



PHILADELPHIA CORPORATION FOR AGING

Enriching lives, preserving dignity.™

REQUEST FOR PROPOSAL

Transportation Services

642 North Broad Street

Philadelphia, Pennsylvania 19130

SUBMISSIONS MUST BE RECEIVED BY:

January 16th at 4:30 P.M. EST, 2026

Contact: Elise Mendelsohn
Business Administration Department
Philadelphia Corporation for Aging
642 N. Broad Street
Philadelphia, PA 19130
Phone: (267) 507-2173
Email: Elise.Mendelsohn@pcaCares.org

**PHILADELPHIA CORPORATION FOR AGING
COMMUNITY ENGAGEMENT DEPARTMENT
REQUEST FOR PROPOSAL FOR TRANSPORTATION SERVICES**

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**PHILADELPHIA CORPORATION FOR AGING
COMMUNITY ENGAGEMENT DEPARTMENT
REQUEST FOR PROPOSAL FOR TRANSPORTATION SERVICES**

PART A. GENERAL INFORMATION FOR BIDDERS

I. Introduction

PCA, established in 1973 as the Area Agency on Aging for Philadelphia County, is a non-profit dedicated to enhancing the lives of older adults and people with disabilities. It advocates for those with the greatest needs and values the dignity and diversity of all individuals. PCA operates through four main functions: advocacy, in-home care, community connection, and financial stewardship, funded by public and private sources, including the Older Americans Act and the Pennsylvania Lottery. With oversight from the Pennsylvania Department of Aging, PCA employs over 500 staff and partners with 150+ organizations to serve more than 140,000 people annually. Services include meals, transportation, legal aid, wellness programs, and protective services.

To further its commitment to accessibility and independence, PCA is issuing this RFP to enhance transportation services for seniors. Many older adults face mobility challenges that can limit their ability to access healthcare, social activities, and essential services. PCA is dedicated to addressing these challenges by providing transportation solutions that support seniors in maintaining their independence and quality of life. The goal is to deliver dependable, safe, and easy-to-use door-to-door transportation that meets the diverse needs of older adults, including those with mobility challenges. Services should be flexible in scheduling, support social engagement, and help reduce isolation by enabling participation in community activities. The selected provider will offer transportation to medical appointments, grocery stores, and social or recreational events, ensuring prompt service with minimal wait times. This RFP outlines the detailed requirements and expectations for the service to ensure accessibility, comfort, and safety for our senior community members.

II. Pre-Submission Virtual Question and Answer Session for Potential Bidders

PCA will host a Virtual Question and Answer Session (“Q&A”) to allow for clarification of the RFP’s specifications and process on January 6th via Microsoft Teams at 12:00 P.M. E S T . The Q&A is the exclusive means for asking questions about the RFP. **Any bidder who submits a Letter of Intent shall receive an invitation to the Q&A. Importantly, to ensure that all potential bidders have identical access to RFP-related information, PCA will not respond to any potential bidder’s RFP-related questions after the Q&A.**

Potential bidders are invited to submit questions by e-mail to the attention of Elise Mendelsohn at Elise.Mendelsohn@pcaCares.org by December 29th at 5:00 P.M. EST.

At the Q&A session, PCA will first address pre-submitted questions before turning to any questions from potential bidders attending the Q&A session, time permitting. Minutes documenting the questions and answers will be distributed to all potential bidders.

III. Amendments to the RFP

Amendments to the RFP, if any, will be distributed to all potential bidders.

IV. Letter of Intent to Bid

A potential bidder is required to complete and email a Letter of Intent to Bid, containing the information reflected in Appendix I, to Elise Mendelsohn at Elise.Mendelsohn@pcaCares.org by January 13th by 4:30 P.M. EST.

V. Selection Committee

PCA will appoint a Selection Committee. The Selection Committee will read and score bids using a scoring rubric. The full Selection Committee, or a subcommittee thereof, also will conduct and score a brief interview of each bidder. PCA anticipates conducting those interviews in-person at PCA.

VI. Bid Scoring

The final composite score for each bid will be the sum of the scores for:

1. Written proposal
2. Interview
3. Fleet/Headquarters Inspection (Date TBD)
4. Bidder qualifications
5. Budget.

Scoring is further described in “Criteria for Provider Selection and Distribution of Points” (see Appendix II).

Points are awarded for positive references for a bidder not currently under contract with PCA or for past performance for a bidder currently under contract with PCA. For a bidder not currently under contract, but who had been under contract within the past three (3) years, points will be awarded for a combination of references and past performance.

Bidders not under contract with PCA during the last three years are hereby advised that references will be contacted between 1/12/26 and 1/15/26.

VII. Selection of Providers

One or more bidders will be awarded contract(s) based on final composite scores, as described Appendix II, together with successful negotiation of a contract including, but not limited to, providing certificates evidencing all **mandatory** insurance coverages.

PCA will solely determine the number of bidders to which transportation services contracts will be awarded. If a selected bidder is unable to fulfill part or all of the contracted service during the contract year, PCA has complete discretion to determine whether and how it will solicit another transportation provider to fulfill remainder of the initial contract.

Any party responding to this RFP will be afforded a full opportunity to submit a proposal, and no party will be discriminated against on the basis of age; ancestry; association with or relationship to a person in a protected class; citizenship; color; disability or handicap (including a record of or perception of disability); domestic/sexual violence victim status; ethnicity; familial status; gender identity; genetic information; having a GED rather than a high school diploma; marital status; national origin; pregnancy; race; religion; sex; sexual orientation; use of a guide or support animal for a disability; veteran status; and any other characteristic or status protected by local, state or federal law. PCA complies with all applicable local, state and federal anti-discrimination and equal employment opportunity laws.

This RFP does not commit PCA to award a contract. PCA has the exclusive rights to accept or reject any or all responses received because of this RFP and to cancel any or all of this RFP.

PCA will not reimburse a party's costs incurred in preparing or submitting a proposal in response to this RFP.

VIII. Insurance

Prior to the execution of a contract, a selected bidder must provide certificates of insurance satisfying the following minimum requirements:

Coverage Type	Limits
General liability	\$1,000,000 per occurrence/\$3,000,000 per annual aggregate
Physical Abuse & Sexual Molestation	\$500,000 per occurrence/\$2,000,000 per annual aggregate
Automobile liability	\$1,000,000 combined single limit
Workers'	Statutory limits

compensation	
Professional Liability	\$1,000,000 per occurrence/\$2,000,000 per annual aggregate

Professional liability insurance may be written on a claims-made basis, provided, however, that the policy permits the bidder to purchase extended reporting coverage (tail coverage) upon termination of the agreement.

Additional remarks **MUST** name PCA and the Commonwealth of Pennsylvania and their directors, officers, employees, and agents as additional insureds, with an endorsement stating that the coverage afforded the additional insureds shall be primary and non-contributory to any other coverage available. This applies to general liability, physical abuse & sexual molestation, automobile liability, and professional liability.

PCA reserves the right to reject self-insured bidders and withdraw a contract award if a selected bidder fails to provide satisfactory proof of insurance. Selected bidders will be provided with additional information concerning PCA's insurance requirements.

IX. Criminal History Record Information

Selected bidders are required to obtain criminal history background screens for all employees who may have contact with PCA clients and shall exercise reasonable judgment in making employment decisions based thereon. Selected bidders must comply with governing law, including local ordinances, concerning the administration and evaluation of criminal history background screens.

PART B. SCOPE OF WORK

I. Objective

The primary objectives of this RFP are to:

1. Provide safe, reliable, and user-friendly, door-to-door transportation services for seniors.
2. Ensure accessibility for individuals with mobility impairments, including those using wheelchairs or other assistive devices.
3. Offer flexible and convenient scheduling options to accommodate the varying needs of seniors.
4. Promote independence, social engagement, and overall well-being among the aging population.
5. Foster community connections and reduce social isolation by enabling seniors to participate in social and recreational activities

I. Scope of Services

The selected service provider will be responsible for delivering a range of transportation services, including but not limited to:

1. Door-to-Door Transportation

- a. Provide door-to-door transportation for seniors to medical appointments, grocery shopping, social activities, recreational outings, and other essential services.
- b. Ensure timely pick-ups and drop-offs, with minimal wait times for passengers.

2. Accessibility

- a. Ensure vehicles are equipped with necessary accessibility features, including wheelchair lifts or ramps, grab bars, and adequate space for assistive devices.
- b. Aid seniors with boarding and alighting from vehicles as needed.

3. Safety

- a. Maintain high safety standards, including regular vehicle maintenance, inspections, and adherence to all safety regulations.
- b. Implement comprehensive driver training programs focusing on safe driving practices, sensitivity to the needs of seniors, and emergency procedures.

4. Scheduling and Flexibility

- a. Offer a user-friendly booking system with options for reservations and same-day service.
- b. Provide flexible scheduling to accommodate the varying needs and preferences of seniors.

5. Customer Service

- a. Provide courteous, respectful, and helpful customer service to assist seniors with scheduling, address any concerns or issues, and ensure a positive experience.
- b. Offer multilingual support and services for non-English-speaking seniors.

6. Reporting and Accountability

- a. Maintain detailed records of trips, including the number of passengers, destinations, trip durations, and any incidents.
- b. Provide regular reports to PCA, including performance metrics and feedback from passengers.

II. Proposal Requirements

Interested providers should submit a detailed proposal that includes the following sections:

1. Company Information

- a. Overview of the company, including history, mission, and experience in providing transportation services to seniors.
- b. Description of the organizational structure, key personnel, and qualifications of the team.

2. Service Plan

- a. Detailed description of the proposed transportation services, including vehicle types, accessibility features, and scheduling system.
- b. Explanation of how the service will meet the specific needs of seniors, including those with mobility impairments.

3. Safety and Training

- a. Outline of safety protocols and procedures, including vehicle maintenance schedules and safety inspections.
- b. Description of driver training programs, including topics covered and frequency of training sessions.

4. Customer Service Strategy

- a. Approach to providing excellent customer service, including staff training, communication protocols, and methods for handling complaints and feedback.
- b. Plans for ensuring cultural competency and sensitivity to the diverse needs of the senior population.

5. Pricing & Cost Structure

- a. Detailed pricing structure, including any fees for specific services or features.
- b. Explanation of any additional costs that may be incurred and how they will be managed.

6. References

- a. Contact information for at least three references from organizations or individuals who have used your services.
- b. Testimonials or case studies demonstrating the impact and effectiveness of your services.

7. Compliance and Certifications

- a. Proof of compliance with all relevant local, state, and federal regulations.
- b. Copies of any relevant certifications, licenses, or accreditations.

PART C: BID FORMAT REQUIREMENTS

I. Bid Organization

The following format is to be used in preparing a bid in response to this RFP for transportation services. The bid **must** adhere to the sequence reflected in the below table and text. Bidders **must** identify each bid subsection and appendix with the applicable letter or numerical designation as reflected in the following table and text.

Bid Proposal Format	
Cover Sheet (Attachment A)	
Assurances (Attachment B)	
Officers (Attachment C)	
Board Members (Attachment D)	
Table of Contents for Bid Narrative (with page numbers)	
Bid Narrative	
1. Company Information	
2. Key Personnel	
3. Service Plan	
4. Safety & Training	
5. Customer Service Strategy	
6. Pricing & Cost Structure	
7. References	
8. Compliance & Certifications	
Budget (Attachment E)	
Exhibits to Bid Submission:	
Evidence of Financial Stability	
Proof of Insurance	

II. Selection Process

- Among the criteria that PCA will consider in evaluating submissions are the following:
- Comprehensiveness of proposal.
- Quality of fleet collection and visit to headquarters.
- Proven track record in providing transportation services to seniors.
- Positive references and testimonials from previous clients.
- Quality and reliability of proposed services, including accessibility and safety features.
- Ability to meet the specific needs of the aging population.
- Proposal cost.

Any party responding to this RFP will be afforded a full opportunity to submit a proposal, and no party will be discriminated against on the basis of age; ancestry; association with

or relationship to a person in a protected class; citizenship; color; disability or handicap (including a record of or perception of disability); domestic/sexual violence victim status; ethnicity; familial status; gender identity; genetic information; having a GED rather than a high school diploma; marital status; national origin; pregnancy; race; religion; sex; sexual orientation; use of a guide or support animal for a disability; veteran status; and any other characteristic or status protected by local, state or federal law. PCA complies with all applicable local, state and federal anti-discrimination and equal employment opportunity laws.

This RFP does not commit PCA to award a contract. PCA has exclusive rights to accept or reject any or all responses received because of this RFP and to cancel any or all of this RFP.

PCA will not reimburse a party's costs incurred in preparing or submitting a proposal in response to this RFP.

III. Method and Date of Submission

Date:	Event:
December 15, 2025.	Distribution of RFP
December 29, 2025.	Questions to be submitted by 4:30 PM EST
January 6, 2026, at 12:00PM	Q&A Session
January 13, 2026.	Letter Of Intent to Bid
January 16, 2026.	Bid Deadline

Instructions for Submission of Qualifications

An interested party must send an electronic copy and mail its submission to PCA's Business Administration Department, as follows:

Elise Mendelsohn
Contract Manager
Business Administration
Philadelphia Corporation for Aging
642 N. Broad Street
Philadelphia, Pennsylvania 19130
Elise.Mendelsohn@pcaCares.org
267-507-2173

A late and/or incomplete submission will be deemed non-responsive and will not be considered for selection.

Each party is responsible for ensuring that its submission is timely received.

ATTACHMENTS

Attachment A:	Cover Sheet
Attachment B:	Assurances
Attachment C:	Officers
Attachment D:	Board Members
Attachment E:	12-Month Budget Form

RFP APPENDICES

Appendix I:	Letter of Intent to Bid Template
Appendix II:	Criteria for Provider Selection and Distribution of Points

Attachment A

COVER SHEET

SECTION 1: COMPANY INFORMATION
Legal Business Name:
Trade Name (DBA):
Registered Address:
City, State, Zip Code:
Business Address if Different from Registered Address:
State of Incorporation/Registration:
Tax Identification Number (TIN/EIN):
Phone Number:
Email Address:
Website:
Primary Contact Person Name and Title:
Primary Contact Phone Number and Email Address:
Contact Person for Contractual Notices (if different from above):
Contact Person Title for Contractual Notices:
Contact Person Phone Number and Email Address for Contractual Notices:
Name, Title, and Email Address of Person Signing Contract (if any):

SECTION 2: BUSINESS TYPE:
<input type="checkbox"/> For-profit Corporation (insert type):
<input type="checkbox"/> Nonprofit Corporation
<input type="checkbox"/> Limited Liability Company
<input type="checkbox"/> Limited Partnership
<input type="checkbox"/> Sole Proprietorship
<input type="checkbox"/> Government Agency
<input type="checkbox"/> Other business formation type :

SECTION 3: SERVICES & CAPABILITIES:
Type(s) of Work or Services Provided:
Licenses & Certifications (if applicable):
Philadelphia Geographic Areas Served:
Non-Philadelphia Areas Served:

SECTION 4: COMPLIANCE
In the last ten (10) years, has your company had any legal, administrative, or regulatory disputes: <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide details:
In the last ten (10) years, has your company been subject to debarment, citation, or other penalty for failing to comply with any federal, state, or local regulation: <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide details:
Do you have any outstanding tax liens or judgments? <input type="checkbox"/> Yes <input type="checkbox"/> No

Attachment B
CERTIFICATION

I, the undersigned, certify that:

1. I am familiar with the Request for Proposal and contents of this proposal and will commit bidder's resources to ensure the successful completion of all services and programs described in the proposal.
2. All information submitted in this bid is presently or will be at the time an award is made, operable.
3. The information, documents and computations are true, correct, and complete to the best of my knowledge, information, and belief.

I, the undersigned, certify that the information provided in this form is accurate and complete to the best of my knowledge. I understand that any misrepresentation may result in disqualification from consideration for contracting opportunities.

Signature of Chief Executive

Date

Name & Title of Chief Executive Officer

**Signature of Authorized Local Office
Administrator, if applicable**

Date

Attachment C
OFFICERS*

Name and Title	Address and Phone number

***Copy page as needed.**

Attachment D
BOARD MEMBERS*

Name and Title	Address and Phone number

***Copy page as needed.**

Attachment E

12-MONTH BUDGET FORM PERIOD: F E B U A R Y 12, 2026 TO JUNE 30, 2028

Bidder:

<u>Personnel Salary Positions:</u>	Annual Salary	% of Time on Project	PCA Cash Costs	Other Revenue & Support
Category Total:				

<u>Personnel Fringe Benefits Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

12-Month Budget Form (continued)

<u>Occupancy Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

<u>Communications Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

12- Month Budget Form (continued)

<u>Supplies & Minor Equipment Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

<u>Transportation Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

12 Month Budget Form (continued)

<u>Contract Services Item:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

<u>Other Operating Expenses Items:</u>	Basis for Cost Estimates	PCA Cash Cost	Other Revenue & Support
Category Total:			

Total PCA Request: (1) _____

Total Other Funding: (2) _____

Total Program Costs: (3) _____

Appendix I
LETTER OF INTENT TO BID TEMPLATE

SEND TO:
Elise Mendelsohn
Contract Manager
Business Administration
Philadelphia Corporation for Aging
642 N. Broad Street
Philadelphia, Pennsylvania 19130
Elise.Mendelsohn@pcaCares.org
267-507-2173

A bidder must submit its Letter of Intent to Bid by January 13, 2026 by 4:30 p.m. A bidder is welcome to use this template or use its own format as long as its Letter of Intent includes the information sought in the following template.

I intend to submit a bid to provide transportation services during the period of February 12, 2026 to June 30, 2028.

Bidder's Name:	
Address:	
Signed:	
Printed Name:	
Title:	

Appendix II

CRITERIA FOR PROVIDER SELECTION AND DISTRIBUTION OF POINTS

Complete and timely-submitted bids will be evaluated and scored by the Philadelphia Corporation for Aging, for the purpose of selecting bidders who most closely meet the requirements of the Transportation Services Program as described in this RFP. Below is the breakdown of maximum points for each criterion:

Max Points	Criterion
40	Proposal - Points will be awarded based on responses to RFP questions in light of the following: Bidder's understanding of the described need for transportation services; background and experience; organization and administration; volume of service; work plan; accessibility; staffing and resources; service reporting and invoicing (if applicable); quality assurance; comprehensiveness of proposed representation; and adherence to RFP procedural requirements.
5	Fleet/Headquarters Inspection – Points will be awarded based on the quality, condition, and maintenance of the bidder's fleet, as well as the overall appearance, organization, and professionalism of their headquarters and facilities, as assessed during an on-site inspection and visit.
15	Interview - Points will be awarded based on the following factors: Bidder's familiarity with the RFP's transportation services objectives and requirements; flexibility; and appropriateness, substantiveness, and directness of responses to interview questions.
10	Bidder Qualifications – Points will be awarded for: (a) References (new bidders only) which indicate that the bidder has the capacity to provide the transportation services described in this RFP; or (b) Performance record (current subcontractors) based on PCA monitoring of the provider; or (c) References and performance record (bidders not currently under contract, but who had been under contract within the past three years).
30	Budget - The budget evaluation will include projected cost per ride; occupancy and administrative costs; personnel expenses; and cost of the proposal vis a vis its scope and quality.
100	Total Potential Points