

25-SFY-01 RidesPlus Transportation Services RFP

Q&A Document

Q1: What does the department look for in an ideal provider for these services?

A1: The department looks for flexibility in working with clients, timeliness, respectful interactions with clients, an understanding of our clientele, ability to maintain vehicles, provision of quality transports, ability to work with children as well as adults, and transparency in day-to-day operations/issues.

Q2: Does the provider need to determine client eligibility for transport services?

A2: The department will determine/maintain a list of eligible clients for transportation services and will email appropriate information to provider regularly.

Q3: Are pre-hiring procedures/requirements different for drivers that cater to minors?

A3: No. The department requires BCII background checks as well as a certified driving record history from the BMV for all drivers, regardless of who is being transported. See Section 2.1.3 on page 8 for other personnel requirements.

Q4: Is the vendor responsible for providing safety seats for children?

A4: Department would prefer the provider have their own seats. This allows drivers to become familiar with how to operate and install the safety seats properly. However, there are occasions where the child's caregiver or the Department may provide the seat for the child being transported. Department also requires drivers complete a training regarding the installation and operation of safety seats.

Q5: Is there a specified amount of fleet vehicles that need to be ADA-accessible?

A5: The provider must provide no less than one ADA lift van. Backup vehicles for when the vehicle is out of service are also required. The department will notify the provider ahead of time if ADA-accessibility is required for planning purposes. Please see Section 2.1.1 Service Requirements on page 6 of the RFP.

Q6: Section 2.1.1 approximates 25,000 trips annually. Will funding increase if the projected number of trips increases?

A6: Department tracks funding throughout the contract and can add funds to the contract if necessary.

Q7: Are there restrictions for procuring vehicles if provider isn't leasing?

A7: Fixed assets, which includes vehicles, bought with contract allocated funds would need to be turned over to Department after contract expires. Department wishes to avoid acquiring vehicles, so leasing is recommended unless vehicles are bought at provider's expense.

Q8: Who has the current contract for the RidesPlus Program?

A8: TAC Industries, Inc.

Q9: Is there a preference to have one provider for this contract?

A9: Yes, only one provider will be awarded.

Q10: How do we transfer data between the provider and the Department?

A10: Department processes requests from customers daily for transportation and notifications are sent via encrypted email, daily, highlighting eligibility start/end dates for clients. The provider ensures the information is entered into their system and available for customer scheduling within 1 hour. Once the customer is approved the provider can schedule the client. Department cross references eligibility monthly.

Q11: Can the selected provider subcontract services?

A11: Subcontracting was mentioned in error during the bidder's conference. Subcontracting isn't permitted under this contract.

Q12: How many vehicles is the department looking for to cover the services in this contract?

A12: There is no specified number of vehicles required. However, Provider will need to supply enough vehicles to accommodate the need. Provider will also need to have a sufficient number of backup vehicles in the event a main vehicle is not in service. Please see Section 2.1.1 Service Requirements on page 6 of the RFP.