

SouthEastern Arizona Governments Organization
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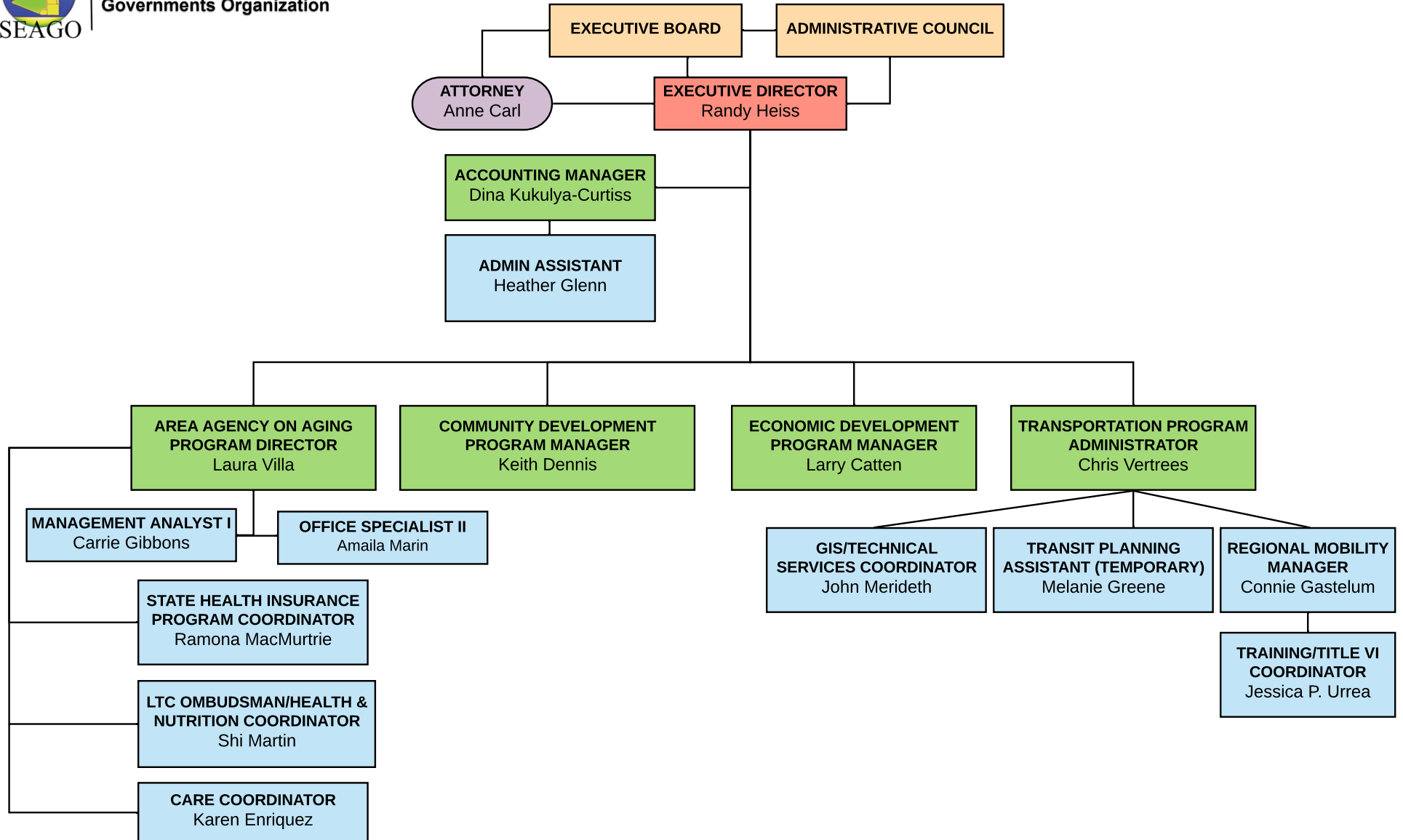
March 4, 2020

FTA Grantee Supporting Documentation demonstrating **TECHNICAL CAPACITY**

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SouthEastern Arizona Governments Organization
Technical Capacity
Project Staff Experience & Responsibilities
FTA Project ID: D2019-HSCR-005

SEAGO has the technical capacity to house this project. Our Regional Mobility Management Program is recognized at a high performer in the state. The program develops the Human Services Transportation Coordination Plan and updates it annually. We have developed a Transit Asset Management Program that provides regional transportation programs with tools to manage their vehicle fleets. We have led the start-up of several transit related projects to include transit connector service that linked 3 FTA Section 5311 program and an FTA Section 5307 Program. We developed a Coordinated Mobility Training Program from scratch. The program has been so successful that it has been expanded to serve almost all of rural Arizona. Our reputation as a transit leader in the State, led to a \$600,000 foundation grant to improve and implements transit projects in Cochise County. ***The following are the key staff that will manage the project:***

Randy Heiss (Executive Director) – Mr. Heiss has been the SEAGO’s Executive Director since 2009. Mr. Heiss is responsible for the overall management of the Organization. Randy leads, plans, organizes and directs the operations and staff of the Organization. Randy works with the Executive Board to develop a strategic plan to fulfill the Organization’s mission, and guides the implementation of the Organization’s goals, strategies, and tactics.

Mr. Heiss will provide oversight of the project and the project team. He is responsible for communicating effectively with the Board and providing information necessary for the Board to exercise governance over SEAGO and this project. This includes policy development, additional project resources, and budget information for Board consideration/approval involving this project.

Chris Vertrees (Transportation Program Administrator)- Mr. Vertrees has managed in the public sector for over 30 years. He has a bachelor degree in Business Management and is a Certified Public Manager. Chris has over 20 years of experience managing Federal, State, and local grants and overseeing sub-contracts. Chris has over 12 years of experience overseeing transit grants and projects.

Mr. Vertrees will be the Project Manager. He will be responsible for managing overall grant efforts including reviewing expenditures budget and procedure compliance, tracking grant matching requirements, optimizing the grant administration process, preparing progress reports, ensuring compliance with grant regulations, reviewing grant proposals, ensuring TrAMS



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Project Staff Experience & Responsibilities
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database is maintained appropriately, facilitating partnership meetings, engaging with project partners, educating staff on policies, and reviewing and approving financial reports.

Dina Curtiss (Accounting Manager) - Ms. Curtiss has over 37 years of experience in accounting and finance. She was a staff accountant for 28 years with CPA firms and held the position as Controller for a multi-location, public safety organization for 7 years.

Ms. Curtiss will be responsible for the accuracy and compliance of the grant accounting records, financial reporting, and submission of requests for payment thru the ECHO system.

John Merideth (Technical Services Coordinator) - Mr. Merideth has 35 years of office administration experience in the areas of contracts/grants administration, systems development and training, website and database development, and geographical information systems. John has completed over 150 hours of training in geographical information systems and database development.

Mr. Merideth will support this grant as the primary TrAMS user and also serve as the “User/Manager” to establish and manage SEAGO’s TrAMS users. John will also support the technical needs of the project including the project website, GIS, and our Transit Asset Management database.

Melanie Greene (Transit Planning Analyst) – Ms. Greene has 30 years’ experience in organizational development and planning along with 11 years of rural transit planning and implementation. Her skills include public engagement; analysis, resource development, and cooperative program building serve to create dynamic and efficient programs that address unmet needs utilizing community input and partnerships that assure sustainability and success.

Ms. Greene will lead the project’s public involvement efforts as well as data collection and analysis.

Connie Gastelum (Regional Mobility Manager) – Ms. Gastelum is the Regional Mobility Manager for SouthEastern Arizona Government's Organization (SEAGO). Ms. Gastelum has 38 years of experience in all phases of management, including 17 years of 5310 and 5311 transit operations and management. In her current position, she oversees a regional team that works on, federal grant administration and compliance monitoring, program development, policy analysis, budget development and financial management. She is bilingual (Spanish & English), with excellent oral and written communication skills in both languages, and possesses the



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ability to establish and enforce standards required of the position. Connie is a Certified PASS Trainer and has taken part in Community Transit Managers Certification Program since September, 2006; with the last CCTM Recertification being January 25th, 2019. In 2016 Ms. Gastelum was awarded the Arizona Transit Association Mobility Manager of the Year Award.

Ms. Gastelum will be the field level manager of the project. She will be responsible for the day to day coordination of the human service, transit and medical services pursuant to contract designated responsibilities. She will lead the development of the projects operating procedures and tracking forms. She will review and modify transportation schedules as needed. She will conduct compliance monitoring of project partners. She will provide technical assistance involving compliance, efficiency, and operations to our project partners.

Jessica P. Urrea (Assistant Regional Mobility Manager/Title VI and Training Coordinator) -

Ms. Urrea has 8 years of Transit experience which includes 5310 and 5311 Transit Operations and Supervision. Currently Ms. Urrea assists the Regional Mobility Manager with grant reviews, transit compliance monitoring, and technical assistance to local 5310 and 5311 programs in the areas of compliance, efficiency, and operations. She also has over 28 years of customer service experience. Ms. Urrea is the Coordinator of our Training Program that has trained almost 1,300 staff statewide since 2015. She has been a Certified PASS Trainer since 2013. She has redeveloped the PASS Training Curriculum to make it more hand on for drivers. She has been a Certified Community Transit Supervisor (CCTS) since 2018.

Ms. Urrea will assist Ms. Gastelum in the day to day coordination of the human service, transit and medical services pursuant to contract designated responsibilities. She will be the project's training coordinator ensuring training requirements are met.



SouthEastern Arizona Governments Organization
Technical Capacity
Grant Making & Oversight Experience
FTA Project ID: D2019-HSCR-005

SEAGO has the technical capacity to house this project. The SEAGO Transportation Program has a long history of successful grant-making and oversight. . The following are examples of our grant making experience, process, and oversight.

- Over the past 10 years the SEAGO Transportation Program partners with the SEAGO Area Agency on Aging to annually distribute over \$160,000 in Older American Act funding to area transportation programs through a grant making process. Over \$2 million has been awarded. Each of those awards is monitored for contract compliance each year.
- In 2017, SEAGO was awarded a \$600,000 grant from the Legacy Foundation of Southeast Arizona to be used to improve transportation access in Cochise County. Those funds were re-distributed through a grant making process in a similar manner as noted above.
- In 2017, SEAGO was awarded a \$60,000 grant from the United Way of Graham County to be used to improve transportation access in Cochise County. Those funds were re-distributed through a grant making process in a similar manner as noted above.
- SEAGO through ADOT is a recipient of FHWA and FTA funds. SEAGO at times needs to contract for consulting services to meet our project requirements. Over the past eight years, SEAGO has procured approximately \$750,000 in outside services. **SEAGO Procurement Policy ensures that if particular granting source has more stringent purchasing regulations, those grantor's regulations will be followed.** SEAGO ensures that Federal and/or State procurement requirements are followed. SEAGO ensures that all federal Certifications and Assurances required of us as a grant recipient are incorporated in our contracts with sub-recipients. SEAGO ensures are recipient reporting requirement are included in sub-recipient contracts. SEAGO ensures that all invoicing requests comply with 2 CFR 200 Subpart E - Cost Principles are adhered to by sub-recipient. SEAGO ensures that sub-recipient meet Title VI and disadvantaged business requirements SEAGO procurement process, contracts, and sub-recipient monitoring/reporting have been monitored by ADOT on multiple occasions and have found to be compliant.

The SEAGO's grant making process contains the following steps:

1. **Purpose definition:** The first step is to clearly define the purpose of the grant. This includes clearly defining the overall mission of the grant and the project's objectives.



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2. **Eligibility Criteria:** This includes criteria for the applicant's eligibility to apply and the eligibility of the persons to be served. This includes project scoring and ranking criteria as well as the project scoring materials.
3. **Development of solicitation materials:** Depending on the size and duration of the awards, the solicitation materials may be the development of an application, a Request for Qualifications, or a Request for Proposals. **SEAGO has RFP Policy in place that address proposal; receipt, screening, evaluation and selection procedures.**
4. **Solicitation of Grant Opportunities:** This includes publication on our website, publication in local newspapers, email notifications, publishing on partner organizations websites. **SEAGO Procurement Procedures in place that address solicitation requirements.**
5. **Application Tracking:** SEAGO's RFP Policy outlines receipt and tracking process for grant applications.
6. **Application Compliance Review:** Each application is analyzed in-depth by a project team to make sure eligibility and application requirements are met. ***Applications will be identified as acceptable or unacceptable based upon the eligibility criteria.***
7. **Assessment and ranking:** An ad hoc review committee comprised of the Executive Director and two other individuals of his or her choice. This committee will review the competing proposals and staff's evaluation/scoring of these proposals.
8. **Selection Oversight:** The committee will recommend to the **Executive Board** the agency to be awarded a grant contract for the service requested.
9. **Award Notice:** The committee's recommendations will be sent in writing to the applicants with a notice of the Executive Board meeting in which grant awards will be selected.
10. **Right to Appeal:** Applicants may appeal an "Unacceptable" determination. If an applicant wishes to appeal the staff decision to reject its proposal as "unacceptable" in the initial Compliance Review or the Ad Hoc Review Committee selection decision. The SEAGO RFP Policy identifies the applicant's rights to appeal.
11. **Contracts:** Contracts/Partnerships Agreements are developed for each grant award. Agreements are only developed following Executive Board Approval. Agreements include at the minimum include the following elements:
 - a. The effective and ending date of the agreement;
 - b. Purpose of the award;
 - c. Amount of Award;



SouthEastern Arizona Governments Organization
Technical Capacity
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- d. Scope of Work;
 - e. Performance goals,
 - f. Reporting requirements,
 - g. Monitoring requirements;
 - h. Coordination requirement;
 - i. Invoicing;
 - j. Insurance and indemnification;
 - k. Any requirements assurances required by the primary awarding agency.
12. **Monitoring and Project Management:** SEAGO develops performance reporting documents for each grant receiving agency. SEAGO develops monitoring forms for each grant receiving agency. SEAGO develops a monitoring schedule for each grant receiving agency. SEGO conducts on-site monitoring visits of each grant receipt ant.
13. **Technical Assistance:** Each contract has a Coordination Requirement. SEAGO host bi-monthly Transit Coordination meetings. Awardees are required to attend these meetings. They are also required to participate in the development of the Regional Human Services Coordination Plan. Our Regional Mobility Management Program is made available to awardees to provide technical assistance to awardees to meet the reporting, scope of work, project goal requirements.
14. **Return Measurement:** SEAGO identifies return on investment measurements to track the value of our investments.

Attachments: SEAGO RFP Procedures

SEAGO Transportation Grant Monitoring Forms

Samples of completed SEAGO Grant Applications and Scoring Processes can be made available upon request.



**SOUTHEASTERN ARIZONA
GOVERNMENTS ORGANIZATION**

RFP PROCEDURES

SOUTHEASTERN ARIZONA GOVERNMENTS ORGANIZATION

RFP PROCEDURES

- I. To ensure that the RFP process for the SouthEastern Arizona Governments Organization (SEAGO) is undertaken consistently and with clarity, all personnel involved with the process must adhere to the procedures delineated below. Should an individual, not part of the RFP process, find themselves in receipt of a proposal and the person responsible for opening mail is not available, they should contact the appropriate Program Manager or other staff member relative to receipt of a sealed proposal and deadline for opening.

A. Request for Proposal

The Program Manager will inform the Executive Director of the project or services needed. After consultation with the Executive Director and receipt of applicable level of approvals, the Program Manager will develop a scope of work and Request for Proposals (hereinafter 'RFP') for the required project or services. Depending on the scope of the project or services, funding agency requirements and other factors that may be applicable to a specific project or service, the manner and frequency for publication of the legal notice may vary. The Program Manager shall confer with the Executive Director and the Executive Assistant regarding the above requirements before publishing the legal notice.

For projects or services carried out within the four-county region, SEAGO will issue an RFP via a legal notice, which will be published in a newspaper in each county seat on two consecutive Wednesdays. Commencing with the first publication date, requests may begin to be made by potential providers or contractors relative to an RFP. The individual responsible for mailing out the RFPs will be the Executive Assistant or his/her designee.

Said person will:

1. Create a log of all information relating to the RFP, and enter the name of the agency, date of request, and date RFP is mailed or picked up (See Attachment "A").
2. The package mailed will consist of one (1) RFP, and a folded, addressed envelope. This envelope shall be addressed to SEAGO and shall be marked "Sealed Proposals-Do Not Open."

The Executive Assistant, or his/her designee, should be contacted regarding mailing out RFPs. To avoid problems with mailing addresses, all calls relating to the RFP should be forwarded to this assigned person instead of other staff taking down the information.

B. Initial Receipt of Sealed Proposals and Routing

Five days in advance of the proposal opening date, the Executive Assistant, or his/her designee, will contact in writing the person responsible for opening all SEAGO mail and inform them of the pending date that proposals will be opened. The person responsible for

opening mail will be instructed to watch for the arrival of sealed proposals, log proposal information and to take care not to open the proposals received. If proposals are received by anyone else in SEAGO, they must be forwarded to this individual or other designee for proper processing.

The person responsible for opening mail or her designee will:

1. Date stamp immediately the sealed proposal received.
2. Log in all proposals received (See Attachment B). The time will be logged for all hand delivered proposals. This is especially important when sealed proposals are delivered on the due date.
3. Issue a receipt for proposals delivered in person. Certified Mail, Return Receipt shall suffice for mailed proposals.

Sealed proposals received prior to due date, will be subject to the public opening. In the event a sealed proposal is received after time specified in the RFP, regardless of the number of minutes past that time; it must be rejected, unless it was postmarked at least 48 hours prior to the due date. All sealed proposals subject to the public opening must be kept in a locked drawer designated by the Executive Assistant until specified time on the due date.

C. Public Opening

All proposals received prior to the deadline will undergo a public opening slated for the time specified in the RFP on the Due Date.

During this process, the following individuals should be present:

1. Program Manager: purpose will be to open all sealed proposals and call out the names of the responding contractors.
2. Executive Assistant or his/her designee: purpose will be to record the contractors whose proposals are opened.
3. Witness (1): purpose is to witness the opening of the sealed proposals.

One copy of the proposal is to be used as a work copy. Xerox copies of the materials required for a contract should be made so as to have a clean copy available for processing.

One copy will be retained by the Executive Assistant along with the log. This copy will serve as a public record. Hence, it must be left intact and as neat as possible. A special file will be created for these proposals.

II. Proposal Screening and Evaluation

The proposal screening/evaluation process will consist of two stages: (1) an initial review to determine the basic responsiveness to the RFP, and (2) evaluation to assess the contractor's capability to deliver the proposed services in accordance with the terms and conditions of the contract to be entered into with SEAGO.

A. The review instruments, Initial Proposal Compliance Review, and Evaluation for Responsiveness are intended to assist in selecting from the sealed proposals submitted, those prepared in accordance with the RFP instruction. Each instrument will serve a specific/particular function purpose:

1. Initial Proposal Compliance Review (Attachment D)

The Executive Assistant will use this form to document that every proposal received by the due date/time is reviewed initially to ensure that it was prepared and submitted in accordance with the RFP specifications. It is during this part of the process (initial review) that proposals are determined to be "potentially acceptable" or "unacceptable."

Those offers whose proposals were determined to be "unacceptable" will be notified as soon as possible following the completion of the initial review. All unacceptable offers will be notified in writing, that their proposal will not receive further consideration.

2. Evaluation for Responsiveness by Program Manager

Only those proposals deemed "potentially acceptable" will undergo evaluation. The intent is to focus on the major components of the proposal, to ensure that SEAGO is purchasing the best quality service(s) at the most reasonable cost and to ensure that the type, quantity, and quality of service(s) meets identified needs programmatically and financially.

One copy of the proposal will be marked "work copy" and will be reviewed thoroughly. Any incomplete sections or incorrect items will be noted on this copy.

B. When applicable, all deficiencies found in a prospective contractor's proposal will be noted and said contractor will be notified of such deficiencies, whether/what additional material needs to be submitted and the deadline for submission of same.

In notifying the contractor, the most expeditious method would be by telephone, followed up with a letter. However, a letter of notification is sufficient. Regardless of the method used, once a deadline with periods has been established for submittal of additional materials, they must be adhered to; and contractors should be made fully aware of this.

III. Selection of Contractors

- A. Based on the review of "potentially acceptable" proposals; staff will recommend the contractor(s) to be awarded contracts for specific services by the Executive Board, except where there are competing proposals.
- B. In the event of competing proposals, an ad hoc review committee comprised of the Executive Director and two other individuals of his or her choice. This committee will review the competing proposals and staff's evaluation of these proposals. The committee will recommend to the Executive Board the contractor to be awarded a contract for the service in question. The committee's recommendations will be sent in writing to the applicants with a notice of the Executive Board meeting at which contractors will be selected.
- C. Only after the Executive Board has approved the selection of contractor(s) to be awarded a contract for specific services shall staff negotiate contracts (as applicable).
 - 1. It should be understood that it is during this stage of the total RFP process that SEAGO may recommend changes in the prospective contractor's proposed service program or service costs.

The prospective contractor may be given an opportunity to negotiate any changes of the proposal deemed necessary by SEAGO. However, there are certain areas which may not be negotiated; specifically the Contract General Provisions, Special Provisions, pre-printed sections of the service specification, and cost principles.

- 2. Once negotiations have been completed (as applicable), all changes, which were agreed upon by the negotiating parties, must be submitted by the established deadline. The finalized product mailed to the prospective contractor should be a contract with all changes submitted. This would be viewed as the prospective contractor's best and final offer package. The prospective contractor must submit one (1) signed contract to SEAGO and retain one signed contract.

IV. Procurement Files

All procurement files shall be retained for a period of five (5) years following the termination of the contract, or in accordance with applicable funding agency requirements.

All documents utilized during the procurement process shall be kept on file:

A. RFP File:

- 1. Copy of the RFP package issued by SEAGO,
- 2. One (1) original copy of each proposal submitted,

3. Copy of completed "Request for RFP Package" (Attachment A),
4. Copy of completed "RFP Sealed Proposal List" (Attachment B),
5. Copy of "RFP Opening" (Attachment C),
6. Initial Compliance Reviews of "unacceptable" proposals (Attachment D),
7. Staff evaluation for responsiveness.

B. Contract Files:

1. Copies of all correspondence prior to negotiation,
2. Copy of working proposals,
3. All negotiations notes/documents (as applicable).

V. Appeals

A. Proposal Rejected as "Unacceptable:"

If a contractor wishes to appeal the staff decision to reject its proposal as "unacceptable" in the initial Compliance Review under II-A of these procedures, the contractor must write to the SEAGO Executive Director within seven calendar days of the date on SEAGO's letter of notification that the proposal will not be considered further.

The Executive Director will review the basis for the staff's rejection of the proposal and will decide whether the proposal should be reviewed further. The appellant will be notified of the director's decision in writing within seven calendar days of the date that the appeal was mailed. The director's decision shall be final.

VI. Final Appeal to Executive Board

A. Competing Proposal Recommended for Rejection by the Ad Hoc Review Committee:

If the contractor wishes to appeal the recommendations of the Ad Hoc Review Committee, that contractor must write to the Executive Director at least seven calendar days prior to the Executive Board meeting, requesting to be placed on the agenda. That contractor would then have an opportunity to present its case to the Executive Board. The Executive Board's decision shall be final.

**ATTACHMENT A
REQUEST FOR RFP PROPOSAL PACKAGE**

Name and/or Agency Requesting RFP	Date of Request	Date RFP Mailed or Delivered	Action By
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

**ATTACHMENT A
REQUEST FOR RFP PROPOSAL PACKAGE**

Name and/or Agency Requesting Request For Proposal	Date of Request	Date RFP Mailed or Delivered	Action By
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			

ATTACHMENT B

PROPOSALS' LIST

Agency Mailing Proposal/ Agency Delivering Proposal	Date of Mailing Person Delivering Proposal	Time/Date Proposal Delivered	Action By
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

ATTACHMENT B

PROPOSALS' LIST

Agency Delivering/Mailing Proposal	Date of Mailing/ Person Delivering Proposal	Time/Date Proposal Delivered	Action By
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			

ATTACHMENT C

PUBLIC OPENING

Date of Public Opening: _____

Time of Public Opening: _____

Persons Present:

Program Manager

Signature: _____

Executive Assistant

Signature: _____

Witness

Signature: _____

Names of Persons other than staff attending public opening: _____

1. Applicant: _____

Number of Copies Submitted: _____

2. Applicant: _____

Number of Copies Submitted: _____

3. Applicant: _____

Number of Copies Submitted: _____

ATTACHMENT C CONT.

- 4. Applicant: _____
Number of Copies Submitted: _____

- 5. Applicant: _____
Number of Copies Submitted: _____

- 6. Applicant: _____
Number of Copies Submitted: _____

- 7. Applicant: _____
Number of Copies Submitted: _____

- 8. Applicant: _____
Number of Copies Submitted: _____

- 9. Applicant: _____
Number of Copies Submitted: _____

- 10. Applicant: _____
Number of Copies Submitted: _____

- 11. Applicant: _____
Number of Copies Submitted: _____

- 12. Applicant: _____
Number of Copies Submitted: _____

- 13. Applicant: _____
Number of Copies Submitted: _____

- 14. Applicant: _____
Number of Copies Submitted: _____

- 15. Applicant: _____
Number of Copies Submitted: _____

ATTACHMENT D

RFP Published: _____

INITIAL PROPOSAL COMPLIANCE REVIEW

	<u>Yes</u>	<u>No</u>
<input type="checkbox"/> Submitted by deadline of _____	___	___
<input type="checkbox"/> Required number of copies of proposal received	___	___
<input type="checkbox"/> Appropriate forms/information completed.	___	___
<input type="checkbox"/> Insert Project or Agency Specific Requirement	___	___
<input type="checkbox"/> Proposal Appropriate to RFP	___	___
<input type="checkbox"/> Proposal Consistent with Local SSBG Plan Intent (AAA only)	___	___

Details of any negative status as evidenced by "no" above: (A proposal that is substantially complete and lacks a form will not be automatically rejected as "unacceptable").

Initial review determines proposal to be:

- Potentially Acceptable
- Unacceptable for Reasons Given Above

Reviewed by: _____

Date: _____

Unacceptable Provider was notified on: _____

PRE-VISIT ADMINISTRATION QUESTIONNAIRE

Agency: _____ Contact Person: _____ Date: _____

1. Agency Management

1.1 Religious Ties

1.1.1 Is your agency faith based or faith affiliated?

YES, DESCRIBE any religious activities included in programs funded under this contract. **NO**

1.2. Conflict of Interest

1.2.1 Describe how staff and board members are made aware of the conflict of interest provision.

1.3 Community Collaboration

1.3.1 Describe how networking with other community based and public organizations has benefited your agency.

1.4 Insurance and Use Agreements

1.4.1 Are both DES and SEAGO additionally insured? **YES** **NO**

1.4.2 What is the expiration date? _____ Are the insurance premiums current? **YES** **NO**

1.4.3 Is the "general aggregate" coverage \$2,000,000? **YES** **NO**

1.4.4 Attach copies of use agreements for any facilities where contract services are provided.

1.4.5 Are these facilities "additionally insured" by the appropriate parties? **YES** **NO** Please describe:

1.5 Audits

1.5.1 Does your agency have an annual independent audit? **YES** **NO**

1.5.2 What is the period covered by the most recent audit?

1.5.3 Describe how any corrective action requested in the audit has been addressed:

1.6 Inventories

1.6.1 Describe your system for inventory control.

1.6.2 Does your property inventory identify the funding source used to purchase each item?

1.6.3 Please attach a copy of your property inventory.

1.6.4 Has a DES property tag been issued for items that cost \$5,000 or more?

1.6.5 What is your process for property disposal?

2. Policies and Procedures

2.1 Americans with Disabilities Act (ADA)

2.1.1 Has your agency identified an ADA/Section 504 Coordinator?

YES, INDICATE THE PERSON'S NAME

NO, EXPLAIN WHY

2.1.2 Has your agency established an ADA/504 Self-Evaluation Committee (for agencies with 50 or more employees)?

YES

NO, EXPLAIN WHY

2.1.3 When did the committee last meet (for agencies with 50 or more employees)?

2.1.4 Does the committee include individuals with disabilities and/or organizations representing individuals with disabilities (for agencies with 50 or more employees)?

YES

NO, EXPLAIN WHY

2.1.5 Are there physical barriers to the participation in programs, activities or services? If **Yes, explain** how your agency's programs, activities, and services are delivered if your facility(ies) is (are) not accessible, **and explain** what action will be taken to eliminate physical barriers.

	YES	NO
Parking;	<input type="checkbox"/>	<input type="checkbox"/>
Entrance(s);	<input type="checkbox"/>	<input type="checkbox"/>
Service delivery areas;	<input type="checkbox"/>	<input type="checkbox"/>
Rest Rooms; and	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>

2.1.6 **Describe** how employees are educated on employee grievance procedures.

2.1.7 Do brochures and outreach materials contain a notice of availability of reasonable accommodation and alternative format?

YES

NO, EXPLAIN WHY

2.1.8 **Describe** how your agency provides services to clients who need alternative accommodations.

2.2 Client Fees and Program Income

2.2.1 Are clients charged fees for services provided under this contract?

YES, EXPLAIN WHEN AND WHY **NO**

2.3 Fingerprinting

2.3.1 Have all employees and volunteers who provide direct services to juveniles/vulnerable adults been fingerprinted and was their paperwork submitted for a class one background check?

YES **NO** **N/A**

2.3.2 **Describe** how the fingerprinting background clearance process is tracked, and identify the job position of the employee responsible for the tracking process.

2.3.3 **Describe** how the agency ensures on an on-going basis that employees and volunteers who provide direct services to juveniles/vulnerable adults have level one fingerprint cards.

2.4 Central Registry

2.4.1 Have requests for Central Registry background checks been submitted for all employees and volunteers who provide direct services to juveniles/vulnerable adults?

YES **NO, EXPLAIN WHY**

2.4.2 **Describe** how the Central Registry background checks are processed and tracked, and identify the job position of the employee who is responsible for the tracking process.

2.4.3 **Describe** how the agency ensures on an on-going basis that subcontract employees and volunteers who provide direct services to juveniles/vulnerable adults have no disqualifying acts related to the Central Registry.

2.5 Non-Discrimination

2.5.1 **Describe** how employees are made aware of the non-discrimination policy and what and where supporting documentation is retained.

2.6 Identification of Funders

2.6.1 Do publications, advertisements, or any printed materials include a statement that the Department of Economic Security, the State of Arizona and the SEAGO Area Agency on Aging fund services?

YES **NO, EXPLAIN WHY**

2.7 Client Grievances

2.7.1 Are applicants and recipients of contract services advised, verbally and in writing, of their right to grieve any issue to the agency and/or to SEAGO or DES, for any reason related to the quality and/or delivery of service?

YES **NO, EXPLAIN WHY**

2.8 Personnel Files

2.8.1 Do personnel records contain the following?

	YES	NO
Job application or resume	<input type="checkbox"/>	<input type="checkbox"/>
Job description and title	<input type="checkbox"/>	<input type="checkbox"/>
Hire and termination dates	<input type="checkbox"/>	<input type="checkbox"/>
Current salary or wage rate	<input type="checkbox"/>	<input type="checkbox"/>
Written proof that personnel policies have been read by staff	<input type="checkbox"/>	<input type="checkbox"/>
Effective dates of any personnel actions (promotions, disciplinary actions, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Fingerprint background clearance or cards for employees who provide direct client services	<input type="checkbox"/>	<input type="checkbox"/>
Criminal History Self-disclosure Affidavit (re: Fingerprint Cards)	<input type="checkbox"/>	<input type="checkbox"/>
Central Registry documentation for employees who provide direct client services	<input type="checkbox"/>	<input type="checkbox"/>
Direct Service Position Form (re: CPS for hires after 11-1-12)	<input type="checkbox"/>	<input type="checkbox"/>
I-9 Form	<input type="checkbox"/>	<input type="checkbox"/>
Drug Free Work Place Policy	<input type="checkbox"/>	<input type="checkbox"/>
E-verify documentation	<input type="checkbox"/>	<input type="checkbox"/>

2.8.2 Does your agency retain employment records for at least one (1) year?

YES

NO, EXPLAIN WHY

2.8.3 Does your agency retain I-9 Forms for at least three (3) years?

YES

NO, EXPLAIN WHY

SEAGO AAA
 Transportation Program Monitoring
 VEHICLE CHECKLIST

Subcontractor: _____

Monitor Name/ Date _____

Vehicle: License Plate # _____

Year/Make/Model _____

Lift/Ramp _____

	Yes	No	Comments
*Vehicle Registration:			
*Vehicle Insurance:			
Is Vehicle Checked Daily?			
*Pre-Trip Inspection?			
*Post-Trip Inspection?			
*Maintenance Plan?			
*Vehicle Inspection Failure Procedure?			
*Preventive Maintenance Vehicle Log ?			

Fire Extinguisher/Current			
First Aid Kit			
Bio-hazard Kit			
Seat Belt Cutter			
Flash light			
Donation Box			
Vehicle Cleanliness			

Volunteer or Paid Driver?			
Does Driver Assist Passangers?			

* Attached Copies

AREA AGENCY ON AGING

TRANSPORTATION MONITORING REVIEW QUESTIONNAIRE

PROVIDER/SITE: _____

SEAGO MONITOR/DATE: _____

Staff Interviewed:

Staff Name	Title

Please list the drivers and dispatchers who provide transportation:

Name	Title

1. Who is responsible for completing a SEAGO Client Registration/Application form on participants?
(name/title)

2. Identify staff with authorized access to client records that identify any client by name.

3. Describe how these records are secured. How is confidentiality ensured?

4. Describe your marketing or outreach procedures.

5. Describe your coordination with other programs or agencies in the area.

6. Are volunteer drivers used?

If yes, do they carry an agency identification card?

7. Does the driver carry an agency identification card?

8. Does paid staff or volunteers use private vehicles to provide transportation?
If yes, how is the insurance coverage verified?

9. How does the driver keep track of the units of transportation? What is a unit?

10. How is transportation scheduled? How much advance notice must a passenger give?

11. Is the vehicle(s) also used for purposes other than transporting people?
If so, is mileage reported separately? Obtain a copy of mileage log.

12. **Transportation Service Information:**
 - a. Who is eligible for transportation service?

 - b. Is there a policy for prioritizing clients or trips?

 - c. Are minimum numbers of passengers required before the agency will make the trip?

 - d. Does the driver assist persons entering and exiting the vehicle?

 - e. Is there a wheelchair accessible vehicle available at this site?

 - f. What training have drivers completed?

 - g. How are contributions collected? How are these contributions handled on a daily basis?

 - h. How is the request for contribution communicated?

13. How are client grievances handled? How are clients informed of their rights of grievance?
(Obtain a copy of the grievance/complaint document given to clients.)

14. Vehicle Information:

- a. Who is responsible for cleaning vehicles? What is the procedure used?
- b. Who is responsible for maintenance?
- c. How is vehicle maintenance performed?
- d. How is this work documented?
- e. Is the vehicle checked out each day before usage? _____ How? **(Monitor will obtain a copy of the vehicle maintenance policy and a copy of maintenance log.)**

15. Do files (including those for volunteers) contain the following (Monitor will check):

ITEM	YES	NO
DRIVING RECORD CHECK		
COPY OF LICENSE		
DATE OF LAST PHYSICAL (required every other year)		
IN SERVICE TRAINING		

Examine documentation of receipt of service, i.e. daily service input forms, sign-in sheets, schedules, for current selected month). Check monthly transportation report **(monitor will check monthly report)**.

	REPORT	ACTUAL	DISCREPANCY
DATE/MONTH:			
SITE			
UNITS REPORTED TO SEAGO			

SEAGO - AAA TRANSPORTATION SITE MONITORING EVALUATION

Updated: 03032015

Sub-contractors shall provide evidence of compliance for all question (can be in the form of sample copies of documents). Answering "Yes" without evidence does not constitute compliance.

Date: _____ Provider: _____ Vehicle(s) _____ Monitor: _____

	PERFORMANCE MEASURE	YES	NO	NEEDS IMPROVEMENT	CORRECTIVE ACTION & RECOMMENDATIONS
ADMINISTRATION					
1	Vehicle is currently licensed and registered (Provide copies)				
2	Client Contribution Policy (Provide copy)				
3	Client Notification of Donation Policy (i.e. client donation letter, notice posted in vehicle)				
4	Submits completed Operations & Progress Reports in timely manner				
SAFETY & TRAINING					
5	Vehicle has first aid kit, provide date restocked				
6	Vehicle has fire extinguisher, provide service date				
7	Vehicle has emergency kit				
8	Cutaway safety exits are clearly marked and legible				
9	Driver has passed physical within 2 years, provide documentation				
10	Driver's licenses are current. (Provide copies)				
11	Drivers are trained in the areas of Defensive Driving, Passenger Assistance and Safety, Drug/Alcohol & Disease Awareness, CPR and First Aid. Certifications provided.				
COORDINATION					
12	Agency participates in local and/or regional transportation coordination activities				
13	Agency adheres to guidelines established in SEAGO Transportation Coordination Plan				

OPERATIONS				
14	Back up vehicles (or an arrangement to acquire back up service) exist should the primary vehicle be out of commission. (Copy of Procedure or Agreement)			
15	Vehicle is clean and presentable to the public			
MAINTENANCE				
16	Evidence of Vehicle Suitability (routine inspections logs for wheelchair lift, heating, A/C, seat belts, pre/post trips)			
17	Agency maintains accurate maintenance logs and mileage tracking to facilitate vehicle prolonged longevity through Preventative Maintenance measures			
REPORTING & DATA COLLECTION				
18	Record of service delivered to each individual. (Sign In/Out Sheets)			
19	Agency provides data for coordination plan in a timely manner			
20	Transportation logs are utilized and managed. Include passenger trips, types of riders (wheelchair, senior, other), mileage, fuel usage, revenue, type of service (door-to-door, curb-to-curb)			

On-site Monitor responsibilities
MM Program manager responsibilities



Funding for transportation services is provided by AZ Department of Economic Security SEAGO will make reasonable efforts to provide this monitoring tool in alternative formats upon request.



ALERT: SAM.gov will be down for scheduled maintenance Saturday, 02/15/2020 from 8:00 AM to 1:00 PM

Entity Dashboard

- ▶ [Entity Overview](#)
- ▶ [Entity Registration](#)
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 - ▶ [Excluded Family Members](#)

[BACK TO USER DASHBOARD](#)

Southeastern Arizona Governments Organization Inc
 DUNS: 078992435 CAGE Code: 39LM2
 Status: Active
 Expiration Date: 01/26/2021
 Purpose of Registration: All Awards

1403 W HIGHWAY 92
 BISBEE, AZ, 85603-1160
 UNITED STATES

Entity Overview

Entity Registration Summary

DUNS: 078992435
Name: Southeastern Arizona Governments Organization Inc
Doing Business As: Aseago
Business Type: US Local Government
Last Updated By: Dina Curtiss
Registration Status: Active
Activation Date: 01/27/2020

Exclusion Summary

Active Exclusion Records? No



IBM-P-20200124-1615
WWW2

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- Dashboard**
- Summary
- Update Company Info
- Tools

Southeastern Arizona Governments Org... DUNS: 07-899-2435

CS CreditSignal

Need help? Start here >

Summary

Company Info	Update Company Info
1403 W Highway 92 Bisbee, AZ 85603 Phone: (520) 432-5301 URL:	DBA's : ASEAGO

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Scores and Ratings		
Score / Rating:	Status	Last Date Changed
PAYDEX®	Poor	09/17/2019
Delinquency Predictor Class	Poor	12/05/2019
Financial Stress Class	Fair	09/17/2019
Supplier Evaluation Rating	Fair	12/10/2019
D&B Rating	Good	01/24/2020
D&B Viability Rating	Good	

D&B has recently updated their scores. Learn how these changes affect your business credit profile.
 FTA Grantee Supporting Documentation-Technical Capacity

Alerts

There are currently no alerts issued for this company. If you only recently began monitoring this company, you will not receive your first alerts until score changes or events occur. To configure your alerts notification settings, please [Click Here](#)

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