

Warren County Job and Family Services
Request for Proposals (RFP)
Non-Emergency Transportation Services (NET)



Offered By
Warren County Job & Family Services
Division of Human Services
416 S. East Street
Lebanon, OH 45036
Lauren Cavanaugh, Director

REQUEST FOR PROPOSALS

Non-Emergency Transportation Services (NET)
for Medicaid Recipients

Date Issued: March 15, 2016

Date Due: May 6, 2016 by 4:00 PM

Proposals are to be submitted to:

WCDJFS Non-Emergency Transportation Services (NET)
Warren County Job and Family Services
Division of Human Services
C/O Lauren Cavanaugh, Director
416 S. East Street
Lebanon, Ohio 45036

INTRODUCTION

Warren County Job and Family Services, Division of Human Services (WCDJFS) is the local agency responsible for the administration of the Non-Emergency Transportation Program in Warren County, Ohio.

“Non-Emergency Transportation (NET) program” is a statewide program that assures transportation for Medicaid recipients to and from Medicaid Title XIX providers that are providing Medicaid-reimbursable services identified in rule 5160-24 of the Administrative Code.

The Non-Emergency Transportation Program will assist Medicaid recipients throughout the County with transportation to and from medical appointments both inside and outside of Warren County, Ohio. Services are to be provided to consumers of all ages that are Medicaid eligible, with a variety of medical needs or disabilities, to and from Medicaid reimbursable services/appointments.

WCDJFS is currently seeking proposals to provide Non-Emergency Transportation services on a contractual basis. In order to be considered as a potential service provider, a Proposal must be submitted, within the designated time frame that outlines program/service delivery and costs.

LIMITATIONS

This Request for Proposal does not commit WCDJFS to award a contract or to pay any cost incurred in the preparation of a Proposal. WCDJFS reserves the right to accept or reject any or all Proposals received to negotiate services and costs with proposers, and to cancel in part or in entirety this Request for Proposals.

All Proposals submitted will remain the property of Warren County.

Warren County Board of County Commissioners on behalf of WCDJFS reserves the right to award contract transportation services to one (1) or multiple providers. The awarding of a contract or contracts does not guarantee a specific service level with one or several providers.

Contracts awarded shall be effective for two years. However, contracts may be amended or terminated during this period if there is a change in Federal, State, or Agency regulations that apply to the contract; a reduction of Federal, State, or local funds; unsatisfactory performance by the Provider as determined by WCDJFS; or upon thirty (30) days written notice by either party. In addition, we reserve the right to renew the contract for two (2) additional years upon mutual agreement of both parties following review of the previous year's contract performance. Renewal agreement(s) for each additional year will be required.

CLIENT ELIGIBILITY REQUIREMENTS

In order to offer Non-Emergency Transportation services to clients, the client must be determined eligible based upon criteria established by the State of Ohio and by WCDJFS. Transportation for those eligible individuals as determined by WCDJFS is to be provided twenty-four (24) hours per day, seven (7) days a week from any point within Warren County to any destination within Warren County or to any point in surrounding counties (Butler, Clermont, Clinton, Greene, Hamilton and Montgomery).

Warren County Job and Family Services
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Therefore, eligible clients utilizing the transportation services will be scheduled by the WCDJFS Non-Emergency Transportation Coordinator directly to the Provider(s) by means of a fax or email which will include the Transportation Scheduling Document generated from WCDJFS Transportation Database. Selected Provider(s) cannot provide Non-Emergency Transportation Services reimbursable through this RFP to clients who were not screened for eligibility and scheduled directly from WCDJFS.

CONTRACT SELECTION CRITERIA

Prospective Providers are advised that an offer for contract is made after a review of all proposals received by WCDJFS.

Proposals will be reviewed for acceptability with emphasis on various factors according to the type of service to be provided. Proposals of past providers will be evaluated and are not guaranteed acceptance.

All Proposals will be evaluated on the following criteria:

- 1) Meeting the specifications outlined in this RFP;
- 2) The Provider's proposal;
- 3) The Provider's projected performance for providing transportation services (e.g., ability to provide timely transportation services, ability to provide services at a competitive cost, ability to provide services with experienced, licensed, insured employees, etc.);
- 4) Cost factors as compared to Providers with similar proposals;
- 5) Past performance, quality of service, reports of customer satisfaction or previous evaluation;
- 6) Previous experience in service area with the target population;
- 7) Any other pertinent areas as selected by WCDJFS.

SCOPE OF PROJECT

Bids are to be provided on the following basis:

- a. Cost of "Live Mile" of transportation. "Live Mile" of transportation is defined as being actual distance traveled by consumer/client from the start to the end point of their destination.
- b. Transportation for those eligible individuals as determined by WCDJFS is to be provided twenty-four (24) hours per day, seven (7) days a week from any point within Warren County to any destination within Warren County or to any point in surrounding counties (Butler, Clermont, Clinton, Greene, Hamilton and Montgomery).
- c. Provider must be able to provide the facility and the fleet of vehicles.
- d. Providers must provide special equipment: infant seats, vans, cars, and buses as specific needs demand and as required by Federal, State and Local regulations.
- e. All vehicles must be equipped with the appropriate safety restraining devices and equipment and must have regular preventive maintenance.

Warren County Job and Family Services
Request for Proposals (RFP)
Non-Emergency Transportation Services (NET)

- f. There must be available back-up vehicles for immediate dispatch in the event of a breakdown or accident. All vehicles must display the company logo.
- g. Quality service must be provided with a guarantee of high degree of regularity in a positive, courteous and professional manner.
- h. All route making functions, including but not limited to estimated client pick-up and drop-off time, taking into consideration the needs of the individual being transported, must be on a time performance route schedule.
- i. Providers must also display the ability to facilitate changes in routes, scheduling, etc., to meet consumer's needs.
- j. Provider must keep accurate records.
- k. Provider must keep records that clearly show the name of client, starting point, ending point, and total mileage of trip and provide to WCDJFS each month with invoice.
- l. All drivers must carry identification which identifies them as authorized operators.

ABILITY TO PROVIDE SERVICES

Potential providers must outline the ability to provide transportation services in an effective and timely manner. Potential providers should state their time frame for notification by WCDJFS for scheduled required services (i.e., hour's notification prior to required service). Potential providers should list their three (3) most recent similar contractual services for reference purposes.

Potential providers must describe all types of vehicles to be used to provide client transportation. Potential providers must describe the scheduling software used by provider (if applicable).

Potential providers must provide information about comprehensive and liability insurance coverage on vehicles and provider's employees, driver license requirements, driver safety training, background checks and all pre-employment screening conducted by provider, and provider vehicle inspection and maintenance policy.

BUDGET

All Proposals must include proposed costs to provide the services in the Scope of Project section of this RFP. For the NET Program, approximately \$200,000.00 is available for the program year (\$400,000.00 for the contract period of 2 years). All proposals should include the cost per "Live Mile" of transportation and should include a minimum one-way transportation cost. No more than 10% of this allocation will be allowed for administrative costs.

For this Request for Proposal WCDJFS estimates that:

- The total one way trips in one year will be approximately 2,000.
- The furthest distance will be either to Dayton or Cincinnati, with the exception of the rare trip to Cleveland.

WCDJFS is not permitted to pay for no show appointments under 2 CFR 228, Appendix A, Section C(3)(a).

All costs and fees must be clearly described in each proposal. The contract period will be July 1, 2016 through June 30, 2018.

BIDDER QUALIFICATIONS

Bidders should provide an experience statement and a description of staff experience level in offering transportation services.

PROPOSAL EVALUATION PROCESS

WCDJFS will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria:

- Proposal must meet the project scope as listed above.
- Bidders will be evaluated on their experience as it pertains to the scope of this project.
- Bidders will be evaluated on examples of their work pertaining transportation services.
- Bidders will be evaluated on the cost proposal.
- Bidders must provide descriptions and documentation of staff expertise and experience.

Attachment A includes the Evaluation Criteria for this RFP.

Each bidder must submit 4 copies of their proposal to the address below by **May 6, 2016 at 4pm EST**:

WCDJFS Non-Emergency Transportation Services (NET)
Warren County Job and Family Services
Division of Human Services
C/O Lauren Cavanaugh, Director
416 S. East Street
Lebanon, Ohio 45036

Questions regarding this Request for Proposal should be directed to Lauren Cavanaugh, Director at Lauren.Cavanaugh@jfs.ohio.gov. If submitting a question via email please include the following in the subject line "RE: RFP NET TRANSPORTATION VENDOR QUESTION".

Warren County Job and Family Services
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Proposed Entity:

Compliance Checklist for Proposal Acceptance

- Submitted by deadline
- One original and four (4) copiers
- RFP formatted correctly
- Organization history/statement of demonstration effectiveness
- Proposal narrative and program implementation plan
- Required Attachments:
 - (3) most recent contractual services for reference purposed
 - Bidder qualifications/Experience Statement/Staff Qualifications
 - Proposed Cost
 - Comprehensive and liability insurance coverage information

If the above conditions are met, the proposal will be rated with the following evaluation criteria:

Warren County Job and Family Services
 Request for Proposals (RFP)
 Non-Emergency Transportation Services (NET)

Evaluation Criteria

Listed below are the criteria that will be used to evaluation proposals and the points assigned to each.

	Maximum Number of Points	Points Allocated to Proposer
Organizational Capacity/Experience Working with Proposed Population <ul style="list-style-type: none"> • Demonstrated experience in operating the type of program being proposed (10 points) • Demonstrated the ability to work collaboratively with WCDJFS and/or other social services providers that work collaboratively with WCDJFS. (10 points) • Capability to adequately administer and report expenditures of funds and provide WCDJFS with accurate/detailed reports each month regarding rides and costs. (10 points) • Experience and qualifications of staff (10 points) • Demonstration of recent contractual services similar to this RFP (5 points) • Software program(s) used for schedule of clients (5 points) 	50	
Price/Cost <ul style="list-style-type: none"> • Includes cost per live mile of transportation (15 points) • One-way minimum cost (15 points) • WCDJFS will not be charged for “no shows” (10 Points) • Clear description of all cost and fees (10 points) 	50	
TOTAL	100	

Comments: _____

Evaluator's Printed Name	
Evaluator's Signature	Date