

ADDENDUM TO RIDESPLUS TRANSPORTATION RFP #01-CY12

The following sections of the RFP have been revised as follows:

Section I. GENERAL PURPOSE & PROVIDER INFORMATION

1.3 Overview of the Project

This section shall be amended to read as follows:

RidesPlus is a direct response, point-to-point transportation service that operates from 5:00 a.m. to 12:00 midnight six days a week. (When necessary, Sunday service will be 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 need to have access to dependable, on-time, safe transportation to and from work, health care providers, work activities, or childcare. In most instances, transportation is authorized for up to ninety days. However, should the need exist for a longer period of time, provision of transportation is considered on a case-by-case basis.

Through this program, out-of-town trips are provided to Medicaid clients and, occasionally, for customers of the Family & Children's Services Division (for visitation purposes). Specifically, the selected Provider will provide 3 scheduled routes on a daily basis to Dayton to provide transportation for Medicaid clients to scheduled medical appointments. Additionally, 1 out-of-town medical trip will be provided per day to places other than Dayton (priority will be given to those customers needing transportation to specialized treatment centers, such as the Cleveland Clinic). No out-of-county employment-related transportation will be provided through the contract that is awarded. For out-of-town medical trips, reimbursement can be sought for out-of-town mileage. Attachment G 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.

Eligibility is determined by Job & Family Services of Clark County 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. Although most transportation is scheduled in advance, emergency transportation is sometimes provided. Transportation is also accessible for individuals with disabilities.

Through this system, the RidesPlus Transportation Contractor will serve 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.

RidesPlus Transportation Program	
Total trips during calendar year 2010	31,317
Total riders during calendar year 2010	3,878
Average monthly out-of-county trips	6,930
Average trips on Saturdays	205
Average after hours usage weekday (trips)	314
Average monthly loaded miles	19,128
Average ride time	16.69 minutes
Average daily calls to dispatch center	243
Average length of calls to dispatch center	2.37 minutes

1.6 Anticipated Procurement Timetable

This section shall be amended to read as follows:

<u>Date</u>	<u>Event/Activity</u>
August 31, 2011	JFSCC 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.
September 7, 2011	Bidders' Conference for Proposers
September 16, 2011	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 21, 2011	JFSCC provides Final Proposer Question & Answer document.
October 7, 2011	Deadline for Proposers to Submit Proposals to JFSCC (4 p.m.). <ul style="list-style-type: none"> - This is the proposal opening date, beginning of the JFSCC process of proposal review.
November 18, 2011	Letter of intent to award contract issued by JFSCC. <ul style="list-style-type: none"> - All applicants notified.
December 20, 2011	Contract submitted to County Commission for approval.
January 1, 2012	Service provision begins.

Note: due to this addendum, the Q & A Period has been extended to conclude at 9 a.m. on Friday, September 16. Clarifying questions can be submitted up to this time and must be submitted via email to ebrodine@clarkdifs.org.

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

5.2 Format for Organization of the Proposal/Proposal Content

A. Technical Proposal

Section 5 *Commitment to customer responsiveness:*

This section shall be amended to read as follows:

- 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 H.

SECTION VIII. ATTACHMENTS AND THEIR USES

This section shall be amended to read as follows:

- A. **Provider Assurances Form** *(To be completed and included in the proposal packet as specified in Section 5.2)*
- 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. **Campaign Contribution Declaration Form** *(To be completed and included in technical proposal packet as specified in Section 5.2)*
- E. **Personal Property Tax Statement** *(To be completed and included in technical proposal packet as specified in Section 5.2)*
- F. **Total Trips by Year Comparison Chart** *(For provider reference)*
- G. **Out-of-Town Mileage by Year Comparison Chart** *(For provider reference)*
- H. **Program Assurances** *(For provider reference)*

Additional Information for Proposers:

- Consumers/riders may take their children, spouses and companions with them on transports. These are non-billable riders and currently average 20 seats per day.
- Currently, an average of 168 riders per month requires car seats.
- Currently, an average of 70 trips per month requires a vehicle capable of transporting a wheelchair bound client.
- Currently, there is an average of 12.5 “same day” cancellations per day.
- Currently, there is an average of 17.4 cancellations per day that occur more than 2 hours prior to the scheduled trip.
- There is a zero turn-down policy for all in county transports.

ATTACHMENT C

This section shall be amended to read as follows:

Cost Proposal Evaluation Score Sheet				
50 points possible				
Weighted Criteria RATES	Poor 1-2 points	Fair 3-4 points	Good 5-6 points	Score 6 points possible
Provider's proposed rates permit the maximum number of trips within the amount available.	Notes:			
Weighted Criteria DETAIL	Poor 1-5 points	Fair 6-10 points	Good 11-15 points	Score 15 points possible
Provider included budget detail for each proposed rate, including how the rates were calculated.	Notes:			
Weighted Criteria COSTS	Poor 1-5 points	Fair 6-10 points	Good 11-14 points	Score 14 points possible
Provider's cost proposal included all necessary cost elements to operate a transportation program.	Notes:			
Weighted Criteria COST REASONABLENESS	Poor 1-3 points	Fair 4-6 points	Good 7-9 points	Score 9 points possible
Provider's costs are necessary and reasonable.	Notes:			
Weighted Criteria COMPUTATIONS	Poor 1-2 points	Fair 3-4 points	Good 5-6 points	Score 6 points possible
Provider's cost proposal computations are all correct.	Notes:			
Comments:				Final Score

ATTACHMENT H
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 JFSCC 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 RidesPlus telephone number.
8. All drivers/operators will be expected to adhere to a specific dress code that exhibits commitment and professionalism; and at all times display a photo identification that affirms they represent RidesPlus.
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 JFSCC 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 no less than 6 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 vehicle shall be vacuumed, disinfected, windows cleaned, as required, but no 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 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 time 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.