5 business days after receipt of the original decision. The Executive Director's decision on the matter will be final.
7. In some circumstances, state or federal law may provide for a protest procedure. Protestors must exhaust their administrative remedies with GNRC before using the state or federal process.

Attachment A. Application

Attachment B. Scope of Service

Attachment C. Participant Registration Form

Attachment D. Sample Contract Terms

