



# Golden Gate Regional Center

## REQUEST FOR PROPOSAL (“RFP”) Transportation Service Provider/Competitive Procurement Published: June 2026

### A. Overview of RFP:

Golden Gate Regional Center (“GGRC”) is seeking service providers to operate transportation services and transportation assistant services to serve people with developmental disabilities who reside in GGRC’s catchment area, including San Francisco, San Mateo, and Marin counties. The applicant(s) selected to provide transportation services and transportation assistant services in the GGRC service region will work closely with R&D Transportation Services Inc. (R&D), transportation broker, who provides scheduling, routing, quality assurance, and oversight of contract transportation billing invoices.

Transportation services include transportation for individuals to and from their place of residence to day programs, generally between the hours from 6:00 am - 6:00 pm, Monday through Friday. Individuals may need supervision, assistance with wheelchairs, or assistance and monitoring while being transported. Currently, GGRC may need to expand its transportation routes to fulfill emergent service needs for individuals who require round-trip travel to/from their respective program activities. Important to note, the number of individuals who require transportation changes over time as in-person and community-based program activities expand throughout GGRC’s catchment area. Therefore, transportation companies may have the opportunity to expand service capacity to align with the developing service needs of the community.

As we prepare to describe the service needs and type of vehicles required to operate service, it is important to define that one vehicle will be assigned to operate one unique route number regularly. A route will likely be scheduled to operate multiple runs daily. For example, in the morning a route may be scheduled to operate one or two inbound runs to transport a group of people to program. Then, in the afternoon, the same route will be assigned to operate one or two outbound runs to transport a group of people for their return trip home.

As program activities advance their efforts to support more individualized options, transportation providers will be expected to equip a combination of commercial and non-commercial ADA transit vehicles that meet the seat capacities and vehicle configurations identified in the following table.

Vehicle Types	
Vehicle Type	Passenger Seat Capacity and Configurations
<b>Commercial Type</b> ADA Compliant	ADA wheelchair accessible, commercial-type vehicles. Transit vehicle(s) equipped with wheelchair lift, to operate collapsible seat configurations that accommodate any of the following seat configurations with a minimum of <b>4 wheelchairs</b> spaces that may also be converted to: <b>8A/4W, or 12A/2W, or 16A/1W, or 20 Ambulatory</b>
<b>Non-Commercial Type</b> ADA Compliant	ADA wheelchair accessible, non-commercial-type vehicles. Transit vehicle(s) equipped with wheelchair lift, to operate collapsible seat configurations that accommodate any of the following seat configurations with a minimum of <b>2 wheelchairs</b> spaces that may also be converted to: <b>5 Ambulatory seats + 2 Wheelchair spaces + Driver, or            9 Ambulatory + Driver</b>

In addition to the qualifications outlined below, all applicants must demonstrate familiarity with California Code of Regulations (CCR), Title 17, Section 54310 through 54390, vendor application requirements, and Sections 58500 to 58570, Transportation Services, and be eligible for vendorization by GGRC. Vendorization is the process for identification, selection, and utilization of service providers based on the qualifications and Title 17 requirements necessary in order to provide services to consumers. The vendorization process allows regional centers to verify, prior to the provision of services to consumers, that an applicant meets all requirements and standards specified in regulations.

GGRC invites all interested parties that align with the qualifications described below to review the information listed herein and submit a proposal to GGRC for consideration.

All material and information provided herein is for the sole use of applicants bidding for this Transportation RFP

**B. RFP Submission Period:**

GGRC will accept written proposals from interested parties.

Submission Date: Open Enrollment - Accepting Proposals for FY 25/26 and FY 26/27

## **C. Background of GGRC:**

GGRC is one of 21 private, nonprofit organizations under contract with the California Department of Developmental Services (“DDS”), to coordinate and provide services and supports to people with developmental disabilities and their families in San Francisco, San Mateo, and Marin counties. The Internal Revenue Service (“IRS”) has established GGRC as a 501(c)(3) corporation.

GGRC serves individuals with developmental disabilities from infants to adults throughout its catchment area in San Francisco, San Mateo, and Marin counties.

The services and supports provided by GGRC to individuals and families include diagnostic, evaluation, case management, and early intervention services. Additionally, GGRC purchases services from entities and individuals throughout its catchment area. The purchased services include, but are not limited to, out-of-home residential services, community-based day programs, transportation, independent living services, supported living services, Early Start services for children under the age of 3 years, family supports, such as day care or respite, and behavioral intervention services.

GGRC’s funding for both regional center operations and purchased services comes from DDS. GGRC anticipates continued funding from DDS in future years.

More information regarding GGRC and the services provided by GGRC can be found on GGRC’s website at <https://www.ggrc.org/> .

## **D. Qualifications of a transportation service provider**

GGRC is seeking a service provider to transport adult consumers to and from their day programs or other vendored program services within GGRC’s catchment area who has the following experience in transportation services:

1. Experience in providing transportation services
2. Experience working with individuals who have developmental disabilities.
3. Must have a business location that can adequately serve GGRC’s catchment area
4. Ability to pass background check and require that all staff pass background check and obtain a Vehicle for Developmentally Disabled Persons (VDDP) Certificate
5. Must be able to demonstrate insurance coverage that complies with GGRC’s service provider insurance policy and contractual requirements. Current public liability insurance



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and property damage including automotive coverage is Five Million Dollars (\$5,000,000) combined single limit.

6. Must maintain a fleet of at minimum two (2) working vehicles, company owned. Each must have ability to transport both ambulatory and non-ambulatory individuals. At the time of vendorization, proposed vehicles cannot be more than 3 years of age and cannot have more than 55,000 miles. (No salvaged titles permitted).
7. Possess a current business license as a transportation company
8. Must be in good standing with the California Secretary of State
9. Be eligible for vendorization. More Information about vendorization may be found on DDS's website at [www.dds.ca.gov](http://www.dds.ca.gov) under "Vendorization FAQs" or under California Code of Regulations, Title 17, and Sections 54310 through 54390, vendor application requirements; Sections 58500 to 58570, Transportation Services; and Sections 54342(a)(81) and (84).

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## Reimbursement Rates

All applicants must ensure the ability to provide services in alignment with and meet the service provisions as outlined in the applicable DDS directives referenced on the DDS website under the “Rate Reform Directives and Updates” tab, as of the date of this published RFP, may be found here: (<https://www.dds.ca.gov/rc/vendor-provider/rate-reform/directives-updates/>).

The rate(s) of reimbursement for transportation services, under 875 Service Code, are determined by the Department of Developmental Services as noted below:

875 Service Code   Transportation Company Rates   Effective March 1, 2026						
Vehicle Classification	Ambulatory / Non-Ambulatory	Capacity of Vehicle	Billing Unit	100% of Rate Model	90% of Rate Model	10% QIP*
All Vehicles	All Vehicles	All Vehicles	Per/Vehicle	\$ 197.25	\$ 177.53	\$ 19.72
Small Standard	Ambulatory	≤ 10	Mile	\$ 1.08	\$ 0.97	\$ 0.11
Small Wheelchair Lift	Non-Ambulatory	≤ 10	Mile	\$ 1.19	\$ 1.07	\$ 0.12
Medium Standard	Ambulatory	11 - 18	Mile	\$ 1.93	\$ 1.74	\$ 0.19
Medium Wheelchair Lift	Non-Ambulatory	11 - 18	Mile	\$ 2.05	\$ 1.85	\$ 0.20
Large Standard	Ambulatory	≥ 19	Mile	\$ 2.56	\$ 2.30	\$ 0.26
Large Wheelchair Lift	Non-Ambulatory	≥ 19	Mile	\$ 2.67	\$ 2.40	\$ 0.27
<b>Per Vehicle Rate</b> <ul style="list-style-type: none"> <li>Providers will bill for the use of each vehicle up to a maximum of two times per day, for the first/only route between 4:00 am and 11:59 am (morning routes) and the first/only route after 12:00 pm (afternoon routes) each day transportation services are provided.</li> <li>Providers shall document start and end times for each vehicle.</li> </ul>						
<b>Per Mile Rate</b> <ul style="list-style-type: none"> <li>Mileage calculations begin when the vehicle leaves the provider’s grounds or storage location and end when the vehicle returns. Any miles not directly related to transporting individuals (i.e. driver lunch, refueling, etc.) shall be deducted from the trip mileage. Providers shall document odometer readings for the beginning and end of each trip for each vehicle.</li> <li>Providers shall keep attendance records for each trip and enter an individual(s)’s attendance in e-billing, using the subcode to denote vehicle category for each one-way trip.</li> </ul>						



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The rate of reimbursement for transportation assistant services, under 882 Service Code, is determined by the Department of Developmental Services as noted below:

882 Service Code   Transportation Assistant Rates   Effective March 1, 2026				
Service Code	Billing Unit	100% of Rate Model	90% of Rate Model	10% QIP*
882 - Transportation Assistant	Hour	\$38.88	\$34.99	\$3.89
Per Hour Rate: Providers will bill services hourly when the transportation assistant is in the vehicle, including travel to or from the provider's grounds.				

### Quality Incentive Payment\* (QIP)

The standard QIP framework applies to all payment types, vehicle use, mileage and transportation assistant. Providers who have met the QIP requirements will be eligible for the full rates. Providers who have not met the QIP requirements will be eligible for 90 percent of both rates. Visit the [DDS Website](#) to learn more on QIP.

### E. Information to include in Proposal (See Attachment B):

1. Proposal Title Page
2. Statement of Services
3. Transportation Service Provider Experience & Qualifications
4. Documentation Requirements

### F. Proposal Preparation

The following information is provided to assist the transportation service provider in preparing their proposal:

1. Attachment A: Proposal Title Page
2. Attachment B: Table of Contents and Proposal Requirements
3. Attachment C: Program Design Requirements & Contract Duties and Responsibilities
4. Attachment D: Vendor Application (Form DS 1890)
5. Attachment E: Applicant/Vendor Disclosure Statement (Form DS 1891)
6. Attachment F: Home & Community Based Services Provider Agreement
7. Attachment G: Service Provider Insurance Requirement
8. Attachment H: Service Provider Rate Acknowledgement Form, Rates as set by DDS
9. Attachment I: Statutes and Regulations

## **G. Submission of Proposals**

Proposals must be sent to GGRC and R&D at the following e-mail address:

Department: R&D Vendorization & Contracts Department  
 Subject: GGRC – RFP Transportation Proposal  
 Email: Contracts-GGRC@rdtsi.com

## **H. Evaluation Criteria**

The RFP Evaluation Committee will use the criteria below to rate proposals submitted by transportation companies. Each proposal shall be organized into the following five (5) sections, which are described in Attachment C, Table of Contents and Proposal Requirements. Each section will receive a maximum score as follows:

<b>Proposal Section</b>	<b>Maximum Score</b>
Transportation Experience; insurance, CHP rating	20
Organizational chart; qualifications and experience of staff; recruitment, staffing training	20
Independent Audited Financial Statements or Independent Review	10
Description of Fleet and vehicles to be used; fleet maintenance records; ability to add new vehicles and drivers to meet changes in service needs and to protect the Health & Safety of Consumers	30
Program Design	20
<b>Total Maximum Points</b>	<b>100</b>

## **I. Eligible Applicants**

All interested parties meeting the qualifications as identified in the RFP are eligible to apply. Employees of Regional Centers are not eligible to apply. Applicants must disclose any potential conflicts of interest. Applicants, including members of the applicants governing board, must be in good standing.

**J. Selection Procedures**

All proposals received will be reviewed by the RFP Evaluation Committee established by GGRC. The RFP Evaluation Committee shall be comprised of at least three members, the majority of whom shall have experience in evaluating, procuring, or providing transportation service, pursuant to Title 17, Section 58531. Proposals will be reviewed for completeness, experience, qualifications, quality of fleet, fiscal stability of applicant, reasonableness of costs, and the ability of the applicant to provide the identified service required by GGRC. The final decision of the RFP Evaluation Committee is not subject to appeal. All applicants will receive notification of the committee's decision regarding their proposal.

**K. Award Process**

Upon selection of a transportation service provider(s), GGRC will issue an award letter to the applicants selected for the provision of transportation services. The award letter will provide instructions for completing the contracting process through the Service Provider Directory, to include the Vendor Application, Form DS 1890 (Attachment D); Applicant Vendor Disclosure Statement, Form DS 1891 (Attachment E); Home & Community Based Services Provider Agreement (Attachment F); Service Provider Rate Acknowledgement Form (Attachment H); and documentation of appropriate insurance. The applicant(s) selected will be expected to complete and submit all required documentation to complete the contracting process.

**L. Reservation of Rights**

GGRC reserves the right to request or negotiate changes in a proposal, to accept all or part of a proposal, or to reject any or all proposals. GGRC may, at its sole and absolute discretion, select no applicants for these services if, in its determination, no applicant sufficiently meets the required qualifications for vendorization. GGRC reserves the right to withdraw this Request for Proposal (RFP) and/or any item within the RFP at any time without notice. GGRC reserves the right to disqualify any proposal which does not adhere to the RFP guidelines. This RFP is being offered at the discretion of GGRC. It does not commit the Regional Center to award this service.

**M. Costs for Proposal Submission**

Applicants responding to the RFP shall bear all costs associated with the development and submission of a proposal.

## **N. Inquiries/Request for Assistance**

All additional inquiries regarding the application or requesting technical assistance should be directed to R&D Vendor Contracts & Vendorization Department, at [contracts-GGRC@rdtsi.com](mailto:contracts-GGRC@rdtsi.com) or (888) 647-0710 Ext. 222. Important to note, technical assistance is limited to information on the requirements for preparation of the application packet. Applicants are expected to prepare the documentation themselves or retain someone to provide such assistance. If an applicant chooses to retain assistance from another party, the applicant must be able to thoroughly address all sections of the proposal during the interview process.

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## ATTACHMENT A

### Proposal Title Page

TO: RFP EVALUATION COMMITTEE  
Golden Gate Regional Center  
1355 Market Street, Suite 220  
San Francisco, California 94103

RE: Submission of Proposal in Response to Transportation Service Provider

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NAME OF APPLICANT or ENTITY/ORGANIZATION SUBMITTING PROPOSAL (*please print*)

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ADDRESS

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CITY

STATE

ZIP CODE

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TELEPHONE NUMBER

FAX NUMBER

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Email address

Website address

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CONTACT PERSON FOR PROPOSAL (*please print*)

I affirm that the information presented in this application and proposal is true and that this proposal was developed and authored by authorized individuals of the transportation company. I understand that any falsification of information; or failure to disclose any information regarding complaints leveled by the Department of Transportation (“DOT”); California Highway Patrol (“CHP”); or other regulatory authority; or failure to report a Conflict of Interest, will be cause for immediate disqualification. I also understand that failure to meet minimum qualifications as stated in the RFP, late proposal submissions, and incomplete proposals will also be cause for immediate disqualification. I further understand that, in the event that this proposal is selected by GGRC, the proposal itself is not approved conclusively.

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Applicant Signature

Date

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Printed Name of Applicant

## **ATTACHMENT B**

### **Table of Contents & Proposal Requirements**

#### **1. Proposal Title Page**

- a. See Attachment A.
- b. Provide the name, address, and contact information of the applicant.
- c. If the applicant is a corporation, list the principal members of the corporation and include verification of incorporation in California.

#### **2. Statement of Services**

- a. Provide a statement of the proposed services for GGRC consumers.

#### **3. Transportation Service Providers Experience & Qualifications**

- a. Provide an overview of the applicant's business, including an overview of services provided, business philosophy, business location(s), business hours, number of staff, mission statement, business history, etc.
- b. Detail your company's experience in providing transportation and transportation attendant services to consumers with developmental disabilities. Include information about transportation services and transportation attendant services provided to other regional centers, if applicable.
- c. Provide a description of the fleet and the vehicles to be utilized to transport consumers.
- d. Describe your company's fleet maintenance program and your company's process to acquire and replace vehicles.
- e. Describe the type of technology utilized by your company to manage your fleet, and operations.
- f. Describe your company's ability to add new vehicles and drivers to meet changes in transportation service needs.

- g. Provide at least three (3) references. Include address, telephone numbers, contact information, and a statement from the references permitting that references may be verified by GGRC. Applicants should be aware the RFP Evaluation Committee will contact references or other sources to corroborate any information provided in the proposal.
- h. Attach an organizational chart that reports the supervisory hierarchy. The chart must include the names of any governing board members.
- i. Provide resumes of the staff that will be performing services.
- j. Provide your process to recruit and retain quality staff to include, but not limited to, the following:
  - i. Discuss commitments you will make to ensure staff continuity, including your staff turnover experience in the last three years.
  - ii. Discuss how you will ensure staff are at least 18 years of age and competent in the use of wheelchairs, hydraulic lifts, ramps and other equipment used for transporting, boarding and exiting consumers from the vehicle.
  - iii. Discuss how you will ensure that each driver has not been driving under the influence of alcoholic beverage or any drug within five years immediately preceding and during employment.
  - iv. Discuss how you will ensure that each driver has not been convicted of reckless driving or speeding within three years immediately preceding and during employment.
  - v. Discuss how your firm will maintain for each driver i) a valid driver's license issued by the Department of Motor Vehicles pursuant to Vehicle Code Section §12500; ii) a Traffic Point Count as produced by the Department of Motor Vehicles pursuant to Vehicle Code Section §12810; and iii) a medical certificate as required by the Department of Motor Vehicles pursuant to Vehicle Code Section 12804. iv) a valid special driver certificate, Vehicle for Developmentally Disabled Persons (VDDP) certificate pursuant to Vehicle Code - VEH §12523.6.
- k. Provide information on continuing education and training provided to your staff, to include, but not limited to, the following:
  - i. Describe initial and ongoing training, including required certifications.
  - ii. Provide information on your company's safety program.
  - iii. Describe specialized training to support consumers that may have behaviors or medical challenges.
  - iv. Describe Special Incident Report ("SIR") training program, pursuant to Title 17, Section 54327.

- v. Describe consumer grievance training pursuant to Title 17, Section 50608(e) and WIC, Section 4705.
  - vi. Describe zero tolerance training, pursuant to Section 14.5, Zero Tolerance Policy, as required in the Agreement for Transportation Services.
  - vii. Describe any other training provided to your company's staff.
- I. Provide a section on equity and diversity to include the following information, pursuant to WIC, Section 4648.11:
- i. A statement outlining the applicant's plan to serve diverse populations, including, but not limited to, culturally and linguistically diverse populations.
  - ii. Examples of your company's commitment to addressing the needs of those diverse populations.
  - iii. Any additional information that the applicant deems relevant to issues of equity and diversity.

#### **4. Documentation Requirements**

- a. Completed IRS, W-9 Form.
- b. Completed, Signed, Applicant/Vendor Disclosure Statement (Form DS1891).
- c. Provide a copy of your program design, pursuant to Title 17, Section 50608(a).
- d. A rate acknowledgement statement as published in Section D of the RFP.
- e. Identification of all consultants, and community resources to be used as part of transportation services, if applicable.
- f. A copy or sample of a Special Incident Report ("SIR") to be used by your company pursuant to Title 17, Section 54327.
- g. A copy or sample of your company's written procedure to resolve consumer grievances pursuant to Title 17, Section 50608(e) and WIC, Section 4705.
- h. A copy of your company's independent audit report for the past two (2) years.
- i. A copy of your company's business license that demonstrates it is a transportation company.
- j. A copy of adequate liability insurance in accordance with WIC, Section 4648.3
- k. A copy of your company's safety compliance rating issued by the California Highway Patrol pursuant to Title 17, California Code of Regulations, Section 1233.
- l. A copy of maintenance records of the vehicles to be used in providing transportation services to consumers.
- m. A copy of the California Highway Patrol terminal inspection for your company.
- n. A copy of staff training schedule and types of training to be provided over the course of the year.

**ATTACHMENT C****PROGRAM DESIGN REQUIREMENTS**  
**&**  
**CONTRACT DUTIES AND RESPONSIBILITIES****Cal. Code Regs. tit. 17 § 50608**

Section 50608 - Contract Duties and Responsibilities  
Current through Register 2022 Notice Reg. No. 46, November 18, 2022

When a regional center enters into a contract with a service provider, the contract shall include, but not be limited to, the following provisions specifying the duties and responsibilities of the service provider. **(a)** A contract provision requiring that the level of service provided shall, at a minimum, be consistent with the service provider's program design.

**(1)** The service provider's program design shall be made a part of the contract.

**(2)** The service provider's program design shall include, but not be limited to:

**(A)** A written statement of the facility's purpose and goals;

**(B)** A description of the services provided;

**(C)** A description of program methods;

**(D)** Consumer entrance and exit criteria;

**(E)** Job descriptions of all positions;

**(F)** Staff qualifications for each job description;

**(G)** A staffing plan which indicates the staff-to-consumer ratio for delivery of direct care services for all hours the consumers are under the supervision of the facility;

**(H)** A staff training plan, if any; and

**(I)** Hours and location of service.

**(b)** A contract provision requiring the service provider to maintain books, records, documents and other evidence pertaining to all income, expenses, and services relating to and/or affecting the performance of the contract.

**(c)** A contract provision requiring the service provider to maintain service records to support all billings/invoicing as specified in Section 50604(d)(1) through (3)(F), as applicable.

**(d)** A contract provision requiring the service provider to submit to the regional center with their billings/invoices the information specified in (c) above for the billing period.

**(e)** A contract provision requiring the service provider to adopt and periodically review, a written internal procedure to resolve consumer grievances pursuant to Welfare and Institutions Code Section 4705.

*Cal. Code Regs. Tit. 17, § 50608*

**Cal. Code Regs. tit. 17 § 50604**

**Section 50604 - Service Provider Record Maintenance Requirements**

Current through Register 2022 Notice Reg. No. 46, November 18, 2022

(a) Service providers shall maintain financial records which consistently use a single method of accounting. These financial records shall clearly reflect the nature and amounts of all costs and all income. All transactions for each month shall be entered into the financial records within 30 days after the end of that month.

(b) Subsection (a) shall apply to residential facilities for the purposes described in subsection (c), day programs, transportation companies, and other non-medical service providers which provide ongoing services to regional center consumers on a regular basis each month, except that the following service providers shall be exempt:

(1) Residential facilities in which regional center consumers represent less than ten percent of the total consumers served by the facility during the last 12 month period.

(2) Residential facilities in which regional center consumers represent more than ten percent of the total consumers served by the facility; however, no Departmental funds are received for the care and services provided to those consumers.

(c) Subsection (a) shall apply to residential facilities not exempted pursuant to subsections (b)(1) and (2) only for the following purposes:

(1) To facilitate residential cost studies performed by the Department or authorized agency representative;

(2) To ensure that staffing schedules in conformance with staffing level requirements, if any, are supported by payroll records and source documents;

(3) To ensure that revenue and cost information are available to support administrative overhead allocations of parent organizations, if applicable; and

(4) To ensure that revenue and cost information are available to support intercompany transactions with affiliate or commonly-owned organizations, if applicable.

(d) All service providers shall maintain complete service records to support all billing/invoicing for each regional center consumer in the program. This requirement may be satisfied by retaining an electronic record of the information in the record, if the record reflects accurately the information set forth in the record at the time it was first generated in its final form as an electronic record or otherwise, and the electronic record remains accessible for later reference. Service records used to support service providers' billing/invoicing shall include, but not be limited to:

(1) Information identifying each regional center consumer including the Unique Consumer Identifier and consumer name;

(2) Documentation for each consumer reflecting the dates for program entrance and exit, if applicable, as authorized by a regional center.

- (3) A record of services provided to each consumer. The record shall include:
- (A) For the purchase of medical equipment and/or supplies, and/or other merchandise, the date of the purchase, name of the entity/individual from whom the equipment, supplies, and/or merchandise is purchased, the item(s) purchased, and the cost of each item; or
  - (B) For transportation services, the dates of service, city or county where service was provided, and the number of miles driven or trips provided; or
  - (C) For community-based day programs, the dates of service, place where service was provided, the start and end times of service provided to the consumer, and the daily or hourly units of service provided. For community-based day program services provided solely in natural environments, the city and county where service was provided shall be reported as the place where service was provided. For community-based day programs whose services are provided at the facility only or at both the facility and in the community, the street address of the facility shall be reported as the place where service was provided; or
  - (D) For all other services, the date, the start and end times of service provided to the consumer, street address where service was provided, and daily or hourly units of service provided.
  - (E) For goods and/or services purchased utilizing a voucher or Participant-Directed Services, as described in California Code of Regulations, Title 17, Section 58884(a)(1), in addition to the information specified above, the name of the actual provider of the goods and/or services. For services provided by an individual selected by the consumer or family member, the date of birth, social security number (or a copy of any document accepted by the federal government which establishes identity and employment eligibility which has been compared to the original by the vendored family member and declared under penalty of perjury to be a true and correct copy), address, and telephone number of the individual who actually provided the service must also be maintained.
  - (F) For contracts reimbursed based on units of service other than as specified above, units of service shall also be maintained pursuant to (A), (B), (C), or (D) above, as applicable.

(e) All service providers' records shall be supported by source documentation.

(f) Nothing specified in this section shall be construed as superseding other record maintenance requirements set forth in statute or regulation.

*Cal. Code Regs. Tit. 17, § 50604*

**WELFARE AND INSTITUTIONS CODE, SECTION 4705**

**2021 California Code, Welfare and Institutions Code - WIC  
DIVISION 4.5 - SERVICES FOR THE DEVELOPMENTALLY DISABLED  
CHAPTER 7 - Appeal Procedure, ARTICLE 2 - General Provisions, Section 4705.  
Universal Citation: [CA Welf & Inst Code § 4705 \(2021\)](#)**

4705.

(a) (1) Every service agency shall, as a condition of continued receipt of state funds, have an agency fair hearing procedure for resolving conflicts between the service agency and recipients of, or applicants for, service. The State Department of Developmental Services shall promulgate regulations to implement this chapter by July 1, 1999, which shall be binding on every service agency.

(2) Any public or private agency receiving state funds for the purpose of serving persons with developmental disabilities not otherwise subject to the provisions of this chapter shall, as a condition of continued receipt of state funds, adopt and periodically review a written internal grievance procedure.

(b) An agency that employs a fair hearing procedure mandated by any other statute shall be considered to have an approved procedure for purposes of this chapter.

(c) The service agency's mediation and fair hearing procedure shall be stated in writing, in English and any other language that may be appropriate to the needs of the consumers of the agency's service. A copy of the procedure and a copy of the provisions of this chapter shall be prominently displayed on the premises of the service agency.

(d) All recipients and applicants, and persons having legal responsibility for recipients or applicants, shall be informed verbally of, and shall be notified in writing in a language that they comprehend of, the service agency's mediation and fair hearing procedure when they apply for service, when they are denied service, when notice of service modification is given pursuant to Section 4710, and upon request.

(e) If, in the opinion of any person, the rights or interests of a claimant who has not personally authorized a representative will not be properly protected or advocated, the State Council on Developmental Disabilities and the clients' right advocate assigned to the regional center or developmental center shall be notified, and the State Council on Developmental Disabilities may appoint a person or agency as representative, pursuant to subdivision (a) of Section 4541, to assist the claimant in the mediation and fair hearing procedure. The appointment shall be in writing to the authorized representative and a copy of the appointment shall be immediately mailed to the service agency director.

*(Amended by Stats. 2020, Ch. 367, Sec. 17. (SB 1264) Effective January 1, 2021.)*

**ATTACHMENT D**

[Link: Vendor Application \(Form DS 1890\)](#)

**ATTACHMENT E**

[Link: Applicant/Vendor Disclosure Statement \(Form DS 1891\)](#)

**ATTACHMENT F**

[Link: Home and Community-Based Services Provider Agreement \(6/99\)](#)

## ATTACHMENT G

### Service Provider Insurance Requirement - As outlined in Service Agreement

- **Public Liability, and Property Damage Insurance:** The CONTRACTOR shall at all times during the term of this Agreement maintain public liability and property damage insurance, with endorsements satisfactory to the CENTER and in the amount of Five Million Dollars (\$5,000,000) combined single limit, which shall be primary and exclusive over any and all valid and collectable insurance which may be available to the CENTER. The CONTRACTOR shall not commence work under this Agreement until it has obtained all required insurance, and certificates of insurance have been delivered to and approved by the CENTER or Broker. All of the CONTRACTOR's insurance carriers shall at all times be licensed to transact the business of insurance in the State of California, shall have a rating of A- and IX or higher in the most current edition of Best's Insurance Guide, and shall be acceptable to the CENTER.
- **Automobile Liability Insurance:** With respect to automobile liability, CONTRACTOR shall obtain "Owned, Non-Owned and Hired Automobile Insurance" for the benefit of GOLDEN GATE REGIONAL CENTER, each with the amount of not less than the limits of liability for bodily injury and property damage as set forth: Five Million Dollars (\$5,000,000) combined single limit. A combination of primary and excess policies may be utilized to meet this required limit.
- **Certificates of Insurance:** Shall name the Regional Center as an additional insured. In addition, said certificate shall state the extent of insurance, the locations and operation to which the insurance applies and the expiration date of the insurance. [Reg. §58510(c)(1)]
- **Workers' Compensation Insurance:** In accordance with the provision of Section 3700 of the Labor Code of the State of California, the CONTRACTOR shall maintain Workers' Compensation insurance at all times during the term of this Agreement.

**ATTACHMENT H**

Service Provider Rate Acknowledgement Forms  
Rates as set by DDS Effective March 1, 2026

**GGRC | 875 Service Code | Rate Acknowledgment Form**  
**Rates As Set by DDS | Effective March 1, 2026**  
**875 Service Codes - Transportation Company**

**Vendor Name:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

Transportation Services and Rates						
Vehicle Classification	Ambulatory / Non-Ambulatory	Capacity of Vehicle	Billing Unit	100% of Rate Model	90% of Rate Model	10% QIP*
All Vehicles	All Vehicles	All Vehicles	Per Vehicle	\$ 197.25	\$ 177.53	\$ 19.72
Small Standard	Ambulatory	≤ 10	Mile	\$ 1.08	\$ 0.97	\$ 0.11
Small Wheelchair Lift	Non-Ambulatory	≤ 10	Mile	\$ 1.19	\$ 1.07	\$ 0.12
Medium Standard	Ambulatory	11 - 18	Mile	\$ 1.93	\$ 1.74	\$ 0.19
Medium Wheelchair Lift	Non-Ambulatory	11 - 18	Mile	\$ 2.05	\$ 1.85	\$ 0.20
Large Standard	Ambulatory	≥ 19	Mile	\$ 2.56	\$ 2.30	\$ 0.26
Large Wheelchair Lift	Non-Ambulatory	≥ 19	Mile	\$ 2.67	\$ 2.40	\$ 0.27

*\* The Department of Developmental Services has implemented a voluntary Quality Incentive Program (QIP) for service providers, pursuant to Welfare and Institutions Code section 4519.10. Participation in the Provider Directory measures is the only way to attain the up to 10% quality incentive portion of the reimbursement rate. See link below for instructions on how to participate in the Provider Directory:  
<https://www.dds.ca.gov/initiatives/provider-directory/>  
 \*\*\*  
 New service providers, vendored after September 2024 and after the original QIP qualification window, will be eligible for the base rate of (90 percent) from the time of vendorization.  
 New service providers must register and submit their records in the directory within 45-days from receiving the invite to the Provider Directory to receive the full benchmark rate of 100 percent. Service providers who miss the 45-day window will stay at the base rate of 90 percent.*

**Initial Here:** \_\_\_\_\_

*We have reviewed the rates and agree to the 875 SC rates above.*

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**GGRC | 882 Service Code | Rate Acknowledgement Form**  
**Rates As Set By DDS | Effective March 1, 2026**  
**882 Service Codes - Transportation Assistant**

**Vendor Name:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

Rates Effective March 1, 2026				
Service Code	Billing Unit	100% of Rate Model	90% of Rate Model	10% QIP*
882 - Transportation Assistant	Hour	\$ 38.88	\$ 34.99	\$ 3.89

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*New service providers, vendored after September 2024 and after the original QIP qualification window, will be eligible for the base rate of (90 percent) from the time of vendorization.*

*New service providers must register and submit their records in the directory within 45-days from receiving the invite to the Provider Directory to receive the full benchmark rate of 100 percent. Service providers who miss the 45-day window will stay at the base rate of 90 percent.*

**Initial Here:** \_\_\_\_\_

*We have reviewed the rates and agree to the 882 SC rates above.*

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## ATTACHMENT I

### Statutes and Regulations

- I. **CCR Title 17, Section 54310 – Vendor Application Requirements**
- II. **CCR Title 17, Division 2. Health and Welfare Agency, Chapter 3. Community Services, Subchapter 18. Transportation, Articles 1 – 8, §§ 58500 – 58570**
- III. **CCR Title 17 Section 54342 – Types of Services Subsection (a) – Numbers (81) (84) (86)**
  - (81) Transportation Assistant - Service Code 882.** A regional center shall classify a vendor as a provider of transportation assistant services if the vendor:
    - (A) Is vendored separately from the transportation service vendor;
    - (B) Assists and monitors regional center consumers while the consumers are being transported; and
    - (C) Meets the qualifications for transportation aides specified in Title 17, Section 58520(b).
  - (84) Transportation Companies - Service Code 875.** A regional center shall classify a vendor as a transportation company if the vendor possesses a current business license as a transportation company and:
    - (A) Provides the regional center with proof of adequate insurance as designated by the vendoring regional center in accordance with the Welfare and Institutions Code, Section 4648.3; and
    - (B) Will be employed to transport individuals to and from their community-based day programs or other vendored services for the regional center.
  - (86) Transportation - Public Transit Authority, Dial-A-Ride, Rental Car Agency or Taxi - Service Code 895.** A regional center shall classify a vendor as a public transit authority, dial-a-ride rental car agency or taxi provider if the vendor is licensed to perform such services, and if the rate charged in the use of these services to consumers is the same as that charged to the general public for the same service.
- IV. **WIC, Section 4648.3.** A provider of transportation services to regional center clients for the regional center shall maintain protection against liability for damages for bodily injuries or death and for damage to or destruction of property, which may be incurred by the provider in the course of providing those services. The protection shall be maintained at the level established by the regional center to which the transportation services are provided.