

***REVISED***  
***BID RESPONSE PACKET***  
***710-25-049***

## BID SIGNATURE PAGE

Type or Print the following information.

| PROSPECTIVE CONTRACTOR'S INFORMATION  |  |        |                  |                       |       |
|---|--|--------|------------------|-----------------------|-------|
| Company:  | Area Agency on Aging of Southeast Arkansas dba Southeast Arkansas Transportation (SEAT)  |        |                  |                       |       |
| Address:  | 709 East 8th Avenue / PO Box 8569  |        |                  |                       |       |
| City:   | Pine Bluff   | State: | AR               | Zip Code:             | 71611 |
| Business Designation:   | <input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp<br><input type="checkbox"/> Partnership <input type="checkbox"/> Corporation <input checked="" type="checkbox"/> Nonprofit   |        |                  |                       |       |
| Minority and Women-Owned Designation*:  | <input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service Disabled Veteran<br><input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned<br><input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American |        |                  |                       |       |
| AR Certification #: _____ * See Minority and Women-Owned Business Policy  |  |        |                  |                       |       |
| PROSPECTIVE CONTRACTOR CONTACT INFORMATION  |  |        |                  |                       |       |
| Provide contact information to be used for bid solicitation related matters.  |  |        |                  |                       |       |
| Contact Person:   | Ashley Kimbrell  |        | Title:           | SEAT Project Director |       |
| Phone:  | 870-543-6229   |        | Alternate Phone: | 870-543-6392          |       |
| Email:  | ashleyk@aaasea.org   |        |                  |                       |       |
| CONFIRMATION OF REDACTED COPY   |  |        |                  |                       |       |
| <input type="checkbox"/> YES, a redacted copy of submission documents is enclosed.<br><input checked="" type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.<br><br><i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i> |  |        |                  |                       |       |
| COMBINED CERTIFICATIONS FORM  |  |        |                  |                       |       |
| Prospective Contractor has included, in this submission packet, the signed Attachment H-Combined Certifications for Contracting with the State of Arkansas.   |  |        |                  |                       |       |

**An official authorized to bind the Prospective Contractor to a resultant contract must sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this Bid Solicitation will cause the Prospective Contractor's bid to be disqualified:

|  |   |
|--|---|
| Authorized Signature: <u>Kathy Tynes</u><br>Printed/Typed Name: <u>Kathy Tynes</u> | Title: <u>Executive Director</u><br>Date: <u>07/01/2025</u> |
|--|---|

Contract Number 710-25-049

Attachment Number A

Action Number

**CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR:

SUBCONTRACTOR NAME:

☐ Yes ☒ No Area Agency on Aging of Southeast Arkansas, Inc. dba Southeast Arkansas Transportation (SEAT)

TAXPAYER ID NAME:

IS THIS FOR:

Goods? ☐ Services? ☒ Both? ☐

YOUR LAST NAME: Tynes

FIRST NAME Kathy

M.I.:

ADDRESS: PO Box 8569 / 709 East 8th Avenue

CITY: Pine Bluff

STATE: AR

ZIP CODE: 71611

COUNTRY: USA

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:****FOR INDIVIDUALS \***

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

| Position Held                    | Mark (✓) |        | Name of Position of Job Held<br>[senator, representative, name of board/ commission, data entry, etc.] | For How Long? |             | What is the person(s) name and how are they related to you?<br>[i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.] |          |
|----------------------------------|----------|--------|--|---------------|-------------|---|----------|
|                                  | Current  | Former |  | From<br>MM/YY | To<br>MM/YY | Person's Name(s)  | Relation |
| General Assembly                 |          |        |  |               |             |   |          |
| Constitutional Officer           |          |        |  |               |             |   |          |
| State Board or Commission Member |          |        |  |               |             |   |          |
| State Employee                   |          |        |  |               |             |   |          |

☒ None of the above applies**FOR AN ENTITY (BUSINESS) \***

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

| Position Held                    | Mark (✓) |        | Name of Position of Job Held<br>[senator, representative, name of board/ commission, data entry, etc.] | For How Long? |             | What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control? |                           |                        |
|----------------------------------|----------|--------|--|---------------|-------------|--|---------------------------|------------------------|
|                                  | Current  | Former |  | From<br>MM/YY | To<br>MM/YY | Person's Name(s)   | Ownership<br>Interest (%) | Position of<br>Control |
| General Assembly                 |          |        |  |               |             |  |                           |                        |
| Constitutional Officer           |          |        |  |               |             |  |                           |                        |
| State Board or Commission Member |          |        |  |               |             |  |                           |                        |
| State Employee                   |          |        |  |               |             |  |                           |                        |

☒ None of the above applies

Contract Number 710-25-049  
Attachment Number A  
Action Number           

## Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:  
  
*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature Ashley Kimbrell Title Executive Director Date 06/16/2025  
Vendor Contact Person Ashley Kimbrell Title SEAT Program Administrator Phone No. (870) 543-6229

Agency use only  
Agency 0710 Agency Name Department of Human Services Agency Contact Person            Contact Phone No.            Contract            or Grant No.

## NOTICE OF NONDISCRIMINATION

The Area Agency on Aging of Southeast Arkansas complies with all civil rights provisions of federal statutes and related authorities prohibiting discrimination in programs and activities receiving federal financial assistance. Therefore, the Area Agency on Aging of Southeast Arkansas does not discriminate on the basis of race, sex, color, age, national origin, religion, or disability in the admission, access to, and treatment of Area Agency on Aging of Southeast Arkansas' programs and activities, as well as the Area Agency on Aging of Southeast Arkansas' hiring or employment practices. Translation services are available upon request. Complaints of alleged discrimination and inquiries regarding the Area Agency on Aging of Southeast Arkansas' nondiscrimination policies may be directed to:

Ashley Kimbrell

Title VI/EEO Coordinator

709 East 8<sup>th</sup> Avenue

Pine Bluff, AR 71601

870-543-6300/ TTY 870-543-6225

[ashleyk@aaasea.org](mailto:ashleyk@aaasea.org)

Kathy Tynes

ADA/Section 504 Coordinator

709 East 8<sup>th</sup> Avenue

Pine Bluff, AR 71601

870-543-6300/ TTY 870-543-6225

[ktynes@aaasea.org](mailto:ktynes@aaasea.org)

This notice is available from the Title VI/EEO/ADA/504 Coordinator in large print, on audio tape, or in braille.

Free language assistance for Limited English Proficient individuals is available upon request.

## **AFFIRMATIVE ACTION PLAN**

The Area Agency on Aging declares and reaffirms a policy of equal opportunity for all applicants/ employees of nondiscrimination on the basis of age, race, color, religion, sex, national origin, disability, or other impermissible grounds in the provision of all services to the public, such as employment, contract/grants and services. The Agency commits itself to a continuing program to assure that unlawful discrimination does not occur in the services it renders and that those sectors of the public most affected by this policy will be kept informed of its content.

### **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT POLICY**

The Executive Director of the Agency will make all decisions regarding recruitment, hiring, promotion, terminations, transfers, layoffs, compensation, training, benefits, and other terms and conditions of employment without discrimination on the grounds of race, color, religion, sex, national origin, age, disability, or other factors which cannot be lawfully used as the basis for employment decisions. The policy will be placed in all satellite offices so that employees, applicants, and the general public are cognizant of the Agency's EEO commitment.

1. The Agency undertakes a program of affirmative action, in which good faith efforts will be directed to:
  - a. Determine the extent to which minorities, our senior population, and women are underutilized in major categories. The Agency will identify and eliminate the specific causes of such underutilization.
  - b. Project goals and timetables to include estimates of the representation of middle- aged and senior population, minorities, and women, which are likely to result from the operation of this affirmative action plan.
  - c. Ultimate responsibility for the achievement of affirmative action through this plan is assigned to the Executive Director of the Area Agency on Aging of Southeast Arkansas Board of Directors, who will establish organizational structures and monitoring systems that will ensure the effective operation of the affirmative action program, achievement of its goals, and means for modification of the plan as needed.
  - d. Applicants and employees have the right to file complaints with the EEO.

- e. The performance by managers, supervisors, etc., will be evaluated on the success of the EEO program the same way as their performance on other agencies' goals is evaluated.
- f. Successful achievement of EEO goals will provide benefits to the Agency through fuller utilization and development of previously underutilized human resources.

### **DISSEMINATION PLAN**

The Executive Director reaffirms that this affirmative action plan, including its guidelines for implementation and supporting data, is a public document. A copy of the document will be kept on file and made available to interested persons upon written request within three (3) working days. A copy of the plan will be available for review by any employee at all satellite offices and the central office upon written request within three (3) working days.

**Internally:** The Executive Director will authorize and coordinate orientation for appropriate supervisory and other liaison personnel.

- A. Orientation will focus on the provisions of the plan, applicable local, state, and federal regulations, and the Equal Employment Law generally.
- B. Update sessions will be held as needed, with responsibility for equal opportunity orientation and training sessions assigned to appropriate personnel under the authority and supervision of the staff executive.
- C. Special meetings or orientation sessions will be organized under procedures, developed or supervised by the Executive Director and/or EEO Advisory Committee to inform non-supervisory personnel of their rights and obligations under the organization's affirmative action plan.
- D. The EEO Coordinator secures and places the EEO employer posters at all workstations.

**Externally:** External recruitment sources used by the organization, including unions, colleges, minorities, and women will be informed of the organization's nondiscrimination policy. They are requested to refer persons for all positions listed by the organization.

- A. In all public media sources, all advertisements for personnel will include that the recipient is an Equal Employment Opportunity Employer.

### **DESIGNATION OF PERSONNEL RESPONSIBILITY**

Ultimate responsibility for achieving affirmative action through this plan is assigned to the Executive Director by the Area Agency on Aging of Southeast Arkansas Board of Directors under sound public administration principles. The Executive Director will assign affirmative action functions to include but not limited to:

- A. Development of a written affirmative action plan for the Agency, updated from time to time to conform to laws and regulations.
- B. General direction or coordination of programs established under the plan.
- C. Collection, analysis and proper publication of all statistical data called for in the plan and its guidelines.
- D. Preparation of all required government reports regarding affirmative action in the operations of the plan.
- E. Assistance to agency or program administrators and other personnel who need technical advice or administrative support in meeting their responsibilities under this plan.
- F. Annual review of employment practices and related documents, such as job descriptions, application forms, job announcements, etc., to ensure that discriminatory practices are eliminated or modified.
- G. Assistance to responsible personnel in the hiring units in developing recruitment programs to reach under-utilized populations.

Ashley Kimbrell, SEAT Program Administrator, is the Affirmative Action/EEO Coordinator for the Area Agency on Aging of Southeast Arkansas, Inc. The EEO Coordinator reports to the Executive Director of the Area Agency on Aging. The most essential requirements for an effective EEO officer are:

- A. Sensitivity to and an awareness of the varied ways in which discrimination occurs.
- B. Total commitment to EEO program goals and objectives.
- C. Knowledge of civil rights precepts, policies, rules, regulations & guidelines, and
- D. Sufficient authority with the ability to work and communicate with others (e.g., department heads) to achieve EEO goals and objectives.

The Affirmative Action/EEO Coordinator studies the EEO Program and schedules a meeting of the EEO Committee to determine deficiencies and assess progress toward goals as needed.

- A. The Affirmative Action/EEO Coordinator schedules all EEO Committee meetings.
- B. The Affirmative Action/EEO Coordinator is responsible for all supervisory staff orientation sessions on the AAP and EEO Program.

- C. The Affirmative Action/EEO Coordinator does not decide if a complaint is legitimate or otherwise. They are responsible for informing employees of the proper chain of supervisory authority to follow to resolve complaints informally.
- D. The Affirmative Action/EEO Coordinator is to make a written report immediately to the Executive Director of all allegations.

### **EEO ADVISORY COMMITTEE RESPONSIBILITIES**

The Affirmative Action/EEO Committee will include the following: A board member, the Executive Director, the EEO Coordinator, the ADA/Section 504 Coordinator, an LEP interpreter, and three (3) other staff members. Goals and timetables may be projected for positions for our senior population, women, and minorities. Goals and timetables may not be projected, and utilization analysis will not be conducted based on religion or disability.

The EEO Committee will have the following responsibilities:

- A. Advise and assist Agency management on needed changes and improvements in the AAP and EEO Program.
- B. Assist with orientation session for employees to raise questions concerning the policy, its implications and purposes, and their recommendations for policy improvements.
- C. Process employment discrimination complaints.
- D. To assist the Executive Director in efforts to resolve complaints informally when requested.
- E. To make written reports of any allegations to the Executive Director if requested.

### **MANAGEMENT RESPONSIBILITIES**

Managers are expected to carry out the following responsibilities in implementing the agency's EEO program as part of their job.

- A. Identify problem areas and establish agency and unit goals and objectives.
- B. Being actively involved with local minority organizations, women's and disability groups, community action organizations, and community service programs designed to promote EEO.
- C. Participating actively in periodic audits of all aspects of employment to identify and remove barriers obstructing the achievement of specified goals and objectives.

- D. Holding regular discussions with other managers, supervisors, and employees to ensure the agency's policies and procedures are followed.
- E. Review all employees' qualifications to ensure that minorities, disabled persons, and women are given full opportunities for transfers, promotions, training, salary increases, and other forms of compensation.
- F. Participating in the review and/or investigation of complaints alleging discrimination.
- G. Conducting and supporting career counseling for all employees.
- H. Participating in periodic audits to ensure that each agency unit complies (e.g., EEO posters are properly displayed on all employee bulletin boards).

### **UTILIZATION ANALYSIS**

In order to comply with appropriate regulations, as set forth in the guidelines for implementing this plan, the Agency will conduct a utilization analysis. The analysis will be conducted separately for minority group members and women and will be constructed to determine the extent to which minority group members and women have been employed in major occupational categories by the Agency at rates which are consistent with their availability in the relevant labor markets.

Estimates of availability will be based on the presence of minorities, women, and others who are or who may be qualified for employment in each occupational category under the criteria covered by the analysis.

Goals and timetables may be projected for positions for senior persons, women, and minorities. Goals and timelines may not be projected, and utilization analysis will not be conducted based on religion or disability.

The Agency will examine all classification, qualification, recruitment, hiring, promotion, and other employment practices to identify all such practices which have contributed to the under- utilization of minorities and women.

Any practice which has an adverse impact on the employment of minorities or women, and which is not proved to be directly related to job performance will be eliminated and replaced with practices Which are not unlawfully discriminatory.

Under the leadership of the Executive Director, the specific practices to be examined periodically will include at least the following:

- A. The procedures by which job descriptions and minimum experience and training requirements are established for new positions.
- B. The recruitment system.
- C. All application forms and related applicant processing documents.
- D. All written pre-employment and promotion tests.

### **MONITORING PERFORMANCE**

The Agency is committed to the principle, consistent with law and policy, that individual employees should be compensated according to the value of their work, without discrimination on the basis of race, sex, age, color, disability, religion, national origin, or other factors not related to that value.

Under procedures developed by the Executive Director and/or staff, appropriate Agency personnel will maintain at least the following records in support of this affirmative action plan:

- A. Assessing EEO accomplishments.
- B. Enabling the Agency to evaluate the EEO program during the year and to take any necessary corrective action regarding the development and execution of programs or goals and timetables.
- C. Identifying those units which have failed to achieve a goal or to implement affirmative action.
- D. Providing a precise and factual database for future rejections.
- E. On the basis of job analysis conducted in the course of reviewing job qualifications, determine whether each employee is properly classified.
- F. Seek written justifications from supervisors for any apparently unjustified disparities in classifications.
- G. Recommend reclassification of any employee who is deemed to be classified higher/lower than the level which is consistent with the objectively determined value of his/her work, with attention to disparities which are patterned statistically on the basis of age, race, or sex.
- H. Review and make recommendations with regard to any employee's or supervisor's request to have his or her or the employee's classification adjusted, according to procedures established by personnel and approved by the Executive Director.

The organization's goals and timetables will not be developed or administered as quotas, nor will they be administered in a manner that discriminates in hiring, appointing, or

promoting any individual based on age, race, color, religion, sex, disability, or national origin.

### **EQUAL BENEFITS**

The Executive Director will review at least annually all benefits for employees of the Agency to ensure that all benefits are available to employees without discrimination on any prohibited grounds.

The Agency will not participate in any medical insurance program that discriminates unlawfully with regard to coverage of any illness or disability, including those related to pregnancy, miscarriage, therapeutic abortion, or childbirth.

The Agency will not participate in any retirement, pension, insurance, or similar welfare program unless both the benefits and the Agency's contributions are equal for all full-time employees in compliance with the approved program budget without unlawful discrimination because of age, race, sex, national origin, disability, color, religion or other reasons.

There can be no mandatory retirement solely because an employee has attained the age of sixty-five (65) or more.

### **LEAVE POLICIES**

All leave policies of the Agency will be formulated and administered without discrimination on the basis of age, race, sex, national origin, disability, color, religion, or any other prohibited ground.

### **CONTRACTS/GRANTS: COMPLIANCE WITH LAWS**

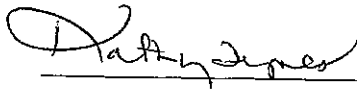
Through the policies and program set forth in this plan, the Agency undertakes to comply fully with all applicable federal, state, and local laws relating to equal opportunity, affirmative action, and nondiscrimination in public services.

This plan specifically addresses the obligations of the Agency under the following laws and regulations:

- A. Titles VI and VII of the Civil Rights Act of 1964 as amended.
- B. Section 503 and 504 of the Rehabilitation Act of 1973, as amended.
- C. Executive Order 11246, as amended.
- D. Revised Order number 4 (41(CRF 60-21).

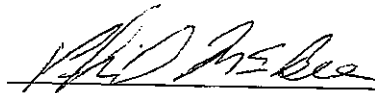
- E. Age Discrimination in Employment Act of 1967, as amended.
- F. Section 4212 of Vietnam Era Veterans Readjustment Act of 1974.
- G. Americans with Disabilities Act of 1990.
- H. Equal Pay Act of 1963, 29 U.S.C. 201.
- I. UMT Act of 1964, as amended, 49 U.S.C. 1601.
- J. 28 CFR Parts 42, Subpart F, "Coordination of Enforcement of Nondiscrimination in Federally Assisted Programs".

The EEO Plan of the Area Agency on Aging of Southeast Arkansas, Inc. was updated as of June 1<sup>st</sup>, 2025, and is to be re-evaluated and updated in June of each year as needed.



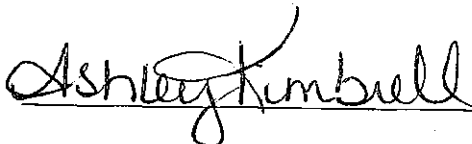
Kathy Tynes

Executive Director/ ADA and Section 504 Coord.



Phil McBee

Chairman of the Board



Ashley Kimbrell

SEAT Program Administrator/ Title VI and EEO Coord.

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 1**

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** June 6, 2025  
**SUBJECT:** 710-25-049 Non-Emergency Medical Transportation Services

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The following change(s) to the above referenced IFB have been made as designated below:

- ☐ Change of specification(s)
- ☐ Additional specification(s)
- ☐ Change of bid opening date and time
- ☐ Cancellation of bid
- ☒ Other

---

**OTHER**

- Attachment D – remove and replace with Attachment D Revised Terms and Conditions.

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The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Ian Cunningham, [DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov); (501) 682-0120.

Nathaly Lynes  
Vendor Signature

06/27/2025  
Date

Area Agency on Aging of Southeast Arkansas  
Company

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 2**

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** June 24, 2024  
**SUBJECT:** 710-25-049 Non-Emergency Medical Transportation Services

The following change(s) to the above referenced IFB have been made as designated below:

- ☐ Change of specification(s)  
☐ Additional specification(s)  
☐ Change of bid opening date and time  
☐ Cancellation of bid  
☒ Other

**OTHER**

- Add Written Questions and Answers
- Bidders Library
  - Add the following: 710-25-049 Exhibit 3
  - Add the following: 710-25-049 Exhibit 4
- Solicitation – remove and replace with 710-25-049 Solicitation Revision 1 (Redline and Clean versions)
- Attachment C – remove and replace with Revised Attachment C (Redline and Clean versions)
- Response Packet – remove and replace with Revised 710-25-049 Response Packet
- Additional Questions and Answers period

|  |               |
|--|---------------|
| Deadline for Receipt of Written Questions  | June 26, 2025 |
| Response to Written Questions, On or About | June 30, 2025 |

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Ian Cunningham  
[DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov)  
 (501) 682-0120

*Kathy Lynes*

Vendor Signature

06/27/2025

Date

Area Agency on Aging of Southeast Arkansas  
 Company

State of Arkansas  
DEPARTMENT OF HUMAN SERVICES  
700 South Main Street  
P.O. Box 1437 / Slot W345  
Little Rock, AR 72203

**ADDENDUM 3**

**TO:** All Addressed Vendors  
**FROM:** Office of Procurement  
**DATE:** June 30, 2025  
**SUBJECT:** 710-25-049 Non-Emergency Medical Transportation Services

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The following change(s) to the above referenced IFB have been made as designated below:

- ☒ Change of specification(s)
- ☐ Additional specification(s)
- ☒ Change of bid opening date and time
- ☐ Cancellation of bid
- ☒ Other

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**CHANGE OF SPECIFICATIONS**

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- Section 2.31.E — Remove and replace with:
  - E. The Broker **must** comply with DHS/Office of Information Technology (OIT) Standard information technology requirements, as specified in Attachment J – ARDHS – OIT-Standard IT Requirements.
    - 1. For verification purposes, the Prospective Contractor **shall** include the completed Attachment J: ARDHS OIT Standard IT Requirements within fourteen (14) days of contract award. If a Prospective Contractor responds with "Does Not Apply" to a requirement in Attachment J, the Prospective Contractor **shall** add an explanation in the Comments column. DHS will review the submission and incorporate the submission and any updates required by DHS to the Contractor in the resulting contract.
- Solicitation – remove and replace with 710-25-049 Solicitation Revision 2 (Redline and Clean versions)

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**CHANGE OF BID OPENING DATE AND TIME**

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- Bid Submission date and time has been extended to July 7, 2025, 10:00 a.m. CST
- Bid Opening date and time has been extended to July 7, 2025, 11:00 a.m. CST

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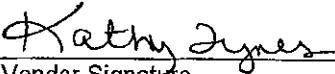
**OTHER**

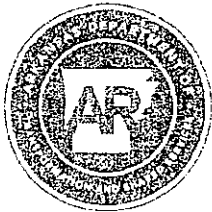
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- 710-25-049 Written Question and Answers — Remove and replace with 710-25-049 Revised Written Questions and Answers

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact: Ian Cunningham  
[DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov)  
(501) 682-0120

|  |                                    |
|--|------------------------------------|
| <br>_____<br>Vendor Signature | <u>07/01/2025</u><br>_____<br>Date |
| <u>Area Agency on Aging of Southeast Arkansas</u><br>_____<br>Company  |                                    |



Department of Transformation and Shared Services  
Governor Sarah Huckabee Sanders  
Secretary Leslie Fiskien

## COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- 1. Israel Boycott Restriction:** For contracts valued at \$1,000 or greater.  
A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- 2. Illegal Immigrant Restriction:** For contracts valued at \$25,000 or greater.  
No state agency may contract for services with a Contractor who knowingly employs or contracts with an illegal immigrant. The Contractor shall certify that it does not knowingly employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105.
- 3. Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction:** For contracts valued at \$75,000 or greater.  
A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.
- 4. Scrutinized Company Restriction:** Required with bid or proposal submission.  
A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term of any resultant contract:

- Boycott Israel.
- Knowingly employ or contract with illegal immigrants.
- Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- Employ a Scrutinized Company as a subcontractor.

Contract Number: 710-25-049 Description: Non-Emergency Medical Transportation Services

Agency Name: Arkansas Department of Human Services, Division of Medical Services

Vendor Number: 600000255 Vendor Name: Area Agency on Aging of Southeast Arkansas

Kathy Lynes  
Vendor Signature

06/27/2025  
Date



## Arkansas Secretary of State Cole Jester

State Capitol Building ♦ Little Rock, Arkansas 72201-1094 ♦ 501-682-3409

### Certificate of Good Standing

I, Cole Jester, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show

#### AREA AGENCY ON AGING OF SOUTHEAST ARKANSAS, INC.

authorized to transact business in the State of Arkansas as a Non-Profit Corporation, filed Articles of Incorporation in this office June 15, 1979.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.



In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 27th day of June 2025.

A handwritten signature in cursive script, reading "Cole Jester", written over a horizontal line.

Cole Jester  
Secretary of State

Online Certificate Authorization Code: 887b1a9d2078e6e

To verify the Authorization Code, visit [sos.arkansas.gov](http://sos.arkansas.gov)

***Attachment I***  
***Client History Form***  
***NON-EMERGENCY MEDICAL***  
***TRANSPORTATION SERVICES***  
***710-25-049***

## Attachment I

### Non-Emergency Medical Transportation Services

*Instructions:* This form is intended to help the State gain a more complete understanding of each Respondent's experience. This form **must** be completed completely and accurately.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this IFB, Arkansas DHS will be the client. For each listed client, Respondents may (but are not required) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the Response Signature Page.

1. Provide a narrative detailing your five (5) years of qualifying experience where you (the prime contractor only) served as the prime contractor for providing non-emergency transportation as a broker. Subcontractor experience shall not substitute for Broker experience. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract and duration of services. If there are no contracts which meet this definition, please state "none."

Client: Arkansas Department of Human Services - Division of Medical Services

Duration: 2018 to Present (and prior to 2018)

The Area Agency on Aging of Southeast Arkansas, Inc. (dba SEAT) has served as the contracted broker for Medicaid-funded Non-Emergency Transportation (NET) services under the Arkansas Department of Human Services - Division of Medical Services. SEAT manages NET services across Region F, encompassing 14 counties, where it functions as the prime broker for all counties. Responsibilities include full coordination and administration of Medicaid transportation services, oversight of subcontracted providers, daily trip scheduling, strict compliance with applicable federal and state regulations, and timely submission of billing and reporting to DHS. This longstanding broker contract demonstrates SEAT's operational capacity and reliability. Additionally, while SEAT serves as the broker for all 14 counties in Region F, it also acts as a direct transportation provider in 10 of those counties under the same broker contract.

Client: Arkansas Department of Human Services - Division of Developmental Disabilities Services

Duration: 2018 to Present

The Area Agency on Aging of Southeast Arkansas, Inc. (dba SEAT) is the contracted broker for Day Treatment Transportation (DTT) services under the Arkansas Department of Human Services - Division of Developmental Disabilities Services. SEAT coordinates DTT transportation services across Region F, encompassing 14 counties. As the broker, SEAT is responsible for scheduling, provider oversight, and ensuring the safe, timely, and compliant transport of beneficiaries to and from Medicaid-approved day treatment programs. The program currently supports the transportation of approximately 190 beneficiaries each day, including those attending the Kid's First program. Additionally, while SEAT serves as the broker for all 14 counties in Region F, it also provides direct transportation in 10 of those counties under the same broker contract. This structure demonstrates SEAT's strong oversight and operational integration for specialized transportation services.

Client: Arkansas Department of Transportation - Section 5311 Rural Areas Program

Duration: 1993 to Present

The Area Agency on Aging of Southeast Arkansas, Inc. (dba SEAT) has been a Section 5311 Rural Public Transit grant awardee through the Arkansas Department of Transportation (ARDOT) since 1993. This program serves the general public, including individuals with medical transportation needs who may not be eligible for Medicaid. SEAT operates a demand-response transit system throughout Southeast Arkansas, offering origin-to-destination rides for purposes including doctor visits, dialysis, therapy, and other healthcare services. SEAT oversees all aspects of program administration, vehicle operations, driver compliance, safety procedures, and reporting. This experience reflects SEAT's deep-rooted capability in managing medical transportation for underserved populations.

2. Please list job descriptions of staff proposed to fill the following required positions. A single staff member shall not serve in more than two (2) of these designated roles:

|                           |   |
|---------------------------|---|
| Project Director          | Ashley Kimbrell will serve as the Project Director. She has 12 years of experience with SEAT, overseeing transportation operations including Medicaid-funded Non-Emergency Transportation (NET) and public transit. She will also serve as the primary point of contact with the Arkansas Department of Human Services. Complete job description attached.  |
| Safety Officer            | Randy Emerson, Fleet Safety Manager, will serve as the Safety Officer. He has over 26 years of experience with the Agency and brings deep expertise in fleet oversight and driver safety. Mr. Emerson holds multiple certifications, including Defensive Driving (Train-the-Trainer), CPR/AED instruction, child passenger safety, mobility device securement, and drug and alcohol compliance. Complete job description attached.        |
| Quality Assurance Manager | The Quality Assurance Manager role will be jointly held by Heather Stroud, Medicaid Compliance Coordinator, and Doris Broom, Compliance Coordinator. Heather has over 9 years of experience at SEAT, and Doris brings more than 20 years of agency experience in compliance and program oversight. Complete job descriptions attached.  |
| Investigator              | The Investigator role will be jointly fulfilled by Heather Stroud and Doris Broom. Together, they will manage the investigation of complaints, incidents, and service-related concerns. Ms. Broom conducts regular fieldwork, including unannounced site visits and ride-alongs, to assess driver conduct and adherence to safety protocols. Ms. Stroud oversees investigation documentation, corrective action follow-up, and reporting. |
| Trainer                   | The Trainer role will be jointly fulfilled by Randy Emerson, Fleet Safety Manager, and Ashley Kimbrell, Project Director. Mr. Emerson will lead all driver and vehicle-related training, including defensive driving, emergency protocols, lift operation, and mobility device securement. Mrs. Kimbrell will lead training for office personnel, including dispatchers, call center staff, and administrative team members.              |

Authorized Signature: Kathy Tynes Title: Executive Director  
Printed/Typed Name: Kathy Tynes Date: 06/27/2025

# Area Agency on Aging of Southeast Arkansas, Inc.

## Southeast Arkansas Transportation

### JOB DESCRIPTION

Position: **Project Director, SEAT Program**

Reports to: Executive Director

#### Position Summary

The SEAT Project Director serves as the lead for SEAT's 5311 Rural Transit Grant, the Arkansas Medicaid Non-Emergency Transportation Program, and the Arkansas Day Treatment Transportation Services Program. This role provides strategic direction and comprehensive administrative and operational oversight for both public and non-emergency transportation services. The Project Director is responsible for managing complex, multimodal transportation initiatives from planning through execution, ensuring alignment with organizational objectives, budget requirements, and community needs. This position also leads cross-functional teams, collaborates with governmental and private partners, and drives the implementation of innovative transit solutions that effectively support the region's diverse population.

#### Essential Functions

- Grants, Financial Management, and Reporting:
  - Prepare and manage annual grant applications, budgets, audits, financial reports, and proposals to ensure sustained funding.
  - File annual reports for intrastate and interstate route authorities in compliance with all timelines and regulations.
- Procurement and Contract Compliance:
  - Oversee the procurement of rolling stock (vehicles) and non-rolling equipment, ensuring alignment with federal and state guidelines.
  - Serve as the contractual compliance officer, regularly evaluating operations to meet performance and contract standards.
- Regulatory Compliance and Governance:
  - Maintain up-to-date knowledge of all applicable rules, regulations, policies, and procedures established by FMCSA, FTA, and Arkansas Medicaid.
  - Ensure agency practices fully align with these requirements.
  - Evaluate operations for risks, implement mitigation strategies, and develop corrective action plans as needed.
- Executive Advising and Strategic Leadership:
  - Proactively inform the Executive Director of emerging issues requiring attention.

- Provide strategic oversight and recommendations that support organizational goals and long-term program effectiveness.
- **Budget Oversight and Operational Efficiency:**
  - Monitor program spending, including overtime trends, and collaborate with managers and supervisors to implement cost-control strategies.
  - Recommend and revise operational procedures to improve efficiency and financial performance.
- **Team Leadership and Collaboration:**
  - Supervise and support departmental leaders, including Compliance, Safety, and Operations personnel, ensuring alignment with Agency goals.
  - Lead cross-functional teams to ensure coordinated execution of projects and service delivery.
  - Facilitate regular team meetings, performance evaluations, and interdepartmental communication.
  - Promote a collaborative culture focused on accountability, continuous improvement, and service excellence.
  - Track and evaluate key performance indicators such as trip completion rate, no-show frequency, customer satisfaction, and cost-per-trip to guide data-driven improvements.
- **Staff Support and Training:**
  - Serve as a resource to managers, supervisors, and staff, offering guidance on program-specific regulations, policies, and procedures.
  - Support professional development to ensure ongoing compliance and service quality.
- **Process and Performance Improvement:**
  - Continuously review documentation, workflows, and operations to identify opportunities for improvement.
  - Recommend strategies to reduce paperwork, streamline systems, lower costs, and improve service delivery.
  - Leverage transportation management software and data analytics tools to monitor trends, optimize routes, and support operational decision-making.

### **Qualifications**

- Minimum of 10 years of progressively responsible experience in transportation project management
- At least 5 years of leadership or supervisory experience
- Must possess and maintain a valid Arkansas driver's license with a clean driving record
- Must submit to and pass random drug and alcohol testing
- Must submit to and pass a criminal background check

### **Knowledge, Skills, and Abilities**

- High level of integrity, ethical judgment, and professionalism

- Exceptional verbal, written, and interpersonal communication skills
- Strong problem-solving and decision-making abilities
- Excellent attention to detail and organizational skills
- Creative and strategic thinker with the ability to manage multiple projects simultaneously
- In-depth knowledge of federal and state transportation funding mechanisms and compliance requirements
- Proficiency in transportation software systems (e.g., routing, scheduling, billing platforms) and data reporting tools that support compliance, efficiency, and service optimization
- Experience in developing, tracking, and using performance metrics to improve service delivery and operational outcomes
- Physically able to perform all essential job functions

# Area Agency on Aging of Southeast Arkansas, Inc.

## Southeast Arkansas Transportation

### JOB DESCRIPTION

Position: **Fleet Safety Manager (Safety Officer)**

Reports to: Executive Director

#### Position Summary

The Fleet Safety Manager is responsible for designing, implementing, and managing a comprehensive safety program covering the Agency's fleet and all drivers. This role ensures compliance with all applicable safety regulations, including those set by ARDOT, DHS, insurance carriers, and federal, state, and local authorities. Additionally, the Safety Manager oversees adherence to safety standards specific to the Arkansas Medicaid Non-Emergency Transportation (NET) and Day Treatment Transportation (DTT) programs, with a focus on protecting medically vulnerable passengers and meeting broker contract and audit requirements.

#### Essential Functions

- Policy and Compliance:
  - Develop, update, and enforce fleet-safety policies and procedures.
  - Monitor and enforce adherence to ARDOT, insurance, internal, and Arkansas Medicaid NET and DTT safety requirements.
  - Oversee driver authorization and credentialing processes.
- Driver Training:
  - Coordinate and conduct new-driver orientation (defensive driving, vehicle inspections, safety protocols).
  - Deliver road tests and ongoing refresher training, documenting performance and corrective actions.
  - Deliver training on passenger assistance, securement, and sensitivity when transporting elderly, disabled, or medically fragile riders.
- Risk Monitoring and Analytics:
  - Leverage telematics, Safety First motorist reports, and other data to identify trends and emerging risks.
  - Provide targeted coaching and track performance indicators (e.g., preventable-accident rate, speeding events).
- Accident Response and Investigation:
  - Maintain standardized accident-reporting processes.
  - Lead root-cause investigations, determine preventability, and recommend corrective actions.
  - Chair the Accident Review Committee and present findings to leadership.
- Vehicle Safety and Maintenance Oversight:

- Verify completion of required vehicle inspections and preventive maintenance.
  - Escalate non-compliant or unsafe conditions for immediate resolution.
- Documentation and Reporting:
  - Prepare safety reports, metrics dashboards, regulatory filings, and insurance claim documentation.
  - Support Medicaid compliance reviews and audits by maintaining safety documentation in accordance with broker reporting standards.
- Culture and Communication:
  - Champion a proactive, zero-incident safety culture through regular communication, recognition programs, and collaboration with program managers.
  - Serve as the Agency's primary safety subject-matter expert.

### **Qualifications**

- 10+ years of fleet safety and supervisory experience
- Experience working with Medicaid transportation programs or regulatory compliance
- Must possess and maintain a valid Arkansas driver's license with a clean driving record
- Must submit to and pass random drug and alcohol testing
- Must submit to and pass a criminal background check

### **Knowledge, Skills, and Abilities**

- High level of integrity, ethical judgment, and professionalism
- In-depth knowledge of federal and state transportation funding mechanisms and compliance requirements
- Familiarity with Arkansas Medicaid NET safety protocols and DHS transportation standards
- Proficiency with telematics, vehicle monitoring systems, and safety performance analytics
- Strong understanding of ADA compliance, securement procedures, and transport safety for elderly and disabled passengers
- Exceptional verbal, written, and interpersonal communication skills
- Strong problem-solving and decision-making abilities
- Excellent attention to detail and organizational skills
- Creative and strategic thinker with the ability to manage multiple projects simultaneously
- Physically able to perform all essential job functions

# Area Agency on Aging of Southeast Arkansas, Inc.

## Southeast Arkansas Transportation

### JOB DESCRIPTION

Position: **Medicaid Compliance  
Coordinator (Quality Assurance)**

Reports to: Project Director, SEAT  
Program

#### Position Summary

The Medicaid Compliance Coordinator is responsible for ensuring SEAT's full adherence to all relevant federal, state, and contractual regulations, including those set by the Arkansas Department of Human Services (DHS), Medicaid Non-Emergency Transportation (NET), Day Treatment programs. This role encompasses both policy and documentation oversight, as well as field investigations and audits, to protect service quality and minimize organizational risk.

#### Essential Functions

- Regulatory Monitoring and Policy Management:
  - Track changes in the Medicaid Non-Emergency Transportation (NET) services; coordinating with the Project Director to update internal policies and procedures accordingly.
  - Maintain the official repository of contracts, policies, and compliance manuals.
- Documentation and Reporting:
  - Prepare, review, and submit program reports (e.g., encounter data, Medicaid portal updates, and complaint logs).
  - Coordinate with the Fleet Safety Manager to manage driver credential files, vehicle registrations, insurance cards, and audit readiness records.
- Complaint and Incident Investigation:
  - Receive and log complaints from clients, subcontractors, and staff.
  - Conduct interviews, gather evidence, and determine incident preventability.
  - Draft detailed investigative reports with findings and recommended corrective actions.
  - Conduct periodic audits or compliance reviews of subcontracted transportation providers.
  - Coordinate with the Investigator and Project Director on implemented corrective action plans and preventative measures.
- Compliance Audits (Desk/Process):
  - Conduct scheduled desk audits of paperwork and electronic records.
  - Coordinate with DHS NET Monitoring contractor during periodic vehicle inspections.

- Risk Management and Corrective Action:
  - Analyze alerts, systems, and compliance metrics; escalating patterns of non-conformance.
  - Monitor and analyze Medicaid NET performance metrics (e.g., on-time pickup rate, no-show frequency, complaint resolution timelines) to identify trends and areas for improvement.
  - Coordinate with the Project Director and Fleet Safety Manager to develop mitigation plans.
- Staff Training and Communication:
  - Deliver onboarding briefings and refresher sessions on NET performance requirements.
  - Support client satisfaction initiatives and ensure compliance with Medicaid NET client rights policies.
  - Coordinate with the Project Director to issue bulletins, clarification memos, and training sessions when regulations change.
- Liaison and Continuous Improvement:
  - Coordinates with regulatory agencies and supports continuous improvement.
  - Recommend procedural improvements to the Project Director that enhance accuracy, efficiency, and accountability.

### **Qualifications**

- Minimum of 5 years' experience in public transportation compliance, quality assurance, or grant/contract administration
- Proficiency in Microsoft Office and experience with data reporting portals (e.g., Medicaid, FTA, or internal systems)
- Must possess and maintain a valid Arkansas driver's license with a clean driving record
- Must submit to and pass random drug and alcohol testing
- Must submit to and pass a criminal background check

### **Knowledge, Skills, and Abilities**

- High level of integrity, ethical judgment, and professionalism
- Exceptional verbal, written, and interpersonal communication skills
- In-depth knowledge of transportation funding and compliance requirements, including Medicaid NET, ARDOT, DHS, and FTA 5311 programs
- Strong analytical skills; able to interpret regulations and translate them into operational procedures
- Excellent attention to detail and organizational skills
- Effective problem-solving and decision-making abilities
- Familiarity with complaint resolution procedures, incident tracking, and audit documentation practices
- Physically able to perform all essential job functions

# Area Agency on Aging of Southeast Arkansas, Inc. Southeast Arkansas Transportation

## JOB DESCRIPTION

Position: **Compliance Coordinator  
(Investigator)**

Reports to: Project Director, SEAT  
Program

### Position Summary

The Compliance Coordinator is responsible for conducting field investigations, complaint follow-ups, safety surveillance, and risk detection activities to ensure SEAT's transportation services comply with Arkansas Medicaid Non-Emergency Transportation (NET) standards, as well as federal, state, and contractual regulations. This position plays a key role in monitoring driver behavior, passenger safety, including ADA and medically vulnerable client protections, and service delivery integrity. The Compliance Coordinator collaborates closely with the Medicaid Compliance Coordinator and Project Director to identify risk trends, enforce policy, and implement timely corrective and preventive actions.

### Essential Functions

- Complaint and Incident Investigation:
  - Serve as backup to the Medicaid Compliance Coordinator in receiving and logging complaints from clients, subcontractors, and staff.
  - Conduct interviews, gather evidence, and determine incident preventability.
  - Draft detailed investigative reports with findings and recommended corrective actions.
  - Ensure all reports are completed within mandated timelines and include proper classification of complaint type and severity per Medicaid NET broker requirements.
  - Coordinate with the Medicaid Compliance Coordinator and Project Director to implement corrective and preventive measures.
  - Refer systemic issues or recurring trends to the Project Director for procedural review.
- Field Audits and Surveillance:
  - Conduct unannounced ride-alongs, facility visits, and wheelchair/passenger securement checks.
  - Review random segments of onboard audio/video footage for potential policy violations.
  - Ensure adherence to client rights, ADA accessibility standards, and sensitivity protocols when observing trips involving elderly or disabled passengers.

- Document findings and immediately report safety concerns to the supervisor and Project Director.
- Data-Driven Risk Detection:
  - Monitor telematics alerts (e.g., speeding, harsh braking, route deviations) and cross-reference with manifests and trip logs.
  - Identify high-risk trends and recommend targeted corrective actions.
- Coordination with External Parties:
  - Liaise with insurers, law enforcement, and DHS/ARDOT investigators as needed.
  - Assist in compiling documentation for insurance claims or regulatory inquiries.
- Policy Enforcement and Staff Communication:
  - Reinforce safety and compliance policies during ride-alongs, debriefings, and staff interactions.
  - Provide timely updates to management regarding open investigations and emerging risk areas.
  - Collaborate with supervisors to ensure consistent enforcement of safety and disciplinary standards.

### **Qualifications**

- Minimum of 5 years of experience in public transportation compliance, incident investigation, or grant/contract administration
- Familiarity with Medicaid NET complaint processes, incident classification, and reporting timelines (preferred)
- Must possess and maintain a valid Arkansas driver's license with a clean driving record
- Must submit to and pass random drug and alcohol testing
- Must submit to and pass a criminal background check
- Proficiency in Microsoft Office and experience with compliance tracking portals or incident reporting systems

### **Knowledge, Skills, and Abilities**

- High level of integrity, ethical judgment, and professionalism
- In-depth knowledge of transportation regulations and compliance standards, including Medicaid NET, ARDOT, DHS, and FTA 5311
- Exceptional verbal, written, and interpersonal communication skills
- Strong problem-solving and decision-making abilities
- Excellent attention to detail and organizational skills
- Analytical mindset; able to assess risk, interpret policies, and translate regulatory language into practical procedures
- Comfortable conducting fieldwork and interacting with vulnerable populations, including elderly and disabled clients
- Physically able to perform all essential job functions

# Area Agency on Aging of Southeast Arkansas, Inc.

## Southeast Arkansas Transportation

### JOB DESCRIPTION

Position: **Trainer**

Reports to: Executive Director

#### **Position Summary**

The Trainer is responsible for designing, coordinating, and delivering comprehensive training programs for SEAT's drivers and customer service representatives/dispatchers under the Arkansas Medicaid Non-Emergency Transportation (NET) program. This position ensures that all personnel are properly educated in state and federal compliance standards, safety protocols, customer service best practices, and procedures related to the transportation of elderly, disabled, and medically vulnerable populations. The role supports onboarding, ongoing education, regulatory compliance, and continuous improvement efforts. This position is jointly filled by the Transportation Project Director and Safety Officer.

#### **Essential Functions**

##### **Driver Training (Under Safety Officer Oversight):**

- Deliver initial and refresher training for drivers on:
  - Defensive driving and accident prevention
  - Passenger securement (wheelchair and ambulatory)
  - ADA compliance and sensitivity to medically fragile populations
  - Emergency procedures and incident response
  - Vehicle inspection, operation, and telematics use
- Administer and document behind-the-wheel evaluations and road tests
- Reinforce compliance with DHS, ARDOT, and Medicaid NET transportation safety standards
- Maintain training records and assist with audit preparation

##### **Staff Training (Under Project Director Oversight):**

- Conduct onboarding and continued education for dispatchers, call-center staff, and customer service representatives on:
  - Medicaid NET eligibility, trip scheduling protocols, and call handling
  - Customer service skills, including conflict de-escalation and communication with diverse populations
  - Complaint intake, documentation, and escalation procedures
  - Compliance with state broker contract guidelines and HIPAA protections
- Develop job aids, training materials, and reference guides tailored to staff functions
- Facilitate regulatory and policy update briefings as needed

**Training Program Development & Evaluation:**

- Create and revise training curricula as needed for compliance.
- Evaluate training effectiveness through observations, feedback, testing, and performance metrics.
- Support continuous improvement by identifying gaps and enhancing training programs.
- Ensure alignment with broker contract requirements, DHS policy changes, and industry best practices.

**Qualifications**

- Minimum of 10 years of experience in public transportation, training, or compliance within a regulatory or human services setting
- Experience with Medicaid transportation operations, ADA compliance, or call-center/customer service environments
- Valid Arkansas driver's license with a clean driving record
- Must pass drug/alcohol screening and criminal background check
- Proficiency in Microsoft Office and familiarity with dispatch, telematics, scheduling, or call center systems

**Knowledge, Skills, and Abilities**

- High level of integrity, ethical judgment, and professionalism
- In-depth knowledge of transportation regulations and compliance standards, including Medicaid NET, ARDOT, DHS, and FTA 5311
- Strong understanding of ADA requirements and client rights when transporting elderly or medically fragile passengers
- Excellent verbal presentation, coaching, and instructional design skills
- Exceptional written and interpersonal communication abilities
- Demonstrated ability to assess risk, interpret regulations, and translate them into clear procedures
- Highly organized and detail-oriented, with strong problem-solving and decision-making capabilities
- Comfortable conducting training in both office and field settings
- Proven ability to collaborate across departments and with field staff
- Commitment to client-centered service, professionalism, and continuous improvement
- Physically able to perform all essential training duties in office, field, and vehicle environments

## SECTIONS 1 - 4 VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all requirements as shown in the bid solicitation.

|               |  |        |                    |
|---------------|--|--------|--------------------|
| Vendor Name:  | Area Agency on Aging of Southeast Arkansas | Date:  | 07/01/2025         |
| Signature:    | <i>Kathy Tynes</i>                         | Title: | Executive Director |
| Printed Name: | Kathy Tynes                                |        |                    |

# PROPOSED SUBCONTRACTORS FORM

- **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

[illegible]

☐ PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.

## STATEMENT OF ATTESTATION

The Broker shall provide written assurance to DHS that all vehicles used for Beneficiary transport will be in compliance with all requirements of the Arkansas Transportation Department for Arkansas Intrastate Renewal prior to award and upon any contract renewal periods.

By signature below, the Prospective Contractor agrees to and shall fully comply with all requirements as described in this attestation.

Authorized Signature: Kathy Tynes

Printed Name: Kathy Tynes Date: 07/01/2025

## Details

For service of process contact the Secretary of State's office.

LLC Member information is now confidential per Act 865 of 2007

For access to our corporations bulk data download service [click here](#).

Corporation Name  
AREA AGENCY ON AGING OF SOUTHEAST ARKANSAS, INC.

Fictitious Names  
—

Filing #  
100002345

Filing Type  
Nonprofit Corporation

Filed Under Act  
Dom Nonprofit Corp; 176 of 1963

Status  
Good Standing

Principal Address  
709 EAST 8TH AVE PINE BLUFF, AR 71601

Reg. Agent  
KATHY K TYNES

Agent Address  
709 E 8TH AVENUE PINE BLUFF, AR 71601

Date Filed  
06/15/1979

Officers  
SEE FILE, Incorporator/Organizer  
PHIL MCBEE, Chairman  
FREDDIE JENKINS, Director  
JEFF WARDLAW, Director  
PATTY ZIEMAN, Director  
SIMMIE ARMSTRONG JR, Director  
RICK MATHENY, Director

BURTHEL THOMAS, Director  
DON GLOVER, Director  
PEGGY BULLOCK, Director  
DEBI ATTWOOD, Director  
CAROLYNE BLISSETT, Director  
PHILLIP GREEN, Director  
THERESA HORTON, Director  
NORMAN CLARK, Director  
PEGGY BULLOCK, Director  
KATHY TYNES, CEO

Foreign Name

—

Foreign Address

—

State of Origin

AR

[Purchase a Certificate of Good Standing for this Entity.](#)

[Submit a Nonprofit Annual Report](#)

[Change this Corporation's Address](#)

## OFFICIAL BID PRICE SHEET

### 710-25-049 Non-Emergency Medical Transportation Services

All costs **must** be included in the unit price. Costs not included in the unit price below are not billable under a contract established from this solicitation. Bidder must submit a printed copy of the completed official bid price sheet with bid submission.

Instructions: Enter the per member per month unit price for each region being bid. DHS will not accept bids that do not fall within the actuarial spread range listed below.

| ITEM | DESCRIPTION | Actuarial Spread | UNIT PRICE<br>(per member per month) |
|------|-------------|------------------|--------------------------------------|
| 1    | Region A    | \$3.44-\$3.56    |                                      |
| 2    | Region B    | \$7.85-\$8.07    |                                      |
| 3    | Region C    | \$4.95-\$5.15    |                                      |
| 4    | Region D    | \$5.71-\$5.92    |                                      |
| 5    | Region E    | \$11.67-\$12.08  |                                      |
| 6    | Region F    | \$16.59-\$17.23  | \$16.59                              |
| 7    | Region G    | \$6.39-\$6.53    |                                      |

#### AUTHORIZED SIGNATURE:

*By my signature below, I certify that the I am authorized by the respondent to submit this bid on his/her behalf.*

Vendor Name: Area Agency on Aging of Southeast Arkansas

Date: 06/27/2025

Signature: Kathy Tynes

Title: Executive Director

Printed Name: Kathy Tynes