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July 2, 2008

**HCJFS REQUEST FOR PROPOSAL
NON-EMERGENCY TRANSPORTATION (NET) SERVICES FOR HCJFS CHILDREN'S SERVICES
CHILDREN TO AND FROM MEDICAL AND THERAPY APPOINTMENTS RFP08-006**

ADDENDUM 2

To all Potential Providers:

HCJFS Panel: Maggie Barnett, Jerry O'Flynn, Sandra Costa, Phyllis Brown, John Hanners

Providers Present: Petermann Cincinnati Specialty Tours & Transportation

Changes to the RFP

Page 15, e.

As reads: Provider's employees who will be used solely to physically accompany children on a vehicle and will never operate the vehicle will be at least eighteen (18) years of age and have

Change to read: Provider's employees who will be used solely to physically accompany children on a vehicle and will never operate the vehicle will be at least **twenty-one (21)** years of age and have

Page 15, g.

As reads: Provider and subcontractor(s) at their own expense are expected to have an....

Change to read: Provider at their own expense are expected to have an....

Page 13, #14

As reads: If Medicaid providers, pre-authorized adults or child care providers are uncooperative, the situation will be reported to the NET Fiscal Coordinator immediately. Any problems which cause concern for HCJFS children or Provider's employees' safety should be reported to the NET Fiscal Coordinator and the NET Program Coordinator immediately. Suspected neglect or abuse of children shall be reported to the Net Fiscal Coordinator or 241-KIDS immediately.



Change to read: If Medicaid providers, pre-authorized adults or child care providers are uncooperative, the situation will be reported to the social worker or the social worker's supervisor immediately. The provider shall follow the instructions of the social work staff. Any incidents which cause concern for HCJFS children or Provider's employees' safety should be reported to the NET Fiscal Coordinator and the NET Program Coordinator within 24 hours of the incident. Suspected neglect or abuse of children shall be reported to 241-KIDS immediately.

Page 6, 1.2 Scope of Service

As reads: Occasionally the Provider shall provide transports outside of the local Tri-State region within one-hundred and twenty-five (125) mile radius.

Change to read: Occasionally the Provider shall provide transports outside of the local Tri-State region within one-hundred and twenty-five (125) mile radius of where the child is picked up and/or dropped off at the appointment site.

Page 13, Vehicles: # 18

As reads: HCJFS shall receive, within five (5) business days of request, the identification number, Ohio highway patrol inspection and report, the daily pre-trip inspection log, and maintenance schedule for each vehicle used at any time to fulfill this contract.

Change to read: HCJFS shall receive, within five (5) business days of request, the identification number, the daily pre-trip inspection log, and maintenance schedule for each vehicle used at any time to fulfill this contract.

Questions and Answers

Q1. This particular RFP is distinguished from the previous because now you require the provider to also support the child/young person to the appointment. When you say wait with the child, when there are other children in the vehicle, will they also be required to wait while that child gets the service?

A: The provider will have a specific appointment time for one child or siblings scheduled to see the same physician and there shall be no other children included in this transportation. If the appointment calls for the driver or monitor to wait for services with the child(ren) there will be no other children in the vehicle.

Q2. What about the day treatment appointments?

A: Day treatment appointments are not included in this contract.



Q3. When we arrive to pick the child up, will someone be there to bring the child out or will we be required to go in and get the child?

A: Yes, you will be required to physically go in and get the child.

Q4. The numbers in the RFP, how do they relate to your actual numbers for this particular service?

A: Section 1.2.2, Service Numbers, page 7 are the actual number of legs HCJFS staff have transported from February 2007 to February 2008 and are to be used as background information only and actual volume may change from year to year.

Is this the total children per legs of service or is this just what you are asking for this particular contract?

A. Section 1.2.1 Population, page 7, estimates fifty (50) children may be served by this contract however, this data is provided for planning purposes only. HCJFS does not guarantee the current service level will increase, decrease or remain the same. They can fluctuate with need for service.

Q5. Do legs include that there may be more than one child on the leg?

A: Yes. There could be more than one (1) child per leg

Q6. Could they be going to different offices, i.e. an HMO where there is more than one doctor's office in the same building, different floors?

A: No.

Would this be part of the leg you are referring to?

A: No

Q7. It would not be like one seeing the pediatrician and one going to another physician?

A: No.

Q8. Will company be notified when child will be met at appointment by an authorized adult or worker?

A: Yes.



Q9. Are majority of trips ongoing set appointments or do they vary?

A: Majority of trips are ongoing

Q10. How often do the outlier services occur? Pregnancy transport, behavior management issues, midnight/after “emergencies”. I thought all these services were non-emergencies?

A: Rarely do these occur. What we refer to as an “emergency” is when JFS could not get the referral to provider within 24 hours.

PRS (Pregnancy Related Services) clients are advised to contact NET/PRS transportation if in the early stages of labor. If they are in the late stages of labor, they are instructed by PRS staff to contact 911 for transport. These are considered unforeseen situations where JFS cannot make contact within 24 hours. Refer to RFP page 13 b.

Q11. So, we wouldn’t get a call to transport a gunshot victim?

A: No. That would be a 911 call.

Q12. What requirements for asking for ID of individuals deem “pre-authorized” do we have?

A: The driver/monitor is required to ask for ID whenever he/she picks up a child or delivers the child at the designated location. The ID submitted must match the name of the pre-authorized adult on the request for transportation.

Q13. Are they known, is there a procedure at the agency that they are going to so that they would identify themselves?

A: Yes, there will be a procedure in place for identification of the pre-authorized adult who is in possession of the child for pick up and drop at the designated site.

Q14. Are we responsible or going to have to detain, hold on or restraint individuals?

A: Provider will not be responsible for detaining, holding or restraining a child. Each case should be handled on an individual basis, however, if there is danger to the child or other individuals, the driver or monitor should call the police and contact the social worker or social worker’s supervisor to inform them of the incident. There is currently an Incident Report Procedure in place for the Provider to adhere to for these situations. The Incident Report should be completed and sent to the NET Fiscal Coordinator within 24 hours of the incident. Upon receipt, the NET Fiscal Coordinator will again report the



incident and forward the Incident Report to the social worker.

Q15. Are we responsible or liable for behavior problems and enforcement of control?

A: No. Please see answer to question 14

Q16. So if someone is combative or desires not to go?

A: HCJFS policy is not to force anyone to go to the appointments. When picking up the child for transport to an appointment there should be no physical/verbal use of force used to insist they go. If for a return trip they are unwilling to get into the vehicle, the child has to be returned. In this instance, the driver or monitor should first attempt to contact the social worker. If the social worker cannot be contacted, then the driver or monitor should contact the social worker's supervisor. If after 15 minutes there has been no response, the driver or monitor should call the police and an Incident Report should be completed and sent to the NET Fiscal Coordinator within 24 hours of the incident. Upon receipt, the NET Fiscal Coordinator will again report the incident and forward the Incident Report to the social worker.

Q17. Are we responsible to own car seats or booster chairs?

A: yes

Q18. 24 hour toll free number to respond to emergencies – are these not all non-emergencies?

A: The 24 hour toll free number is required for this contract to respond to request for non-emergency transportation services.

Q19. Re Attachment C – is the format already set up on the web or internet? Is it PDF already?

A: This will be sent electronically to all registered providers. The budget will be in excel format.

Q20. Through the internet?

A: Yes, to your email address you supplied when registering.

Note: all forms requested were sent to registered providers on June 26, 2008 via email.



Q21. Page 38, does the addendum mean you will allow additional recompensation?

A: For fuel only.

Q22. How can you “literally” set or estimate “total” units for unit cost? Is this not based on number of served clients?

A: The estimates are provided on page 7 of the RFP. These estimates were provided by the program area and to be used for your budget development.

Q23. Do the driver and monitor have to stay with children being served?

A: Yes, either the driver or monitor will be required to stay with the child if the appointment is for therapy or dental only.

If for a medical appointment, the vehicle could leave and possibly pick up another child, after the child has been handed off to the social worker or Foster parent. A vehicle must be dispatched to return to pick up the child within 20 minutes of the call from the medical appointment.

Q24. If vehicles are vans do we need the state highway inspection as required in the RFP?

A: No. This RFP has been changed by this Addendum on Page 13, Vehicles #18, statement reading...”Ohio Highway Patrol Inspection and Report” has been deleted.

Q25. Drivers can be W9 workers, are you considering them as subcontractors or will they be allowed?

A: On page 15 of the RFP, per this addendum; we did delete the word “subcontractor(s)”. If they are considered a subcontractor, then this would not be allowed per the RFP.

Q26. So you are saying that everybody that drives for you has to be within the guidelines of an employee? They can’t fall in the guidelines of being a subcontract?

A: Yes, because drivers are providing direct service, we would not allow them to participate as subcontractors.

Q27. Re: IT/IS person, are you expecting a designated person and program manager for this contract?

A: The RFP does not require a dedicated IT/IS person. However, refer to the RFP page 11



#9 that states in detail the IT/IS requirements for this contract.

Q28. Didn't you say you have 50 clients?

A: Yes. Refer to RFP Section 1.2.1 Population for more details.

Q29. Explain "re-dact". Are you saying after submission of response the contract can be modified before publishing for public record?

A: No, prior to you submitting your proposal, you can strike through, or black out personal information that is contained within, i.e. on resumes you have included. You can do this on the original prior to making the copies. Information blacked out may include social security numbers, birth dates, home addresses, and license numbers. Once you submit your proposal and it becomes part of the contract, the information may be scanned and available via the internet as public record.

