



Request for Applications (RFA)

Senior Transportation Services

Issued by: Area Agency on Aging Coastal Bend (AAACB)

Issue Date: July 1, 2025

Application Deadline: July 31, 2025

1. Purpose

The Coastal Bend Area Agency on Aging (CBAAA) invites applications from qualified transportation providers to deliver safe, reliable, and accessible transportation services for older adults (age 60+) residing in rural areas of the Coastal Bend region. These services will support non-emergency trips to medical, dental, and other essential appointments in urban centers.

2. Scope of Services

Selected providers will:

- Offer door-to-door or curb-to-curb transportation.
- Operate ADA-compliant vehicles.
- Provide scheduled and on-demand service options.
- Ensure timely arrival and return for appointments.
- Maintain real-time communication with riders and dispatch.
- Serve any or all counties in the Coastal Bend region including Aransas, Bee, Brooks, Duval, Jim Wells, Kenedy, Kleberg, Live Oak, Nueces, Refugio, and San Patricio.

3. Eligibility Criteria

Applicants must:

- Have at least 2 years of experience providing transportation to seniors or individuals with disabilities.
- Maintain vehicle insurance, licensing, and registration.
- Employ drivers with valid licenses, background checks, and training in senior care.
- Demonstrate capacity to operate in both rural and urban areas.
- Be able to collect and report trip data and rider feedback.

4. Application Requirements

Applications **must include**:

- Organizational overview and relevant experience.
- Description of fleet and accessibility features.
- Safety protocols and driver training programs.
- Trip scheduling and dispatch procedures.
- Billing processes and deadlines.

- References from at least two similar service contracts.
- Proposed cost structure or rate schedule.

5. Evaluation Criteria

Applications will be evaluated based on:

- Experience and qualifications (30%)
- Service delivery approach (25%)
- Accessibility and safety standards (20%)
- Technology and communication systems (15%)
- Cost-effectiveness (10%)

6. Project Timeline

<u>Milestone</u>	<u>Date</u>
RFA Release Date	July 1, 2025
Deadline for Questions	July 8, 2025
Responses to Questions Published	July 10, 2025
Application Submission Deadline	July 31, 2025
Application Review Period	August 1-5, 2025
Notification of Award	August 6, 2025
Contract Finalization	August 30, 2025
Service Start Date	September 1, 2025
Initial Review and Feedback Period	90 days post-launch

7. Submission Instructions

Submit applications electronically to:
 Amy Kiddy Villarreal, Director AAA/ADRC
avillarreal@coastalbendcog.org
 Subject Line: RFA – Senior Transportation Services

8. Questions

Submit all questions or issues with Request for Applications (RFA) in writing by July 8, 2025 to:
 Amy Kiddy Villarreal, Director, avillarreal@coastalbendcog.org



Request for Applications (RFA) Attachment A – Application Form

Please complete the following sections with the requested information.

Business Name: _____ EIN: _____

Organizational overview and relevant experience

Response:

Description of fleet and accessibility features

Response:

Safety protocols and driver training programs

Response:

Trip scheduling and dispatch procedures

Response:

Billing processes and deadlines

Response:

References from at least two similar service contracts

Response:

Proposed cost structure or rate schedule

Response: