



**Clark County Department of Job and Family Services  
By and through the authority of the  
Board of Clark County Commissioners**

**REQUEST FOR PROPOSALS**

RidesPlus Transportation Services Program  
RFP #: 17-SFY-17

**For Service Provision**

January 1, 2018 to December 31, 2018  
Up to \$3,300,000

Offered by

Clark County Department of Job & Family Services  
1345 Lagonda Avenue  
Springfield, Ohio 45503  
937-327-1700

**Deadline for Proposal Submission is November 30, 2017 @ 4:00 p.m.**

**REQUESTS TO EXTEND DEADLINE WILL NOT BE GRANTED**

**PROPOSALS SUBMITTED TO:**

**1345 Lagonda Avenue  
Springfield, Ohio 45503  
Building C, 4<sup>th</sup> Floor  
Attn: Contract Development**

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## **SECTION I. GENERAL PURPOSE & PROVIDER INFORMATION**

### **1.1 Purpose**

The Board of Clark County Commissioners (Board) intends to award a transportation services contract to one provider, as appropriate in the judgment of the Board, for its Department of Job & Family Services (CCDJFS). For the purposes of this document, collectively, the Board and CCDJFS will be referred to as the “Board.”

The Board is seeking a provider who has the capacity to provide approximately 28,000 trips annually to accommodate the demand from Medicaid-eligible customers, customers of Veteran’s Services, and other low income citizens.

### **1.2 Project Problem Statement**

Approximately 23.7% of Clark County residents live in poverty and do not own, nor have access to, reliable transportation. Clark County’s Public Transportation System (Springfield City Area Transit) is not geographically accessible to all county residents and does not run twenty-four (24) hours per day. Additionally, there is no reliable taxi service available in Clark County. Therefore, many residents are unable to obtain/maintain employment, attend medically-necessary healthcare appointments, or access child care and other necessary social services programs.

### **1.3 Background Statement**

Lack of reliable transportation has been identified as one of the most frequent barriers to both health and self-sufficiency. Many people have difficulty reaching their destinations, especially during evenings and weekends when transit services are not offered. Similarly, destinations in the county or outside of the county areas not served by the transit authority are also difficult to reach.

The purpose of this program is to provide additional transportation options for low-income people and people receiving services through Veteran’s Services. This program shall serve as a curb-to-curb transportation system that will transport low-income people to and from employment, medical appointments, child care, and/or other social service programs.

### **1.4 Agency Philosophy and Services**

The CCDJFS mission statement is: To promote safety, strengthen families, and empower people.

The CCDJFS is considered a quadruple-combined agency consisting of: Family & Children Services, Child Support, OhioMeansJobs, and BenefitsPlus.

Our Family & Children Services (FCS) division strives to protect our community’s most vulnerable citizens: children and senior citizens. FCS investigates reports of child abuse, neglect, dependency and exploitation, and

in partnership with other local agencies, we find solutions to ensure children and the elderly are in safe, supportive living environments.

The Child Support Enforcement division works with individuals and families to ensure children are supported. Many factors dictate the requirements necessary to establish and maintain support of children. Child Support Enforcement offers guidance and enforcement to ensure the well-being of children is achieved throughout our community.

OhioMeansJobs One-Stop Center helps job seekers find rewarding employment opportunities and employers find qualified employees.

As families work toward self-sufficient living, the BenefitsPlus division assists with temporary cash assistance, food assistance, medical coverage, medical and job-related transportation and child care - essential factors in getting and keeping a job and supporting a family.

### 1.5 Project Summary

The RidesPlus transportation system is a non-fixed route, demand-responsive, point-to-point transportation service that operates from 5 a.m. to Midnight, Monday through Saturday. When determined necessary by the client and the Contractor, Sunday service shall be offered to Medicaid-eligible clients, clients of Veteran's Services, and other low-income people for transportation to/from dialysis as an alternative schedule for Thanksgiving, Christmas, and New Year's Day. This project is to ensure that Medicaid-eligible clients, clients of Veteran's Services and other low-income people have access to dependable, on-time, safe transportation to and from work, health care providers, child care, and/or other social services programs. Transportation is also available for people with disabilities.

<b>RidesPlus Transportation Program</b>	
Total trips during calendar year 2016	26,544
Total riders during calendar year 2013	4,709
Average trips on Saturdays	158
Average monthly loaded miles	20,013
Average ride time	19.24
Average trips per day	93

Some Medicaid-eligible customers require transportation to locations out of Clark County, such as to the Cleveland Clinic for medical appointments. Actual mileage for out-of-county transportation service may be sought. Out-of-County transportation may be authorized only for medical appointments and purposes defined/authorized by Family & Children Services. Transportation for employment, child care, and/or access to other social services programs must consist of in-county transportation services only.

Eligibility for all transportation services is determined by the CCDJFS and Veteran’s Services (when applicable). Once eligibility is established and transportation services are authorized, the customer is assigned a unique personal identification number (PIN). He/she uses the PIN when calling a centralized scheduler/dispatcher to arrange transportation.

The selected vendor serves as the lead transportation entity for the RidePlus program. The selected vendor must have a fleet of vehicles dedicated to this project. Additionally, the vendor must have ADA-accessible vehicles to accommodate our disabled population.

**1.6 Target Population**

Customers have a variety of needs for which transportation services are provided through this program:

- Approximately 90% of the customers need transportation to and from medical appointments—mostly to dialysis appointments three times per week;
- Approximately 5% of the customers need transportation to and from employment;
- The remaining 5% of customers need transportation to a variety of other activities, such as child care, or other social service programs.

**1.7 Anticipated Procurement Timetable**

<u>Date</u>	<u>Event/Activity</u>
November 6, 2017	Board releases RFP; Q&A period opens - RFP becomes active. - Proposers may submit inquiries for RFP clarification.
November 15, 2017	Bidders’ Conference for Proposers at 2:00 in the Clark Room.
November 17, 2017	Proposer Q&A Period Closes 9 a.m. (for inquiries for RFP clarification). No further inquiries for RFP clarification will be accepted.
November 22, 2017	- CCDJFS provides Final Proposer Question & Answer document.
November 30, 2017	<b>Deadline for Proposers to Submit Proposals to CCDJFS (4 p.m.).</b> This is the proposal opening date, beginning of the CCDJFS process of proposal review.
December 8, 2017	Letter of intent to award contract issued by CCDJFS. - All applicants notified.
December 15, 2017	- Contract submitted to County Commission for approval.
January 1, 2017	Service provision begins.

The Board reserves the right to revise this schedule in the best interest of the CCDJFS and/or to comply with the procurement procedures and regulations and after providing reasonable notice. Only the Board has the authority to bind the Board into a contract. The letter of intent to award is not binding. Since the letter of intent to award is not binding, any costs incurred by the bidder prior to the Board's award shall not be recovered from Board.

### **1.8 Reporting Requirements**

The selected vendor shall provide monthly and quarterly reports to the CCDJFS. Monthly reports shall include the following information: total unduplicated number of participants served, itemized list of trips/charges by specified service codes, number of in-county trips at the per-trip rate, number and total miles for out-of-county trips (further identifying this information for out-of-contiguous county trips), hourly charge for any scheduled Sundays/holidays, monthly base rate, an itemization of payments or adjustments made to or received from any partners or subcontractors, and a list of employers served during the month. In addition, the selected vendor will submit a monthly "Soft Services Report" categorizing expenditures by type and numbers served (for PRC-eligible customers).

Quarterly reports shall include the on-time performance (percentage) and the level of satisfaction (percentage) as reported by the customers.

### **1.9 Internet Question & Answer Period; RFP Clarification Opportunity**

Providers may ask clarifying questions regarding this RFP via email or U.S Mail during the Q&A Period as outlined in Section 1.7, Anticipated Procurement Timetable. To ask a question, providers must submit all questions in writing, via email or U.S. mail, to [Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov) prior to the closing time, and date for the Question & Answer Period. All e-mailed questions must be titled "RidesPlus Transportation Program RFP - Request for Clarification" in the subject line. The Board reserves the right to disregard any e-mails that are not properly titled in the subject line.

Questions about this RFP must reference the relevant part of this RFP, the heading for the provision under question, and the page number of the RFP where the provision can be found. The provider must also include the name of a representative of the provider, the company name and business phone number. The Board may, at its option, disregard any questions which do not appropriately reference a RFP provision or location, or which do not include identification for the originator of the question. If the Board determines that a question cannot be resolved by reference to any section of the RFP, Board may, at its discretion, make necessary additions or changes to the RFP by addendum or amendment. The Board will not respond to any questions received after 9 a.m. on the date the Q&A period closes.

Board's responses to all questions asked via email or U.S. mail will be posted on the Internet website dedicated to this RFP or mailed (if requested by the provider), for reference by all providers. Providers will not receive personalized or individual email responses. Clarifying questions asked and Board responses to such questions comprise the "CCDJFS Q&A Document" for this RFP. Responses will include the relevant page number, heading, and provision in question. Provider proposals in response to this RFP are to take into account any information communicated by the Board in the CCDJFS Q&A Document for the RFP.

**If any additions or changes are made to this RFP as a result of the Q&A process, an addendum or amendment to the RFP will be posted on the Internet website dedicated to this RFP or mailed to the provider (when requested in advance). It is the responsibility of all providers to check this site on a regular basis for responses to questions, as well as for any addendums, amendments or other pertinent information regarding this RFP.**

**Accessibility to the CCDJFS Q&A Document will be clearly identified on the website dedicated to this RFP, once that document is made available.**

IMPORTANT: Requests from providers for copies of previous RFPs, past provider proposals, score sheets or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not clarification questions regarding the present RFP. PRRs submitted in accordance with CCDJFS policy (available upon request) will be honored. The posted time frames for Board responses to email questions for RFP clarification do not apply to PRRs. Potential providers who choose to rely on responses to PRRs when preparing their proposals do so at their own risk.

Providers are to base their RFP responses, and the details and costs of their proposed projects, on the requirements and performance expectations established in this RFP for the future contract, NOT on details of any current or past related contract. Requirements under a current project may or may not be required by Board under any future contract, and so may not be useful information for providers who choose to respond to the RFP. If providers ask questions about existing or past contracts using the Q&A process, the Board will use its discretion in deciding whether to provide answers. Interested providers should also refer to RFP Section 1.12, Contract Period and Funds Available, for related information.

The CCDJFS Q&A document will only answer questions which pertain to issues of RFP clarity, and which are not requests for public records. Board is under no obligation to acknowledge questions submitted through the Q&A process if those questions are not in accordance with these instructions.

Should providers experience technical difficulties accessing the CCDJFS website where the RFP and its related documents are published, they may contact Contract Development at [Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov) or (937) 327-1867.



### **1.10 Bidders' Conference**

A bidders' conference has been scheduled for November 15, 2017 at 2:00 p.m. in the Clark Room at the Clark County Department of Job & Family Services campus, 1345 Lagonda Avenue, Springfield, Ohio. CCDJFS staff will respond to questions regarding the requirements of the RFP. Questions asked at the conference and **final** responses will be included in the CCDJFS Q&A Document.

While attendance is not mandatory, Board strongly encourages potential proposers to attend this conference. Please bring your copy of the RFP.

As noted in Section 1.11 Communication Prohibitions (below) of this RFP, Board may not specifically notify any provider of changes or announcements related to this RFP except through the website posting and the CCDJFS vendor notification list, unless otherwise requested by the provider. It is the affirmative responsibility of interested proposers to be aware of and fully respond to all updated information posted on this web page or sent at the request of the provider via U.S. mail.

### **1.11 Communication Prohibitions**

From the issuance date of this RFP until an actual contract is awarded to a provider, there may be no communications concerning the RFP between any provider that expects to submit a proposal and any employee of Board, or any other individual regardless of their employment status, who is in any way involved in the development of the RFP or the selection of the contractor.

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to Section 1.9, Q&A Period, and Section 1.10, Bidders' Conference;
2. For the purpose of conducting necessary business arising from a pre-existing or on-going business relationship with Board;
3. As part of any request for clarifications or provider interview process initiated by Board, which Board deems necessary in order to make a final selection;
4. Negotiations with the offeror who submits the proposal that the Board determines is the most advantageous to the Board in accordance with the RFP's selection procedures;
5. Any Public Records Request (PRR) made through CCDJFS; and
6. Notification of any changes or announcements related to this RFP through the CCDJFS vendor notification list.

**\*Important Note:** Amendments to the RFP or to any documents related to it will be accessible to interested providers through the original web page established for the RFP. All interested providers must refer to that web page regularly for amendments or other announcements. The Board may not specifically notify any provider of changes or announcements related to this RFP except through the website posting, the CCDJFS

vendor notification list, or U.S. mail when previously requested by the provider. It is the affirmative responsibility of interested providers to be aware of and to fully respond to all updated information posted on this web page or provided by U.S. mail when previously requested by the provider. Providers without access to the web page established for the RFP may request that amendments to the RFP or documents related to it be sent to them by contacting Tracy Lockhart via email or U.S. mail at the following address, [Clark\\_Contract\\_Development@ifs.ohio.gov](mailto:Clark_Contract_Development@ifs.ohio.gov), or Clark County Department of Job & Family Services, Attn: Contract Development, 1345 Lagonda Avenue, Springfield, Ohio 45503.

Board is not responsible for the accuracy of any information regarding this RFP that was obtained or gathered through a source not authorized for this RFP. **Any attempts at prohibited communications by potential providers shall result in the disqualification of those potential providers' proposals and shall prohibit the provider from entering into any contractual relationship with the Board for services requested through this RFP for the duration of the RFP period.**

### **1.12 Contract Period and Funds Available**

Board is seeking to award a contract to be effective January 1, 2018, and to conclude no later than December 31, 2018. Board may, at its discretion, extend the contract for one additional year effective January 1, 2019, and concluding no later than December 31, 2019. This program will be funded at no more than \$1,100,000 per year and will be supported by the following funding streams:

- Medicaid CFDA #93.778
- Temporary Assistance for Needy Families (TANF) CFDA #93.558
  - TANF Purpose #1
- Title XX CFDA #93.667
- Food Assistance Employment and Training (FAET) CFDA #10.561

This RFP and all agency contracts are contingent on the availability of funds. If, during the RFP process, funds are not available for the proposed services, the RFP process will be canceled. The providers will be notified at the earliest possible time. Board is not required to compensate any provider for any expenses incurred as a result of the RFP process.

## **SECTION II. PROVIDER EXPERIENCE AND QUALIFICATIONS**

### **2.1 Demonstration of Experience**

The provider's previous experience in delivering similar or related services should be demonstrated. If applicable, the provider should include descriptions and/or samples of up to three similar projects completed in the past five years that demonstrate appropriate experience. Additionally, the provider should provide names and contact information for up to three entities for which they have performed similar large scale

projects in the past five (5) years equivalent to the scope of work defined in *Section III, Scope of Work & Services to be Provided* below.

## **2.2 Minimum Contractor Requirements**

The Contractor must:

1. Disclose ownership and have a written statement defining the purpose of their business or service agency.
2. Have a written statement of policies and directives, by-laws and articles of incorporation.
3. Have a written table of organization that clearly identifies lines of administrative and supervisory authority and responsibility to the direct care level.
4. Operate in compliance with all applicable federal, state and local laws.
5. Have a written statement supporting compliance with non-discrimination laws, federal wage and hour laws, Worker's Compensation laws and the Americans with Disabilities Act (ADA) in the recruitment and employment of individuals.
6. Have a physical facility in Clark County from which to conduct business.
7. Have the ability to receive referrals via e-mail, telephone and fax machine and an employee available to accept referrals via e-mail between 8:00 a.m. and 4:30 p.m. Monday through Friday.
8. Maintain all CCDJFS client files in a secure, locked file cabinet(s).

## **SECTION III. SCOPE OF WORK & SERVICES TO BE PROVIDED**

No provision in any section of this RFP or the contract awarded by the Board shall be interpreted to permit the provider to perform any act, or fail to act, in violation of any applicable law or rule, to supplant any such law or rule, or to absolve or indemnify the provider for any act or omission. If a court having jurisdiction determines that any provision of this RFP or the contract is unenforceable to any extent, the rest of that provision and of the RFP and contract shall remain enforceable to the fullest extent permitted by law.

### **3.1 Scope of Work**

In the delivery of this service, it is expected that the contractor will operate a program which accomplishes all of the following:

1. Provides a demand-responsive transportation system sufficient to accommodate the volume described in Section 1.1, Purpose, of this RFP.
  - a. The program will operate from 5:00 a.m. until 12:00 midnight, Monday through Saturday, excluding federal holidays. (When a federal holiday occurs on Monday, Sunday service for dialysis patients must be provided.)
  - b. Approximately 28,000 trips shall be provided annually. However, providers should demonstrate their capacity to expand or reduce the program to accommodate the increase or decrease in demand.
  - c. At least 90% of all customers will reach destinations prior to their scheduled appointment.

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2. Ensures staff sufficient to perform the service, including provision of:
  - a. Schedulers and dispatchers for those customers calling the RidesPlus telephone number.
  - b. Drivers, either hired or retained through other agreements. Providers shall indicate the number of drivers to be used for this program.
  - c. Administrative staff sufficient to provide agreed upon reports, develop and implement needed policies and procedures, perform monthly invoicing and accounting functions.
  - d. An “ombudsman function to ensure good customer service and quick resolution of complaints.
3. Provides sufficient number of primary vehicles to meet the demand specified in Section 1.1, Purpose, of this RFP, including provision of:
  - a. Suitable back-up vehicles during such times that the primary vehicles are not in service.
  - b. Vehicles to serve disabled customers, including no less than one ADA lift van.
  - c. Vehicles that are in good mechanical order and no more than three years old on the date the contract becomes effective.
  - d. Vehicle maintenance in accordance with a regular inspection and maintenance program.
  - e. The capability for continuous two-way communication with all vehicles.
  - f. Provider shall indicate the number of primary vehicles, back-up vehicles, and ADA accessible vehicles to be used for this program.
4. Assumes all other operational costs, including:
  - a. Provision of automated scheduling software that performs client registration, trip reservations, routing and scheduling, dispatching and reporting.
  - b. Provision of all other equipment and facilities necessary to support the program.

It is expected that the selected vendor maintain a physical presence in Clark County to facilitate ease of service delivery. Providers shall indicate in their proposals their capacity and willingness to establish/maintain a local presence to coordinate the transportation program.

The contracted services shall include the following:

1. Provide transportation six days per week (Monday through Saturday), with limited Sunday transportation as noted above. Hours of operation will be 5:00 a.m. to 12:00 midnight.
2. Compensate and administer all employees’ wages, benefits, workers’ compensation and taxes.
3. Provide suitable back-up vehicles during such times that the primary vehicles are not in service.
4. Schedule and dispatch transportation for those clients calling the RidesPlus telephone number.
5. Maintain continuous two-way communications with all vehicles.
6. Provide all participating entities with monthly summary reports and other reports as needed.
7. Assume all other operational costs.
8. Respond within 48 hours to any customer concerns about service.
9. Maintain adequate phone lines to ensure that customers can reach RidesPlus in a timely manner.

10. Act as the agent for billing and reimbursement when contracts are negotiated with other service providers.

### **3.2 Specification of Deliverables**

Provide transportation services from 5 a.m. to Midnight Monday through Saturday (except for Federal Holidays) to and from medical appointments, employment, child care, or other social services programs. Medical trips will be either local or out-of-town trips as required by the customer. Provide monthly and quarterly reports to the Contracting Office within 30 days of the end of each month and quarter.

### **3.3 Service Requirements**

Providers of transportation services must meet the requirements set forth in 173-39-02.13 or 173-39-02.18 of the Ohio Administrative Code as applicable. In addition the provider must meet the following specifications:

1. Transportation vehicles used in delivering the purchased service must be clearly identified. Vehicles, which do not bear the name of the provider on the body of the vehicle, must display a 6" by 12" place card printed with the provider's name in letters at least two inches high in the windshield of the vehicle.
2. The drivers must be clearly identified by name badge, or uniform giving the name of the provider. The identification must be clearly visible at all times.
3. The provider shall document that all vehicle operators and owners maintain proof of financial responsibility as required in Section 4509.101 of the Ohio Revised Code for motor vehicles. A copy of the certificate of insurance and the vehicle registration shall be maintained in each vehicle.
4. Clients must be enrolled in provider's system to allow clients to schedule trips within 24 hours (1 business day) of receiving a referral from the CCDJFS.
5. Clients must be able to schedule trips with no more than a three-day notice.
6. For each medically-related trip, the provider is not required to make more than one attempt to pick up an authorized client from the client's residence on the same day. However, the provider must make as many attempts as necessary to pick up the client for a return trip home from the approved destination site.
7. Upon arrival at the client's residence for medically-related trips, the driver must disembark their vehicle and escort the client from their front door to the vehicle. In the case of client residing in apartment buildings and/or other multi-unit dwellings, the driver must escort the client from the door of the lobby in the client's building to the vehicle.
8. Upon arrival at the client's appointment for medically-related trips, the driver must escort the client from the vehicle to the front door of the facility.
9. Drivers must remain parked at the client's pick-up point for a minimum of five minutes and attempt to contact the client before leaving without the client
10. Client's medical transportation appointments should be made giving sufficient time to make their scheduled medical appointment.

11. Once the client has been given the medical transportation pick-up time, they will not be picked up more than fifteen (15) minutes early.
12. Clients must be picked-up for return trips home within one hour of placing the call requesting the return trip.
13. The provider must be available for return trip, if requested by the client.
14. The provider must have an adequate telephone system so that clients who call for rides will wait no longer than five minutes to arrange transportation.
15. Providers must be able to accommodate wheelchairs, scooters, bariatric wheelchairs and/or oxygen if needed.
16. Providers must ensure clients can safely and readily access the vehicle and provide an appropriate step-stool if requested by the client.
17. Providers shall have a back-up plan for provision of services so that if an emergency should occur, the clients will still be in time for their medical appointments. The back-up plan should be current and reviewed quarterly.
18. The provider shall maintain a sufficient number of vehicles to ensure efficient service delivery to eligible clients.
19. Safety belts are required for each client transported, unless the vehicle is exempted by state law.

### **3.4 Personnel Requirements**

The provider shall maintain service logs or trip sheets daily that include all of the following:

1. Date of service,
2. Client name, pick-up point, destination point, time of arrival, time of drop-off,
3. Client signature, and
4. Number of service units

The provider must also ensure that:

1. The provider shall have written job descriptions or statement of job responsibilities that include qualifications and expectations for each position involved in the direct delivery of RidesPlus services.
2. The provider must ensure that staff possesses the appropriate skills and qualifications to perform the job.
3. The provider must ensure a drug-free workplace.
4. BCII (Bureau of Criminal Identification and Investigations) background checks shall be completed on all workers who provide services to clients, including direct service workers and supervisory personnel, regardless of hire date demonstrating their ability to work with seniors/children in accordance with the OAC 173-9-01 through 173-9-10.
5. Provider shall maintain information on every staff member (including volunteers and contract workers), who provides direct service to CCDJFS clients. This file shall include:
  - a. Resume or employment application that includes work history.

- b. Written verification of license(s) and/or certification and valid drivers' license, if applicable.
  - c. Evidence of current, valid, State of Ohio licenses for those persons performing acts of service which require licensure.
  - d. Copies of yearly performance appraisals signed by the staff member.
  - e. Results of BCI background checks.
  - f. Results of annual drivers check required for vehicle operators.
  - g. Evidence of successful completion of mandatory training requirements.
6. The provider shall have documentation signed and dated by the staff member, which indicates completion of an orientation prior to serving a CCDJFS client including:
- a. Employee position description
  - b. Agency personnel policies
  - c. Reporting procedures and policies
  - d. Agency table of organization
  - e. Lines of communication
  - f. Evidence staff has been trained to not solicit payment directly from CCDJFS clients

### **3.5 Expected Outcomes**

1. 90% of customers will be picked up and dropped off within 15 minutes of their scheduled pick up or drop off.
2. 90% of customers will arrive timely for all scheduled appointments.
3. 90% of customers completing customer satisfaction surveys will express positive opinions regarding the service.

### **3.6 Selected Provider Compensation Structure**

Board agrees that reimbursement of all costs will be dependent upon Provider performance in the delivery of services specified in the approved budget, once the contract is awarded. Payment shall be made by the Clark County Auditor upon proper presentation of request, when approved by Board and the Provider. Payment shall be made on a unit cost, fee for service, reimbursement basis. Payment shall consist of the monthly base rate, unit cost per trip, unit cost per mile for out-of-county trips, and hourly cost for Sundays/holidays, when applicable. The unit cost represents a true measure of the actual cost of providing the contracted number of units of service. At the end of the contract, unit cost contractors may be asked to reconcile revenue against the total actual expenditures and reimburse the Department for over-budgeted expenses.

The Provider shall provide a monthly invoice to the CCDJFS and Veteran's Services no later than 30 days past the service month. Failure to provide the invoice within the 30 days may delay payment of the invoice. Invoices submitted more than 30 days after the end of the contract period will not be reimbursed.

### **3.7 Responsibilities of Clark County Department of Job & Family Services**

As the lead public agency in this partnership, the CCDJFS provides a number of services, including but not limited to the following:

1. Determine eligibility of customers to receive transportation services within 5 business days of the application.
2. Provide basic information so that the Contractor assigns a unique PIN number to each eligible customer within one (1) business day of the eligibility determination, if the customer is determined eligible.
3. Redetermine eligibility as required.
4. Notify provider when eligibility for the transportation program ceases within one (1) business day of the eligibility determination.

## **SECTION IV. LIMITATIONS AND OTHER REQUIREMENTS**

### **4.1 Limitations**

**The award of a contract is contingent upon the approval of the Board. No contract shall be valid and legal until it has been approved and executed, in signature, by the Board.**

This RFP does not commit Board to award a contract or to pay any cost incurred in the preparation of a proposal. Board reserves the right to accept or reject any or all proposals received, to negotiate services and cost with proposers, and to cancel in part or in its entirety this RFP. The Board may waive minor defects that are not material when no prejudice will result to the rights of any provider or to the public. Board also reserves the right to reject the proposal of any provider, at any time prior to the execution of a contract with that provider, if any person brings information to the attention of CCDJFS, the proposal review team, or the Board, raising a serious question concerning safety or the provider's competence, reliability, or responsibility.

Board will review each proposal with respect to price, proposer's administrative and programmatic capabilities, and conformance to the RFP criteria. Board may reject all responses if proposed rates are unreasonable or if the proposers do not meet the RFP acceptance criteria. All proposals submitted in response to the RFP will become the property of Board.

Proposal selection does not guarantee that a contract for services will be awarded. Board reserves the right to terminate the negotiation process in the event that negotiations fail with the potential vendor whose proposal is selected or issues arise during negotiations that prevent Board from contracting with that potential vendor. If this happens, Board, in its sole discretion, reserves the right to: (1) select another potential vendor that responded to the RFP or (2) cancel and/or reissue the RFP.



#### **4.2 Proposal Cost**

Costs incurred in the preparation of this proposal are to be borne by the provider and the Board will not contribute in any way to the costs of the preparation. Any costs associated with interviews will be borne by the provider and will not be Board's responsibility.

#### **4.3 Certifications**

Proposers are not required to submit insurance certificates in order for their proposals to be considered. **However, the provider whose proposal is selected shall be required to present current insurance certificates prior to the commencement of the contract.** In the event that the winning bidder fails to present satisfactory insurance certificates when the proposed contract is submitted to the Board of County Commissioners for approval, Board, in its sole discretion reserves the right to (1) select another provider's proposal or (2) cancel and/or reissue the RFP. The standard requirements of insurance for providers who hold contracts with Clark County are found in Section X, Article V. Providers must provide, in their proposals, assurances that the minimum insurance requirements will be met.

Providers must disclose any circumstances of which the providers know or reasonably should know, including, but not limited to financial, legal, administrative, or safety risks, which might prevent them from meeting the insurance requirements by the time the contracts are signed. Providers shall have an ongoing duty to disclose any such circumstances that could foreseeably result in loss of coverage or denial of a claim during or after the duration of any contracts entered into pursuant to this RFP.

#### **4.4 Contractual Requirements**

The provider whose proposal is selected will be required to agree to the terms of the Contract included in this RFP as Section X. Such terms may not be modified or rejected absent a written waiver granted by the Board pursuant to the RFP's waiver provisions. Additional terms shall not be permitted unless specifically included in the provider's proposal and accepted by the Board. Such additions will be added to the contract's statement of work by the Board during negotiation of the final contract.

#### **4.5 Contractor Assurances Form**

As part of the submitted proposal, providers must include the attached Contractor Assurances Form (included in this RFP as Attachment A). Failure to include this statement as part of the proposal submitted to the Board may result in the disqualification of the provider's proposal from consideration.

#### **4.6 Personal Property Tax Statement**

As part of the submitted proposal, providers must include the attached notarized Personal Property Tax Statement (included in this RFP as Attachment C). Failure to include this statement as part of the proposal submitted to the Board may result in the disqualification of the provider's proposal from consideration.

#### **4.7 Campaign Contribution Declaration**

As part of the submitted proposal, providers must include the attached notarized Affidavit in Compliance with Section 3517.13 of the Ohio Revised Code form (Campaign Contribution Declaration – HB694). Amended Substitute House Bill 694 (“HB 694”) limits solicitations of and political contributions by owners and certain family members of owners of businesses seeking or awarded public contracts.

All providers interested in responding to this RFP must include the completed Campaign Contribution Form (included in this RFP as Attachment B) in their proposals.

#### **4.8 Subcontractor Identification and Participation Information**

Any providers proposing to use a subcontractor for any part of the work described in this RFP must clearly identify the subcontractor(s) and their tasks in their proposals. The proposal must include a letter from the proposed subcontractor(s), signed by a person authorized to legally bind the subcontractor, indicating the following:

1. The subcontractor’s legal status, federal tax ID number, and principle business address;
2. The name, phone number, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A complete description of the work the subcontractor will do;
4. A commitment to do the work, if the provider is selected;
5. A statement that the subcontractor has read and understands the RFP, the nature of the work, and the requirements of the RFP.

#### **4.9 Proposal Clarifications**

Board reserves the right to request clarifications from providers of any information in their proposals/forms, and may request such clarification as it deems necessary at any point in the proposal review process.

### **SECTION V. PROPOSAL FORMAT & SUBMISSION**

#### **5.1 Proposal Submission Information**

Board requires proposal submissions in both paper and electronic format. The submission of the electronically formatted version may be waived, at the discretion of the Board, when requested in writing by the bidder at least twenty-four (24) hours prior to the submission deadline. The proposal must be prepared and submitted in accordance with instructions found in this Section. The proposal submission must be comprised of:

1. **Seven** paper copies (**one signed original and six copies**) and one electronic version (Microsoft Word document) on a CD-ROM of the proposal may be mailed or hand-delivered to:

CLARK COUNTY DEPARTMENT OF JOB AND FAMILY SERVICES  
RidesPlus Transportation Services Program  
RFP#: 17-SFY-17

Clark County Department of Job & Family Services  
Attn: Contract Development  
1345 Lagonda Avenue, Building C- 4<sup>th</sup> Floor  
Springfield, Ohio 45503.

**OR**

2. **One electronic version (Microsoft Word document) may be emailed to**  
[Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov).

**Seven** paper copies (**one signed original and six copies**) of the proposal may be mailed or hand-delivered to:

Clark County Department of Job & Family Services  
Attn: Contract Development  
1345 Lagonda Avenue, Building C- 4<sup>th</sup> Floor  
Springfield, Ohio 45503.

If the two formats are not received on the same date, the latter date upon which both submission formats are received is considered to be the submission date.

The providers' proposals must be submitted no later than 4:00 p.m. on Thursday, November 30, 2017. Faxed submissions will not be accepted. Board will not consider a provider's proposal to be submitted until the time at which the proposal is actually received by Board in both the paper and electronic formats (unless the electronic version is waived by the Board). A proposal will not be deemed "submitted" until the proposal is complete.

Providers' *original* proposal must contain all the information and documents specified in Section 5.2, Format for Organization of the Proposal. All copies (both paper and electronic (unless the electronic version is waived by the Board) of the original proposal must include copies of ALL information, documents, and pages in the original proposal. A provider's proposal will be considered to be incomplete if the Provider fails to comply with this paragraph.

All proposal submissions must be received, complete, at the above address, via mail or hand delivery by the above date and time. Materials received separately from a provider's proposal submission (e.g. letters of recommendation from past customers of the provider's services) will not be added to the proposal nor considered in the review and scoring process. Materials received after the date and time as stated above will not be included in any previous submissions, nor will they be delivered. Board is not responsible for

proposals incorrectly addressed or for proposals delivered to any location other than the address specified above.

For hand delivery on the due date, providers are to deliver the proposals to the address specified above. **Board is not responsible for any proposals delivered to any address other than the address provided above.**

**5.2 Format for Organization of the Proposal/Proposal Content**

**Proposal Format**

In order for Board to conduct a fair and complete evaluation of proposals and evaluate proposals fairly and completely, proposers must follow the required format (listed below). If specifically requested, proposer must provide Board with additional information. The proposer’s technical proposal must contain the following components, at minimum. It is mandatory that proposals be organized in the following order and that wherever appropriate, sections/portions of the proposal make reference by section number to those RFP requirements to which they correspond. A sample technical proposal score sheet for this RFP can be found on the dedicated website. **Proposers are strongly encouraged to use the score sheet to check their proposals for quality, compliance, and completeness prior to submission.**

**5.2.1 Technical Proposal**

**Proposer must use the format listed below in order to submit a technical proposal.**

A. Required Vendor Information and Certifications

Cover Page	This must include: <ol style="list-style-type: none"> <li>1. RFP number;</li> <li>2. Title;</li> <li>3. The complete vendor name and mailing address, and;</li> <li>4. The amount of funding requested by the vendor under this RFP.</li> </ol>
Cover Letter	Cover Letter must include: <ol style="list-style-type: none"> <li>1. Telephone number,</li> <li>2. Name and title of the person Department should contact regarding the proposal.</li> </ol> Must indicate the proposer will comply with all requirements of the RFP. <b>An authorized representative capable of binding the organization must sign the Cover Letter.</b>
Table of Contents	<ol style="list-style-type: none"> <li>1. Provide sufficient detail so PRT members can locate all the important elements of your document readily.</li> <li>2. Identify each section of your response as outlined in the proposal package.</li> </ol>

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Conflict of Interest	<p>1. Each proposer shall include a statement indicating whether or not their organization or any of the individuals performing work for their organization has any possible conflict of interest or perceived conflict of interest and, if so, the nature of that conflict.</p> <p>Board reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program.</p> <p><b>Board’s determination is final.</b></p>
Mandatory Disclosures	<p>Proposer must disclose whether its performance, or the performance of any proposed subcontractor(s), under contracts for the provision of services that are the same or similar to those to be provided for the project (which is the subject of this RFP) has resulted in any “formal claims” for breach of those contracts within the past five years. For purposes of this disclosure, “formal claims” include but are not limited to any claims for breach that have been filed as a lawsuit in any court, submitted for arbitration (whether voluntary or involuntary, binding or not), assigned to mediation, or any claims that resulted in termination of a contract. If any such claims are disclosed, proposer shall fully explain the details of those claims, including the allegations regarding all alleged breaches, any written or legal action resulting from those allegations, and the results of any litigation, arbitration or mediation regarding those claims, including terms of any settlement. If no such claims have been experienced by proposer within the past five years, so indicate. Proposer must indicate whether it or any of its proposed subcontractor(s) have been the subject of any adverse regulatory or adverse administrative governmental action (federal, state, or local) with respect to proposer’s performance of services similar to those described in this RFP. If any such instances are disclosed, proposer must fully explain, in detail, the nature of the government action, the allegations that led to the government action, and the results of the governmental action including any legal action that was taken against proposer by any governmental agency. If no such governmental actions have been experienced by proposer, so indicate.</p>
Financial Statement	<p>1. Proposer shall submit a copy of its most recent audited or compiled financial statements, which must have been completed by a Certified Public Accountant (CPA).</p> <p>2. Proposer shall also submit the name, address, and telephone number of a contact in the company’s principal financing or banking organization.</p>
Executive Summary	<p>1. Proposer must provide a brief description of the organization. This brief description must include:</p> <p style="padding-left: 40px;">a. History of organization;</p>

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	<ul style="list-style-type: none"> <li>b. Number of years the organization has been in business;</li> <li>c. Type of services provided;</li> <li>d. Legal status of vendor organization (i.e. corporation, partnership, sole proprietor) and;</li> <li>e. Federal Tax ID number.</li> </ul> <p>Proposer should provide a high level overview of its approach, the distinguishing characteristics of its proposal, and the importance of this project to proposer’s overall operation.</p>
Required Forms	<p>Proposer must complete and sign all of the following:</p> <ul style="list-style-type: none"> <li>1. Contractor Assurances Form;</li> <li>2. Campaign Contribution Form;</li> <li>3. Personal Property Tax Form;</li> <li>4. Independent Contractor Worker Acknowledgment (if required<sup>1</sup>), and;</li> <li>5. Certification of Compliance with County Insurance Requirements.</li> </ul> <p><b>Forms can be found on Department website under <a href="#">“RFP-Related Documents”</a> section.</b></p>

B. Proposer Experience and Qualifications

Vendor Qualifications	<ul style="list-style-type: none"> <li>1. Identify the qualifications that you bring to this project.</li> <li>2. Explain what differentiates your services from others.</li> <li>3. Describe your projected contact points with Department and Board, including types of communications and level of interface.</li> </ul>
Prior Experience	<ul style="list-style-type: none"> <li>1. Provide an explanation of your capacity to undertake the scope of work based on demonstrated history of successfully completing similar or related work with the targeted service population(s).</li> <li>2. Provide a description of your experience working with low-income adults and their knowledge of the needs of these individuals in Clark County.</li> <li>3. <i>IF APPLICABLE: Provide an explanation of your past performance in these areas with Department and if your outcomes were reached.</i></li> <li>4. Provide an explanation of your capacity to undertake the scope of work based on an organizational structure with adequate facilities, fiscal controls, staff, equipment, research tools, administrative and other resources.</li> </ul>

<sup>1</sup> Form is only required if the proposer is a sole-proprietor, corporation, or organization with less than five (5) full-time employees.

Personnel <sup>2</sup>	<ol style="list-style-type: none"> <li>1. Provide a position description for each of the key positions, the work each position performs, and the name of the individual(s) filling each position. All proposed key project personnel must be identified in the proposal. Each person’s role is to be identified and documented in the following format: <ol style="list-style-type: none"> <li>a. Name</li> <li>b. Position with company</li> <li>c. Role in the project (Including accountability for completion of components or deliverables of the proposal)</li> <li>d. Experience with the specific tasks being proposed</li> <li>e. Work history on similar projects</li> <li>f. Relevant Education, Licenses and/or Certifications</li> <li>g. Legal Relationship with the Prime Contractor (Such as full time employee, part time employee, volunteer, or subcontractor)</li> </ol> </li> <li>2. Provide an organizational chart including all the personnel assigned to accomplish the work described in your proposal.</li> <li>3. Designate and identify the person responsible and accountable for the completion of each component and deliverable of the proposal.</li> </ol>
Subcontractors	<p>Subcontractors may be used to perform work under this contract. Substitution of one subcontractor for another shall be made only at the discretion of Board, with prior written approval. Proposers will be responsible for the subcontractors meeting all terms and conditions of the specifications. <i>See below for more information on Subcontractors (Section 5.1(B)(i)).</i></p>

**i. Subcontractor Identification and Participation Information**

Proposers must clearly identify the subcontractor(s) that will be used if its proposal is selected. Additionally, Proposers must highlight the subcontractors’ tasks in the submitted proposal with sufficient detail to decipher their exact role in the proposed program. The subcontractors provided are under the same legal obligations outlined in this RFP that the Proposer is subject to. Proposals must also include a letter from the proposed subcontractor(s), signed by a person authorized to legally bind the subcontractor, indicating the following:

1. The subcontractor’s legal status, federal tax ID number, and principle business address;
2. The name, phone number, email address and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations;
3. A complete description of the work the subcontractor will do;
4. A commitment to do the work, if the provider is selected;

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<sup>2</sup> Board reserves the right to approve or disapprove any change in the successful proposer’s project personnel whose participation is specifically offered in the proposal. This is to assure that persons with vital experience and skill are not arbitrarily removed from the project by selected Vendor.

5. A statement that the subcontractor has read and understands the RFP, the nature of the work, and the requirements of the RFP.

Letters submitted in response to this provision should be included in the Attachments section (see 5.1(D)).

C. Administrative Structures and Scope of Work

Scope of Work, Solution, Project Narrative	<p>Describe your program to the fullest extent possible.</p> <ol style="list-style-type: none"> <li>1. What do you understand to be the purpose and scope of this project related to the specific target population you propose to serve?</li> <li>2. Please explain how your program contributes to the accomplishment of any of the agency's division's mission and work?</li> <li>3. What is your proposed solution to the needs identified by the County?</li> <li>4. Who are the targeted populations you intend to serve and why?</li> <li>5. How will your proposed solution increase self-sufficiency or increase safety for the target population(s) identified in question #4?</li> <li>6. How will you prioritize the adults served based on the various characteristics identified?</li> </ol>
Deliverables	<ol style="list-style-type: none"> <li>1. Section 2.3 requires that proposers define a minimum of five (5) deliverables. Describe your deliverables in specific, and to the extent possible, measurable terms.</li> </ol>
Outcomes	<ol style="list-style-type: none"> <li>1. Section 2.4 requires proposers define a minimum of three (3) expected outcomes to be achieved. What are the outcomes you intend to achieve through your programs(s)?</li> <li>2. Please describe how you will accomplish the outcomes listed in #1.</li> <li>3. How do you intend to measure your performance against the stated outcomes to be achieved?</li> </ol>
Methodology	<ol style="list-style-type: none"> <li>1. Describe the methodology you would use to carry out this project, and the reason for selecting this methodology. Detail the tasks to be undertaken.</li> <li>2. Describe how you intend to measure the outcomes proposed and the measurement tools to be used.</li> </ol>
Evaluation Plan	<ol style="list-style-type: none"> <li>1. How will you assess the progress of your project while it is underway?</li> <li>2. How will you adjust your program should your assessment of progress yield less-than-favorable results?</li> </ol>
Management Approach	<ol style="list-style-type: none"> <li>1. Describe your management approach and your project management organizational structure including reporting levels and lines of authority.</li> </ol>
Project Control	<ol style="list-style-type: none"> <li>1. Provide a description of your approach to project control, include:             <ol style="list-style-type: none"> <li>a. Details of the methods used in controlling project activities.</li> </ol> </li> </ol>



	b. Describe your status reporting methodology including details of written and oral progress reporting.
Risk Management	<ol style="list-style-type: none"> <li>1. Identify the pertinent issues as well as the potential risks and problems, which in your experience occur on projects of this type.</li> <li>2. Identify steps that can be taken to avoid or mitigate these problems and steps to be taken should the problem occur.</li> <li>3. Describe activities included in your project plan to reduce the occurrence, severity and impact of events or situations that can compromise the attainment of any project objective.</li> </ol>
Risk Mitigation	<ol style="list-style-type: none"> <li>1. Identify steps that can be taken to avoid or mitigate any problems and steps to be taken should the problem occur.</li> <li>2. Incorporate activities in the project plan to reduce the occurrence, severity, and impact of events or situations that can compromise the attainment of any project objective.</li> </ol>

D. Attachments

1. Letters from proposed subcontractors should be included in this section. (See 3.1(B)(i))
2. Proposers must submit **(3) letters of reference** for similar projects it has completed.
3. Letters must include: **the name and telephone number** of an individual who can provide additional information about the similar projects completed. There is a limit of one (1) total reference from any Clark County government agency (including Board of County Commissioners and other appointing authorities [e.g. Courts, Sheriff, Prosecutor, etc.]). NOTE\* Department may NOT be used as a reference.
4. Provide a chart which outlines the project schedule including all project activities and deliverables and the timeframes for completion of each.
5. Any other information thought to be relevant to the Technical Proposal, but not applicable to a specific RFP section number/letter may be provided as an attachment to the proposal. Department reserves the right not to review submitted attachments which include information or materials not required in the RFP.

2.1 Cost Proposal

**Estimated proposal prices are not acceptable. Proposer must use the format listed below in order to submit a cost proposal.**

Submittals	<ol style="list-style-type: none"> <li>1. Proposers must complete, sign, and submit Submittals A1, A2 and A3. (The template for Submittals A1-A3 can be found on the Department website in the "RFP-Related Documents" section).</li> </ol>
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Narrative on Related Costs	<ol style="list-style-type: none"> <li>1. Proposers must submit a detailed narrative, which demonstrates how costs are related and why they are necessary to the proposed program             <ol style="list-style-type: none"> <li>a. The narrative must detail the amount of money being requested from Department.</li> <li>b. The narrative should also describe the reasoning behind percentages of expenses allocated to this program, and the percentage allocations to the Administrative, Direct, and Support categories for each expense.</li> <li>c. If proposer is requesting to be reimbursed on a unit rate basis, the narrative should clearly articulate the desired unit rate and the methodology used in calculating the unit rate.</li> </ol> </li> </ol> <p>Does the money being requested from Department represent more than 50% of your total program cost?</p>
Payment Schedule	<ol style="list-style-type: none"> <li>1. Proposer must include a proposed schedule of payments.             <ol style="list-style-type: none"> <li>d. The trigger for payment for each cost must be identified (e.g. timing, deliverable).</li> </ol> </li> </ol>
Narrative describing Non-Department funding streams	<ol style="list-style-type: none"> <li>1. Proposers shall submit a detailed narrative describing all non-Department funding received from any source that funds any part of the proposed project.</li> <li>2. Proposer must include the percentage of the total project cost of each funding source.</li> </ol>

**SECTION VI. CRITERIA FOR PROPOSAL EVALUATION & SELECTION**

**6.1 Scoring of Proposals**

Board will contract with the provider that best demonstrates the ability to meet requirements as specified in this RFP. Providers submitting a response will be evaluated based on the capacity and experience demonstrated in their proposal. All proposals will be reviewed and scored by a Proposal Review Team (PRT). Providers should not assume that the review team members are familiar with any current or past work activities with the CCDJFS. Proposals containing assumptions, lack of sufficient detail, poor organization, lack of proofreading, and unnecessary use of self-promotional claims will be evaluated accordingly. PRT members will be required to sign disclosure forms to establish that they have no personal or financial interest in the outcome of the proposal review and contractor selection process.

In scoring the proposals, the PRT will score in two phases:

**A. Phase I. Review—Initial Qualifying Criteria:**

In order to be fully reviewed and scored, proposals submitted must pass the following Phase I. Review. **Any “no” answer to the questions listed below will eliminate a proposal from further consideration.**

1. Was the proposal received by the deadline as specified in Sections 1.7, Anticipated Procurement Timetable, and 5.1, Proposal Submission Information?
2. Did the provider submit seven paper copies (one original and six copies) and one electronic copy of their proposal (unless the electronic submission was waived by the Board)?
3. Does the provider’s proposal include all required affirmative statements and certifications, signed by the provider’s responsible representative, including the following:
  - Provider Assurances Form, Attachment A
  - Personal Property Tax Statement (see Section 4.6 of this RFP)
  - Campaign Contribution Declaration (see Section 4.7 of this RFP)
  - Copy of the most recently completed financial audit
4. According to those certifications, does the provider affirmatively indicate that it is not on the federal debarment list; that it is fiscally solvent; that it will meet all Federal, State, and Local compliance requirements; and that the person signing the form is authorized to enter into a contract with Board?
5. Does Board’s review of the SAM.gov website verify that the provider is not excluded from contracting with Board by ORC Section 9.24 for an unresolved finding for recovery (i.e. the proposal of any provider whose name appears on the Auditor’s website as having an unresolved finding for recovery will be eliminated from further consideration.)?

**B. Phase II. Review—Criteria for Scoring the Proposal:**

The PRT will then score those qualifying proposals, not eliminated in Phase I. Review by assessing how well the provider meets the requirements as specified in Section 5.2 Sections B, C, D, E, F and Section 6.1 of this RFP. Using pre-defined evaluation criteria for Phase II scoring, the PRT will read, review, and discuss the proposals and reach consensus on the final score for each qualifying proposal.

**6.2 Review Process Caveats**

Board reserves the right to request clarifications from providers to any information in their proposals/forms, and may request such clarification as it deems necessary at any point in the proposal review process.

Should Board determine a need for interviewing providers prior to making a final selection, results to interview questions shall be scored in a manner similar to the process described in Section 6.1, Scoring of Proposals, above. Such scored results may be either added to those providers’ proposal scores, or will replace

certain criteria scores, at the discretion of Board. The standards for scoring the interviews and the method used for considering the results of the interviews shall be applied consistently for all providers participating in the interview process for that RFP. The provider shall bear all costs of any scheduled interview.

Any provider deemed not responsible shall not be awarded the contract.

### **6.3 Final Provider Recommendation**

The PRT will recommend to the Director of the CCDJFS who will recommend to the Board the provider offering the proposal most advantageous to Board, as determined by the processes and requirements established in this RFP.

## **SECTION VII. PROTEST PROCEDURE**

### **7.1 Protests**

Any potential, or actual, provider may file a protest on any matter relating to the process of soliciting the proposals. Such a protest must comply with the following guidelines:

1. Protests shall be in writing and shall contain the following information:
  - a. The name, address, and telephone number of the protestor;
  - b. The program name of the RFP being protested;
  - c. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
  - d. A request for a ruling by Board;
  - e. A statement as to the form of relief requested from Board; and
  - f. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest;
2. A protest shall be considered timely if received within the following periods:
  - a. A protest based on alleged improprieties or events about which the protestor knew or could have reasonably discovered, prior to the closing date for receipt of proposals, shall be filed no later than the deadline for receipt of proposals.
  - b. If the protest relates to the PRT's or the Director's recommendation to award a contract or to reject any or all proposals, the protest shall be filed no later than 9 a.m. of the seventh (7<sup>th</sup>) calendar day after the issuance of the Letter of Intent to Award the contract or the Letter of Intent to Reject all proposals, whichever is applicable.

3. An untimely protest may be considered by Board if it determines that the protest raises issues significant to Board's procurement system. An untimely protest is one received by CCDJFS after the time periods set forth in Item 2 of this section.

4. All protests must be filed at the following location:

**Virginia K. Martycz, Ph.D., Director**  
Clark County Job & Family Services  
1345 Lagonda Avenue- Bld. C- 4<sup>th</sup> Floor  
Springfield, Ohio 45503

5. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless the Board determines that a delay will severely disadvantage Board. The provider who would have been awarded the contract shall be notified of the receipt of the protest.

6. Board shall issue written decision on all timely protests and shall notify any provider who filed an untimely protest as to whether or not the protest will be considered.

## **7.2 Changes to the RFP**

Material changes to this RFP will be provided via the agency website and to vendors on the vendor notification list. Potential providers are responsible for obtaining any such changes without further notice by Board.

## **SECTION VIII. Forms**

### 8.1 Contractor Assurances Form

Form is located online. To view this form, [click here](#).

### 8.2 Campaign Contribution Declaration

Form is located online. To view this form, [click here](#).

### 8.3 Personal Property Tax Statement

Form is located online. To view this form, [click here](#).

### 8.4 Independent Contractor/Worker Acknowledgment

Form is located online. To view this form, [click here](#).

### 8.5 Certification of Compliance with County Insurance Requirements

Form is located online. To view this form, [click here](#).

### 8.6 Submittals A1-A3 Instructions and Forms

Instructions for A1-A3 are located online, to view these instructions, [click here](#).

Forms for A1-A3 are located online, to access these forms, [click here](#).

## 9 **Sample Contract**

Form is located online. *This is a comprehensive form that includes all clauses and funding requirements. The sample contract will indicate the funding stream and requirements that specific clauses apply to. Not all clauses will apply to each awarded contract.*

To access this form, [click here](#).