

REQUEST FOR PROPOSALS

Clark County Department of Job & Family Services
Work*Plus* Transportation Program
RFP #: Transportation Program RFP 01-CY09

For Service Provision
January 1, 2009 to December 31, 2009

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

Deadline for Proposal Submission is October 3, 2008
REQUESTS TO EXTEND DEADLINE WILL NOT BE GRANTED

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CLARK COUNTY DEPARTMENT OF JOB & FAMILY SERVICES
WorkPlus Transportation Program
Transportation Program RFP 01-CY09

SECTION I. GENERAL PURPOSE & PROVIDER INFORMATION

1.1 Purpose

The Clark County Department of Job & Family Services (CCDJFS) releases this Request for Proposals (RFP) for the purpose of obtaining a provider(s) to provide a non-fixed route, demand responsive, point-to-point transportation service that operates from 5 a.m. to Midnight six days per week. (When necessary, Sunday service is offered to Medicaid clients for transportation to dialysis as an alternate schedule for Thanksgiving, Christmas, and New Year's Day). CCDJFS is seeking providers who have the capacity to provide approximately 60,000 trips annually to accommodate the demand from customers in need of such trips.

1.2 Background

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 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. For example, kidney dialysis services in Clark County are offered six days each week from early in the morning until late at night. Sometimes this means that the client must be picked up as early as 5:00 a.m. or taken home as late as 11:00 p.m.

The purpose of this program is therefore to provide additional transportation options for low-income people. This program shall serve as a curb-to-curb transportation system that will transport low-income people to and from employment, work activities, medical appointments, child care, or other social service programs.

1.3 Overview of the Project

The WorkPlus transportation system is a non-fixed route, demand responsive, point-to-point transportation service that operates from 5 a.m. to Midnight six days per week. (When necessary, Sunday service is offered to Medicaid clients for transportation to dialysis as an alternate schedule for Thanksgiving, Christmas, and New Year's Day). Medicaid clients and other low income people have access to dependable, on-time, safe transportation to and from work, health care providers, work activities, or child care.

WorkPlus Transportation Program	
Total trips during calendar year 2007	49,502
Total riders during calendar year 2007	4,895

Average monthly out-of-county trips	194
Average trips on Saturdays	239
Average monthly loaded miles	25,188
Average ride time	15 minutes
Average daily calls to dispatch center	220
Average length of calls to dispatch center	2.14 minutes
Total unique customers receiving gas cards during calendar year 2007	630
Total unique customers receiving bus passes during calendar year 2007	197

Some customers require transportation out-of-town (outside the Springfield city limits) or out-of-county, such as to the Cleveland Clinic for medical appointments. For those trips, reimbursement can be sought for out-of-town mileage. Attachment F illustrates the volume of out-of-town mileage for the past several years. Only transportation for medical appointments out-of-county shall be authorized, as all other transportation shall consist of trips within Clark County.

Currently, eligibility is determined by the Clark County Department of Job & Family Services as well as by other community agencies. Once transportation is authorized, the customer is assigned a unique personal identification number (PIN). He/she then calls a centralized scheduler/dispatcher to arrange transportation. Transportation is also accessible for individuals that have disabilities.

Through this system, the WorkPlus Transportation Contractor serves as the lead transportation entity with a coordinated program. Transportation is provided by vehicles that have been dedicated to this project. Rides may also be purchased from other community agencies which have vehicles that are not being fully utilized.

1.4 Objectives of the Project

Because trips are scheduled based on customers' appointments or work schedules, it is critical that customers arrive at their destinations in a timely manner. For this reason, the on-time performance standard for this program will be 90%. Delivery to destination will be performed and reported by WorkPlus using this standard. On-time is defined as arrival within 15 minutes prior to or 15 minutes after the scheduled time of delivery. Delivery to employment or work activities on time or early for the beginning of customers' shifts is critical and takes precedence over other types of trips.

Additionally, customer satisfaction is of utmost importance to the Department and it is expected that at least 85% of customers will express positive opinions regarding the service, as measured by an analysis of customer satisfaction that will be conducted by a neutral third party. Changes in customer satisfaction ranking will be monitored by the Department to ascertain whether or not the change in service affects customer satisfaction.

1.5 Target Population

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

- Approximately 50% of the customers need transportation to and from medical appointments—mostly to dialysis appointments three times per week;
- Approximately 25% of the customers need transportation to and from work;
- Some customers, as a condition of receiving Food Stamps or cash assistance/OWF, are required to work a specific number of hours at non-profit work sites in Clark County. There are some such customers that need transportation to and from these work activity sites in order to continue receiving their benefits. Approximately 10% of customers fall into this category;
- The remaining 15% of customers need transportation to a variety of other activities, such as child care, or other social service programs.

Additionally, there is a certain percentage of the total population needing transportation services that require ADA accessible vehicles in order to utilize the services. Providers must describe their capacity to accommodate this population.

1.6 Anticipated Procurement Timetable

<u>Date</u>	<u>Event/Activity</u>
July 15, 2008	CCDJFS releases RFP to potential providers; Q&A period opens <ul style="list-style-type: none">- RFP becomes active- Proposers may submit inquiries for RFP clarification
July 29, 2008	Bidder's Conference for Proposers
September 5, 2008	Proposer Q&A Period Closes 9 a.m. (for inquiries for RFP clarification) <ul style="list-style-type: none">- No further inquiries for RFP clarification will be accepted
September 12, 2008	CCDJFS provides Final Proposer Question & Answer document
October 3, 2008	Deadline for Proposers to Submit Proposals to CCDJFS (4 p.m.) <ul style="list-style-type: none">- This is the proposal opening date, beginning of the CCDJFS process of proposal review
December 1, 2008	Letter of intent to award contract issued by CCDJFS. <ul style="list-style-type: none">- All applicants notified.
December 16, 2008	Contract submitted to County Commission for approval.
January 1, 2009	Service provision begins.

CCDJFS reserves the right to revise this schedule in the best interest of the Clark County Department of Job & Family Services and/or to comply with the County procurement procedures and regulations and after providing reasonable notice.

1.7 Reporting Requirements

The chosen provider shall provide monthly and quarterly reports to the Contracting Office. Monthly reports shall include the following information: total unduplicated number of participants served, itemized list of trips/charges by 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 the 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 chosen provider will submit monthly Soft Services reports 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.

Providers should, in their proposals, provide assurances that reporting requirements will be met. Additionally, providers must describe methods and mechanisms in place to provide adequate tracking of contracted outcome measurements.

1.8 Internet Question & Answer Period; RFP Clarification Opportunity

Providers may ask clarifying questions regarding this RFP via email during the Q&A Period as outlined in Section 1.6, Anticipated Procurement Timetable. To ask a question, providers must submit all questions in writing, via email, to ebrodine@clarkdifs.org prior to the closing time and date for the Internet Question & Answer Period.

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. CCDJFS may, at its option, 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. CCDJFS will not respond to any questions submitted after 9 a.m. on September 5, 2008, the date on which the Internet Question & Answer Period closes.

CCDJFS responses to all questions asked via email will be posted on the Internet website dedicated to this RFP, for reference by all providers. Providers will not receive personalized or individual email responses. Clarifying questions asked and CCDJFS responses to them comprise the “CCDJFS Q&A Document” for this RFP.

Provider proposals in response to this RFP are to take into account any information communicated by CCDJFS in the Final Q&A Document for the RFP. **It is the responsibility of all providers to check this site on a regular basis for responses to questions, as well as for any 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.

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 CCDJFS 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, CCDJFS will use its discretion in deciding whether to provide answers. Interested providers should also refer to RFP Section 1.11, Contract Period and Funding Source, for related information.

There is an established time period for the Internet Q&A process (see Section 1.6, Anticipated Procurement Timetable). CCDJFS will only answer those questions submitted within the stated time frame for submission of provider questions and which pertain to issues of RFP clarity. CCDJFS 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 either the CCDJFS website where the RFP and its related documents are published, they may contact Erin Thomas-Brodine via e-mail to ebrodine@clarkdjfs.org.

1.9 Bidder's Conference

A bidder's conference has been scheduled for July 29, 2008 at 10 a.m. in the Reid Room in Building B at the Clark County Department of Job & Family Services, 1345 Lagonda Avenue, Springfield, Ohio. CCDJFS staff will respond to questions regarding the requirements of the RFP.

All prospective proposers should plan to attend this conference. Please bring your copy of the RFP. Prospective proposers may only ask clarifying questions regarding this RFP in writing. Please prepare as many questions as possible prior to the conference so that staff can prepare responses. These questions can be submitted via e-mail to ebrodine@clarkdjfs.org. Prospective proposers will not receive personalized or individual e-mail responses, but will receive answers to all questions at the bidder's conference, as well as posted on the website dedicated to this RFP. All questions submitted prior to and during the bidder's conference will be posted on the website dedicated to this RFP by August 1, 2008.

All questions following the bidder's conference must be submitted in writing by September 5, 2008 and answers will be posted by September 12, 2008. For all questions asked prior to, during, and after the bidder's conference, answers will be formulated and posted on the website dedicated to this RFP, for reference by all potential proposers.

As noted in Section 1.10 (below) of this RFP, CCDJFS may not specifically notify any provider of changes or announcements related to this RFP except through the website posting. It is the affirmative responsibility of interested proposers to be aware of and fully respond to all updated information posted on this web page.

1.10 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 CCDJFS, 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 1.8, Internet Q&A Period;
2. As necessary in any pre-existing or on-going business relationship between CCDJFS and any provider that could submit a proposal in response to this RFP;
3. As part of any provider interview process or proposal clarification process initiated by CCDJFS, which CCDJFS deems necessary in order to make a final selection;
4. If it becomes necessary to revise any part of this RFP, CCDJFS will post those revisions, amendments, etc., to the website dedicated to this RFP;* and
5. Any Public Records Request (PRR) made through CCDJFS.

***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. CCDJFS may not specifically notify any provider of changes or announcements related to this RFP except through the website posting. 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.

CCDJFS is not responsible for the accuracy of any information regarding this RFP that was obtained or gathered through a source other than the Internet Q&A process described in this RFP. Any attempts at prohibited communications by providers may result in the disqualification of those providers' proposals.

1.11 Contract Period and Funding Source

CCDJFS is seeking to contract with a provider for transportation services for the period January 1, 2009 to December 31, 2009.

The WorkPlus Transportation Program is supported by a variety of federal, state, and local funding sources.

Potential providers are to be aware that CCDJFS may, at its sole discretion, negotiate with all technically qualifying providers for a revised cost proposal if the cost proposals

of all technically qualifying providers are in excess of the available funding for this project. Section 6.1 C. of this RFP establishes further information on CCDJFS procedures to be implemented if this occurs.

1.12 Renewal Clause

Upon agreement of the provider and CCDJFS, any contract entered into may be renewed for an additional 1-2 program years without going out for bid each year, provided the contract award does not increase more than 2-3% for the renewal period and performance standards are being met, unless the increase limit is waived by CCDJFS.

However, the Department is hopeful of funding for a study to be facilitated by the Clark County Transportation Coordinating Committee (TCC) that will research consolidation of transportation systems in order to provide a transportation program with curb-to-curb service with multiple funding sources.

1.13 Termination Clause

CCDJFS may terminate any contract entered into when it is determined by CCDJFS in its best interest to do so, by giving at least thirty (30) days advance notice, in writing, to the Contractor. The Contractor shall be entitled to receive just and equitable compensation for any services satisfactorily performed hereunder through the date of termination.

SECTION II. PROVIDER EXPERIENCE AND QUALIFICATIONS

2.1 Demonstration of Experience

The proposer's previous experience in operating a demand response transportation system should be demonstrated. References should be included.

SECTION III. SCOPE OF SERVICE & SERVICES TO BE PROVIDED

3.1 Scope of Service, Effective January 1, 2009

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 1.3, Overview of the Project, 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 60,000 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 within the prescribed time standard.
 - d. At least 85% of all customers will express satisfaction with the service as measured by a customer satisfaction survey administered by the Department.
2. Ensures staff sufficient to perform the service, including provision of:
 - a. Schedulers and dispatchers for those customers calling the WorkPlus 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, and work with all sub-contractors to buy and sell excess capacity.
 - d. An “ombudsman” function to ensure good customer service and quick resolution of complaints.
3. Provides sufficient number primary vehicles to meet demand specified in Section 1.3, Overview of the Project, 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 not less than one ADA lift van.
 - c. Vehicles that are in good mechanical order and no more than two 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. Providers 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.
5. It is expected that the contractor maintain a local presence 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.

3.2 Scope of Service, Effective January 1, 2010

In addition to all of the items in Section 3.1, beginning January 1, 2010 the contractor shall operate the following:

1. Facilitation of the entire transportation program, possibly starting with the first one-year extension after the initial contract period of January 1, 2009 to December 31, 2009. Providers must demonstrate in their proposals their willingness and capacity to administer all of the components of the transportation program that include the following:
 - Authorization for one of three transportation services: (1) rides on the transportation system described in this RFP; (2) gas cards; and (3) bus passes;
 - Eligibility determination (Medicaid and PRC eligibility) for customers seeking transportation services;
 - Assign a unique PIN number to each eligible customer;
 - Inform other agencies of the possibilities for collaboration that exist through the transportation program. Upon consultation with the Department, approve other entities or participation in the program;
 - Infrastructure for reporting and billing—this includes billing the Department and other program collaborators utilizing the transportation system;
 - Provide customer satisfaction data collection and analysis for the transportation program;
 - Provide data to the Department for reporting to the Ohio Department of Transportation for compliance with regulations associated with the Ohio Coordination Grant Program;
 - Provide a fare system for long-time, non-Medicaid customers as a strategy for (a) encouraging existing riders to find other sources of transportation to meet their non-Medicaid needs, and (b) defraying some of the costs of the transportation system;
 - Authorize transportation on the paratransit system, through SCAT, targeted to handicap customers needing more assistance with transportation;
 - Local presence to handle walk-in customers seeking bus passes and/or gas cards;
 - Provide staff for billing, coding, data collection, customer satisfaction, eligibility determination, distributing gas cards and bus passes, etc.

3.3 Services to Be Provided

The contracted services shall include the following:

- A. 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.

- B. Compensate and administer all employees' wages, benefits, workers' compensation and taxes.
- C. Provide suitable back-up vehicles during such times that the primary vehicles are not in service.
- D. Schedule and dispatch transportation for those clients calling the WorkPlus telephone number.
- E. Maintain continuous two-way communications with all vehicles.
- F. Provide all participating entities with monthly summary reports and other reports as needed.
- G. Work with subcontractors to schedule, buy and sell excess capacity for demand transportation.
- H. Assume all other operational costs.
- I. Respond within 48 hours to any customer concerns about service.
- J. Maintain adequate phone lines to ensure that customers can reach WorkPlus in a timely manner.
- K. Act as the agent for billing and reimbursement when contracts are negotiated with other transportation providers or other organizations wishing to purchase transportation services.
- L. Maintain an "ombudsman" position, the purpose of which is to ensure good customer service and a quick resolution of complain.
- M. Beginning January 1, 2010, the provider shall coordinate the entire transportation program.

3.4 Selected Provider Compensation Structure

Payment to the Contractor shall be made on a unit cost, fee for service, reimbursement basis. Payment shall consist of the monthly base rate, unit cost per trip or trips within Clark County, 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 CCDJFS for over-budgeted expenses.

3.5 Responsibilities of the Clark County Department of Job & Family Services*

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

- 1. Determine eligibility of customers to receive transportation services.
- 2. Assign a unique PIN number to each eligible customer and provide that PIN number and other identifying information to the Contractor.
- 3. Inform other agencies of the possibilities for collaboration that exist through the WorkPlus program. Approve other entities for participation in the WorkPlus Program.

4. Administer customer satisfaction surveys for the WorkPlus program.
5. Using data provided by the Contractor, provide all reporting to the Ohio Department of Transportation for compliance with regulations associated with the Ohio Coordination Grant Program.
6. Provide a fare system for longtime, non-Medicaid customers as a strategy for (a) encouraging existing riders to find other sources of transportation to meet their non-Medicaid needs, and (b) defraying some of the costs of the WorkPlus Transportation System.

*These responsibilities shall become those of the contracted provider once the contracted provider begins administering the entire transportation program.

SECTION IV. LIMITATIONS AND OTHER REQUIREMENTS

4.1 Limitations

This RFP does not commit CCDJFS to award a contract or to pay any cost incurred in the preparation of a proposal. CCDJFS 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.

CCDJFS will review each proposal with respect to price, proposer's administrative and programmatic capabilities, experience with operation of demand response transportation system, and conformance to the RFP criteria. CCDJFS may reject all responses if proposed rates are unreasonable or if the applicants do not meet the RFP acceptance criteria, as outlined in Section VI. Criteria for Proposal Evaluation & Selection.

All proposals submitted in response to the RFP will become the property of CCDJFS.

4.2 Interview

Providers submitting proposals may be required to participate in an in-depth interview as part of the evaluation process. The interview, if necessary, may include participants from CCDJFS and/or other county agency staff or other representatives it may appoint, as appropriate. CCDJFS reserves the right to select from responding providers for interviews and may not interview all providers submitting proposals. The provider shall bear all costs of any scheduled interview.

4.3 Proposal Cost

Costs incurred in the preparation of this proposal are to be borne by the provider and CCDJFS 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 CCDJFS' responsibility (see Section 4.2, above).

4.4 Certifications

Any provider responding to any CCDJFS RFP, or any other procurement opportunity, is required to provide certification of insurance. The following are the standard requirements of insurance for Contractors who hold contracts with Clark County. Providers must provide, in their proposals, assurances regarding the items outlined below:

- a. Worker's Compensation Insurance as required by Ohio law and any other state in which work will be performed, or letter of exemption.
- b. Commercial General Liability Insurance for a minimum of \$1,000,000 per occurrence with an annual aggregate of at least \$2,000,000, including coverage for subcontractors, if any are used.
- c. Umbrella or Excess Liability insurance (over and above Commercial General Liability) with a limit of at least \$2,000,000.
- d. Auto Liability Insurance covering all owned, non-owned and hired vehicles used in connection with the work of Clark County, or its departments, with limits of at least \$300,000 (Combined Single Limit) or, \$100,000 per person and \$300,000 per accident for Bodily Injury and \$100,000 per accident for property damage.
- e. The Board of Clark County Commissioners (not the Department of Job & Family Services) must be named as "Additional Insured" on the policies listed in paragraphs b, c, and d above.
- f. Professional liability or errors and omissions insurance (if applicable) for a minimum of \$1,000,000 per incident. Note: The type of coverage will vary based on the profession or service of the contractor. Normally, at least errors and omissions coverage should be obtained with a minimum of \$1,000,000 per incident liability limit with the County named as additional insured. ("Additional insured" designation may be unavailable for some professions.)

See Section 5.2 of this RFP for specific instructions regarding inclusion of these documents in proposals. Failure to provide proper certifications as part of the proposal submitted to CCDJFS may result in the disqualification of the provider's proposal from consideration.

4.5 Declaration of Material Assistance Requirements

Any provider responding to any CCDJFS RFP, or any other procurement opportunity, is required to provide certification that the provider has not provided material support or resources to any organization listed on the "Terrorist Exclusion List" (TEL) maintained by the U.S. Department of State. The Declaration of Material Assistance Form, which can be accessed at

http://www.homelandsecurity.ohio.gov/DMA_Terrorist/HLS_0038_Contracts.pdf must be printed, completed, and signed by the interested proposer's authorized representative, and returned to CCDJFS as a component of the provider technical proposal/bid. Failure to properly complete the form or to provide it as part of the proposal submitted to CCDJFS may result in the disqualification of the provider's proposal from consideration.

Providers may access the TEL from the Ohio Homeland Security Office website, located at http://www.homelandsecurity.ohio.gov/DMA_Terrorist/terrorist_exclusion_list.pdf or via e-mail to dma-info@dps.state.oh.us for the current list of excluded organizations and additional information.

4.6 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.

There may be no dollar amounts of any kind included with subcontractor information; inclusion of dollar amounts will result in the disqualification of the primary provider's entire proposal.

4.7 Waiver of Minor Proposal Errors

CCDJFS may, at its sole discretion, waive minor errors or omissions in provider's Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

4.8 Proposal Clarifications

CCDJFS reserves the right to request clarifications from providers of any information in their Technical and/or Cost 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

CCDJFS requires all proposal submissions to be prepared and submitted in accordance with instructions found in this Section. The proposal submission must be comprised of:

- Six paper copies (**one signed original and 5 copies**) of the Technical Proposal

AND

- in a sealed, separate envelope, six paper copies (**one signed original and 5 copies**) of the Cost Proposal.

The providers' total proposal submissions (both the technical and cost proposals in all required copies) must be received by CCDJFS complete no later than 4 p.m. on October 3, 2008. Faxed submissions will not be accepted. **Proposals must be addressed to:**

**Geoffrey Steele
Assistant Director
Clark County Department of Job & Family Services
1345 Lagonda Avenue
P.O. Box 967A
Springfield, Ohio 45501**

Providers' original technical and cost proposals must contain all the information and documents specified in Section 5.2, Format for Organization of the Proposal/Proposal Content. All copies of the original proposal must include copies of ALL information, documents, and pages in the original proposal.

Along with the Technical Proposal, the provider must submit the Cost Proposal in a separate, sealed envelope/package labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR TRANSPORTATION PROGRAM RFP 01-CY09 SUBMITTED BY [PROVIDER’S NAME HERE].”**

All proposal submissions must be received, complete, at the above address, or hand delivered 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. CCDJFS 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. **CCDJFS 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

A. Technical Proposal

A sample Technical Proposal Evaluation Score Sheet is provided as **Attachment B.** of this RFP. **Providers are strongly encouraged to use the Score Sheet to check their proposals for quality, compliance, and completeness prior to submission.**

The provider's Technical Proposal must contain the following components, organized in the format described below:

Section 1 Provider Assurances Form

- Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization
- Assurances and Certifications
- A copy of the most recently completed financial audit

Section 2 *Identifying Information:* The name of the proposing organization, address, name of contact person, telephone number, e-mail address, etc. should be clearly identified.

Section 3 *Provider Experience & Qualifications:*

- Demonstration of Experience (Section 2.1)

Section 4 *Services to be Provided:* This section must address each of the items that appear in Section III. Scope of Service & Services To Be Provided. The following format should be utilized:

- a. Design and organization of the system;
- b. Proposed staffing plan, including a table of organization and job descriptions;
- c. Number and description of vehicles that will be provided, including any arrangements with other partners or subcontractors. Providers must also specify the number of ADA accessible vehicles that will be provided;
- d. Description of scheduling, dispatching, and reporting capabilities;
- e. Description of other facilities and equipment that will be provided;
- f. Description of the provider's willingness and capacity to assume administration of the entire transportation program beginning January 1, 2010. Providers shall specifically address items a. through e. of this section for this component separately.

Section 5 *Commitment to customer responsiveness:*

- a. Description of complaint resolution process, including complaints from riders, partners, or the general public;
- b. Ability to meet standards of performance as described in the scope of work and the assurances as described in Attachment G;
- c. Training expectations for all drivers and other staff, as appropriate
- d. Process through which continuous quality improvement is assured;

Section 6 *Other pertinent information:* This section may include additional information not requested elsewhere.

Section 7 References: A list of references should be provided, to include at least the following: name of organization to which the proposer provided services, description of the service provided, contact person, telephone and e-mail address.

All pages in the Technical Proposal must be sequentially numbered, with the exception of Section 1 contents.

IMPORTANT: Any provider Technical Proposals found to contain any prohibited cost information shall be disqualified from consideration. Prohibited cost information is defined as any dollar amounts which CCDJFS might find indicative of the relative cost or economy of the proposed project. However, information on the assets, value, or historical business volume of the provider is NOT considered to be such prohibited cost information, and MAY be included in any provider's technical proposal. Any prohibited cost information must be submitted with the separate, sealed project budget/Cost Proposal. The Technical Proposal is defined as any part of the provider's proposal (either as required by CCDJFS or sent at provider's discretion, such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc.) which is not specifically identified by CCDJFS as a required component of the separate, sealed project budget/Cost Proposal. Should a provider feel it is important to include any documents containing such prohibited cost information in the technical proposal, the cost information in those documents must be made unreadable by the provider before submission of the proposal to CCDJFS.

B. Cost Proposal

A sample Cost Proposal Evaluation Score Sheet is provided as **Attachment C.** of this RFP. **Providers are strongly encouraged to use the Score Sheet to check their proposals for quality, compliance, and completeness prior to submission.**

Six copies (one signed original and 5 copies) of the Cost Proposal must be submitted in a separate, sealed envelope, and labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR TRANSPORTATION PROGRAM RFP 01-CY09 SUBMITTED BY [PROVIDER’S NAME HERE].”**

The Cost Proposal must include a statement that the prices quoted are firm.

Providers are to use the format outlined below to submit their cost proposal for the period January 1, 2009 to December 31, 2009. At the provider's discretion, additional documentation may also be included with the proposal, as explanatory information, but when making the provider selections and when executing the contract, CCDJFS will consider only the dollar amounts displayed in the Cost Proposal Budget.

Provider must propose four rates, according to the following:

- a. A *monthly base rate*, which includes all fixed costs associated with the program
- b. A *per trip rate* for each trip within Clark County
- c. A *mileage rate* for all trips outside of Clark County
- d. A *per trip rate* for each trip within Clark County outside of the hours specified in the Scope of Work. (More than one rate may be proposed.)

A budget supporting each rate must also be included. Additionally, providers must specify the cost of fuel that is assumed in determining the unit costs. If energy prices increase by over 30% during the contract period, the Department will be open to renegotiation of costs at that point.

In addition, the provider must propose costs for assuming the entire transportation program beginning January 1, 2010. Include all costs to be proposed for this program (see Sections 3.1 and 3.2 of this RFP for more information).

C. IMPORTANT – PROVIDER DISQUALIFIERS FOR PROPOSAL ERRORS

Any provider's Technical Proposal found to contain any cost information shall be disqualified from consideration. Cost information is defined as any dollar amounts which might be deemed to be indicative of the relative cost or economy of the proposed project. Information on assets, value, or historical business volume of the provider is NOT considered to be such prohibited cost information and MAY be included in any provider's technical proposal as information on business capacity and stability. All prohibited cost information must be submitted with the separate, sealed Cost Proposal. The Technical Proposal is defined as any part of the provider's proposal (either as required by CCDJFS or sent at provider's discretion), such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc., which is not specifically identified by CCDJFS as a required component of the separate, sealed Cost Proposal. Should a provider determine to include in the technical proposal any documents which contain such cost information, the cost information in those documents must be made unreadable by the provider before submission of the proposal to CCDJFS. Failure to follow these instructions will result in disqualification.

SECTION VI. CRITERIA FOR PROPOSAL EVALUATION & SELECTION

6.1 Scoring of Proposals

CCDJFS will contract with a 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 Technical and Cost Proposal. All proposals will be reviewed and scored by a Proposal Review Team (PRT), comprised

of staff from CCDJFS and their designees. Providers should not assume that the review team members are familiar with any current or past work activities with 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.

Selection of the provider will be based upon the criteria specified in Sections II., III., IV., and V. of this RFP. Any proposals not meeting the requirements contained in those sections of this RFP will not be scored or may be held pending receipt of required clarifications. The PRT reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The review team may waive minor defects that are not material when no prejudice will result to the rights of any provider or to the public. In scoring the proposals, CCDJFS will score in three 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” for the listed Phase I. criteria will eliminate a proposal from further consideration.**

1. Was the proposal received by the deadline as specified in Sections 1.6 and 5.1?
2. Did the provider submit six paper copies of their Technical Proposal, as well as their Cost Proposal (in a separate sealed envelope labeled: **“NOTE: DO NOT OPEN. COST PROPOSAL ENCLOSED FOR TRANSPORTATION PROGRAM RFP 01-CY09 SUBMITTED BY [PROVIDER’S NAME HERE].”?**
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
 - Declaration of Material Assistance Form (see Section 4.5 of this RFP)
 - Certifications (see Section 4.4 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 CCDJFS?
5. Does CCDJFS’ review of the Auditor of State website verify that the provider is not excluded from contracting with CCDJFS 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 Technical Proposal:

The PRT will then score those qualifying technical proposals, not eliminated in Phase I. Review by assessing how well the provider meets the requirements as specified in Sections II, III, IV, V, and VI of this RFP. Using the score sheet for Phase II scoring (see **Attachment B.** of this RFP for specific evaluation criteria), the PRT will read, review, discuss and reach consensus on the final technical score for each qualifying technical proposal.

A maximum of 80 points will be awarded for the Technical Proposal. A technical proposal must achieve a total of at least 48 points (a score which represents that the provider can successfully perform the resulting contractual duties) out of the possible 80 points to qualify for continued consideration. Any proposal which does not meet the minimum required technical proposal points will be disqualified from any further consideration and its cost proposal will neither be opened nor considered.

IMPORTANT: Before submitting a proposal to CCDJFS in response to this RFP, providers are strongly encouraged to use the Technical Proposal Score Sheet (**Attachment B.**) and the above technical performance scoring information to review their proposals for completeness, compliance and quality.

All remaining qualified Technical Proposals will proceed to the next level of review, which is consideration of the Cost Proposal. Any other proposals will be disqualified from further consideration, and the corresponding Cost Proposals will neither be opened nor will be scored.

C. Phase III.—Criteria for Considering the Cost Proposal

The Cost Proposal will be reviewed by CCDJFS. The grand total of each technically qualified provider's Cost Proposal is divided by that provider's Technical Proposal score. This compares the cost with the quality of the Technical Proposal, which will provide an average cost-per-quality point earned on the Technical Proposal.

A maximum of 50 points will be awarded for the Cost Proposal. A cost proposal must achieve a total of at least 30 points (a score which represents that the provider can successfully perform the resulting contractual duties) out of the possible 50 points to qualify for continued consideration. Any proposal which does not meet the minimum required cost proposal points may be disqualified from any further consideration.

If the cost proposals of all technically qualifying proposers (as determined by the scoring process described in this section and by the Technical Proposal Evaluation Score sheet, **Attachment B.**, to this RFP) are in excess of the available funding for this project, CCDJFS may, at its sole discretion, negotiate with all technically qualifying providers for a revised cost proposal. Providers may then submit one last and best offer, or may request that CCDJFS view its original cost proposal as its last

and best offer, or may formally withdraw from further consideration, and shall formally indicate its choice according to directions provided by CCDJFS at that time. Upon receipt of all last and best offers, and assuming that one or more have submitted a cost proposal that is within project budget, CCDJFS will then consider those providers' revised cost proposals which are within the budget according to the cost-point assignment process described in this section, above, and in the Technical Proposal Evaluation Score Sheet, **Attachment B.**, for calculation of the winning score.

6.2 Review Process Caveats

CCDJFS may, at its sole discretion, waive minor errors or omissions in providers' Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

CCDJFS reserves the right to request clarifications from providers to any information in their Technical and/or Cost 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 CCDJFS, and providers' verbal or written response to those requests, shall not be considered a violation of the communication prohibitions contained in Section 1.10 of this RFP. Such communications are expressly permitted when initiated by CCDJFS, but are at the sole discretion of CCDJFS.

Should CCDJFS 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 CCDJFS. 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.

CCDJFS reserves the right to negotiate with providers for adjustments to their proposals should CCDJFS 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 CCDJFS, but are at the sole discretion of CCDJFS.

Any provider deemed not responsive, or any submitting a proposal deemed not to be responsive to the terms of this RFP, shall not be awarded the contract.

6.3 Final Provider Recommendation

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

6.4 Tie Breaker

In the event that two or more of the proposals have a score which is tied after final calculation of both the technical proposal and the cost proposal, the proposal with the higher score in the technical proposal will prevail.

SECTION VII. PROTEST PROCEDURE

7.1 Protests

Any potential, or actual, provider objecting to the award of a contract resulting from the issuance of this RFP may file a protest of the award of the contract, or any other matter relating to the process of soliciting the proposals. Such a protest must comply with the following guidelines:

- A. A protest may be filed by a prospective or actual provider objecting to the award of a contract resulting from this RFP. The protest shall be in writing and shall contain the following information:
 1. The name, address, and telephone number of the protestor;
 2. The program name of the RFP being protested;
 3. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 4. A request for a ruling by CCDJFS;
 5. A statement as to the form of relief requested from CCDJFS; and
 6. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest;
- B. A timely protest shall be considered by CCDJFS, if received within the following periods:
 1. A protest based on alleged improprieties in the issuance of the RFP or any other event preceding the closing date for receipt of proposals which are apparent or should be apparent prior to the closing date for receipt of proposals shall be filed no later than 4 p.m. the closing date for receipt of proposals, as specified in Section 1.6, Anticipated Procurement Timetable of this RFP.
 2. If the protest relates to the announced intent to award a contract, the protest shall be filed no later than 4 p.m. of the tenth (10th) calendar day after the issuance of the Letter of Intent to Award the contract.
- C. An untimely protest may be considered by CCDJFS if it determines that the protest raises issues significant to CCDJFS' procurement system. An untimely protest is one received by CCDJFS after the time periods set forth in Item B. of this section.

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

Director
Clark County Department of Job & Family Services
1345 Lagonda Avenue
P.O. Box 967A
Springfield, Ohio 45501

E. 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 CCDJFS Director determines that a delay will severely disadvantage CCDJFS. The provider(s) who would have been awarded the contract shall be notified of the receipt of the protest.

F. CCDJFS 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 Caveats

CCDJFS is under no obligation to issue a contract as a result of this solicitation if, in the opinion of CCDJFS and the proposal review team, none of the proposals are responsive to the objectives and needs of CCDJFS. CCDJFS reserves the right to not select any provider should CCDJFS decide not to proceed. Changes in this RFP of a material nature will be provided via the agency website. All providers are responsible for obtaining any such changes without further notice by CCDJFS.

SECTION VIII. ATTACHMENTS AND THEIR USES

- A. Provider Assurances Form (*To be completed and included in the proposal packet as specified in Section 5.2, A. Technical Proposal, Section 1*)**
- B. Technical Proposal Evaluation Score Sheet (*For provider self-evaluation purposes...do not submit*)**
- C. Cost Proposal Evaluation Score Sheet (*For provider self-evaluation purposes...do not submit*)**
- D. Usage Chart (*For provider reference*)**
- E. Total Trips by Year Comparison Chart (*For provider reference*)**
- F. Out-of-Town Mileage by Year Comparison Chart (*For provider reference*)**
- G. Program Assurances (*For provider reference*)**

ATTACHMENT A
Provider Assurances Form

Purpose: The Clark County Department of Job & Family Services (CCDJFS) requires the following information on providers who submit proposals or bids in response to Requests for Proposals (RFPs) or other competitive opportunity in order to facilitate the development of the contract (or finalization of a purchase) with the selected provider. CCDJFS reserves the right to reject any proposal if this information is not provided fully, accurately, and by the deadline set by CCDJFS. Further, some of this information (as identified below) **must** be provided in order for CCDJFS to accept and consider a proposal/bid. **Failure to provide such required information will result in the proposal's immediate disqualification.**

Instructions: Provide the following information regarding the provider submitting the proposal or bid. Providers must print this attachment, complete and sign it and include it in their proposals. It is mandatory that the information provided is certified with an original signature from a person with authority to represent the provider. Providers are to provide this completed and signed form as a component of their original proposal, according to instructions in the RFP for proposal/bid composition.

Providers must provide all information

1. CCDJFS RFP #:	2. Proposal Due Date:
3. Provider Name: (legal name of the provider – person or organization – to whom contract/purchase payments would be made)	4. Provider Federal Tax ID #: (this number MUST correspond with the name in Item #3)
5. Provider Corporate Address:	6. Provider Remittance Address: (or “same” if as same as Item #5)
7. Print or type information on the provider representative/contact person <u>authorized to answer questions on the proposal/bid:</u> Provider Representative: Representative’s Title: Address: Phone #: Fax #: E-Mail:	
8. Print or type the name of the provider representative <u>authorized to address contractual issues, including the authority to execute a contract on behalf of the provider, and to whom legal notices regarding contract termination or breach, should be sent</u> (if not the same individual as in #7, provide the following information on each such representative and specify their function): Provider’s Representative: Representative’s Title: Address: Phone #: Fax #: E-Mail:	

Clark County Department of Job & Family Services
Request for Proposals (RFP) - Transportation Program RFP 01-CY09
WorkPlus Transportation Services

I recognize that I must give assurances for each item below. If I cannot, I will explain why the assurances were not met or this proposal will be automatically rejected. The assurances are:

1. I am authorized by my Board of Directors, Trustees, other legally qualified officer, or as the owner of this agency or business to submit this proposal.
2. We are not currently on any Federal, State of Ohio, or local Debarment List.
3. We included in our proposal a copy of our most recently completed financial audit confirming that we are fiscally solvent.
4. We have, or will have: all of the fiscal control and accounting procedures needed to ensure that contract funds will be used as required by law and contract.
5. We have additional funding sources and will not be solely dependent on any funds awarded through a contract as a result of this RFP.
6. **We will meet all applicable Federal, State and Local compliance requirements.** These include, but are not limited to:
 - Records accurately reflect actual performance.
 - Maintaining record confidentiality, as required.
 - Reporting financial, participant, and performance data, as required.
 - Complying with Federal and State non-discrimination provisions.
 - Meeting requirements of **Section 504 of the Rehabilitation Act of 1973.**
 - Meeting all applicable labor laws, including Child Labor Law standards.
 - Drug Free Workplace

We will not:

- Use contract funds to assist, promote or deter union organizing.
- Use contract funds in the construction, operation or maintenance of any part of a facility to be used for sectarian instruction or religious worship.

I hereby assure that all of the above are true:

Signature

Date

Name (printed)

Title

ATTACHMENT B
Technical Proposal Evaluation Score Sheet

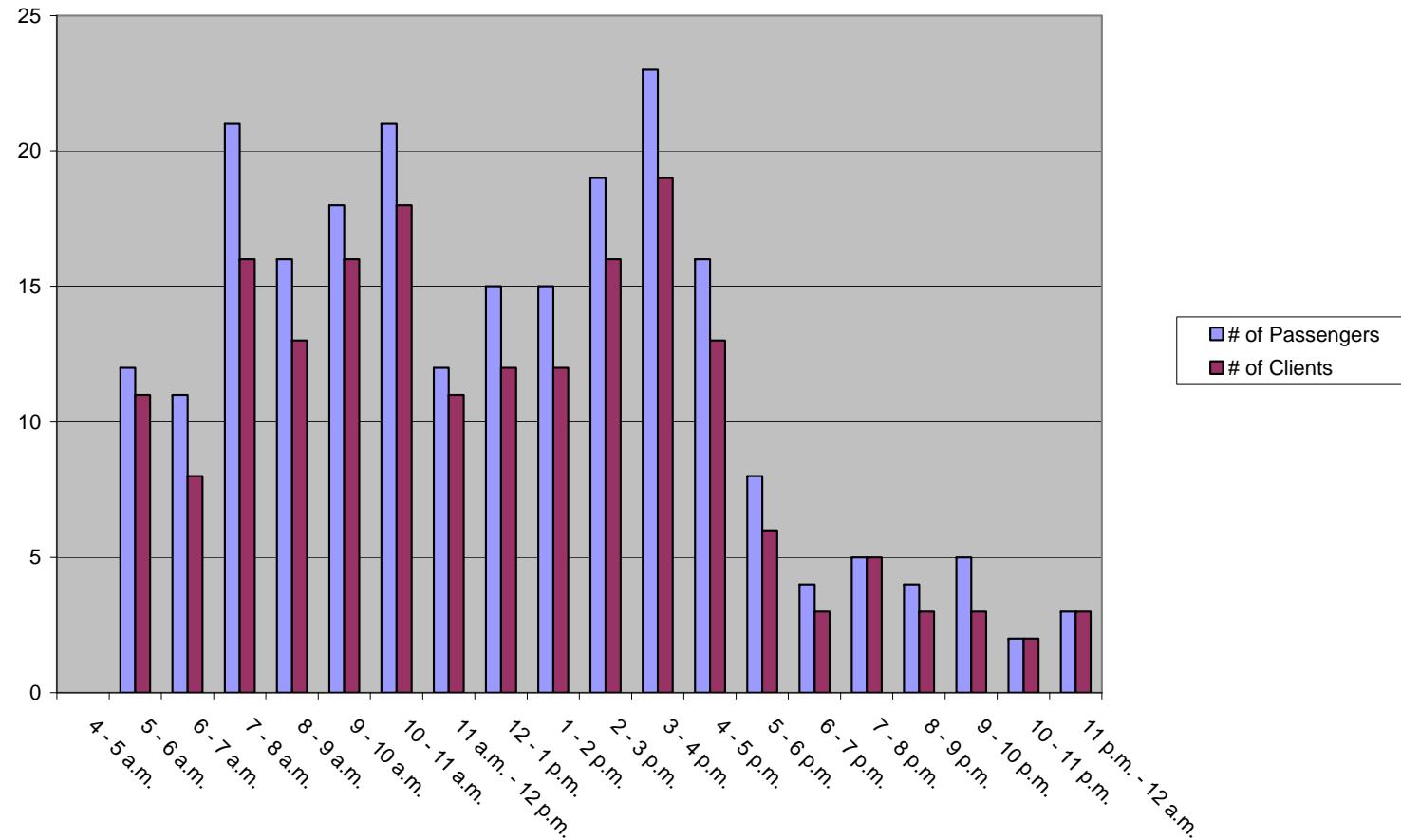
Technical Proposal Evaluation Score Sheet				
80 points possible				
Weighted Criteria UNDERSTANDING	Poor 1-6 points	Fair 7-13 points	Good 14-20 points	Score 20 points possible
Provider has demonstrated a thorough understanding of its role and responsibilities.	Notes:			
Weighted Criteria EXPERIENCE	Poor 1-9 points	Fair 10-17 points	Good 18-25 points	Score 25 points possible
Provider demonstrated experience with demand response systems, including experience with real-time computerized transportation management systems.	Notes:			
Weighted Criteria DESIGN	Poor 1-9 points	Fair 10-17 points	Good 18-25 points	Score 25 points possible
Provider has created a comprehensive plan that includes fleet, call management, personnel, supervision and system design. Provider also demonstrates capacity to administer the entire transportation program.	Notes:			
Weighted Criteria PRESENTATION AND PROPOSAL	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Proposal was organized and responsive to all areas contained in the RFP. Contractor exhibited knowledge of all aspects of the proposed operation.	Notes:			
Comments:				Final Score

ATTACHMENT C
Cost Proposal Evaluation Score Sheet

Cost Proposal Evaluation Score Sheet 50 points possible				
Weighted Criteria RATES	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's proposed rates permit the maximum number of trips within the amount available.	Notes:			
Weighted Criteria DETAIL	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider included budget detail for each proposed rate, including how the rates were calculated.	Notes:			
Weighted Criteria COSTS	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's cost proposal included all necessary cost elements to operate a transportation program. Cost proposal also includes costs associated with administering the entire transportation program (itemized in Sections 3.1 and 3.2)	Notes:			
Weighted Criteria COST REASONABILITY	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's costs are necessary and reasonable.	Notes:			
Weighted Criteria COMPUTATIONS	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's cost proposal computations are all correct.	Notes:			
Comments:				Final Score

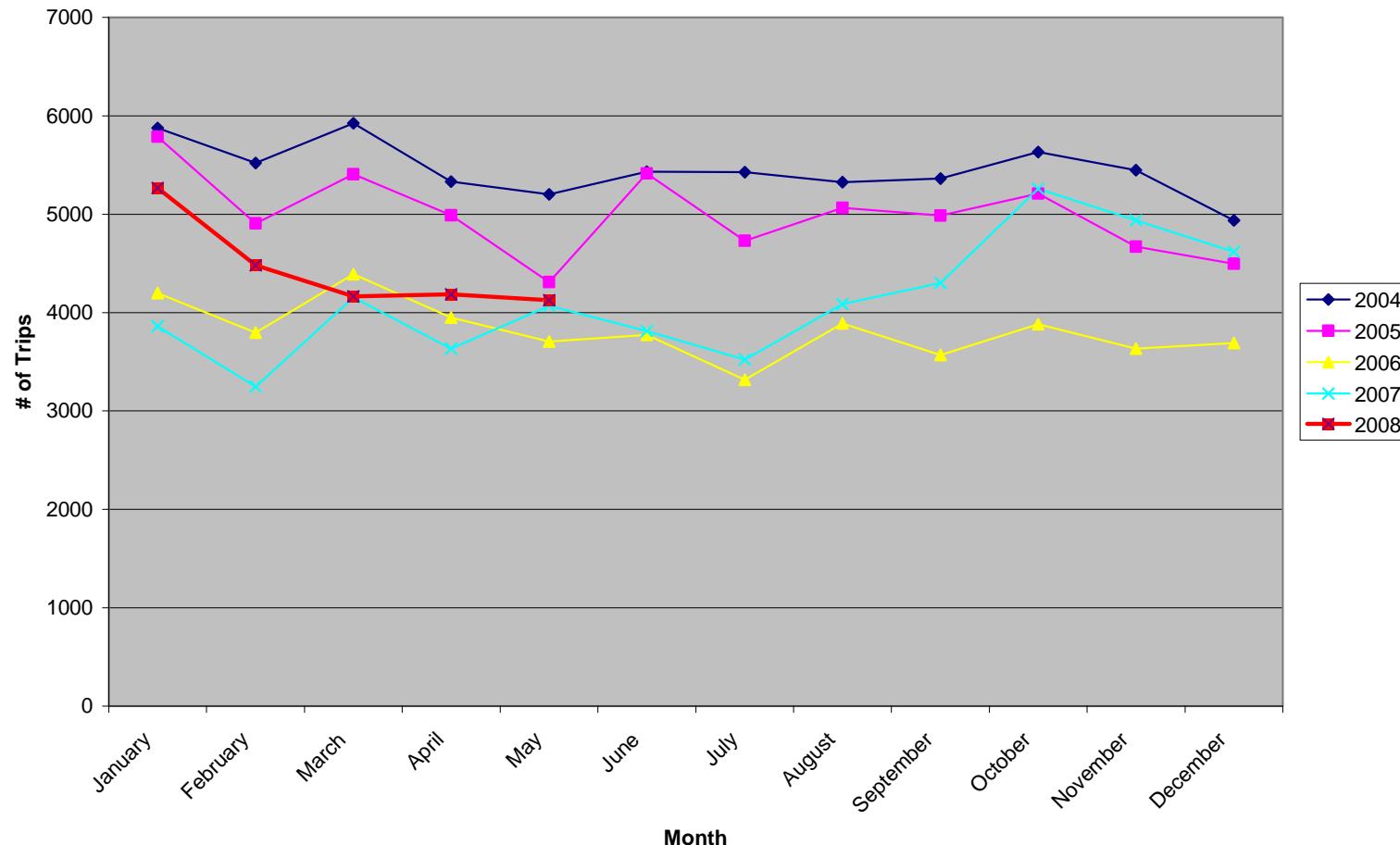
ATTACHMENT D
WorkPlus Trips per Hour 2007

Trips per Hour 2007



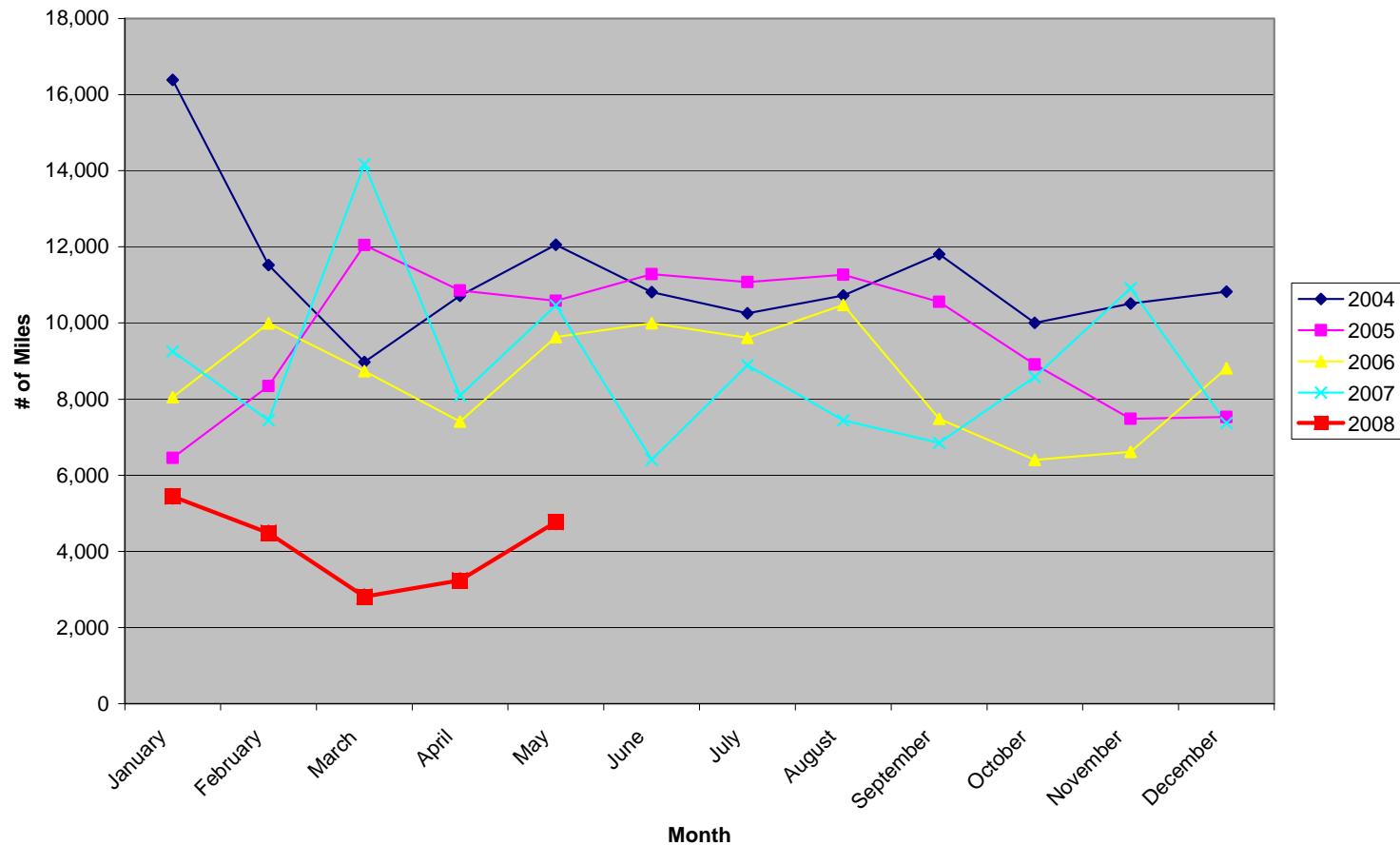
ATTACHMENT E
Total Trips Comparison by Year

2004-2008 Trip Comparison



ATTACHMENT F
Out-of-Town Mileage Comparison by Year

Out-of-Town Mileage Comparison by Year



ATTACHMENT G
Program Assurances

As part of the proposal, the potential contractor must provide assurances that:

1. It is prepared to accommodate infants, children, and adolescents, and shall furnish proper safety restraints and specific training to driver/operators.
2. At a minimum, each driver/operator will be trained in passenger assistance, CPR, defensive driving, first-aid, and blood born pathogens. Credentials for such training will be kept current, where applicable.
3. Upon arrival at the destination, each driver/operator will ensure that customer is properly received by an assigned representative, parent, or guardian.
4. Rules will be in place to prohibit passengers from smoking, eating and drinking, use of profanity, and threatening or coercing other passengers or drivers.
5. It will develop and implement various policies and guidelines as approved by CCDJFS for inclement weather, crucial trip management (i.e. dialysis), unusual incident reporting, incident reporting, as well as general operational issues that exist and/or may exist throughout the course of this agreement.
6. It will ensure that adequate personnel are on-duty to ensure prompt response to the customers' needs.
7. It will provide at least two lines linked to a primary WorkPlus telephone number.
8. All driver/operators will be expected to adhere to a specific dress code that exhibits commitment and professionalism; and will at all times display a photo identification that affirms they represent WorkPlus.
9. All drivers/operators shall have a Criminal Background Report, Bureau of Motor Vehicle Report, and Alcohol/Drug Screen not less than once per year. The Contractor shall properly notify in writing CCDJFS when adding or deleting a driver from the program.
10. All vans including reserve type vehicles will have signage prominently on both sides of the vehicle. Signage language/program name will be suggested by the Department when the contract is awarded. Standard signage shall include a logo and lettering height of not less than six inches.
11. Unless otherwise agreed, all fleet vehicles within the program shall be no greater than two years of age at contract origin. These vehicles are understood to be in good mechanical order and shall be free of rust, dents, or any other deficiencies that would reflect a negative image of the program.

12. Unless otherwise agreed, any vehicle within the system shall not exceed 40,000 miles at the commencement of the agreement and be removed from the operational fleet at 200,000 miles regardless of its condition.
13. All vehicles within the operating fleet shall be routinely washed. Interiors of the vehicles shall be vacuumed, disinfected, windows cleaned, as required, but not less than three times weekly.
14. Daily safety inspections will be performed in each operating vehicle. Any vehicle that is deemed substandard with regards to safety shall be placed out-of-service until the deficiency or deficiencies are corrected. Contractor shall maintain on file safety inspections throughout the term of the contract period.
15. It will maintain a vehicle reserve of not less than a ten percent vehicle reserve that will be utilized for periodical maintenance, unscheduled failures, accidents, and other related incidents. These vehicles shall be designated reserve vehicles and shall be available for immediate dispatch if so warranted.
16. It shall provide an all-inclusive periodical maintenance program. The program that is to be utilized shall have been previously timed tested with documented satisfactory results in the maintenance of a transportation fleet. The maintenance program as designed shall have the ability to meet the recommended manufacturer guidelines for preventative maintenance schedules.