

RidesPlus Transportation Program RFP

Q&A Document

Q1: Section 1.5 of the RFP states “Eligibility for all transportation services is determined by the CCDJFS and Veteran’s Services (when applicable).” Will there be one or two points of contact?

A1: Two, the CCDJFS and Veteran’s Services.

Q2: Will the services provided to Veteran’s Services consist entirely of in-county transportation?

A2: Yes.

Q3: Section 1.5 of the RFP states “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.” Will that be subject to change?

A3: If the CCDJFS determines a need for out-of-county transportation for employment, child care, and/or access to other social services programs, that service would be procured separately. It would not be a part of this RFP.

Q4: Section 1.8 of the RFP states “Quarterly reports shall include the on-time performance (percentage) and the level of satisfaction (percentage) as reported by the customers.” Who is responsible for performing the surveys?

A4: The Contractor is responsible for preparing a survey, to be approved by the CCDJFS, and for the collection of information from the customers.

Q5: Section 3.3 #11 of the RFP states that “Once the client has been given the medical transportation pick-up time, they will not be picked up more than fifteen (15) minutes early.” If a client chooses to go to their appointment thirty (30) minutes early, is that allowable?

A5: Yes. This is referring to the pick-up time. If the contractor/client agree on an earlier pick-up time, then the 15 minute rule applies to the agreed upon pick-up time.

Q6: Section 3.1 #3c of the RFP states that vehicles must be “no more than three years old on the date the contract becomes effective”. Does this rule apply every year during the three year RFP period or just at inception of the contract?

A6: This rule is referring to age of the vehicles at the inception of the contract. All vehicles used during the RFP period must be model year 2012 or newer.

Q7: Section 1.11 of the RFP states “there may be no communications concerning the RFP between any provider that expects to submit a proposal and any employee of County, 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.” Hourly staff have not been notified that this RFP process is occurring. If they become aware of it and mention something to a staff member at CCDJFS, would that result in the disqualification of a proposal?

A7: While this scenario could possibly involve a prohibited communication, a decision to disqualify a vendor pursuant to Section 1.11 will be made on a case-by-case basis. Potential proposers should take reasonable steps to prevent their staff from making prohibited communications.

Q8: Section 3.3 #5 of the RFP states “Clients must be able to schedule trips with no more than a three-day notice.” Does this mean clients are not permitted to schedule trips earlier than three days before their appointment?

A8: No. It means that the provider must accommodate all clients that give at least a three-day notice. It is up to the Provider to determine if they can accommodate a client that gives less than a three-day notice.

Q9: On Submittal A2 under Equipment Costs, should this be the depreciable value?

A9: Yes.

Q10: How many years should vehicles be depreciated over?

A10: That is not for the CCDJFS to determine. Providers should have their own depreciation schedule and should be consistent with that. If this project requires a different depreciation schedule, providers should have a solid methodology as to why.