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**HCJFS REQUEST FOR PROPOSAL
NON-EMERGENCY TRANSPORTATION SERVICES
RFP MB1109R**

ADDENDUM 2

To all Potential Providers:

Questions and Answers

Q1. In 2007 the County issued an RFI for Non-emergency transportation services. Based on the RFI, the County was interested in a brokerage type model. However, with this current RFP it doesn't appear as the County decided on the brokerage model. What is the County's position on a possible brokerage model for the current contract?

A: The County is not interested in brokering out NET at this point.

Q2. What improvements is the County hoping for with this new contract?

A: With current budget realities, the County is expecting the vendor to provide transportation efficiently in the most cost-effective manner. Customer service is important to Hamilton County, and the County is hoping to expand customer service by the vendor assisting customers as needed. Customers will also be expected to adhere to established Customer Standards.

Q3. Page 5, Section 1.1: How many trips occurred in 2008 outside the 125 mile radius?

A: Approximately 1% of the total 239,530, or 2,395, trips for NET transportation for 2008 were outside the 125 mile radius.



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- Q4. Page 9, Section 1.2.1 Population? This section provides some past trip data. Will the County please provide the following information as well?
- a. Average trip mileage
 - b. Average number of trips per day
 - c. Average cost per trip
 - d. Total Cost of each program for 2008

- A a. The County does not have this data because it is not tracked as we pay a flat per leg per person rate.**
- b. The average number of trips scheduled per day is about 1,000.**
 - c. The County currently pays a flat rate of \$47.38 per person per one way trip.**
 - d. The total cost for the following programs in 2008 is: NET - \$7,196,463.50
PRS - \$92,073.75 and there were no service invoice for Children's Services**

- Q5. Page 9, Section 1.2.1 Population: Does the County expect that these numbers will increase given the current economic strains?

A: The County cannot predict the number of transports. Information provided is for planning purposes only. HCJFS does not guarantee that the current service level will increase, decrease, or remain the same.

- Q6. Page 10, Section 1.2.2.6 Return trips: Will the County consider increasing the trip allowed for return trips (not previously scheduled) to one (1) hour? This would only apply to trips in which the client did not schedule a return pick up time and called after their appointment.

A: Per information in the RFP, the vendor shall ensure that the response time for return trips is within 20 minutes or best proposed time by vendor.

- Q7. Page 10, Section 1.2.2 Service Components: Does the County currently use any public transportation for this program? If yes, is it the responsibility of the vendor or the county?

A: Yes. The County currently uses Southwest Ohio Regional Transit authority (SORTA), from which the County purchases bus tokens, bus passes, and Access tickets. That is the responsibility of the County.



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Q8. Page 10, Section 1.2.2 Service components: Does the County currently use any personal mileage reimbursement for this program? Meaning the client has a vehicle, but is unable to pay for the gas. If yes, is that the responsibility of the vendor or the county?

A: Yes, it is the responsibility of the County.

Q9. Page 11, Section 1...2.2.13: Under what circumstances would the vendor make these decisions? It seems you are asking the vendor to make a medical decision for the clients will the County consider removing or clarifying this language?

A: This part of the RFP deals with the vendor, on rare occasions, transporting customers to/from medical appointments without prior authorization from the County. Examples could be transporting a client from dialysis to hospital and, days later, for a return trip home. The intent of the language in the RFP is to give the vendor some flexibility, in rare instances, of providing transportation that has not been prior authorized by HCJFS. The County will not consider removing or clarifying this language.

Q10. Page 12, Section 1.2.3 Performance Service Feedback: Would the County allow the vendor to use any third party agency to gather this feedback? This may help reduce the cost of the program.

A: Yes, as long as the third party agency is a professional market research company or accredited university, as noted in the RFP.

