

CCDJFS Q & A DOCUMENT

TRANSPORTATION PROGRAM RFP# 01-CY09

1. **Question:** What is the percentage of the current fleet of vehicles that operates with ADA accessibility?

Answer: Currently there is one handicap accessible vehicle in operation on a daily basis, with one vehicle in reserve for back-up.

2. **Question:** Who is responsible for conducting the customer satisfaction surveys, as indicated in the RFP?

Answer: The Department is currently responsible for the customer satisfaction surveys and will continue to be through the first year of the awarded contract, ending December 31, 2009. However, the contracted provider will assume this responsibility as of January 1, 2010.

3. **Question:** Will services be provided out-of-county? If so, is there a limit on out-of-county transportation per day?

Answer: Yes, some customers require transportation out-of-county, such as to the Cleveland Clinic. However, the daily limit for such trips is 2 per day. It is incumbent on the providers to determine their capacity for out-of-county trips and to identify this capacity in their proposals in response to the RFP.

4. **Question:** Is the Department requesting 1 or 2 price structures for the services specified in 3.1 and 3.2?

Answer: The Department is requesting 2 price structures – the first for the services specified in section 3.1 (January-December, 2009) and the second for the services specified in both sections 3.1 and 3.2 (January-December, 2010).

5. **Question:** Is the Department seeking one provider or multiple providers for transportation services?

Answer: The Department is seeking one provider.

6. **Question:** How many eligible customers receive transportation services?

Answer: RFP clarification (data from January 1, 2007 – June 30, 2008):

Category	Total Trips	% of Total Trips	Total Customers	% of Total Customers
Medical/Dialysis	35,176	47%	5,263	70%
Employment	25,409	34%	1,085	14%
Work Activities	8,726	11%	471	6%
Social Services/Other Programs	6,237	8%	700	10%

7. Question: Is there an amount not to exceed specified in the contract?

Answer: Yes. Once a provider is chosen, a contract will be developed and will include a total contract value that cannot be exceeded. When determining the contract value, the Department looks at the funding, some of which is limited based on classes of service.

8. Question: What if a provider does not have an audit to submit with a proposal?

Answer: If a provider does not have an audit, an un-audited financial statement may be submitted for the prior year.

9. Question: What is the authorization process identified in Section 3.2 of the RFP?

Answer: 3.2 outlines the general requirements for authorization. Eligibility criteria will be disclosed at the time the contract is awarded for the purpose of verifying eligibility. Providers will not be asked to verify Medicaid eligibility.

10. Question: Section 3.4 of the RFP states that “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 expenditures.” How will this be done?

Answer: The contractor will need to track expenditures and provide justification for actual expenditures against the unit rate. The Department will not adjust the payment standard during the contract, but will take this into consideration at the time the contract is renewed.

11. Question: Section 1.12 of the RFP states “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.” Won’t the additional services requested to begin on January 1, 2010 cause an increase of greater than 2-3%.

Answer: Yes. The services beginning on January 1, 2010 will not be factored into the 2-3% increase; only the services specified in 3.1 will be held to the 2-3% increase limit, unless that limit is waived by CCDJFS.

12. Question: On page 20 of the RFP in the section regarding proposed rates, it says “If energy prices increase by over 30% during the contract period, the Department will be open to renegotiation of costs at that point.” How will the 30% fuel increase be negotiated?

Answer: The contractor shall track actual expenses for all budget lines, including fuel, and on a quarterly basis can calculate the amount of fuel increase in order to

negotiate such an increase with the Department. However, the Department will only adjust the reimbursement rate for fuel no more than twice per year.

13. Question: Can the provider purchase fuel in bulk from the County?

Answer: No.

14. Question: Will CCDJFS suggest a proposed fuel rate?

Answer: No. Proposers should include their proposed fuel rates in their responses.

15. Question: What are the minimum specifications for dispatch software?

Answer: The Department has not established minimum specifications for dispatch software. However, providers should have software with the ability to accommodate the demand specified in the RFP and dispatch trips accordingly. Proposers shall describe the software to be used in their proposals.

16. Question: What dispatch software does the current provider use?

Answer: Trapeze

17. Question: Who is the current provider?

Answer: Travel Specialties

18. Question: What are the anticipated hours of operation for the walk-in customers to receive bus passes and gas cards?

Answer: 7 a.m. to 5 p.m., Monday through Friday.

19. Question: What are the vehicle criteria for this program?

Answer: This is addressed in number 12 of Attachment G.

20. Question: Will the incumbent provider be held to the vehicle restrictions addressed in number 12 of Attachment G?

Answer: Yes.

21. Question: In Section 1.2, page 4, the RFP states curb-to-curb services. Are the vehicle operators required to exit the vehicle in order to sign children into or out of schools, daycare facilities or family service appointments?

Answer: No. The only responsibility of the vehicle operators is to deliver the customers from their points of origin to their destinations.

22. Question: The RFP does not state that there is an acceptable denial rate. Are there currently trips each day that are denied and, if so, what is the acceptable denial rate?

Answer: The only trips that are denied at present are out-of-town medical trips. Currently, the scheduled rate for such trips is two per day and they are scheduled on a first come, first serve basis.

23. Question: Are you able to describe the authorization process (Section 3.2, page 12 of the RFP) for each type of the transportation services that the provider would be overseeing, including the steps involved to authorize each class (identified in Section 1.5, Target Population of the RFP) of consumer, i.e. social service or a customer who needs transportation to work?

Answer: In some cases, the Department will continue to authorize trips for certain populations (e.g. social service trips). For others, the provider will be asked to determine customers' eligibility and authorize trips in accordance with Department policies.

24. Question: Section 1.3, pages 4 and 5, of the RFP includes a breakdown of the number of riders and consumers who received services such as transportation, gas cards and bus passes. Can you elaborate on the total number of consumers who are eligible to receive services whether they used the services or did not use the services?

Answer: The Department is only able to isolate the number of customers actually utilizing the transportation services. There is no way to anticipate how many total people are eligible to receive the services unless they actually utilize the services.

25. Question: Can you provide the number of in-county wheelchair trips for 2007?

Answer: There were 780 wheelchair trips provided in 2007.

26. Question: Can you provide the number of wheelchair riders for 2007?

Answer: We cannot isolate wheelchair customers in the total customer count for 2007.

27. Question: Why is a "unique customer" provided with a gas card? Who determines when a gas card is provided in lieu of a pre-scheduled trip?

Answer: The Department's Transportation Program offers transportation assistance, in accordance with the Department's current Prevention, Retention and Contingency (PRC) Plan, which may be in the form of bus passes, gas vouchers, authorization to use the *WorkPlus* transportation service, or car repairs performed through the Clark County garage. These services are authorized based on the needs of the customer.

For example, if a customer has a vehicle, the Department is more inclined to authorize a gas voucher, rather than use of the *WorkPlus* transportation service.

28. Question: Why is a “unique customer” provided with a bus pass? Who determines when a bus pass is provided in lieu of a pre-scheduled trip?

Answer: Again, the transportation services are authorized based on a customer’s needs. If his/her transportation needs can be accommodated using the Springfield City Area Transit (SCAT) system, the Department will authorize a bus pass, rather than use of the *WorkPlus* transportation service.