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| C:\Users\LANGWC\AppData\Local\Temp\1\wz3342\JFS_LogoFinals\JPEG\JFS_Logo_Color_Full_Horizontal.jpg  **Office of the Director:**  222 East Central Parkway  Cincinnati, OH  45202-1225 | **Board of Commissioners:**  Stephanie Summerow Dumas, Alicia Reece, Denise Driehaus  **County Administrator:** Jeffrey Aluotto  **Director:**  Michael Patton  **General Information:** (513) 946-1000  **General Information TDD:** (513) 946-1295  **Website:** [www.hcjfs.org](http://www.hcjfs.hamilton-co.org) |

February 1, 2022

**HCJFS REQUEST FOR PROPOSAL**

**NON-EMERGENCY TRANSPORTATION FOR MEDICAID ADULTS**

**AND GROUP TRANSPORTATION FOR MEDICAID MINORS**

**RFP SC05-21R**

**ADDENDUM 2**

**Providers in Attendance for RFP Conference**

Cincy Elite Transportation MTM Transit

Home52 Transportation Traveling Seniors Transportation

Maruti Transportation Universal Transportation System

MedaCare Transportation Universal Work And Power

Modivcare, Inc. Valley Transport

WellTrans

**Questions asked during RFP Conference**

**Q1.** Are all Minor Population trips required to be taken by Broker?

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1. Yes, the contracted Provider is required to perform all minor trips.

**Q2.** Are any of the minor passengers for the day programs wheelchair transport?

1. No.

**Q3.** What is the trip utilization between both providers?

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1. Refer to Addendum 1 for response.

**Q4.** What is the membership for each population?

1. Refer to Addendum 1 for response.

**Q5.** How do we address "no shows"? Is the provider responsible for contacting member, or do we contact your contact center to reach out to member?

1. Provider notifies HCJFS through weekly reporting so county can take appropriate action to suspend/terminate service if necessary. Transportation is curb-to-curb and client should come out to the vehicle without a call. The van must wait 5 minutes to allow the client time to come out before marking them as a no-show and proceeding with the route. Phone contact with the client is not a requirement of the contract.

**Q6.** Is the provider responsible to provide the car seat for minors, or simply to ensure that the parent provides a car seat prior to transport?

1. The contracted Provider is responsible for having enough safety seats, of each type – infant seat, car seat, booster – to make sure each van has the necessary safety seats for the scheduled route.

**Q7.** How many complaints do you receive on a weekly basis? What is the required turnaround requirement for response? Are we responsible to contact the member to resolve complaint, or only provide provider details?

1. It varies, and timely, efficient service should minimize complaints. The majority of complaints are submitted by day treatment programs for group minor transportation. On average, we receive less than 50 complaints per month for each of the two current Providers. Complaints must be responded to within 48 hours, unless it is a child safety issue, then 24 hours is required.

**Q8.** What is the interval of update for trip information through the ftp?

1. 3 times daily: noon, 3:00 p.m. and 8:00 p.m.

**Q9.** Who are the current incumbents?

1. MTM Transit and Universal Transportation Systems.

**Q10.** How can we obtain a copy of the past bids?

**A.** Contact RFP Contact person who will send a public records request form to complete. Once the form is received, it will be forwarded to the department responsible for completing public records requests.

**Q11.** How many vendors is the county looking for? Is there a minimum or maximum?

1. HCJFS is seeking at least 2 vendors.

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**Q12.** The RFP says you are seeking non-brokerage service, but subcontractors are allowed. How do you define the difference?

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1. HCJFS maintains responsibility for Medicaid eligibility verification and scheduling the client’s appointments, which are then sent to the provider via sftp. HCJFS does not broker out that front end piece. The contracted Providers are only responsible for routing and performing the service.

**Q13.** Are vendors able to bid on just Adult and minors accompanied by adults; but not group transportation for minors?

1. HCJFS had not considered this option but will certainly be open to bids for just one population.

**Q14.** Are reference letters from other county JFS's (Not HCJFS) allowed?

1. Only reference letters from HCJFS and its employees are not allowed. Reference letters from other county JFS departments and other county entities are allowed.

**Q15.** RFP says non brokerage service is being sought. Does that mean only direct transportation providers can apply and not brokers?

1. There is no limitation in OAC rule that requires direct transportation Providers rather than brokers. OAC rule sets the follow criteria for contracting for transportation services:

(1) "Private transportation vendor (PTV)" is an entity that meets the following criteria:

(a) It seeks to establish or to maintain a contract with a county department of job and family services (CDJFS) to supply transportation service to Medicaid recipients in accordance with rule [5160-15-10](https://codes.ohio.gov/ohio-administrative-code/rule-5160-15-10) of the Administrative Code; and

(b) It is not a government agency, transit authority, public transportation system, or other quasi-governmental organization.

**Q16.** How often do you release RFPs for bids on this service?

1. This contract will be written for an initial term of 2 years, with 2 optional renewal years. It is anticipated that the next RFP for this service will be released late 2025 or early 2026.

**Q17.** What is the total number of revenue miles per provider?

1. HCJFS does not track trips by mileage, as trips are reimbursed by trip leg.

**Q18.** How many vendors is HCJFS looking to select for this RFP? Since historical record shows that the county has used only 2-3 vendors for last few RFP's and they have been only the biggest transportation vendors only.

1. As mentioned in Q11 above, HCJFS is seeking at least 2 vendors. Proposals selected have been determined to best meet the objectives outlined in the RFP and is determined to be the most responsive and most advantageous to the program, with price and other factors considered.

**Q19.** Is it allowable to only respond to serving one population and not both (adults or youth)?

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1. HCJFS had not considered this option but will certainly be open to bids for just one population.

**Q20.** The RFP states that Minor Trips to day treatment/partial hospitalization facilities must be performed by Vendor but no sub-contractors. Are all of the minor trips to such a facility, or only a percentage?

1. The historical numbers for the group minor population were provided in the RFP. This child count is representative of only children attending day treatment programs. There are some children who transport to medical appointments with an accompanying adult (like a doctor visit), but it is less common. Those trips can be performed by a sub-contractor.

**Q21.** Car seats are dependent upon minor size and age. Does JFS provide all of this information in the ftp file we know the proper model of car seat required?

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1. Yes, HCJFS provides the safety seat required for each child.

**Q22.** How many vehicles are needed minimum? Does the company have to have minimum number of fleet in order to be considered?

1. HCJFS cannot tell you a minimum number. Based on the information provided in the RFP, the Provider must determine how many vehicles it would need. There is no minimum number required in the fleet to be considered.

**Q23.** Just to confirm, is the county only looking for transportation providers who may use subcontractors? Or are pure subcontractors who don’t directly provide transportation themselves being considered as well?

1. HCJFS is looking for transportation Providers who can meet the requirements outlined in the RFP. Historically, our contracted Providers have had a sub-contracted Provider who they give some portion of the trips to. HCJFS has no preference.

**Q24.** You mention mass transit passes. Are those issued by you directly (and thus not included in trip utilization counts)? Or does the vendor issue the passes when appropriate?

1. HCJFS issues Metro fare for clients who are determined to be able to travel on mass transit. The Provider is contracted for cab/van service only.

**Q25.** What percentage of trips are for unaccompanied minors?

1. The child counts provided in the RFP are for unaccompanied minors.

**Q26.** Is that adult and child population in Q1 (Addendum 1) number of trips, or numbers of individual users?

1. Number of individual users. Trip counts were provided in the RFP.

**Q27.** What percentage of work is conducted by each provider?

1. In the first 10 months of 2021, it was consistently a 60% / 40% split between the two Providers.