

RidesPlus Transportation Services RFP #17-SFY-17

Q & A Document

Q1: Is the term of the contract one year, with a possible one additional year extension (\$2,200,000) or one year with two possible extensions of a year each (\$3,300,000)?

A1: CCDJFS is seeking a one year contract for \$1,100,000.00 per year, with two possible extensions in the amount of \$1,100,000.00 per additional year, contingent on performance and available funding.

Q2: The average daily trips are 93. Saturday is 158. Why are they higher on Saturday?

A2: The weekend figure is a monthly average, not a daily average.

Q3: How do we receive notification to receive trips?

A3: CCDJFS faxes letters of eligibility to the contractor daily.

Q4: What is the response time for us to receive the trip to then pick-up the member?

A4: Once the eligibility letter has been faxed to the contractor, the contractor has up to 48 hours to provide transportation to the customer. Customers may call the evening the contractor receives the notification due to urgent needs, and may request transportation for the next day.

Q5: Are all trips on demand? If not, how far in advance are trips received?

A5: Requests for trips have historically been completed the day before, or up to 2 weeks in advance. We historically only provide "on demand" when it is a return trip pick-up (i.e. after medical appointment). All out of county rides require two-week advance notice.

Q6: How many wheelchair trips?

A6: This information is not known.

Q7: What are the average number of passengers per trip?

A7: That would depend on the number of vehicles provided by the contractor and the destinations requested by the customers. Three to five would be expected.

Q8: To confirm, we can subcontract?

A8: Subcontracting is permitted, provided appropriate documentation is submitted and approved by CCDJFS.

Q9: Any mileage reimbursement or mass transit?

A9: CCDJFS provides fuel cards for reimbursement or bus passes directly to customers. These modes of transportation have not been included in this contract in the past.

Q10: Can the start date be altered from January 1st to the middle of January or possibly February 1st?

A10: No. The contract start date is firm. Our current contract ends December 31, 2017, and the new contract must be in place by January 1, 2018.

Q11: Are you able to define the types of Out-of-County trips which would fall into "purposes defined/authorized by Family & Children Services" category?

A11: These would include trips to other counties/cities to facilitate visitation between family members involved with the Family & Children Services case plans.

Q12: Can you elaborate on the expected monthly trip volume which would consist of Out-of-County transportation.

A12: The average is 260 out of county trips per month.

Q13: Are there times when children are transported and need extra supervision above and beyond the driver of the vehicle? If yes, who provides the extra attendant?

A13: Yes, frequently Family & Children Services will have children ride who require supervision. When this is requested, they will advise the Transportation coordinator, who will in turn, include this information on the eligibility letter. The contractor is required to have aides to provide this supervision.