

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

**REQUEST FOR PROPOSALS (RFP)**

**RFP: 23-SFY-03**

**For: RidesPlus Transportation Services Program**

**RELEASE DATE: Friday, August 12, 2022**

**PROGRAM DATES: January 1, 2023 through December 31, 2024**

**Offered By:**

**Clark County Department of Job and Family Services  
1345 Lagonda Avenue  
Springfield, Ohio 45503  
(937) 327-1700**

**PROPOSAL DUE DATE:**

**Thursday, September 8, 2022  
10:00 a.m.**

**FUNDS AVAILABLE:**

**1.08 Million Per Year**

**PROPOSALS SUBMITTED TO:**

**Clark\_Contract\_Development@jfs.ohio.gov**

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**1. Purpose, Project Information, and General Procedures**

**1.1 Purpose**

The Board of Clark County Commissioners (“Board”) intends to award a contract to one provider, as appropriate in the judgement of the Board for its Department of Job and Family Services (“Department”). “Provider” means any person or organization capable of providing the services described herein. For the purposes of this RFP document, the Board and the Department will sometimes be collectively referred to as “County.” The potential provider will sometimes be referred to as “bidder” “provider” “proposer” “contractor” and “applicant” interchangeable throughout this RFP and related documents.

Board releases this RFP for one award to a qualified provider who has the capacity to provide approximately 25,000 trips annually to accommodate the demand from Medicaid-eligible customers, customers of Veteran’s Services, and other low-income citizens.

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, childcare, and/or other social service programs.

According to the 2020 Census Small Area Income and Poverty Estimates, approximately 15.3% 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 childcare and other necessary social services programs.

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, childcare, and/or other social services programs. Transportation is also available for people with disabilities.

<b>RidesPlus Transportation Program</b>	
Total trips during calendar year 2021	17,041
Average trips per month	1,420
Total riders during calendar year 2021	2,507
Average riders per month	209
Total VA trips	344
Average trips per month	29
Average Hours on Sunday/Holiday each month	5
Total After-Hours Weekday/Weekend Trips	2,630
Average After-Hours per month	219
Total Monthly Miles Driven	115,112
Total Out of County Miles Driven	45,458
Average Ride Time	14.93 minutes
Average Trips Per Day	47
Average Tip Distance	6.63

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 services may be authorized for medical appointments, employment, childcare, and/or access to other social services programs upon the approval of CCDJFS (Family & Children Services, Benefits Plus, Workforce Development) and Veteran’s Services (when applicable) and will be determined on a case-by-case basis.

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 RidesPlus 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.

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.

## 1.2 Agency Mission and Services

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

The Department is considered a quadruple-combined agency consisting of: Family & Children Services (FCS), Child Support Enforcement Agency (CSEA), OhioMeansJobs (OMJ), and BenefitsPlus (BP).

The FCS division strives to protect our community's most vulnerable citizens: children and senior citizens. FCS investigates reports of senior and child abuse, neglect, dependency, and exploitation, and in partnership with other local agencies, finds solutions to ensure children and the elderly are in safe, supportive living environments.

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

The OMJ 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 childcare – essential factors in getting and keeping a job and supporting a family.

## 2. Scope of Work

### 2.1 Program Overview

Department seeks to fund one contractor/sub-grantee who will provide transportation services for the Department's RidesPlus program. 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 25,000 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. Drivers will not leave customer if that customer cannot gain access to the building for their appointment/employment or other reason for the transportation.
2. Ensures sufficient staff 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 maintains 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.

#### 2.1.1. Service Requirements

Providers of transportation services must meet the requirements set forth in 173-39-02.13 or 173-39-02.18, as well as 5160:15-14 and 5160-1-17.8 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” placard 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 Department.
5. Clients must be able to schedule intra-county trips with no more than a three-day notice. For trips made out of county, clients can be required to schedule trips further in advance. The time allotted for advance scheduling notice for out of county trips will be agreed upon between the Department and Provider.
6. Provider will provide out-of-county transportation services, when authorized, for medical appointments, employment, childcare, and/or access to other social services programs and Veteran’s Services (when applicable) as determined on a case-by-case basis.

7. 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.
8. Upon arrival at client's residence and destination, the driver must pick-up and drop off client at designated spot.
9. For medically related trips, if the client requires additional assistance for ambulation, then an aide can be requested by the client and the provider will supply one.
10. 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
11. Client's medical transportation appointments should be made giving sufficient time to make their scheduled medical appointment.
12. Once the client has been given the medical transportation pick-up time, they will not be picked up more than fifteen (15) minutes early.
13. Clients must be picked-up for return trips home within one hour of placing the call requesting the return trip.
14. The provider must be available for return trip, if requested by the client.
15. 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.
16. Providers must be able to accommodate wheelchairs, scooters, bariatric wheelchairs and/or oxygen if needed.
17. Providers must ensure clients can safely and readily access the vehicle and provide an appropriate stepstool if requested by the client.
18. Providers shall have a back-up plan for provision of services so that if an emergency should occur, the clients will still be on time for their medical appointments. The back-up plan should be current and reviewed quarterly.
19. The provider shall maintain a sufficient number of vehicles to ensure efficient service delivery to eligible clients.
20. Safety belts are required for each client transported, unless the vehicle is exempted by state law.

#### 2.1.2. Responsibilities of Clark County Department of Job & Family Services

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

1. Determine eligibility of customers to receive transportation services within 10 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.

#### 2.1.3. 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 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 Department 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.
  - 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 BCII background checks.
  - f. For each driver holding or applying for a position, a certified driving record history must be obtained from the Bureau of Motor Vehicles of the Ohio Dept. of Public Safety and provided to CCDJFS.
  - 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 Department 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 Department Clients

#### 2.1.4. 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 Department client files in a secure, locked file cabinet(s).

### 2.1.5. Target Population

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

- Approximately 67% of the customers need transportation to and from medical appointments—mostly to dialysis appointments three times per week;
- Approximately 11% of the customers need transportation to and from employment;
- The remaining 22% of customers need transportation to a variety of other activities, such as childcare, or other social service programs.

### 2.2 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 II, Scope of Work above.

Proposers are required to describe their history of successfully completing similar or related programs with the target population(s). Identify the program, its target population, location, and explain why it is similar or related to the proposed program. Whenever possible, express success in terms of deliverables and outcomes for the prior program. However, demonstrations of success are not limited to Deliverables and Outcomes.

Board is seeking Proposers who possess the experience listed below. Proposers must demonstrate that these minimum prior experience requirements are met:

1. The capacity to undertake the scope of work (Section 2 above) based on demonstrated history of three (3) or more years of successfully completing similar or related work with the targeted service population.
2. The capacity to undertake the scope of work (Section 2 above) based on organizational structure with adequate facilities, fiscal controls, and other resources.
3. Demonstrate a minimum of three (3) years' experience working with families, with preferred emphasis on providing high fidelity service coordination.

### 2.3 Contract/Subgrant Agreement Period and Funds Availability

Board is seeking, at their discretion, to award a contract to be effective January 1, 2023, and to conclude no later than December 31, 2024.

This RFP is seeking to fund one contract/sub-grant and will be funded utilizing, as appropriate:

-Medicaid ALN 93.778

-Temporary Assistance for Needy Families (TANF) ALN 93.558 to achieve at least one of the following:

1. Purpose #1- Assisting needy families so that children may be cared for in their own homes;
- Purpose #2- Reducing the dependency of needy parents by promoting job preparation, work, and marriage;

-Title XX funds ALN 93.667

-Food Assistance Employment and Training (FAET) ALN 10.561

-Children's Services Levy funds

-Or other funding sources determined by Department to be appropriate provided Department receives sufficient allocations from the State.

In no instance may the selected proposers' administrative costs exceed 15% of the total cost of their contract/sub-grant agreement or sub-contract.

Regardless of funding source, the contractor/sub-grantee and its sub-contractors will be responsible for developing and maintaining case files for each participant in accordance with agency specifications in the awarded contract or sub-grant agreement.

## 2.4 Program Administration and Resources

### 2.4.1 Administrative

Proposers are required to describe their management approach and project management organizational structure, including reporting levels and lines of authority.

Proposers are required to provide a description of their approach to project control, including:

1. Details of the methods used in controlling project activities;
2. Description of status reporting methodology, including details of written and oral progress reporting, and;
3. Fiscal controls.

Proposers are required to describe their plans for risk management and risk mitigation, including:

1. Identify the pertinent issues as well as the potential risks and problems, which in the proposer's experience occur in projects of this type;
2. Identify steps that can be taken to avoid or mitigate potential risk and problems and steps to be taken should problems occur, and;
3. Describe activities included in the program to reduce the occurrence, severity and impact events or situation that can compromise the attainment of any project objective.

### 2.4.2 Physical and Other Resources

Proposers are required to ensure that they have adequate facilities, equipment, research tools, administrative and other resources. Other resources may include coordination or collaboration with other service providers in the community.

Proposers are required to identify how they will ensure the safety of their staff and the Department's clients in their program in regard to COVID-19.

### 2.4.3 Explain How Your Program Will Contribute to the Accomplishment of Department's Mission and Services

Section 1.2 presents CCDJFS's Mission and Services. Proposals are required to explain how your proposed program contributes to the accomplishment of any of the Department's Division's mission and work.

## 2.5 Anticipated Procurement Timetable

DATE	EVENT/ACTIVITY
August 12, 2022	Board releases RFP. Q&A period opens. - RFP becomes active. - Proposers may submit inquiries for RFP clarification.
August 25, 2022	Bidders' Conference at 10:00 a.m. at Clark County Department of Job and Family Services campus in the Reid/Snyder Conference Room, located in Building B.
August 31, 2022	Q&A Period Closes 2:00 p.m. (for inquiries for RFP clarification). - No further inquiries for RFP clarification will be accepted.
September 2, 2022	Department provides Final Question & Answer document.
September 8, 2022	<b>Deadline for Proposers to Submit Proposals to Department (10:00 a.m.).</b> - This is the proposal opening date, beginning of the CCDJFS process of review.
October 12, 2022	Letter of intent to award contract/Sub-grant agreement issued by CCDJFS. - All Proposers notified.
December 15, 2022	Contract(s)/Sub-grant agreements submitted to Board for approval.
January 1, 2023	Service provision begins.

**IMPORTANT:** Board reserves the right to revise, with reasonable notice given, this schedule in the best interest of Department and/or to comply with any applicable County, State, or Federal procurement procedures and regulations. Board has the sole authority to bind Department into contract. The letter of intent to award is not binding. Since the letter of intent to award is not binding, any costs incurred by proposer prior to Board's award may not be recovered.

### 2.6 Bidder's Conference

A "Bidder's Conference" has been scheduled for August 25, 2022, at 10:00 a.m. at the Clark County Department of Job and Family Services campus, 1345 Lagonda Avenue, Springfield, Ohio 45503. The Bidder's Conference will be held in the Reid/Snyder Conference Room, located in Building B. Department staff will respond to questions regarding the requirements of the RFP. Questions asked at the conference and the **final** responses will be included in the Q&A document. The Q&A period closes at 2:00 p.m. on August 31, 2022.

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

### 2.7 Internet Question and Answer Period; RFP Clarification Opportunity

Should proposer experience technical difficulties accessing Department's website where the RFP and its related documents are published, they may contact Contract Developers at [Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov).

Who may ask questions?	Potential proposers may ask clarifying questions regarding this RFP.
When and how can I ask a question?	Potential proposers may ask clarifying questions regarding this RFP via email during the Q&A Period as outlined in Section 2.5.
To whom do I address the question?	A potential proposer must submit all questions in writing, via email to <a href="mailto:Clark_Contract_Development@jfs.ohio.gov">Clark_Contract_Development@jfs.ohio.gov</a> . Questions must be received prior to the closing time and date for the Question & Answer Period.

<p>How do I correctly ask a question?<sup>1</sup></p>	<p>To ensure timely receipt of all questions, “Rides Plus RFP- Request for Clarification” must be written in the subject line of emailed questions.</p> <p>Questions about this RFP must reference the relevant part of this RFP.<sup>2</sup> Please provide the heading and provision section under question, and the page number of the RFP where the provision can be found.</p> <p>The potential proposer must include the name of a representative to contact, the company/organization name, and business phone number and email address of representative.</p>
<p>How will my answer be returned?</p>	<p><b>Potential proposers will not receive personalized or individual email responses</b> to their properly submitted individual questions.</p> <p>Board responses to all questions asked via email will be posted on the Internet website dedicated to this RFP or mailed (if properly requested by the potential proposer), for reference by all potential proposers. Clarifying questions asked and Board responses to such questions comprise the “Q&amp;A Document” for this RFP.</p> <p>Responses will include the relevant page number, heading, and provision in question. Proposals in response to this RFP are to take into account any information communicated by Board in the Final Q&amp;A Document for the RFP.</p>
<p>Can I view previous RFP’s and Proposals for this Program?</p>	<p>Yes. Requests from potential proposers for copies of previous RFPs, past proposals, score sheets, or contracts for this or similar past projects, are <b>Public Records Requests (PRRs), and are not clarification questions regarding the present RFP.</b> PRRs submitted in accordance with Department policy (available upon request or online [click for <a href="#">Public Records Notice</a> and <a href="#">Public Records Policy</a>]) will be honored. The posted time frames for Board responses to email questions for RFP clarification do not apply to PRRs. Potential proposers who choose to rely on responses to public records requests when preparing their proposals do so at their own risk.</p>
<p><b>IMPORTANT</b></p>	<p><b>There is an established time period for the Q&amp;A process (see Section 2.5). “Department Q&amp;A document” will only answer those questions properly submitted within the stated time frame for submission of potential proposers’ questions, and which pertain to issues of RFP clarity, and which are not requests for public records. Board is under no obligation to acknowledge incorrectly submitted questions.</b></p>

## 2.8 Communication Prohibitions

From the issuance date of this RFP until the date Board awards a contract there may be no communications concerning the RFP between any potential proposer and any employee of Clark 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 Contractor.

The only exceptions to this prohibition are as follows:

<sup>1</sup> Board reserves the right to disregard any questions that are not properly titled.

<sup>2</sup> Board will disregard any questions which do not appropriately reference an RFP provision or location, or which do not include identification for the originator of the question. If 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. Board will not respond to any questions received after 2:00 p.m. on the date the Q&A period closes. (See Section 2.5 for closing date.)

1. Communications conducted pursuant to Section 2.7, Q&A Period, and Section 2.6, Bidder's Conference;
2. For the purpose of conducting necessary business arising from a pre-existing or ongoing business relationship with Board;
3. As part of any proposer interview process initiated by Board, which Board deems necessary in order to make a final selection;
4. Potential proposers may request that the RFP and all posted RFP documents be sent via U.S. Mail;
5. Any Public Records Request (PRR) made through Department;
6. Notification of any changes or announcements related to this RFP through Department vendor notification list; and
7. A public meeting of The Board of Clark County Commissioners at which the award of a contract(s), pursuant to this RFP has been placed on the agenda for discussion.

**\*Important Note:** Amendments to the RFP or to any documents related to it will be accessible to interested potential proposers through the original web page established for the RFP. All interested potential proposers must refer to that web page regularly for amendments or other announcements. Board may not specifically notify any potential proposer of changes or announcements related to this RFP except as provided in Section 2.8. It is the affirmative responsibility of interested potential proposers to be aware of and fully respond to all updated information posted on this web page or provided by U.S. Mail when previously requested by proposer. Potential proposers without access to the web page established for the RFP may request that amendments to the RFP or related documents be sent to them via email by contacting [Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov).

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 proposers shall result in the disqualification of those providers' proposals and shall prohibit the potential provider from entering into any contractual relationship with Board for services requested through this RFP for the duration of the RFP period. A proposer may also be disqualified for failing to take reasonable steps to prevent its employees, agents, and business associates from making communications that would be prohibited if made directly by that provider's authorized representatives.

## 2.9 Attachments

1. Proposers are required to submit three (3) letters of reference for similar projects it has completed.
2. Letters are required to 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 governmental 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.
3. Proposals are required to provide a chart which outlines the project schedule including all project activities and deliverables and the timeframes for completion of each.

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.

## 3. Format for Organization of the Proposal

In order for Board to conduct a fair and complete evaluation of proposals, 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.

### 3.1 Technical Proposal

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

#### 3.1.1 Required Vendor Information and Certifications

##### **Cover Page**

This must include:

1. RFP number;
2. Title;
3. The complete vendor name and mailing address, and;
4. The amount of funding requested by the vendor under this RFP.

##### **Cover Letter**

Cover Letter must include:

1. Telephone number;
2. Name and title of the person Department should contact regarding the proposal.

Must indicate the proposer will comply with all requirements of the RFP.

**An authorized representative capable of binding the organization must sign the Cover Letter.**

##### **Table of Contents**

1. Provide sufficient detail so Proposal Review Team (PRT) members can locate all the important elements of your document readily;
2. Identify each section of your response as outlined in the proposal package.

##### **Conflict of Interest**

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.

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.

**Board's determination is final.**

##### **Mandatory Disclosures**

Proposer must disclose whether its performance 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 has 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.

### **Financial Statement**

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);
2. Proposer shall also submit the name, address, and telephone number of a contact at the company's principal financing or banking organization.

### **Executive Summary**

1. Proposer must provide a brief description of the organization. This brief description must include:
  - a. History of organization;
  - b. Number of years the organization has been in business;
  - c. Type of services provided;
  - d. Legal status of vendor organization (i.e., corporation, partnership, sole proprietor) and;
  - e. Federal Tax ID number.

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.

### **Required Forms**

Proposer must complete and sign all of the following:

1. Contractor Assurances Form;
2. Campaign Contribution Form;
3. Personal Property Tax Form;
4. Independent Contractor Worker Acknowledgment (if required<sup>3</sup>);
5. Certification of Compliance with County Insurance Requirements, and;
6. Non-Collusion Affidavit.

**Forms can be found on Department website under "RFP-Related Documents" section.**

#### 3.1.2 Administrative Structures and Scope of Work

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

### **Scope of Work, Solution, Project Narrative**

1. Tell us how you will:
  - a. Provide the Service Requirements described in Section 2.1.A.
  - b. Meet the Personnel Requirements described in Section 2.1.C.
  - c. Meet the Minimum Contractor Requirements described in Section 2.1.D.
2. Tell us how the referred target population will be served and monitored for progress.

### **Demonstration of Experience**

Proposers must address all the required elements in Section 2.2.

### **Deliverables**

Proposers must state how you will achieve the below Deliverables:

Provide transportation services from 5 a.m. to Midnight Monday through Saturday (except for Federal Holidays) to and from medical appointments, employment, childcare, 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.

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<sup>3</sup> Form is only required if the proposer is a sole-proprietor, corporation, or organization with less than five (5) full-time employees.

## **Outcomes**

1. Describe how you will achieve the three outcomes listed below.
2. Describe how you intend to measure the outcomes proposed and the measurement tools you will use.
  - (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.

## **Reporting Guidelines**

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, 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.

Per OAC 5160-15-10, The Ohio Department of Medicaid (ODM) requires the following data be maintained and provided to CCDJFS:

- Individual's Medicaid identification number;
- Date on which the request for transportation was made;
- Identity and location of the healthcare provider where the individual received covered services;
- Trip date requested;
- Number of one-way trips;
- Type of transportation assistance provided or reason transportation was not provided;
- Name of transportation vendor;
- Scheduled pick-up and drop-off times and actual pick-up and drop-off times;
- Name of Medicaid program area or general non-emergency transportation

## **Program Administration and Resources**

Proposers must address all requirements in Section 2.4, including:

1. Administrative structure
2. Project control
3. Risk Management and Mitigation
4. Physical and other resources

## **Personnel**

In general, proposers must provide a description of the key positions and the work each performs and the credentials/resume(s) of the people filling key positions. Specifically, proposers are required to:

1. Provide a position description of the key positions, the work each performs, and the credentials/resume(s) of the people filling key positions. 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:
  - a. Name
  - b. Position with the company
  - c. Role in the project (including accountability for completion of components or deliverables of the proposal)



- d. Experience with the specific tasks being proposed
  - e. Work history on similar projects
  - f. Relevant Education, Licenses, and/or Certifications
  - g. Legal Relationship with the Prime Contractor (such as full-time employee, part-time employee, or volunteer)
2. Provide an organizational chart including all the personnel assigned to accomplish the work described in your proposal.
  3. Designate and identify the person responsible and accountable for the completion of each component and deliverable of the proposal.

### **Attachments**

Proposers must include all relevant attachments in Section 2.9.

## 3.2. Cost Proposal

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

### **Submittals**

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.

### **Narrative on Related Costs**

1. Proposers must submit a detailed narrative, which demonstrates how costs are related and why they are necessary to the proposed program:
  - a. The narrative must detail the amount of money being requested from Department;
  - 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;
  - 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;

### **Payment Schedule**

1. Proposer must include a proposed schedule of payments;
2. Proposer must indicate payment method either by check or electronic fund transfer (EFT);
3. The trigger for payment for each cost must be identified (e.g., timing, deliverable).

### **Narrative Describing Non-Department Funding Streams**

1. Proposers shall submit a detailed narrative describing all non-Department funding received from any source that funds any part of the proposed project;
2. Proposer must include the percentage of the total project cost of each funding source.

#### 3.2.1 Unallowable Costs

Proposers must not include any expenses in Cost Proposals which are unallowable under laws or regulations relating to the funding source to be used. If there is a dispute regarding whether a certain item of cost is unallowable, Board’s decision is final.

For the purposes of this RFP, “allowable” and “unallowable” program costs are itemized in the following:

1. For Non-Profit Organizations:  
OMB Circular A-122, “Cost Principles for Non-Profit Organizations”
2. For State, Local, and Indian Tribal Governments:  
OMB Circular A-87, “Cost Principles for State, Local, and Indian Tribal Governments”

3. For Colleges and Universities:  
OMB Circular A-21, "Cost Principles for Educational Institutions"

Proposer must take note that "profit" will be a separately negotiated element of price pursuant to OAC 5101:9-4-07, if Contractor/Subgrantee is a for-profit organization.

#### **4. Proposal Submission**

Board and Department prefers proposal submissions in electronic format. Vendors not capable of providing their submission electronically can submit proposals via mail or other delivery service, or in person at the agency. The proposal must be prepared and submitted in accordance with instructions found in this section.

1. Electronic proposals shall be submitted via email to [Clark\\_Contract\\_Development@jfs.ohio.gov](mailto:Clark_Contract_Development@jfs.ohio.gov), and the subject line shall read: "PROPOSAL FOR RFP #23-SFY-03 SUBMITTED BY [PROPOSER'S NAME HERE]." The electronic copy can be PDF, Word, or Excel format, or other formats that are compatible with Microsoft Office. It is preferred that proposers submit Budget Submittals A1-A3 in Microsoft Excel format, the Technical Proposal in Microsoft Word format, and all other documents in PDF format.
2. For vendors not capable of providing their proposal electronically, please mail or hand deliver to:  
Clark County Department of Job & Family Services  
Attn: Contract Development  
1345 Lagonda Avenue, Building C  
Springfield, Ohio 45503  
The hard copy shall be submitted in a sealed envelope and labeled: "PROPOSAL FOR RFP #23-SFY-03 SUBMITTED BY [PROPOSER'S NAME HERE]."
3. Proposals must be submitted no later than 10:00 a.m. on September 8, 2022, regardless of submission method. Faxed submissions will not be accepted. There are no exceptions to this deadline, and proposals received after the deadline will be immediately rejected.
4. Board is not responsible for proposals incorrectly addressed or for proposals delivered to any location other than the address specified on the cover sheet of this RFP.
5. Submission of a proposal indicates acceptance by the proposer of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between Board and the proposer selected.

#### **5. Proposal Review, Scoring, and Contract Award**

Board will contract on behalf of Department with proposer that best demonstrates the ability to meet requirements as specified in this RFP. Proposers will be evaluated based on the capacity and experience demonstrated in their technical and cost proposal. All qualifying proposals will be reviewed and scored by a Proposal Review Team (PRT) comprised of Department staff. Vendors should not assume that the review team members are familiar with any past or current work activities with Department, Board, or any other County agency. Proposals containing assumptions, lack of 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 they have no personal or financial interest in the outcome of the proposal review and contractor selection process.

Board's selection of proposal(s) for contract will be based on Department's evaluation and scoring. Board reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The PRT may waive minor defects that are not material when the intent is not unreasonably obscured.

##### **5.1 Scoring of Proposals**

In scoring the proposals, Department will score in three phases. Once proposals enter into Phase I, they are considered, for the purpose of this RFP, to be in the "review process."

### **Phase I. Review – Initial Qualifying Criteria**

In order to be fully reviewed and scored, proposals submitted must pass Phase I review. Any “no” for the following Phase I criteria triggers a Board elimination of proposal from further consideration.

1. Was the proposal received by the deadline (either in-person, by mail, or electronically)?
2. Does the technical proposal include all required certifications and forms required by Section 3.1.1 of the RFP?
3. Does proposer affirmatively indicate that it is not on the federal debarment list, and it is fiscally solvent?
4. Does Department’s review of the Auditor of State and SAM.gov websites verify that proposer is not excluded from contracting with Board?

### **Phase II. Review – Criteria for Scoring the Technical and Cost Proposal**

The PRT will then score qualifying technical and cost proposals not eliminated by Board in Phase I. The PRT will assess how well proposer meets the requirements as specified in Section 3 of this RFP. Using the Technical and Cost Proposal Scoring Sheet for Phase II scoring, the PRT will read, review and discuss the proposals and reach a consensus on the final score for each qualifying proposal.

### **Phase III. Review by Department Director**

See Section 5.3 Final Selection

#### **5.2 Review Process Caveats**

Board reserves the right to reject any and all proposals, in whole or in part, received in response to this request. Board may waive minor defects in the RFP that are not material when no prejudice will result to the rights of any proposer or to the public. Board may, at its sole discretion, waive minor errors or omissions in proposers’ proposals/forms when those errors do not unreasonably obscure the meaning of the content.

Board reserves the right to request clarifications from proposers regarding any information in their proposals/forms and may request such clarification as it deems necessary at any point in the proposal review process. Any such requests for proposal clarification when initiated by Board, and proposers’ verbal or written response to those requests, shall not be considered in violation of the communication prohibitions contained in Section 2.8 of this RFP. Such communications are expressly permitted when initiated by Board but will be initiated at the sole discretion of Board.

Should Board determine a need for interviewing proposers prior to making a final selection, notwithstanding the fact that no two proposals have received substantially similar scoring in accordance with Section 5.1, Board may exercise its discretion to interview proposers, and results to interview questions shall be scored in a manner similar to the process described in Section 5.1, Scoring of Proposals Phase II Review above. Such scored results may be either added to those proposers’ 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 proposers participating in the interview process for that RFP.

Board reserves the right to negotiate with proposers for adjustments to their proposals should Board determine, for any reason, to adjust the scope of the project for which this RFP is released. Such communications are not violations of any communications prohibition, and are expressly permitted when initiated by Board, but are at the sole discretion of Board.

In Board’s sole discretion, any proposer deemed not responsible, or any proposer(s) submitting a proposal deemed non-responsive to the terms of this RFP, shall not be awarded the contract.

#### **5.3 Final Selection**

The Proposal Review Team will provide a final scoring of all proposals and make a recommendation to the Director to award contract to one proposer. Director will make a final selection of contractor to be recommended to the Board. To make the final selection, Director may consider proposal quality, reasonableness and appropriateness of proposed

budget, funding available, and past contract/subgrant performance. Board maintains the right to accept or reject Director's recommendation.

## 6. Protests

Any potential or actual proposer may file a protest on any matter relating to the process of soliciting the proposals or on the belief that Department has not followed procedures outlined in this RFP.

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 protester;
  - b. The program name and number 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 Department;
  - e. A statement as to the form of relief requested from Department; and
  - f. Any other information the protester 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 protester 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. Protests relating to award of contract or rejection of proposals must be received by 9:00 a.m. of the 7<sup>th</sup> calendar day after the issuance of the Letter of Intent to Award or Non-Award the contract or the notification of Intent to Reject all proposals, whichever is applicable.
  - c. All protest must be filed at the following location via email to: [Virginia.Martycz@jfs.ohio.gov](mailto:Virginia.Martycz@jfs.ohio.gov).
  - d. 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 Board determines that a delay will severely disadvantage Board. Proposer(s) who would have been awarded the contract(s) shall be notified of the receipt of the protest.
  - e. Board shall issue a written decision on all timely protests and shall notify any provider who filed an untimely protest as to whether the protest will be considered.
  - f. Proposers who choose to rely on responses to public records requests when preparing their protests do so at their own risk.
3. An untimely protest may be considered by Department if it determines that the protest raises issues significant to Department's procurement system. An untimely protest is one received by Department after the time periods set forth in Item 2 of this section.

## 7. Additional Documents and Clauses

### 7.1 Changes to the RFP

Material changes to this RFP will be provided via the agency website ([www.clarkdjfs.org](http://www.clarkdjfs.org)). Proposers are responsible for obtaining any such changes without further notice by Board.

### 7.2 Proposal Costs

Costs incurred in the preparation of this proposal are to be borne solely by proposer. Board will not contribute in any way to the costs of the preparation of the proposal, associated documents, or any other items/documents related to this RFP. Any costs associated with interviews will also be borne by proposer and will not be Board's responsibility.

### 7.3 Proposal Submissions as Public Record

Following submission of a proposal to Department, all proposals submitted may become part of the public record. It is the responsibility of the proposer to remove all personal confidential information (such as home address and social

security numbers) of proposer’s staff from the proposal package. Department reserves the right to disqualify any proposer whose proposal is found to contain personal confidential information. The proposer shall be responsible for any and all information disclosed in the proposal submission and any or all information released by Department in any public records requests.

#### 7.4 Contractual Requirements

Any contract/subgrant resulting from the issuance of this RFP is subject to the terms and conditions as provided in the sample contract/subgrant, which can be found on the website dedicated to this RFP.

Many of the terms and conditions contained in the sample contract/subgrant are required by state and federal law; however, the vendor may propose changes to the sample contract/subgrant during the contract negotiation period (after the Letter of Intent is issued). Any changes are subject to Board review and approval.

Payments for any and all services provided pursuant to an awarded contract/subgrant are contingent upon the availability of state and federal funds.

Contractor will not use or disclose any information made available to them for any purpose other than to fulfill the contractual duties specified in the RFP. Contractor agrees to be bound by all of the confidentiality, disclosure, and safeguarding requirements of the Ohio Revised Code and the Ohio Department of Job & Family Services, including, but not limited to those stated in the Ohio Revised Code Sections 5101.26, 5101.27, 5101.272, 5101.28, 5160.45, 42 Code of Federal Regulations Sections 431.300 through 431.307 and Ohio Administrative Code Section 5101:1-1-03 and 5160:1-1-01.1. Disclosure of information in a manner not in accordance with all applicable federal and state laws and regulations is deemed a breach of the contract and subject to the imposition of penalties, including, but not limited to, the penalties found in Revised Code Section 5101.99.

Contractor must maintain the required insurance coverage throughout the entirety of the contract/subgrant period.

No employee designated in a proposal as “key personnel” or any employee identified as critical to the success of the project can be removed without reasonable notice to Board, and replacements will not be made without Board approval.

Contractor will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.

#### 7.5 Limitations

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

The 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.

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 proposers do not meet the RFP acceptance criteria. All proposals submitted in response to this 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 proposer whose proposal is selected and/or issues arise during negotiations that prevent Board from entering into a contract with the proposer. If this happens, Board, in its sole

discretion, reserves the right to: (1) select the next highest rated proposer that responded to the RFP or (2) cancel and/or reissue the RFP.

Proposer(s) selected will be required to agree to the terms of the Sample Contract included on the website dedicated to RFP related documents. These terms cannot be modified without authorization from Board.

#### 7.6 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 Department 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.

Board recognizes only those expenses that have actually occurred. Invoices must be submitted as a request for reimbursement of actual cash expenditures.

### 8. Forms

The forms listed below can be accessed online. To view these forms, [click here](#).

1. Contractor Assurances Form
2. Campaign Contribution Declaration
3. Personal Property Tax Statement
4. Independent Contractor/Worker Acknowledgement
5. Certification of Compliance with County Insurance Requirements
6. Non-Collusion Affidavit
7. Submittals A1-A3 Instructions
8. Submittals A1-A3 Forms

### 9. Sample Subgrant/Contract

*These are comprehensive documents that include 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/subgrant.*

To access these documents, click the link above for forms.