

OAA TITLE III-B TRANSPORTATION- REVIEWER SCORE SHEET

Bidder Name: _____

Reviewer Name: _____

Date: _____

Reviewers shall assign a raw score from 0–5 for each evaluation category. The raw score will be converted to a weighted score by dividing the raw score by 5 and multiplying by the maximum points available for that category. The final proposal score is the sum of all weighted category scores.

SCORING SCALE

0 = Not addressed / Non-responsive

1 = Poor – Significant deficiencies

2 = Fair – Partially meets requirements

3 = Acceptable – Meets minimum requirements

4 = Good – Exceeds requirements

5 = Excellent – Fully exceeds requirements

SECTION 1 — ORGANIZATIONAL CAPACITY (15 POINTS TOTAL)

Reviewers shall consider all required elements together and assign **one raw score (0–5)** for this section.

Required Elements	Reviewer Comments
Legal name, address, and contact information	
History and experience providing transportation or comparable services	
Bidder qualifications and ability to meet service standards	
Qualifications and experience of key personnel and staff	
Staffing levels, organizational structure, and Governing Board	
Identification of authorized signers and responsible parties	

Section Raw Score (0–5): ____ **Section Weighted Score (Max 15):** ____ (*Raw score ÷ 5 × 15*)

SECTION 2 — SERVICE DELIVERY PLAN (20 POINTS TOTAL)

Reviewers shall consider all required elements together and assign **one raw score (0–5)** for this section.

Required Elements	Reviewer Comments
Ride scheduling, dispatch, and participant communication	
Hours/days of operation and service area coverage	
Trip request methods and any limitations	
Handling of same-day requests, cancellations, no-shows, and denials	
Participant management practices	
Waitlist management, prioritization, and notification	
Compliance with safety, accessibility, and service delivery requirements (ADA, level of assistance, vehicle safety, incident reporting, subcontractor oversight)	

Section Raw Score (0–5): ____ **Section Weighted Score (Max 20):** ____ (*Raw score ÷ 5 × 20*)

SECTION 3 — ELIGIBILITY, ASSESSMENT & CLIENT RIGHTS (15 POINTS TOTAL)

Reviewers shall consider all required elements together and assign **one raw score (0–5)** for this section.

Required Elements	Reviewer Comments
Compliance with KDADS FSM for Uniform Program Registration (UPR)	
UPR expiration tracking and re-registration notifications	
Distribution of OAA Grievance Rights & Responsibilities (SS-12)	
Grievance documentation, staff training, and reporting to JAAA	

Section Raw Score (0–5): ____ **Section Weighted Score (Max 15):** ____ (*Raw score ÷ 5 × 15*)

SECTION 4 — OUTREACH (10 POINTS TOTAL)

Reviewers shall consider all required elements together and assign **one raw score (0–5)** for this section.

Required Elements	Reviewer Comments
Outreach strategies for populations with greatest economic or social need	
Targeted strategies for low-income, minority, rural, and LEP populations	

Section Raw Score (0–5): ____ **Section Weighted Score (Max 10):** ____ (*Raw score ÷ 5 × 10*)

SECTION 5 — DATA MANAGEMENT & REPORTING (10 POINTS TOTAL)

Reviewers shall consider all required elements together and assign **one raw score (0–5)** for this section.

Required Elements	Reviewer Comments
Timely submission of monthly program and financial reports	
Accuracy of transportation unit tracking and reporting	
Waitlist and denied ride tracking	
Trip purpose categorization and medical transportation tracking	
Strategy and corrective actions related to 60% medical transportation target	
Historical service units table	

Section Raw Score (0–5): ____ **Section Weighted Score (Max 10):** ____ (*Raw score ÷ 5 × 10*)

SECTION 6 — COORDINATION & QUALITY ASSURANCE (10 POINTS TOTAL)

*Reviewers shall consider all required elements together and assign **one raw score (0–5)** for this section.*

Required Elements	Reviewer Comments
Coordination with JAAA and community partners	
Quality assurance processes and performance monitoring	
Customer satisfaction survey administration and use of results	
Internal program evaluation process and corrective actions	
Staff training practices supporting service quality, safety, and compliance	
Attachment of survey instrument and results (or explanation)	

Section Raw Score (0–5): ____ Section Weighted Score (Max 10): ____ *(Raw score ÷ 5 × 10)*

SECTION 7 — BUDGET & FINANCIAL MANAGEMENT (20 POINTS TOTAL)

*Reviewers shall consider all required elements together and assign **one raw score (0–5)** for this section.*

Required Elements	Reviewer Comments
Budget and financial plan	
Additional funding sources, timing, restrictions, and sustainability	
Cost per ride calculation	
Suggested donation and program income handling	
Proposed units, requested award, and match calculation	
Fiscal stability, internal controls, and financial management practices	

Section Raw Score (0–5): ____ Section Weighted Score (Max 20): ____ *(Raw score ÷ 5 × 20)*

TOTAL PROPOSAL SCORE

Section	Max Points	Weighted Score
Organizational Capacity	15	
Service Delivery Plan	20	
Eligibility & Client Rights	15	
Outreach	10	
Data Management & Reporting	10	
Coordination & QA	10	
Budget & Financial Management	20	
TOTAL	100	___ / 100

ADDITIONAL REVIEWER COMMENTS

Reviewer Recommendation

☐ Recommend for Award ☐ Recommend with Conditions ☐ Do Not Recommend

Summary Comments / Conditions (if any):

REVIEWER CERTIFICATION

By signing below, I certify that I have reviewed and scored this proposal independently, objectively, and in accordance with the evaluation criteria and scoring methodology published in the Request for Proposal. I affirm that I have no actual, perceived, or potential conflict of interest with the proposer and that my scoring reflects my independent judgment.

Reviewer Name (Printed): _____

Reviewer Signature: _____

Date: _____

IIIB TRANSPORTATION — SCORE SHEET INSTRUCTIONS

1. General Scoring Guidance

- Reviewers must read the **entire proposal** before assigning any scores.
- Scores must be based **only** on the content submitted in response to **Section 6 – Proposal Submission Requirements**.
- Evaluation focuses on:
 - Responsiveness to required proposal elements
 - Demonstrated capacity to deliver OAA Title IIIB Transportation services
 - Compliance with KDADS Field Support Manual (FSM), Older Americans Act (OAA), and JAAA policy
 - Ability to prioritize and track **medical transportation** consistent with JAAA's 60% target
- Do **not** assume compliance if it is not clearly described.
- All scores **must be supported by written reviewer comments**.

2. Scoring Scale (Raw Score)

Each evaluation section is assigned **one raw score** using the following scale:

Score	Description
5	Excellent – Fully addresses all requirements with strong detail, clarity, and demonstrated capacity
4	Good – Addresses requirements with minor gaps or limited detail
3	Adequate – Addresses requirements at a basic level
2	Limited – Partially addresses requirements; notable gaps
1	Poor – Minimally addresses requirements
0	Non-responsive – Does not address the requirement

3. How to Use the Score Sheet Tables

- Each section of the score sheet lists **required elements** to guide reviewer consideration.
- Reviewers shall:
 - Consider **all listed elements together**
 - Assign **one raw score (0–5)** per section
 - Enter **one weighted score** per section
 - Provide **written comments** explaining the score
- Reviewers **do not score each bullet separately** — bullets guide judgment of the **overall section quality**.

4. Calculating Weighted Scores

Each section has a **maximum point value**.

Formula:

$(\text{Raw Score} \div 5) \times \text{Section Maximum Points} = \text{Weighted Score}$

Example:

- Raw score: 4
- Section max: 20 points
- Weighted score: $(4 \div 5) \times 20 = 16$ points

5. Section-Specific Evaluation Notes

Organizational Capacity (15 points)

Evaluate experience delivering transportation services, staffing adequacy, governance, and authorized signers.

Service Delivery Plan (20 points)

Evaluate ride scheduling, dispatch, participant management, waitlist handling, safety, ADA compliance, incident reporting, and subcontractor oversight.

Eligibility, Assessment, and Client Rights (15 points)

Evaluate UPR procedures, expiration tracking, re-registration notifications, and grievance handling.

Outreach (10 points)

Evaluate targeted outreach strategies for populations with the greatest economic or social need.

Data Management and Reporting (10 points)

Evaluate reporting timeliness, accuracy, trip purpose tracking, waitlist/denied ride tracking, and progress toward the 60% medical transportation target.

Coordination and Quality Assurance (10 points)

Evaluate QA systems, customer satisfaction surveys, staff training practices, coordination with JAAA, and use of corrective actions.

Budget and Financial Management (20 points)

Evaluate cost per ride calculation, funding sources, match, program income handling, and overall fiscal stability.

6. Final Scoring and Verification

- The **final proposal score** is the sum of all weighted section scores.
- Reviewers must verify:
 - All sections are scored
 - Calculations are accurate
 - Comments support scores assigned

7. Reviewer Certification

Each reviewer must certify that:

- Scores were assigned objectively
 - No conflict of interest exists
 - Scores are based solely on proposal content
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WORKED SCORING EXAMPLE — IIIB TRANSPORTATION

Example Section: Service Delivery Plan (20 Points Maximum)

Scenario

The proposer clearly explains how rides are scheduled and dispatched, describes hours of operation and service area coverage, and provides solid procedures for handling cancellations, no-shows, and ride denials. The proposal explains curb-to-curb service, ADA accommodations, vehicle safety, and incident reporting.

The proposer also describes how waitlists are maintained and participants are notified when service becomes available.

However:

- Oversight procedures for subcontracted transportation providers are briefly mentioned but lack detail.
- The description of how services would be adjusted during funding constraints is present but somewhat general.

Step 1: Assign Raw Score

Consideration	Assessment
Scheduling & dispatch	Fully addressed
Trip management procedures	Fully addressed
Participant & waitlist management	Addressed
ADA & safety compliance	Fully addressed
Subcontractor oversight	Limited detail
Funding-based service adjustments	Some detail

Raw Score Assigned: 4 out of 5

Step 2: Apply Section Weight

- Section Maximum: **20 points**
- Raw Score: **4**

Calculation:

$$(4 \div 5) \times 20 = 16 \text{ points}$$

Step 3: Document Reviewer Comments

Example Reviewer Comments:

The proposal presents a clear and feasible plan for delivering OAA Title IIIB Transportation services, including ride scheduling, dispatch, trip management, ADA accommodations, and vehicle safety procedures. Participant management and waitlist processes are adequately described. Additional detail would strengthen the proposal regarding subcontractor oversight and specific procedures for adjusting service levels during funding or capacity constraints.

Final Score for This Section

16 / 20 points
