Contract #

130467

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HAMILTON COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

PURCHASE CONTRACT

This Contract is entered into on June 20, 2018 by and between the Board of County Commissioners, Hamilton County, Ohio ("County") on behalf of the Hamilton County Department of Job & Family Services ("HCJFS") and Universal Transportation Systems L.L.C., doing business as UTS ("Provider") with an office at 5284 Winton Rd., Fairfield, OH, 45014, whose telephone number is (513) 858-7950 for the purchase of Family & Children's Services Transportation Services.

1. TERM

This Contract will be effective from July 1, 2018 through June 30, 2020 (the "Initial Term") inclusive, unless otherwise terminated or extended by formal amendment.

The total amount of this Contract cannot exceed Seven Hundred Eight-Seven Thousand Twenty-Three Dollars and Ninety-Eight Cents ($787,023.98) over the Initial Term of this Contract.

The anticipated expenditure for the period of time from July 1, 2018 to December 31, 2018 is $196,756.00, for the period of time from January 1, 2019 to December 31, 2019 is $393,511.98 and for the period of time from January 1, 2020 to June 30, 2020 is $196,756.00.

This Contract may be renewed, at the option of HCJFS, for two (2) additional two (2) year terms ("Optional Renewal Periods"). HCJFS agrees to give Provider written notice at least One Hundred Twenty (120) days prior to the expiration of the term then in effect, of its intention not to renew.

2. SCOPE OF SERVICE

Subject to terms and conditions set forth in this Contract and the attached exhibits (such exhibits are deemed to be a part of this Contract as fully set forth herein), the Provider agrees to provide transportation services to Consumers (transportation for Family & Children's Services will be individually known as the "Service" and collectively be known as the "Services"), as more particularly described in this Contract, Exhibit I – Request for Proposals for Family & Children's Services Transportation Services

RFP#SB01-18R and all addendum thereto (collectively, "Request for Proposals") and Exhibit II- Provider's Proposal for Transportation for Family & Children's Services dated February 12, 2018 ("Provider's Proposal").

Notwithstanding anything to the contrary set forth herein or in any exhibit, the parties agree that in no event shall any vehicle used in this Contract be equipped with a lift.

3. EXHIBITS

Exhibits for this Contract are as follows:

A. Exhibit I - Request for Proposals;
B. Exhibit II - Provider's Proposal;
C. Exhibit III- Budget;
D. Exhibit IV – Transportation Services Procedure Memo (TSPM) 011 No Responsible Party at Home ("Procedure Memo");
E. Exhibit V – Invoice Detail File Requirements; and
F. Exhibit VI – Unallowable Costs.

4. ORDER OF PRECEDENCE

This Contract is based on Exhibits I, II, III, IV, V and VI. This Contract and all exhibits are intended to supplement and complement each other and shall, where possible, be so interpreted. However, if any of the provisions of this Contract irreconcilably conflict with an exhibit, this Contract takes precedence over the exhibits. In the event there is inconsistency between the exhibits, the inconsistency will be resolved in the following order:

A. Exhibit I - Request for Proposals;
B. Exhibit V- Invoice Detail File Requirements;
C. Exhibit VI – Unallowable Costs;
D. Exhibit II - Provider's Proposal;
E. Exhibit III – Budget; and
F. Exhibit IV –Procedure Memo.

5. CONSUMER AUTHORIZATIONS

A. <u>General</u>

HCJFS reserves the right to change the structure and content of the Consumer Authorization, as it deems appropriate and necessary.

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B. Service For Which Prior Consumer Authorization Is Required

Subject to paragraph C, HCJFS will not pay for any Service(s) that has not been authorized via a Consumer Authorization.
It is the responsibility of Provider to monitor the number and scope of trips set forth on each Consumer Authorization. Provider agrees that it will not receive payment for any Service which no Consumer Authorization has been issued.

C. Services For Which No Prior Consumer Authorization Is Required

Notwithstanding anything to the contrary herein, Provider may provide Services to Consumers active within HCJFS' Family & Children's Services program during a current month for which no prior Consumer Authorization was issued, in the following circumstances:

When no authorized adult is home for the drop-off of a Consumer who is under the age 18 and the authorized adult does not answer the phone so long as the Provider complies with the provisions of Exhibit IV Transportation Services Procedure Memo –"No Responsible Party at Home". HCJFS' Transportation Services staff shall forward electronic encrypted Consumer Authorization to the Provider upon retrieval of the written or voice message and approval by the Transportation Services Supervisor.

To the extent additional, anticipated Services are required for any Consumer for which the above paragraph C applies, Provider will only be paid for any additional Services which not have been previously authorized and approved pursuant to paragraph B.

6. EMPLOYEE QUALIFICATIONS

Provider represents and agrees that it and its employees will comply with the Qualifications set forth in Section 1.3 of Exhibit I – Request for Proposals.

7. REPORTS

Required Documentation and Reporting

A. Records of all Service provided to Consumers and all expenses incurred in relation to the provision of Services must be maintained consistent with the time periods described in Paragraph 10.

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Provider shall provide HCJFS with the reports specified in Exhibit I - Request for Proposals, Section 1.4. Reporting Requirements. Report formats may include paper reports or electronic data files. Provider shall provide additional reports or make revisions in the data elements or format upon the request of HCJFS, without additional charge to HCJFS and without a contract amendment. Upon request of HCJFS, the Provider shall supply the underlying data to support any report submitted. All data shall be in an electronic file format, approved by HCJFS. HCJFS may add, substitute or eliminate reports to be submitted without additional charge to HCJFS and without a contract amendment.

B. Additional Reports

HCJFS reserves the right to request additional reports at any time during any term of the Contract. Provider shall use its best efforts to provide such additional reports within ten (10) calendar days of receipt of the request. In no event will HCFJS withhold payment to Provider pending receipt any additional, non-standard reports.

Provider shall provide access to HCJFS to any HCJFS data relating to the provision of Services, in whatever media it is stored. Access shall include but is not limited to viewing data, generating reports and downloading data which Provider has used, collected, input and saved in relation to the Services.

8. COMPENSATION

A. Basis for Computation of the Unit Rate

Provider has prepared budgets for the time periods of July 1, 2018 through June 30, 2020 as set forth in Exhibit III - Budget, which Provider understands and agrees is the basis of the computation of the Unit Rate and Excess Mileage Rate (as described below) that will be used to compensate it for Services it provides under this Contract.

Provider warrants and represents that such Budget is based upon current financial information and projections. Provider agrees that it will notify HCJFS, in writing, within five (5) calendar days when it knows or should have known that the information contained in the Budget is inaccurate or contains errors.

Provider warrants and represents that the unallowable costs set forth in Exhibit VI were not included in Exhibit III - Budget and that these costs will not be included in any invoice submitted for payment.

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B. Profit Margin

The parties agree that the profit margin for this Contract, as set forth in Exhibit III- Budget contained in Section 2.3 of Exhibit II - Provider's Proposal, will not be more than five percent (5%) over the term of the Contract. Provider represents that the profit margin contained as a part of and as set forth in the Unit Rate, is not more than five percent (5%).

9. BILLING AND PAYMENT

A. Rates of Payment – County agrees to compensate the Vendor in the amount of $47.26 for each one-way trip which is 25 miles or under ("Base Unit Rate"). For one-way trips which are over 25 miles, Vendor will be compensated the Base Unit Rate for the one-way trip plus the Excess Mileage Rate in the amount of $1.98 per mile for any miles in excess of 25 miles.

B. Provider shall submit one (1) original invoice for each month that Services are delivered to a Consumer. Original invoices shall be sent via email each month to Transportation Services Section Chief or designee, 3rd fl. Hamilton County Dept. of Job and Family Services, 222 East Central Parkway, Cincinnati, Ohio 45202 within thirty (30) days of the end of the service month. Provider shall make all reasonable efforts to include all Services provided during the service month on of the above described invoice. Provider shall indicate the following on all invoices submit for payment:

1. Provider's name, address, telephone number;
2. Provider number;
3. Purchase order number;
4. Program identification;
5. Invoice date and number;
6. Billing period;
7. Total amount due for billing period
8. Total one-way trips provided; and
9. Total amount of profit earned during that service month and year to date.

At the time the invoice is submitted, Provider must submit an Invoice Details File containing the information set forth in Exhibit V – Invoice Detail File Requirements to HCJFS via the HCJFS designated SFTP site.

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HCJFS reserves the right to change the structure and/or content of the Exhibit V - Invoice Details File Requirements, as it deems appropriate and necessary. Any changes or modifications to Exhibit V Invoice Details File Requirements will not require an amendment to this Contact.

HCJFS will not pay for any Service if the invoice for such Service is submitted to HCJFS more than sixty (60) calendar days from the end of the service month in which the Service was performed unless the delay is due to untimely issuance of Consumer Authorizations by HCJFS. HCJFS will not pay for any cancelled trips, regardless of whether a Consumer Authorization was issued for such trip. It is the responsibility of the Provider to request special consideration and documentation with its invoice if Consumer Authorizations were not issued timely by HCJFS. In addition, HCJFS will not pay for any Service if the invoice is incomplete or inaccurate and the Provider fails to correct or complete such invoice during the sixty (60) day period beginning at the end of the service month in which the Service was performed.

Provider will not be granted an extension of time to correct incomplete or inaccurate invoices even if said invoices are timely.

C. HCJFS will make every reasonable effort to pay timely and accurate invoices within thirty (30) calendar days of receipt for all invoices received in accordance with the terms of this Contract. Notwithstanding any other provision of this Contract to the contrary, HCJFS will only pay for Services for which a Consumer Authorization was issued.

D. Any costs or expenses necessary for Provider to meet any of invoicing, reporting or other requirements set forth herein, shall be at no additional cost or expense to the County or to HCJFS.

E. The Provider warrants that claims made to HCJFS for payment for Services provided shall be for actual Services rendered and do not duplicate claims made by the Provider to other sources of public funds for the same Service.

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10. AVAILABILITY AND RETENTION OF RECORDS

A. Provider agrees all records, documents, writing or other information, including but not limited to, financial records, census records, Consumer records and documentation of legal compliance with OAC rules, produced by Provider under this Contract, and all records, documents, writings or other information, including but not limited to financial, census and Consumer used by Provider in the performance of this Contract shall be maintained for a minimum of six (6) years. All records relating to costs, work performed and supporting documentation for invoices submitted to HCJFS by Provider, along with copies of all deliverables submitted to HCJFS pursuant to this Contract, will be retained and made available by Provider for inspection and audit by HCJFS, or other relevant governmental entities including, but not limited to the Hamilton County Prosecuting Attorney, ODJFS, the Auditor of the State of Ohio, the Inspector General of Ohio or any duly appointed law enforcement officials and the United States Department of Health and Human Services for a minimum of six (6) years after reimbursement for Services rendered under this Contract. Absent exigent or extraordinary circumstances, HCJFS will provide Provider no less than seven (7) business days' prior written notice for a review, inspection or audit of Provider's records. Any review, inspection or audit by HCJFS will take place at Provider's office or an office selected by Provider in Butler County or Hamilton County Ohio, during normal business hours. If a review, audit, litigation or other action is initiated during the time period of the Contract, Provider shall retain such records until the action is concluded and all issues resolved or the six (6) years have expired, whichever is later.

B. Provider agrees it will not use any information, systems or records made available to it for any purpose other than to fulfill the contractual duties specified herein, without permission of HCJFS, except as otherwise required by law or in defense or prosecution of any dispute or proceeding relating to Provider's services under this Contract; provided, however, Provider preserve the confidentiality of such information before any disclosure. HCJFS must consent, in writing, prior to any disclosure of any Consumer specific information; such consent shall not be unreasonably withheld.

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C. To the extent not otherwise required by law, Provider agrees to keep all financial records in a manner consistent with generally accepted accounting principles to the extent reasonable, and practical. Provider shall employ sound accounting principles consistently applied and in compliance will all applicable laws, rules and regulations.

D. Records must be maintained for all Services provided by this Contract and all the expenses incurred in the operation of the programs described herein. Services provided and expenses incurred without proper documentation will not be paid, and overpayments will be recovered through the review, inspection or audit process. Proper documentation of Service provided is defined as a personal record of Service maintained by Provider staff that details the Service(s) provided to or on behalf of a Consumer, with the beginning and ending time(s) of the Service(s).

11. NON-EXCLUSIVE

This is a non-exclusive Contract, and HCJFS may purchase the same or similar item(s) from other Providers at any time during the term of this Contract.

12. CONFLICT OF INTEREST

This Contract in no way precludes, prevents, or restricts the Provider from obtaining and working under an additional contractual arrangement(s) with other parties aside from HCJFS, assuming that the contractual work in no way impedes the Provider's ability to perform the Services required under this Contract. The Provider warrants that at the time of entering into this Contract, it has no interest in nor shall it acquire any interest, direct or indirect, in any Contract that will impede its ability to perform the Services under this Contract.

The Provider further agrees that there is no financial interest involved on the part of any HCJFS officers or employees, Board of County Commissioners, or employees of the County involved in the development of the specifications or the negotiation of this Contract. The Provider has no knowledge of any situation that would be a conflict of interest. It is understood that a conflict of interest occurs when a HCJFS employee will gain financially or receive personal favors as a result of the signing or implementation of this Contract. The Provider will report the discovery of any potential conflict of interest to HCJFS. Should a conflict of interest be discovered during the term of this Contract, HCJFS may exercise any right under the Contract, including termination.

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Provider further agrees to comply with Ohio ethics laws as listed in the Ohio Revised Code Chapters 102 and 2921 and the Ohio Administrative Code Chapter 5101. By signing this Contract, Provider certifies to be in compliance with these provisions.

13. ASSIGNMENT AND SUBCONTRACTING

The parties expressly agree that this Contract shall not be assigned by the Provider without the prior written consent of the County. Provider agrees that the assignment of any portion of this Contract, without the prior consent of the County, is grounds for HCJFS (at its option) to terminate this Contract with one (1) day prior written notice under Section 17.B. In no event can any of the Services, described herein, be subcontracted to another provider

14. GOVERNING LAW

This Contract and any modifications, amendments, or alterations, shall be governed, construed, and enforced under the laws of Ohio.

15. INTEGRATION AND MODIFICATION

This instrument including all exhibits embodies the entire agreement of the parties. There are no promises, terms, conditions or obligations other than those contained herein. This Contract shall supersede all previous communications, representations or contracts, either written or oral, between the parties to this Contract. This Contract shall not be modified in any manner except by an instrument, in writing, executed by the parties to this Contract.

The Provider acknowledges and agrees that only staff from the Contract Services Section of HCJFS may initiate contract changes with the approval of the County. In no event will an oral contract with HCJFS be recognized as a legal and binding change or amendment to the Contract.

16. SEVERABILITY

If any term or provision of this Contract or the application thereof to any person or circumstance shall, to any extent be held invalid or unenforceable, the remainder of this Contract or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby

and each term and provision of this Contract shall be valid and enforced to the fullest extent permitted by law.

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17. TERMINATION

A. Termination for Convenience

1. By HCJFS:
This Contract may be terminated by HCJFS upon notice, in writing, delivered upon Provider no less than One Hundred Twenty (120) calendar days prior to the effective date of termination.

2. By Provider:
This Contract may be terminated by Provider upon notice, in writing, delivered upon HCJFS no less than Two Hundred Forty (240) calendar days prior to the effective date of termination.

B. Termination for Cause by HCJFS

If Provider fails to provide the Services as provided in this Contract for any reason other than Force Majeure, or if Provider otherwise Materially Breaches this Contract, HCJFS may consider Provider in default. HCJFS agrees to give Provider thirty (30) days written notice specifying the nature of the default. Provider shall have seven (7) calendar days from receipt of such notice to provide a written plan of action to HCJFS to cure such default. HCJFS is required to approve or disapprove such plan within five (5) calendar days of receipt. In the event Provider fails to submit such plan or HCJFS disapproves such plan, HCJFS has the option to immediately terminate this Contract upon written notice to Provider.

If Provider fails to cure the default in accordance with an approved plan or cure the default within the thirty (30) notice period, then County, at its sole option, may terminate this Contract at the end of the thirty (30) day notice period. Any extension of the time periods set forth above shall not be construed as a waiver of any rights or remedies the County or HCJFS may have under this Contract.

For purposes of the Contract, "Material Breach" shall mean an act or omission that violates or contravenes an obligation required under the Contract and which, by itself or together with one or more other breaches, has a negative effect on, or thwarts the purpose of the Contract as stated herein. A Material Breach shall not

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include an act or omission, which has a trivial or negligible effect on the quality, quantity, or delivery of the goods and services to be provided under the Contract. Notwithstanding the above, in cases of substantiated allegations of: i) improper or inappropriate activities, ii) loss of required licenses iii) actions, inactions or behaviors that may result in harm, injury or neglect or a Consumer, iv) unethical business practices or procedures; or v) any other event that HCJFS deems harmful to the well-being of a Consumer; HCJFS may immediately terminate this Contract upon delivery of a written notice of termination to Provider.

C. Effect of Termination

1. Upon any termination of this Contract, Provider shall be compensated for (i) any outstanding invoices that have been issued in accordance with this Contract; and (ii) Services satisfactorily performed in accordance with the terms and conditions of this Contract up to the date of termination. In determining any amount due and owing to Provider, and/or credit or payment due to HCJFS, the parties will perform a reconciliation of all amounts properly invoiced by Provider any payments made by HCJFS, as of the date of termination.

2. Provider, upon receipt of notice of termination, shall take all necessary or appropriate steps to limit disbursements and minimize costs and furnish a report, as of the date of receipt of notice of termination, describing the status of all work under this Contract, including without limitation, results accomplished, conclusions resulting therefrom and any other matters as HCJFS may require.

D. Provider shall not be relieved of liability to HCJFS for damages sustained by HCJFS by virtue of any breach of the Contract by Provider. HCJFS may withhold any compensation to Provider for the purpose of off-set until such time as the amount of damages due County and HCJFS from Provider is agreed upon or otherwise determined.

18. DISPUTE RESOLUTION

Subject to Paragraph 17 (Termination), which would permit termination in the case of termination for substantiated allegations involving certain matters, the Parties agree to work cooperatively to resolve any dispute in the most efficient and expeditious manner possible. Within thirty (30) calendar days from the time the Provider discovers or should have discovered that a matter is properly an issue that should be determined under this Paragraph

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18 (Dispute Resolution), Provider shall prepare and submit a Notice of Dispute. The Notice of Dispute shall state the facts surrounding the claim, together with its character and scope and include any evidence to substantiate any dispute and a means by which to resolve such matter in the best interest of the parties. The Notice of Dispute shall be forwarded in writing to the following representatives of the parties as follows:

A maximum of forty-five (45) working days is allowed at each of Step 1 and Step 2 (unless extended in writing by both parties) before the dispute resolution procedure is automatically elevated to the next higher step. Step 1 representatives are as follows:

Representative for HCJFS: Unit Supervisor for Contract Services
Representative for Provider: VP of Paratransit Operations

If an agreement cannot be reached during Step 1, the giving party may elevate the dispute to Step 2 using the following representatives:

Representative for HCJFS: Director of Contract Services
Representative for Provider: CEO

All representatives shall communicate with each other to readily resolve items in dispute. Nothing herein shall preclude either party from pursuing its remedies available at law or in equity.

19. COMPLIANCE

Provider certifies that Provider's provision of direct or indirect services under this Contract will comply with all requirements of federal laws and regulations, including, but not limited to 2CFR Part 215 (OMB A-110), 2CFR Part 225 (OMB A-87), 2CFR Part 230 (OMB A-122), and 2CFR Part 220 (OMB A-21), state statutes and the Ohio Administrative Code rules in the conduct of work hereunder. The Provider accepts full responsibility for payment of any and all unemployment compensation premiums, all income tax deductions, pension deductions, and any and all other taxes or payroll deductions required for the performance of the work by the Provider's employees.

20. NON-DISCRIMINATION IN EMPLOYMENT

Provider certifies it is an equal opportunity employer and shall remain in compliance with state and federal civil rights and nondiscrimination laws and regulations including, but not limited to Title VI, and Title VII of the Civil Rights Act of 1964 as amended, the Rehabilitation Act of 1973, the Americans with Disabilities Act, the Age Discrimination

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Act of 1975, the Age Discrimination in Employment Act, as amended, and Ohio Civil Rights Law.

During the performance of this Contract, Provider will not discriminate against any employee, contract worker, or applicant for employment because of race, color, religion, sex, national origin, ancestry, disability, Vietnam-era veteran status, age, political belief or place of birth. Provider will take affirmative action to ensure that during employment, all employees are treated without regard to race, color, religion, sex, national origin, ancestry, disability, Vietnam-era veteran status, age, political belief or place of birth. These provisions apply also to contract workers. Such action shall include, but is not limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising, layoff, or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Provider agrees to post in conspicuous places, available to employees and applicants for employment, notices stating the Provider complies with all applicable federal and state non-discrimination laws.

Provider, or any person claiming through the Provider, agrees not to establish or knowingly permit any such practice or practices of discrimination or segregation in reference to anything relating to this Contract, or in reference to any contractors of said Provider.

21. NON-DISCRIMINATION IN THE PERFORMANCE OF SERVICES

Provider agrees to comply with the non-discrimination requirements of Title VI of the Civil Rights Act of 1964, 42 USC Section 2000d, and any regulations promulgated there under. Provider further agrees that it shall not exclude from participation in, deny the benefits of, or otherwise subject to discrimination any Consumer in its performance of this Contract on the basis of race, color, religion, sex, national origin, ancestry, disability, Vietnam-era veteran status, age, political belief, or place of birth.

Provider further agrees to comply with OAC 5101:9-02-01 and OAC 5101:9-02-05, as applicable, which require that contractors and sub-grantees receiving federal funds must assure that Consumer with limited English proficiency (LEP) can meaningfully access services. To the extent Provider provides assistance to LEP individuals through the use of an oral or written translator or interpretation services, in compliance with this requirement, such individuals shall not be required to pay for such assistance.

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22. SOLICITATION OF EMPLOYEES

Provider and HCJFS warrant that for the Initial Term and any Optional Renewal Term, Provider and HCJFS will not solicit each other's employees for employment. The term "Provider" includes any agent or representative of the Provider. The normal solicitation activities of the parties through advertisements in published media, job postings, job fairs, trade magazine publications, college recruitment activities, and the like, which may expose one party's employees to the other, shall not violate this provision.

23. RELATIONSHIP

Nothing in this Contract is intended to, or shall be deemed to constitute a partnership, association or joint venture with Provider in the conduct of the provisions of this Contract. Provider shall at all times have the status of an independent contractor without the right or authority to impose tort, contractual or any other liability on HCJFS or the County.

24. DISCLOSURE

Provider hereby warrants and represents that it has disclosed any information that it possesses about any business relationship or financial interest that said Provider has with a County employee, employee's business, or any business relationship or financial interest that a county employee has with the Provider or in the Provider's business.

25. WAIVER

Any waiver by either party of any provision or condition of this Contract shall not be construed or deemed to be a waiver of any other provision or condition of this Contract, nor a waiver of a subsequent breach of the same provision or condition.

26. NO ADDITIONAL WAIVER

If HCJFS or Provider fails to perform any obligations under this Contract and thereafter such failure is waived by the other party, such waiver shall be limited to the particular matter waived and shall not be deemed to waive any other failure hereunder. Waivers shall not be effective unless in writing.

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27. CONFIDENTIALITY

The Provider agrees to comply with all federal and state laws confidentiality laws applicable to HCJFS and Consumers.. The Provider understands that any access to the identities of any Consumers shall only be as necessary for the purpose of performing its responsibilities under this Contract. Except as otherwise required by applicable law. Provider agrees that the use or disclosure of information concerning Consumers for any purpose not directly related to the administration of this Contract is prohibited.

28. AUDIT REQUIREMENTS

A. Provider shall conduct or cause to be conducted an annual review of its financial statements. Reviews may be conducted using a "sampling" method. The areas to be reviewed using the sampling method may include but are not limited to months, expenses, total units, and billable units. Any exception or finding based on a "sampling" will only apply to the sampling, and not the entire population.

B. Provider agrees to accept responsibility for receiving, replying to and complying with any exception or finding, related to the provision of Services under this Contract.

C. Provider agrees to repay HCJFS the full amount of payment received for duplicate billings, erroneous billings, or false or deceptive claims. When an overpayment is identified and the overpayment cannot be repaid in one month, Provider may be required to sign a Repayment Agreement with HCJFS. Provider agrees HCJFS may withhold any money due and recover through any appropriate method any money erroneously paid under this Contract if evidence exists of less than full compliance with this Contract. If repayments are not made according to the agreed upon terms, future checks may be held until the repayment of funds is current. Checks held more than sixty (60) days may be canceled and may not be re-issued. HCJFS also reserves the right to not increase the unit rate or the overall Contract amount for Services purchased under this Contract if there is any outstanding or unresolved issue related to an audit finding. Any change to the Repayment Agreement will require a formal amendment to be signed by all parties.

D. Unless otherwise required by law, Provider agrees to give HCJFS a copy of Provider's most recent annual report and most recent annual review within fifteen (15) days of receipt of such reports.

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E. To the extent applicable, Provider will cause a single or program-specific audit to be conducted in accordance with OMB Circular A-133. If such audit is required, Provider should submit a copy of the completed audit report to HCJFS within forty-five (45) days after receipt from the accounting firm performing such audit.

F. HCJFS reserves the right to evaluate programs of Provider. The evaluation may include, but is not limited to reviewing records, observing programs, and interviewing program employees and Consumers. Provider will be responsible for the costs for these evaluations.

29. WARRANTIES AND REPRESENTATIONS

A. Provider warrants and represents that, at all times during the Initial Term and any Optional Renewal Term, Provider shall maintain all required licensures and certifications in good standing. In addition, Provider shall immediately notify HCJFS of any action, modification or issue relating to said licensures or certifications.

B. Provider warrants and represents that its Services shall be performed in a professional and work like manner in accordance with applicable professional standards.

C. Provider warrants and represents that Provider's provision of direct or indirect Services under this Contract will comply with all requirements of federal, state and local laws and regulations, including but not limited to, Office of Management and Budget Circular A-133, 2 C.F.R. Part 215, 2 C.F.R. Part 220, 2 C.F.R. Part 225, 2 C.F.R. Part 230, and the statutes and rules of Provider's home state in the conduct of work hereunder.

D. Provider warrants and represents all other sources of revenue have been actively pursued prior to billing HCJFS for Services, including but not limited to, third party insurance, Medicaid, and any other source of local, state or federal revenue. All revenue sources currently accessed by Provider and available to serve the Consumers identified in the Scope of Service shall be listed in Exhibit III- Budget and utilized, where permissible, to reduce the cost of the contracted service to HCJFS.

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E. Provider warrants and represents that separate books and records, including, but not limited to the general ledger account journals and profit/loss statements have been established and will be maintained for the revenue and expenses of this program.

30. AVAILABILITY OF FUNDS

This Contract is conditioned upon the availability of federal, state, or local funds appropriated or allocated for payment for Services provided under the terms and conditions of this Contract. By sole determination of HCJFS, if funds are not sufficiently allocated or available for the provision of the Services performed by Provider hereunder, HCJFS reserves the right to exercise one of the following alternatives:

A. Reduce the utilization of the Services provided under this Contract, without change to the terms and conditions of the Contract; or

B. Issue a notice of intention to terminate the Contract.

HCJFS will notify Provider at the earliest possible time of such decision. No penalty shall accrue to County or HCJFS in the event either of these provisions is exercised. Neither County nor HCJFS shall be obligated or liable for any future payments due or for any damages as a result of termination under this Section.

31. FORCE MAJEURE

If by reason of force majeure, the parties are unable in whole or in part to act in accordance with this Contract, the parties shall not be deemed in default during the continuance of such inability provided, however, that Provider shall only be entitled to the benefit of this Paragraph for fourteen (14) days if the event of force majeure does not affect HCJFS' property or employees which are necessary to Provider's ability to perform.

The term "Force Majeure" as used herein shall mean without limitation: acts of God; strikes or lockout; acts of public enemies; insurrections; riots; epidemics; lightening; earthquakes; fire; storms; flood; washouts; droughts; arrests; restraint of government and people; civil disturbances; and explosions.

Provider shall, however, remedy with all reasonable dispatch any such cause to the extent within its reasonable control that prevents Provider from carrying out its obligations contained herein.

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32. SUBMISSION TO JURISDICATION AND APPLICABLE LAW

Each party hereto submits to the exclusive jurisdiction of any state court sitting in the County of Hamilton, State of Ohio, in any action or proceeding arising out of or relating to this Contract, agrees that all claims in respect of the action or proceeding shall be heard and determined in any such court, waives any objection to venue therein, and agrees not to bring any action or proceeding arising out of or relating to this Contract in any other court. The Parties further agree that this choice of venue is to be considered mandatory, and not optional in nature, thereby precluding the possibility of litigation in any venue or jurisdiction other than that specified in this Section. The Parties further agree that any final judgment rendered in any such action or such proceeding, as provided herein, shall be conclusive as to the subject matter of such final judgment, subject only to the right of appeal provided by the laws of the State of Ohio, and that once any such right of appeal has been exhausted or waived, such final judgment may be enforced in other jurisdictions in any manner provided by law.

For any legal action brought pursuant to the Contract, Ohio law will apply.

33. PUBLIC RECORDS

This Contract is a matter of public record under the Ohio public records law. By entering into this Contract, Provider acknowledges and understands that records maintained by Provider pursuant to this Contract may also be deemed public records and subject to disclosure under Ohio law. Upon request made pursuant to Ohio law, HCJFS shall make available the Contract and all public records generated as a result of this Contract.

34. DRUG-FREE WORKPLACE

Provider certifies and affirms Provider will comply with all applicable state and federal laws regarding a drug-free workplace as outlined in 45 CFR Part 630, Subpart F and 41 USC 8101, as applicable. Provider will make a good faith effort to ensure all employees performing duties or responsibilities under this Contract, while working on state, county or private property, will not purchase, transfer, use or possess illegal drugs or alcohol, or abuse prescription drugs in any way.

35. PUBLIC ASSISTANCE WORK PROGRAM PARTICIPANTS

Pursuant to Chapter 5107 of the Ohio Revised Code and Prevention, Retention, and Contingency Program established under Chapter 5108 of the Revised Code, Provider agrees to not discriminate in hiring and promoting against applicants for and participants

for the Ohio Works Program. Provider also agrees to include such provision in any such contract, subcontract, grant or procedure with any other party which will be providing services, whether directly or indirectly, to Consumers.

36. HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT (HIPAA)

Provider agrees to comply with all Health Insurance Portability and Accessibility Act ("HIPAA") requirements and meet all HIPAA compliance dates.

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37. SCREENING AND SELECTION

Provider represents and agrees that it will comply with the screening and selection as set provisions as set forth in Section 1.3 Employee Qualifications of Exhibit I – Request for Proposals.

38. INDEMNIFICATION

Provider represents and agrees that it will comply with the Indemnification provisions as set forth in Section. 2.12 of Exhibit I- Request for Proposals. In addition, Provider agrees to pay all Damages, liabilities, costs and expenses of the Indemnified Parties in defending any action arising regardless of any conflict of interest that may exist between the Indemnified parties and Provider. In the event Provider fails to defend the Indemnified Parties as set forth in this paragraph, which may result in a breach of contract, such parties may defend themselves and Provider shall pay all actual costs and expenses for such defense including, but not limited to, judgments, awards, amounts paid in settlement, applicable court costs, witness fees and attorneys' fees. The respective rights and obligations of the parties under this Section shall survive the expiration or termination of the contract for any reason.

39. INSURANCE

Provider represents and agrees that it will comply with the Insurance provisions as set forth in Section. 2.11 of the Request for Proposals other than Item 8 on Page 35 of the Request for Proposals which requires Provider to replenish all coverage limits. Notwithstanding the above, Provider shall maintain the coverage limits during the life of this Contract and provide Certificates of Insurance to HCJFS on an annual basis as proof of coverage requirements.

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40. AMENDMENTS

This writing constitutes the entire agreement between Provider and HCJFS with respect to all matters herein. Unless otherwise provided herein, this Contract may be amended only in writing and signed by Provider and County.

41. LOBBYING

Provider warrants that during the Initial Term and any Optional Renewal Term, Provider has not and will not use Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any Federal agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Provider further warrants that Provider will disclose any lobbying with any non-Federal funds that takes place in connection in obtaining any Federal award. Upon receipt of notice, HCJFS may issue a termination notice in accordance with the terms of this Contract. If Provider fails to notify HCJFS, HCJFS reserves the right to immediately suspend payment and terminate the Contract.

42. DEBARMENT AND SUSPENSION

Provider will, upon notification by any federal, state, or local government agency, immediately notify HCJFS of any debarment or suspension of Provider being imposed or contemplated by the federal, state or local government agency. Provider will immediately notify HCJFS if it is currently under debarment or suspension by any federal, state, or local government agency.

43. FAITH BASED ORGANIZATIONS

To the extent applicable, Provider agrees it will perform the Services under this Contract in compliance with Section 104 of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 in a manner that will ensure the religious freedom of Consumers is not diminished and it will not discriminate against any Consumer based on religion, religious belief, or refusal to participate in a religious activity. No funds provided under this Contract will be used to promote the religious character and activities of Provider. If any Consumer objects to the religious character of the organization, Provider will immediately notify HCJFS.

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44. CHILD SUPPORT

Provider agrees to cooperate with ODJFS and any Ohio Child Support Enforcement Agency ("CSEA") in ensuring Provider or the employees of Provider meets child support obligations established under state or federal law. Further, by executing this Contract Provider certifies present and future compliance with any court or valid administrative order for the withholding of support which is issued pursuant to the applicable sections in Chapters 3119, 3121, 3123, and 3125 of the Ohio Revised Code.

45. GRIEVANCE PROCESS

Provider will post its grievance policy and procedures in a public or common area at each contracted site so all Consumers and representatives are able to observe this policy. Provider will notify HCJFS in writing on a monthly basis of all grievances initiated by Consumers or their representatives involving the Services. Provider shall submit any facts pertaining to the grievance and the resolution of the grievance to HCJFS Contract Manager, no less frequently than monthly.

46. DEBT CHECK PROVISION

The Debt Check Provision, ORC 9.24, prohibits public agencies from awarding a contract for goods, services, or construction, paid for in whole or in part from state funds, to a person or entity against whom a finding for recovery has been issued by the Ohio Auditor of State if the finding for recovery is unresolved. By entering into this Contract, Provider warrants and represents a finding for recovery has not been issued by the Ohio Auditor of State. Provider further warrants and represents Provider shall notify HCJFS within one (1) business day should a finding for recovery occur during any term of the Contract.

47. PROPERTY OF HAMILTON COUNTY

The deliverable(s) and any item(s) provided or produced pursuant to this Contract (collectively "Deliverables") shall be considered "works made for hire" within the meaning of copyright laws of the United States of America and the State of Ohio. HCJFS is and shall be deemed the sole author of the Deliverables and the sole owner of all rights therein. If any portion of the Deliverables are deemed not to be a "work made for hire," or if there are any rights in the Deliverables not so conveyed to County and HCJFS, then Provider agrees to and by executing this Contract hereby does assign to County and HCJFS all worldwide rights, title, and interest in and to the Deliverables.

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County and HCJFS acknowledges that its sole ownership of the Deliverables under this Contract does not affect Provider's right to use general concepts, algorithms, programming techniques, or methodologies, that have been developed by Provider prior to or as a result of this Contract or that are generally known and available.

Any Deliverable provided or produced by Provider under this Contract or with funds hereunder, including any documents, data, photographs and negatives, electronic reports/records, or other media, are the property of County and HCJFS, which has an unrestricted right to reproduce, distribute, modify, maintain, and use the Deliverables. Provider will not obtain copyright, patent, or other proprietary protection for the Deliverables. Provider will not include in any Deliverable any matter subject to copyright, patent, or other proprietary protection unless the owner gives prior written approval for County and HCJFS and Provider to use such matter. Provider agrees that all Deliverables will be made freely available to the general public unless HCJFS determines that, pursuant to state or federal law, such materials are confidential or otherwise exempt from disclosure.

48. CORRECTIVE ACTION PLANS

Provider agrees to notify HCJFS immediately of any Corrective Action Plan ("CAP") issued from any state or other county agency regarding the Services provided pursuant to this Contract. County and HCJFS may withhold Consumer Authorizations or immediately terminate this Contract (as applicable), upon written notice, if Provider fails to comply with any state or county CAP. HCJFS will send written notice to the Provider in the event Consumer Authorizations are being withheld. Upon request, Provider shall meet with HCJFS staff in a timely manner to provide a written plan detailing how it will respond to any CAP. Provider will also keep HCJFS informed of the current status regarding a CAP.

49. CLEAN AIR AND FEDERAL WATER POLLUTION CONTROL ACT

Provider agrees to comply with all applicable standards, orders or regulations issued pursuant to section 306 of the Clean Air Act (42 U.S.C. 7401), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and any applicable Environmental Protection Agency regulations. Provider understands that violations of all applicable standards, orders or regulations issued pursuant to section 306 of the Clean Air Act (42 U.S.C.7401), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and any applicable Environmental Protection Agency regulations must be reported to the Federal awarding agency and the Regional Office of Environmental Protection Agency (EPA).

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50. ENERGY POLICY AND CONSERVATION ACT

Provider agrees to comply with all applicable standards, orders or regulations issued relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871, 42 U.S.C. 6201).

51. CONTRACT CLOSEOUT

At the discretion and initiation of HCJFS, a contract closeout procedure may commence within ninety (90) days after the termination or expiration of this Contract to ensure at a minimum that all required forms, reports and deliverables were submitted to and accepted by HCJFS in accordance with this Contract.

52. NOTICES

Any information or notice required to be given in writing under this Contract shall be effective upon receipt at the address of the addresses. For purposes of notice, the addresses of the parties shall be as follows:

If to Board:
County Administrator
Room 603
138 East Court Street
Cincinnati, OH 45202

If to Universal Transportation Systems dba UTS:
Attn: CEO/Owner
Geoff Kuzio
5284 Winton Rd.
Fairfield, OH 45014

With a copy to:
Moira Weir, Director
222 Central Parkway
Cincinnati, OH 45202

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53. HCJFS CONTACT INFORMATION

Name	Phone #	Department	Responsibility
Sheila Bass	513-946-2236	Contract Services	contract changes, contract language
Judy Leonard	513-946-2308	Program Services	Scope of service, Consumer Authorization, Services eligibility.

(Signatures appear on next page)

Contract # 130467

The terms of this Contract are hereby agreed to by both parties, as shown by the signatures of representatives of each.

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IMAGE 451

SIGNATURES

Board of County Commissioners,
Hamilton County, Ohio

By: _____ (Signature)

Name: _____ (Print)

Title: _____ (Print)

Date: _____

Universal Transportation Systems

By: _____ (Signature)

Name: GEOFF KUZIO (Print)

Title CEO (Print)

Date: _____

Recommended By:

_____

Date: 6/04/18

Moira Weir, Director
Hamilton County Department of Job & Family Services
Hamilton County, Ohio

Approved as to form:

By: _____
Assistant Prosecuting Attorney
Hamilton County, Ohio

EXHIBIT I

HAMILTON COUNTY JOB & FAMILY SERVICES

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IMAGE 4572

REQUEST FOR PROPOSALS
FOR
FAMILY & CHILDREN'S SERVICES
TRANSPORTATION SERVICES
RFP SB01-18R

Issued by
THE HAMILTON COUNTY DEPARTMENT OF JOB & FAMILY SERVICES
222 E. CENTRAL PARKWAY
CINCINNATI, OHIO 45202

(JANUARY 4, 2018)

Deadline for Proposal Registration: JANUARY 18, 2018
RFP Conference: JANUARY 18, 2018, 10:00 A.M.
Location: Hamilton County Job & Family Services
222 East Central Parkway
6th Floor 6SE201
Cincinnati, Ohio 45202
Due Date for Proposal Submission: FEBRUARY 12, 2018 @ 2 P.M.

Submitted proposals are not subject to public inspection until a contract is awarded and executed. Proposals will be evaluated and Providers may be requested to provide a demonstration of their proposed services offered.

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REQUEST FOR PROPOSAL (RFP) FOR FAMILY & CHILDREN'S SERVICES TRANSPORTATION SERVICES

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IMAGE 4576

MISSION STATEMENT

We, the staff of the Hamilton County Department of Job & Family Services, provide services for our community today to enhance the quality of living for a better tomorrow.

1.0 REQUIREMENTS & SPECIFICATIONS

1.1 Introduction & Purpose of the Request for Proposal

The Hamilton County Department of Job & Family Services (HCJFS) is seeking proposals for the purchase of Transportation Services for Children's Services. The Board of County Commissioners, Hamilton County, Ohio (BOCC) reserves the right to award Contracts for these services to several different Providers and to award Contracts for all or any of portion of the of the services requested herein. The Contract(s) shall be for an initial term of two (2) year ("Initial Term") with two (2) two (2) year renewal options ("Optional Renewal Terms") at the sole discretion of HCJFS.

If at any time during the Initial Term or any Optional Renewal Term, HCJFS determines that service capacity needs to be expanded HCJFS may re-release this RFP. Any contracts awarded from a re-issued RFP(s) will expire at the same time as the contracts awarded under the initial RFP. All proposals submitted as a part of a re-released RFP will be subject to and evaluated based upon the same criteria set forth in the initial RFP (plus any addenda issued as a part of the initial RFP).

Provider agrees that if selected by HCJFS under this RFP or any re-released RFP and if requested by HCJFS, that it will enter into an extension of the Contract for up to 90 days following the expiration of the term then in effect under the current terms, conditions and prices applicable at that point in time. This will allow HCJFS to make a seamless transition to any new Provider and mitigate negative impact for customers.

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1.2 Scope of Service

Participating families are involved with Children's Services for a number of reasons. Given their involvement with Children's Services, children and adults may exhibit issues or conditions that must be factored into the transportation plans. Transportation is for any person with a current and open Children Services case and the placement providers (paid placement providers or kin) for those families involved in case plan services in limited exceptional circumstances. Consumers may include newborns through adulthood, a minor child traveling alone, sibling sets, or adults traveling with or without minor Consumers. Most consumers are children traveling alone or in sibling sets. Placement providers may utilize transportation when traveling with large sibling sets (more than two children). The goal of this service is to provide safe, timely, effective transportation. Trip-leg authorizations will include but are not limited to consumers in receipt of case plan services related to mental health and drug and alcohol abuse assessment and treatment, visitation, parenting, fingerprinting, kinship and independent living services with a broad set of destinations including court, a community service provider, home and community visit locations, HCJFS, the Sheriff's office, court and similar sites. Trips can be authorized within the current month as long as two business day rule is met. Trip leg (s) are authorized any time after the 20th of the previous month for the current month. Trip authorizations are limited to a calendar month. Trip requests come to HCJFS via paper/electronic submissions. All authorized trips are entered into the HCJFS transportation database and placed on a secure server with three data load transfers available per day. The majority of authorizations are done with a two business day notice and many are authorized on a monthly basis. Trip-leg authorizations will also include time limited transport to school during transportation transitions due to relocations and summer camp for no more than three (3) weeks or as determined necessary by HCJFS.

Requirements for Transportation for Children's Services consumers:

The Provider understands and agrees that the following are applicable to the services described herein:

1. Provider shall schedule, coordinate and monitor the transportation based on the authorization from HCJFS. HCJFS shall provide the Provider with trip specific service authorizations, based upon requests received by HCJFS from the designated parties (Children's Services caseworkers and external authorized

requestors). The authorization will be made electronically and encrypted to the Provider, who shall then provide the service.

2. Provider coordination of all transports shall be provided in a manner to be most cost efficient while addressing the Consumer(s)'s medical, physical, custodial, psychiatric and timeliness needs.

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3. Provider shall coordinate transportation trips to both optimize efficiency and consumer safety in a manner that results in prompt response time. Provider shall continuously review and compare actual service results, implementing changes as necessary to improve transportation services.

4. Provider will be required to maintain full accountability of minor Consumer(s) being served. The employees of the Provider shall be sensitive to the care and needs of all Consumer(s). A protected and secure environment must be maintained at all times.

5. Provider must supply the consumer/requestor of service with a local cell phone number or agency number so they can call and advise that the consumer is ready for pick-up after the service or appointment's conclusion or to cancel previously scheduled transportation. Voice mail must also be provided.

6. Provider shall develop and implement policies and procedures to detail all aspects of managing and delivering transportation services that are requested herein, including but not limited to transportation scheduling, transportation services, invoicing, complaint/incident report and follow up, employee requirements, Consumer management and vehicle management. All policies and procedures shall be compiled in a manual format and shall be available to HCJFS on July 30, 2018.

7. Provider shall maintain, locally, all service-related records for a minimum of six (6) years, unless otherwise instructed by HCJFS. All Provider records shall be made available for review upon request in Cincinnati either electronically (scanned or original electronic record) and in hard copy.

8. Provider shall maintain daily trip sheets or a similar electronic record verifying that services were provided. Minimum information requirements include, but are not limited to, printed Consumer name, Consumer signature or authorized adult at drop off for minors, pick-up, and drop off location, pick-up and drop-off times, and driver's

printed name and signature. If at any time, HCJFS discovers it has paid for a trip and that the minimum required information is not completed on the trip log, HCJFS can either withhold the amount paid for such trip from amounts due Provider or require Provider to reimburse HCJFS for such trip.

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9. HCJFS authorized consumer requests will normally be made at least two (2) business days prior to the trip date. Some exceptional trip requests may be made with less than a two (2) day notice.

10. Transportation is door to door service for minor consumers. Minors may travel alone or with sibling groups. Minors may not be transported together unless they are in a sibling group. The driver acts as both the driver and monitor whether only one minor Consumer, or a sibling set, is transported.

11. There must be no physical/verbal use of force to insist any consumer will be transported to an appointment.

12. All authorized drop off locations must have a pre-authorized adult to receive unaccompanied minor Consumer(s).

13. To maintain a protected and secure environment during said transport, either the driver or monitor must physically accompany minor Consumer from the location to the vehicle. They must also accompany the minor Consumer from the vehicle to the authorized location and wait with the minor Consumer until a pre-authorized adult is ready to receive the minor Consumer. The driver/ monitor is required to ask for identification (ID) whenever he/she delivers a minor Consumer to the designated location. The ID submitted must match the name of the pre-authorized adult on the request for transportation.

14. Visitation locations require waiting up to fifteen (15) minutes after the appointment start time to ensure the visit will occur and to release the minor Consumer from the custody of the driver. If the appointment is cancelled, the driver must make phone contact with the authorized drop off location and immediately route the minor Consumer to the location designated in the authorized return trip.

15. At the end of the appointment, the Consumer should wait no more than twenty (20) minutes after the Provider is called for pick up from the appointment. The majority

of appointments will have a designated return time. The return trip may only be made to the pre-authorized drop off location.

16. Provider must ensure, unless authorized by HCJFS, a consumer will not ride in transportation vehicles during any one-way transport leg for more than seventy-five (75) minutes while traveling to or from the authorized destination. Exceptions include an authorized trip in excess of 125 mile radius and authorized alternate drop off for a minor with no responsible adult at home.

17. Provider cannot refuse service for authorized consumers who fall within the scope of the contract, but HCJFS may ban consumers for reasons related to behavior or needs in excess of available service. Provider shall defer to HCJFS on any rejection of requests for service for Consumers in cases of disruptive behavior. Attachment H: Transportation Services Procedure Memo (TSPM) 002 Transportation Incident Reports/Behavioral Suspensions and Attachment I: HCJFS 3303, Transportation Incident Report.

18. Standards exist for consumers who utilize transportation arranged by HCJFS. Failure of a consumer to abide by the standards may result in downgrade of services including suspension of transportation cab/van services by the Transportation Services Supervisor. If contacted by the media or any other Provider about this contract, Provider agrees to notify the designated Supervisor or Section Chief in lieu of responding immediately to media or other Provider queries.

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1.2.1 Population

The following data is provided for planning purposes only. HCJFS does not guarantee that the current service level will increase, decrease or remain the same. In 2016 – 2017 HCJFS Children's Services served at any point in time an average of 127 unduplicated Children's Services consumers or 577 trip legs monthly with a trip-leg rate of $31.10. It is anticipated that HCJFS will procure services for approximately 150 Children's Services consumers monthly during the Initial Term. The service level described herein is for information purposes only and is HCJFS' best estimate as to the number of customers that it will serve during the Initial Term. Provider understands that HCJFS is not making any guarantees or assurances as to the quantity of services it will purchase under the Contract.

Transportation requests for Children's Services consumers originate with HCJFS Children's Services staff or HCJFS external authorized requestors providing Children's Services case plan services. All requests flow through, and are authorized by, designated HCJFS staff.

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1.2.2 Service Components

1. Provider shall have a toll free telephone number accessible and answered 6:00 A.M. through 11:00 P.M. seven (7) days per week for consumers to call. Provider shall be available to provide transportation services 5:00 A.M. through 12:00 A.M., seven (7) days a week.
2. Provider shall dedicate an employee(s) to respond to non-medical emergencies (car trouble, accidents, etc.) and communicate emergency information to HCJFS' transportation management, parents/caregivers, Children's Services, and child care facilities.
3. For those individuals that require it, Provider shall transport individuals in folding wheelchairs, who can independently transfer from such wheelchair to the vehicle. Provider shall supply drivers who shall fold and store the wheelchair and provide minimal assistance (i.e. opening/closing the vehicle door and providing a step stool, when necessary).
4. For appointments with established return times, set at the point of authorization with HCJFS, the required response time is within a twenty (20) minute window around the return time. Due to the nature of the appointments, the expectation is that the

majority of return trips will have a scheduled return time. For the unscheduled "will call" pickups, the Provider shall ensure a response time of no more than thirty (30) minutes from the receipt of the call from the consumer and the vehicle arriving at the designated pickup location.

5. Based on the age, height and weight of the minor consumers transported, the Provider shall have vehicles equipped in accordance with all federal, state, local laws, rules and regulations when transporting (i.e., car seats, booster seats, etc.).

6. Provider shall be available to meet on a scheduled and unscheduled basis with HCJFS' staff to facilitate HCJFS' staff monitoring of contract performance, compliance, and program practices.

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7. Only HCJFS Children's Services Consumers may be transported in any given vehicle and the Provider shall not combine trips with persons from any other sources, including HCJFS. When no pre-authorized adult is home for the drop-off of a Consumer under the age 18, and the pre-authorized adult does not answer the phone, the Provider shall follow Attachment J – Transportation Services Procedure Memo (TSPM) 011: No Responsible Party Home.

8. Due to the mandated nature of certain transports for appointments, the Provider shall transport consumers in inclement weather, unless a jurisdiction in which the Consumer will travel has a Level 2 Snow Emergency. The Provider shall coordinate with schools and facilities, as needed, in cases where those facilities may be closed because of weather or other conditions. Provider shall arrive at the consumers' originating pick-up location in time for them to be at their appointments and destinations on time, as scheduled.

9. Minor Consumer(s) from the same family, riding to and from appointments together, shall have only one driver/monitor to accompany them to and from the appointment. This includes physically assuming responsibility at the designated pick up point and escorting unaccompanied minor Consumer(s) to the point of release for appointments of an authorized pre-authorized adult, and maintaining complete awareness and vigilance of minor Consumer activity.

10. Once the minor Consumer(s) arrive at the designated appointment, the driver/monitor is to release the minor Consumer(s) only to the pre-authorized adults,

at the designated appointment location. Upon appointment completion, the Provider will be required to pick-up the minor Consumer(s) for transport.

11. The monitor will escort the minor Consumer(s) from the appointment location, and return the minor Consumer(s) to the designated drop off location. The monitor will release the minor Consumer(s) to the pre-authorized adult.

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1.2.3 Incidents

1. Provider shall verbally contact the designated HCJFS Supervisor within one (1) hour of the occurrence of a critical incident. A critical incident includes, but is not limited to, no pre-authorized adult at home, vehicle accident, trauma or injury, danger to life or limb, death and/or medical involvement or an incident or event which may result in media involvement by HCJFS. Please see Attachment I for a full listing of critical incidents. If the HCJFS Supervisor is unavailable, the Provider shall contact the supervising HCJFS Section Chief. In addition, the Provider shall forward a written incident report within twenty-four (24) hours via e-mail. If a review of the available reports determines that additional information for proper and meaningful analysis is required, HCJFS shall conduct timely follow-up with the Provider.
2. Provider shall e-mail any non-critical incident reports within twenty four (24) hours of the actual incident to designated HCJFS Supervisor. The report shall detail what occurred, staff involved, outcome, and resolution. Reports that are purely informational and do not require intervention or follow-up shall be labeled "FYI."

1.2.4 Complaint Resolution

As the overwhelming majority of the consumers are children, the complaint process will capture performance under this contract. Complaints may be received from the requesting HCJFS staff or external vendors, and adult Consumers and or parents/guardians and placement providers of Consumers.

Provider is required to:

1. Have a Complaint Management process, establishing response and resolution expectations for all complaints received by Provider via e-mail or phone. The expectation is that medical providers and facilities that act as requestors of service will follow the e-mail complaint process outlined in Attachment K: Transportation

Services Procedure Memo 016 C – Transportation Services Complaint Process. Adult Consumers may prefer to utilize the phone process;

2. Designate an employee who is responsible for managing all Consumer complaints. This individual is to facilitate the resolution of complaints regarding Provider's services and refer to HCJFS those involving authorizations or other HCJFS responsibilities;

3. Provide large typed signs in all vehicles that explain the Consumer complaint process in clear and easy-to-understand language, also incorporating Limited English Proficiency (LEP) and other needs of Consumers, and contact information for Consumers to address a complaint;

4. Ensure the above contact person, or someone providing coverage for this person, is available by phone during HCJFS business hours (M-F / 7:30 a.m. – 4:30 p.m.);

5. Provider will track complaints by Consumer and type of complaint. Provider will individually address and document the resolution of each complaint and maintain information in an appropriate database or spreadsheet;

6. Provider will analyze and use information from the complaint database to increase service and decrease complaints; and make the data available to HCJFS within five (5) days of a request from HCJFS and /or the end of each month, depending on which occurs first;

7. Excellent Consumer service is a priority. HCJFS reserves the right to implement a performance improvement plan as a result of multiple complaints concerning service delivery; and

8. Provider shall send weekly, monthly and ad hoc (as requested) complaint reports to HCJFS.

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1.3 Employee Qualifications

Provider shall ensure that any employee who shall have direct contact with customers under the terms of this Contract will meet the following qualifications:

1. **Citizenship:** All employees shall be citizens of the United States of America or documented persons who were lawfully admitted for permanent residence. The Provider understand that the U.S. Citizenship and Immigrations Services require that all U.S. employers must complete and retain a Form I-9 for each individual that they hire for employment in the United States (including citizens and non-citizens). Provider further understand that the form requires them, as the employers, to examine the employment eligibility and identity document(s) that an employee presents to determine whether the document(s) reasonably appear to be genuine and relate to the individual and to record the document information on the Form I-9.

2. **Work History:** All employees who are assigned to this Contract with HCJFS' customers shall have information on job applications verified. Verification shall include references and work history information.

3. **Criminal Record Check:** Provider warrants and represents it will comply with ORC 2151.86 and will annually complete criminal record checks on all individuals assigned to work with, or transport Consumers. Provider will obtain a statewide conviction record check through the Bureau of Criminal Identification and Investigation ("BCII"), and obtain a criminal record transcript from the Cincinnati Police Department, the Hamilton County Sheriff's Office, and/or any law enforcement or police department necessary to conduct complete criminal record checks of each individual providing service. All completed and documented checks shall be maintained in the employee file.

    a. Provider shall ensure that every above described individual will sign a release of information, attached hereto and incorporated herein as Attachment G to allow inspection and audit of the above criminal records transcripts or reports by HCJFS or anyone conducting compliance reviews on its behalf.
    b. Provider shall not assign any individual to work with or transport Consumers until a BCII report and a criminal record transcript has been obtained. A BCII

report must be dated within six (6) months of the date an individual is hired.

c. If a driver previously completed the required background check at a different company or leaves and returns to the same company, they must submit a new background check.

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4. **Individuals Who Have Been Convicted:** Individuals who have been convicted of or plead guilty to any violation of any of the laws contained in the Ohio Revised Code Section 5153.111(B)(1) or Section 2919.24 as confirmed by the Ohio Attorney General BCII/ FBI check shall not come into contact with HCJFS' Consumers, Employers shall not operate a vehicle with a Consumer as a passenger if:
   a. Safe Driving: If individual has a condition which would affect safe operation of a motor vehicle;
   b. Driving Records: If individual has six (6) or more points on his or her driver's license, or the individual has been convicted of driving while under the influence of alcohol and/or drugs. Provider shall not utilize any individual who has been convicted or plead guilty to any violations contained in ORC 5153.111(B)(1).

5. **An Individual Who has a Public Children's Services Agency (PCSA) History:** HCJFS may request the Provider not use an employee or prospective employee as a driver or a monitor based on confidential information known to HCJFS. An employee or prospective employee may not have a history of substantiated abuse or neglect in the Central Registry. No driver or monitor shall be permitted to transport or accompany Consumers prior to passing a screening of the Central Registry.

6. **Central Registry Report:** Provider warrants and represents it will secure a release for an annual Central Registry report from all individuals assigned to work with or transport Consumers.

All completed and documented checks shall be in the employee file.

a. Provider shall ensure that every above described individual will sign a release of information, attached hereto and incorporated herein as Attachment G to allow inspection and audit of the above Central Registry report by HCJFS or anyone conducting compliance reviews on their behalf.

b. Provider shall not assign any individual to work with or transport consumers until a Central Registry report is obtained. A Central Registry report must be dated within six (6) months of the employee start date.

7. **Qualifications:** All individuals who will be performing the tasks of a driver or monitor are expected to operate a vehicle and monitor Consumers and have the following:

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a. A valid and current driver's license.
b. an annual satisfactory Bureau of Motor Vehicle ("BMV") transcript from the State of Ohio:
an annual satisfactory BMV transcript from the individual's state of residence
c. Be at least twenty-one (21) years of age and have a history that demonstrates the ability, maturity and sensitivity to care for abused and neglected children.

d. Meets the requirements of the Ohio Revised Code or the Ohio Administrative Code, as applicable for Driver's Licensing commensurate with the type of vehicle being driven.

e. Have an employee picture ID issued by Provider (displaying Provider's name) when providing HCJFS transportation. The identification must be clearly visible and displayed at all times.

f. Be trained and have competence in using appropriate safety restraints (i.e., car seats, booster seats, safety belts, etc.) as required by law. Provider must maintain and document a regularly scheduled training for drivers, monitors and dispatchers. Training must include, but not be limited to, appropriate customer service, passenger assistance, and emergency procedures.

8. **Employee Confidential Information:**

HCJFS may request that the Provider not use an employee or prospective employee based on confidential Children's Services information known to HCJFS. To this end, Provider shall provide to HCJFS the name and social security number of all individuals having direct contact with customers prior to providing services. Provider shall not use an employee or prospective employee unless approved by HCJFS.

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1.3.1 Vehicles and Equipment Requirements

All vehicles used shall conform to, be equipped, maintained, and inspected as required by all federal, state, and local laws and regulations of agencies governing the transportation of Consumers. All vehicles utilized in transporting HCJFS Consumers shall not be over six (6) years old, or with mileage greater than 100,000. All vehicles used shall be operated and maintained in a safe manner and in conformance with federal, state, local laws, rules and regulations. Vehicles must be maintained in accordance with manufacturer's specifications. In addition, the interior and exterior of each vehicle will be cleaned weekly and be free of debris, smoke –free and fragrance-free.

To comply with confidentiality requirements, nothing may be displayed on the vehicle that implies that Children's Services Consumers are being transported. In this same regard, the Provider's business may not imply that Children's Services Consumers are being transported.

The vehicle license number, Provider's toll-free and local phone number shall be prominently displayed on the interior of each vehicle. This information and the complaint procedures shall be clearly visible and available in written format in each vehicle for distribution.

For the purpose of responding quickly to emergency situations, Provider agrees to equip each vehicle with a first aid kit, a blood borne pathogen kit, a device designed for cutting restraint straps should an emergency evacuation be necessary, and a 2-way radio or cell phone which can cover all Hamilton County and anywhere within a 200 mile radius of downtown Cincinnati, Ohio.

HCJFS reserves the right to randomly inspect any vehicle used by Provider for transporting Consumers at any time and without prior notice to the Provider. HCJFS reserves the right to randomly ride in any vehicle used by Provider to monitor the safety of

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the vehicle and the quality of service delivery.

In providing this service, the Provider agrees to do so in complete compliance with federal, state and local laws, rules and regulations and the policies of HCJFS.

It is preferred that the Provider utilize cameras in vehicles involving the transportation of minors so as to provide documentation to resolve complaints and incident reports. Cameras must be front mounted, with a 360 degree view, a continuous loop, the ability to view the driver, any monitor(s), Consumer(s) and have capacity for storage which allows HCJFS to review video of an incident and/or preserve for possible court action. Files should be uploaded to a secure server when storage space on the camera reaches capacity. If a file is preserved for a court case, the files will be stored indefinitely. Any data written to the database, not deemed significant will be stored for a minimum of 100 days. Any data deemed significant must be deleted only on the authorization of HCJFS.

Provider's use of a vehicle camera shall be prominently displayed on the interior or exterior of the vehicle.

For transports involving minors, a policy must be in place regarding the use of personal electronics. It is the preference of HCJFS that the personal use of personal electronics is prohibited by drivers, monitors and Consumer(s).

1.3.2 Technology Requirements

It is expected that the following will be the Technology Requirements for the services described herein. HCJFS reserves the right to change such requirements to the extent that it deems it necessary or appropriate.

A secured FTP site for data transfer will be provided for Provider to schedule transportation for Consumers. Providers must demonstrate capacity to comply with the following technical requirements:

1. Providers must have Internet access.
2. Transportation Providers run Internet Explorer v 9 or newer or Firefox v 33.1.1 or newer to browse the internet.
3. Providers must have JavaScript enabled on their Internet browser.

4. Providers will not be able to update data in the HCJFS application, but will be able to do inquiries only.
5. Providers must identify all staff who must have access to the web based application to receive login permission and ID's. The Provider will be required to notify HCJFS when an employee no longer requires access (i.e. termination, change of responsibilities).
6. HCJFS will assign the Provider an account on HCJFS' secure ftp file server. Provider must use this account to submit any file transfers to HCJFS. Provider must obtain and use a secure ftp client (i.e. ASCII). There are free secure ftp clients, such as ASCII File, that are downloadable from the Internet. This transfer method will maintain a standard of 128 bit encryption for submission of all confidential information.
7. Providers must submit a monthly invoice to the HCJFS STFP site on a monthly basis which provides the billing detail in Attachment L. All invoices or any other electronically submitted reports are to be in ASCII File as outlined in the Attachment L.
8. Any system used by Provider to collect information about the services delivered to Consumers for reporting and invoicing purposes to HCJFS must include at a minimum the following for each leg of the trip:
    a. Trip ID – unique identifier for each trip leg;
    b. Consumer ID (provided from website interface);
    c. Consumer First Name;
    d. Consumer Last Name;
    e. Trip Date; and
    f. Trip Leg Time.
9. Provider may be required to attend training or technical briefings in regards to HCJFS data updates or upgrades.

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1.4 Reporting Requirements

Provider shall provide HCJFS with the reports specified below. Report formats may include paper reports or electronic data files. Provider shall provide additional reports or make revisions in the data elements or format upon the request of HCJFS, without additional charge to HCJFS and without a contract amendment. Upon request of HCJFS, the Provider shall supply the underlying data to support any report submitted. All data shall be in an electronic file format, approved by HCJFS. HCJFS may add, substitute or eliminate reports to be submitted without additional charge to HCJFS and without a contract amendment.

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1.4.1 Monthly Staffing Report

The Monthly Staffing Report (Staffing Report) shall be due no later than the 15th day of the month following the service month. The Staffing Report shall provide the total number of drivers/monitors currently providing service under this contract.

1.4.2 Records of Vehicle Inspection

(Requirements set forth in Section 1.3.1.) The Vehicle Inspection Report (Vehicle Report) shall be due no later than the 15th day of the month following the service month. The Vehicle Report shall include records of all vehicle inspections performed during the service month. The Vehicle Report shall include the make, model, year, license plate number, vehicle identification number, inspection sticker date, Provider's inspection form, and whether the vehicle passed the inspection.

1.4.3 Trips Not Completed Reports

Reports will be submitted on a weekly basis. These reports will be submitted the first business day of the week following the service week. Reports will be generated by facility/location for transports to locations in which a facility requests transportation on behalf of the consumer. Unless otherwise requested by HCJFS, a monthly report will be due on the 15th of the month following the service month. The reports will provide the facility name, consumer's name, appointment date, established pick up time and street number and street name. All information will be at the trip leg level. Reports will include no shows, trips not completed by the vendor and cancellations which occur at the time of pick-up or within the time period set for cancellations.

1.4.4 Employee Release of Personnel Information, Central Registry, Criminal Record and Bureau of Motor Vehicle ("BMV")

Upon execution of the contract, Provider shall provide the HCJFS Contract Specialist with an electronic report comprised of a complete roster of all drivers and monitors.

Additionally, Provider will provide the HCJFS Contract Specialist with a quarterly electronic Access report of all newly hired drivers and monitors. Report shall be due no later than the end of the following month. Example: July, August, September new hires excel spreadsheet due by October 31.

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2.0 PROVIDER PROPOSAL

It is required all proposals be submitted in the format as described in this section.

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A. Hardcopy Requirements

- No Hard Binders
- All proposal pages must be numbered sequentially from beginning to end, including attachments.
- Each proposal should not exceed a total of 300 pages *(does not include financial documentation)*.
- Each submission must have one signed original proposal and five (5) copies.
- One of the five (5) copies must be submitted as single-sided.
- Each proposal must be written in twelve (12) point font.

B. Electronic Requirements

- Budget in unlocked Excel format.
- Original proposal on a CD or flash drive in a pdf format and the pages must be numbered from 1 - 300

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

A. Proposal Organization

Proposals must contain all the specified elements of information listed below ***without exception,*** including all subsections therein:

- Section 2.1 - Cover Sheet
- Section 2.2 - Service and Business Deliverables:
- Section 2.2.1 – Program Components

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- Section 2.3 – Budgets and Cost Considerations
- Section 2.4 - Customer References
- Section 2.5 Personnel Qualifications
- Section 2.6 Distinguishing Characteristics
- Section 2.7 Financial Documentation
- Section 2.8 Declaration of Property Tax Delinquency
- Section 2.9 Warranty Against An Unresolved Finding
- Section 2.10 Proposal Documents

2.1 Cover Sheet

Each Provider must complete the Cover Sheet, Attachment A, and include such in its proposal. The Cover Sheet must be signed by an authorized representative of the Provider and also include the names of individuals authorized to negotiate with HCJFS. The signature line must indicate the title or position the individual holds in the company. All unsigned proposals will be rejected.

The Cover Sheet must also include the proposed Unit Rate(s) for each service Provider is proposing for Contract Years July 1, 2018 through June 30, 2020 and July 1, 2020 through June 30, 2022 (make sure to include the request for rates for the original Contract period and renewal periods). These Unit Rate(s) must be supported by the Budget.

2.2 Service and Business Deliverables

Provider should clearly state its competitive advantage and its ability to meet the terms, conditions, and requirements as defined in this RFP in responding to this section. Provider must describe in detail all information set forth in Section 2.2.1 Program Components and Section 2.10 System and Fiscal Administration Components.

2.2.1 Program Components

Providers is required to respond and submit in the order and format as shown below.

1. Describe how your organization will be fully operational and in compliance with the

scope of service and other requirements as specified in this RFP. Describe the population you currently serve and your history and experience. Include details about the type of vehicles to be utilized and number of staff that will necessary, for example drivers, administrative staff, etc.

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Provider's Response:

2. Describe how your organization will provide comprehensive current records on site in Cincinnati encompassing all service delivery, eligibility, daily log sheets and compliance verifications and process for storing hard copy, electronic, or imaged documents.

   Provider's Response:

3. Describe how your organization will provide a toll free telephone number accessible 6:00 A.M – 11:00 P.M., seven (7) days per week, for consumers, and HCJFS staff to call and the personnel to answer the toll free telephone number. Provide voice mail outside these business hours.

   Provider's Response:

4. Describe how your organization will coordinate all transports in a manner that will be most cost efficient and appropriate to consumer needs.

   Provider's Response:

5. Describe how your organization will coordinate and monitor the transportation, including last minute changes to the current trip, a newly authorized trip, as well as your organization's ability to have transportation available for consumers 5:00 AM-12:00 AM, seven (7) days a week regardless of holidays or inclement weather.

   Provider's Response:

6. Describe how your organization will handle language barriers.

   Provider's Response:

7. Describe how your organization will maintain adequate capacity for service provision and submit a fleet inventory defining the number of vehicles you have access to with critical vehicles, and other pertinent information for the provision of safe, efficient transportation for HCJFS consumers.

   Provider's Response:

8. Describe how your organization will ensure appropriately skilled drivers, monitors and dispatchers, etc. by detailing the training policy for driver, monitors, dispatchers. Reference Section 1.3 Employee Qualifications.

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Provider's Response:

9. Describe your experience, and or your ability, to maintain the confidentiality of consumer information and to exchange consumer data with HCJFS via secure and encrypted Certified Mail e-mail.

Provider's Response:

10. Describe your organization's ability to attend trainings/briefings regarding technical requirements as needed.

Provider's Response:

11. Describe your organization's ability to provide internet access and secure ftp consumer that will be utilized or the transfer of confidential consumer information.

Provider's Response:

12. Describe how your organization will ensure proper training and consistent use of car seats with all Consumers, as required by Ohio law.

Provider's Response:

13. Provide draft policies and procedures to detail all aspects of managing and delivering transportation services that are requested herein, including but not limited to transportation scheduling, complaint/incident report and follow up, and vehicle management.

Provider's Response:

2.3 Budgets and Cost Considerations

A. HCJFS anticipates services will begin approximately July 1, 2018. Provider must submit a Budget and a calculation of the *Unit Rate* for the initial Contract term, as well as the two year renewal period, that Provider understands will be used to compensate Provider for services provided Budgets and *Unit Rates* must be submitted in the form provided as Attachment C. Contracts will be written for the

Initial Term of July 1, 2018 through June 30, 2020 and First Renewal Term of July 1, 2020 through June 30, 2022, and Second Renewal Term of July 1, 2022 through June 30, 2024.

B. Provider must warrant and represent the Budget is based upon current financial information and programs, and includes all costs relating to, but not limited by the following:

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1. Drivers;
2. Monitors; and
3. Other direct services needed to accurately calculate the cost of a unit of Service (the "Unit Rate"), e.g. insurance, consumable supplies), administration.

The *Unit Rate* for each service proposed for each Contract term/year must be listed on the Cover Sheet, Attachment A.

C. Provider must submit a detailed narrative which demonstrates how costs are related to the service(s) presented in the proposal.

D. Provider must take note that "profit" will be a separately negotiated element of price pursuant to OAC 5101:9-4-07, if Provider is a for-profit organization.

E. For the purposes of this RFP, "unallowable" program costs (detailed list is located in 2 CFR Part 200 Subpart E) include:

1. cost of equipment or facilities procured under a lease-purchase arrangement unless it is applicable to the cost of ownership such as depreciation, utilities, maintenance and repair;
2. bad debt or losses arising from uncorrectable accounts and other claims and related costs;
3. contributions to a contingency(ies) reserve or any similar provision for unforeseen events;
4. contributions, donations or any outlay of cash with no prospective benefit to the facility or program;
5. entertainment costs for amusements, social activities and related costs for staff only;
6. costs of alcoholic beverages;

7. goods or services for personal use;
8. fines, penalties or mischarging costs resulting from violations of, or failure to comply with, laws and regulations;
9. gains and losses on disposition or impairment of depreciable or capital assets;
10. cost of depreciation on idle facilities, except when necessary to meet Contract demands;
11. costs incurred for interest on borrowed capital or the use of a governmental unit's own funds, except as provided in OAC 5101:2-47-25(n);
12. losses on other Contracts';
13. organizational costs such as incorporation, fees to attorneys, accountants and brokers in connection with establishment or reorganization;
14. costs related to legal and other proceedings;
15. goodwill;
16. asset valuations resulting from business combinations;
17. legislative lobbying costs;
18. cost of organized fund raising;
19. cost of investment counsel and staff and similar expenses incurred solely to enhance income from investments;
20. any costs specifically subsidized by federal monies with the exception of federal funds authorized by federal law to be used to match other federal funds;
21. advertising costs with the exception of service-related recruitment needs, procurement of scarce items and disposal of scrap and surplus;
22. cost of insurance on the life of any officer or employee for which the facility is beneficiary;
23. major losses incurred through the lack of available insurance coverage; and
24. cost of prohibited activities from section 501(c)(3) of the Internal Revenue Code.

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If there is a dispute regarding whether a certain item of cost is allowable, HCJFS' decision is final.

F. Invoices

Provider shall submit a monthly invoice to the HCJFS F & C Supervisor on a per-person, per-leg (one-way) basis. There shall be no additional recompense for companions riding with children or adults or no shows.

Original invoices for the service shall be sent according to Section 1.3.2 Technology Requirements and payment process will be as follows:

1. Provider shall submit a separate invoice for each service month. HCJFS reserves the right to not make payment for any invoice, either and initial invoice or a supplemental invoice, which is submitted to HCJFS more than sixty (60) calendar days from the end of the service month.
2. For invoices which are received timely but are not accurate, there will be no extension of the time limitation set forth in Paragraph one (1), above of this Section for re-submission of an invoice unless such delay is caused solely by HCJFS.
3. For accurate invoices that are received timely, HCJFS will use its best efforts to make payment within thirty (30) calendar days after receipt of the invoice for all invoices received in accordance with the terms of the contract.
4. Each invoice shall include a signed cover sheet with the Provider's name and address, invoice date, invoice number, billing period information, population identification, dollar amount due for each date of the billing period and the total dollar amount due for the billing period.

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C. Profit Margin

Provider must identify profit in a specific line item in the Budget. Profit earned/loss shall be reported monthly on each invoice.

An electronic Budget file in Excel format is on HCJFS website. All Providers submitting a proposal shall include a hard copy of the Budget in the proposal and also submit the required Budgets electronically in Excel format to the contact person identified in Section 3.2. If Provider is unable to submit an electronic copy of the Budget, Provider shall include a statement in the budget narrative explaining the reason.

2.4 Customer References

Provider must submit at least three (3) current letters of reference for whom services were provided similar in nature and functionality to those requested by HCJFS. Reference letters from HCJFS or HCJFS employees will not be accepted. Each reference must include at a minimum:

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A. Company name;
B. Address;
C. Phone number;
D. Fax number;
E. Contact person;
F. Nature of relationship and service performed; and,
G. Time period during which services were performed.

If Provider is unable to submit at least three (3) letters of reference, Provider must submit a detailed explanation as to why.

2.5 Personnel Qualifications

Please submit resumes with the below following information for key clinical and business personnel who will be working with the program. These positions are General Manager, Drivers & Monitor, Dispatch and Administrators Proposed role;

A. Industry certification(s), including any licenses or certifications and, whether such licenses or certifications have been suspended or revoked at any time;
B. Work history; and
C. Professional reference (company name, contact name and phone number, scope and duration of program).

Provider's program manager must have a minimum of three (3) years of experience as a program manager with a similar program.

It is the proposing agency's responsibility to redact all personal information from resumes. RFPs and all attachments are public documents and are available for general viewing. Please make sure the resume reflects the person's position title instead of their name so we can tie the position back to the budget.

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2.6 Distinguishing Characteristics

Provider are encouraged to identify their services' distinguishing characteristics, which should be reviewed. These characteristics may be beyond the scope of this project if the Provider deems they would provide value to the long-term goals of the County. Please state your competitive advantage and ability to meet the terms, conditions and requirements defined in this RFP.

2.7 Financial Documentation

Prior to Contract award, a copy of the most recent independent annual audit report, most recent single audit, if applicable and the most recent Form 990. For a sole proprietor or for-profit entities, include copies of the two (2) most recent year's federal income tax returns and the most recent year- end balance sheet and income statement. If no audited statements are available, Provider must supply equivalent financial statements certified by Provider to fairly and accurately reflect the Provider's financial status. Provider's failure to provide these documents may result in rejection of the proposal and subsequently a Contract will not be awarded. **It is the responsibility of the Provider to redact tax identification numbers from all documents prior to submission to HCJFS.**

2.8 Declaration of Property Tax Delinquency

Provider shall complete and submit Attachment F in accordance with ORC Section 5719.042. Such statement shall affirm under oath that the person with whom the Contract is to be made was not charged at the time the bid was submitted with any delinquent personal property taxes on the general tax list of personal property of any county in which the taxing district has territory or that such person was charged with delinquent personal property taxes on any such tax list, in which case the statement shall also set forth the amount of such due and unpaid delinquent taxes any due and unpaid penalties and interest thereon. If the statement indicates that the taxpayer was charged with any such taxes, a copy of the statement shall be transmitted by the fiscal officer to the county treasurer within thirty days of the date it is submitted.

A copy of the statement shall also be incorporated into the Contract, and no payment shall be made with respect to any Contract to which this section applies unless such statement has been so incorporated as a part thereof.

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2.9 Warranty Against An Unresolved Finding

Provider shall complete Attachment E and submit with proposal Ohio Revised Code Section 9.24 prohibits public agencies from awarding a contract for goods, services, or construction, paid for in whole or in part from state funds, to a person or entity against who a finding for recovery has been issued by the Ohio Auditor of State, if the finding for recovery is unresolved. By entering into this Contract, Provider warrants that a finding for recovery has not been issued to Provider by the Ohio Auditor of State. Provider further warrants that Provider shall notify HCJFS within one (1) business day should a finding for recovery occur during the Contract term.

2.10 Proposal Documents

A. The following items are to be attached only to the original proposal:

Ownership, Annual Report, and Licensure

1. Agency/Company Ownership - Describe how the agency/company is owned (include the form of business entity -i.e., corporation, partnership or sole proprietorship) and financed.
2. Annual Report - A copy of Provider's most recent annual report.

B. The following items are to be attached to the original proposal and all copies:

System and Fiscal Administration Components

1. Contact Information - Provide the address for the Provider's headquarters and service locations. Include a contact name, address, and phone number.
2. Agency/Company History - Provide a brief history of Agency/Company's organization. Include the Agency/Company mission statement and philosophy of service.

3. Agency's/Company Primary Business - State the agency's/company's primary line of business, the date established, the number of years of relevant experience, and the number of employees.
4. Table of Organization - Clearly distinguish programs, channels of communication and the relationship of the proposed provision of services to the total company. In addition, please provide a list of all subsidiaries, affiliated companies, brother/sister companies and any other related companies as well as each company's major line of business.

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C. Job Descriptions - For all key clinical and business personnel who will be working with the program, to include: CFO, Clinical Director, Administrators, Case Managers and Case Management Supervisors. (Tailor these to meet the needs of services being purchased).

D. Daily Service/Attendance Form - Include a blank copy of the forms used to record services provided. Information must include: date of service, beginning and end time of service, names of all participants who received service, the type of service received, and name of the instructor or social worker. Also include forms used to record participant progress.

E. Program Quality Documents - Attach documents which describe and support program quality. Such documents might be the forms used for monitoring and evaluation or copies of awards received for excellent program quality. QA manual need not be included.

F. Agency's/Company's Brochures - A copy of the Agency's/Company's brochures which describe the services being proposed.

G. Federal Programs- Provide a description of the Agency's/Company's experience with federal programs.

2.11 Insurance

Provider agrees to purchase and maintain for the term of this Contract the insurance set forth herein. The cost of all insurance shall be borne by Provider. Insurance shall be purchased from a company licensed to provide insurance in Ohio.

Insurance is to be placed with an insurer provided an A.M. Best rating of no less than A-: VII. Provider shall purchase the following coverage and minimum limits:

1. Commercial general liability insurance policy with coverage contained in the most current Insurance Services Office Occurrence Form CG 00 01 or equivalent, with limits of at least One Million Dollars ($1,000,000.00) per occurrence and Two Million Dollars ($2,000,000.00) in the aggregate and at least One Hundred Thousand Dollars ($100,000.00) coverage in legal liability fire damage. Coverage will include:

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    1. Additional insured endorsement;
    2. Product liability;
    3. Blanket contractual liability;
    4. Broad form property damage;
    5. Severability of interests;
    6. Personal injury;
    7. Joint venture as named insured (if applicable); and
    8. Physical abuse and sexual molestation endorsement.

2. Comprehensive business auto liability insurance on any owned, hired and non-owned autos, vehicles, buses and other motor vehicles utilized in the performance of the contract for the direct delivery of transportation (such as, but not limited to "Consumers") with combined single loss limits based on the following:

    A. Motor vehicle with capacity of six (6) or less occupants, including operator, including taxis and handicapped livery vehicles, as defined in City of Cincinnati Ordinance 407-29. Such motor vehicle shall have at least $1,000,000 limit per accident.

    B. Motor vehicle with capacity of greater than 6 occupants, including operator, including Class A Limousines and Class B Limousines, as defined in City of Cincinnati Ordinance 407-1-L1. Such motor vehicle shall have at least $5,000,000 limit per accident.

    Motor vehicle coverage shall include any owned, hired, non-owned autos, vehicles, buses and other motor vehicles utilized in the performance of services under the Contract for the direct delivery of transportation (such as, but not limited to

"Consumers") and provide coverage for Provider's liability to occupants and claimants.

If under the contract, provision of services is provided to Consumers through use of employees' privately owned vehicles "POV", then the Provider's Business Auto Liability insurance shall sit excess to the employees "POV" insurance and provide coverage above its employee's "POV" coverage. Provider agrees the business auto liability policy will be endorsed to provide this coverage.

3. Umbrella and excess liability insurance policy with limits of at least Two Million Dollars ($2,000,000.00) per occurrence and in the aggregate, above the commercial general and business auto primary policies and containing the following coverage:

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   a. Additional insured endorsement;

   b. Pay on behalf of wording;

   c. Concurrency of effective dates with primary;

   d. Blanket contractual liability;

   e. Punitive damages coverage (where not prohibited by law);

   f. Aggregates: apply where applicable in primary;

   g. Care, custody and control – follow form primary; and

   h. Drop down feature.

The limits required in this section for General Liability, Business Auto Liability and Umbrella/Excess Liability may also be satisfied by Provider purchasing coverage for the limits specified or by any combination of primary and umbrella limits, so long as the total amount and scope of insurance is not less than the limits specified in General Liability, Business Auto Liability and Umbrella/Excess Liability when added together.

4. Workers' Compensation insurance at the statutory limits required by Ohio Revised Code.

5. The Provider further agrees with the following provisions:

   a. All policies, except workers' compensation and professional liability, will endorse

as additional insured the Board of County Commissioners Hamilton County, Ohio and its respective officials, employees, agents, and volunteers and the Hamilton County Department of Job & Family Services, and its respective officials, employees, agents, and volunteers. The additional insured endorsement shall be on an ACORD or ISO form.

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b. The certificate of insurance forms will be sent to: Risk Manager, Hamilton County, Room 707, 138 East Court Street, Cincinnati, Ohio 45202; and to HCJFS, Contract Services, 3rd floor, 222 East Central Parkway, Cincinnati, Ohio 45202. The forms must state the following: "Board of County Commissioners, Hamilton County, Ohio and its respective officials, employees, agents, and volunteers Hamilton County Department of Job & Family Services, and its respective officials, employees, agents, and volunteers are endorsed as additional insured as required by the contract on the commercial general, business auto and umbrella/excess liability policies."

c. Each policy required by this clause shall be endorsed to state that coverage shall not be canceled or materially changed except after thirty (30) days prior written notice given to: Risk Manager, Hamilton County, Room 707, 138 East Court Street, Cincinnati, Ohio 45202; and to HCJFS, Contract Services, 3rd floor, 222 East Central Parkway, Cincinnati, Ohio 45202.

d. Provider shall provide original insurance certificates demonstrating coverage required by this clause prior to the commencement of this Contract. These original insurance certificates shall be delivered to the Hamilton County Risk Manager and HCJFS, at the locations specified above. Upon request, Provider shall make available certified copies of all required insurance policies, including endorsements and other documentation affecting the coverage required by these specifications.

   Failure of HCJFS to demand such certificate or other evidence of full compliance with these insurance requirements or failure of HCJFS to identify a deficiency from evidence provided shall not be construed as a waiver of Provider's obligation to maintain such insurance.

e. Provider shall declare any self-insured retention in excess of $10,000.00 to County pertaining to liability insurance. Provider shall provide a financial

guarantee satisfactory to County and HCJFS guaranteeing payment of losses and related investigations, claims administration and defense expenses for any self-insured retention.

f. If Provider provides insurance coverage under a "claims-made" basis, Provider shall provide evidence of either of the following for each type of insurance which is provided on a claims-made basis: unlimited extended reporting period coverage which allows for an unlimited period of time to report claims from incidents that occurred after the policy's retroactive date and before the end of the policy period (tail coverage), or; continuous coverage from the original retroactive date of coverage. The original retroactive date of coverage means original effective date of the first claim-made policy issued for a similar coverage while Provider was under contract with the Board of County Commissioners on behalf of HCJFS.

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g. Provider will require all insurance policies in any way related to the work and secured and maintained by Provider to include endorsements stating each underwriter will waive all rights of recovery, under subrogation or otherwise, against County and HCJFS.

h. Provider, at its expense, shall replenish all coverage limits immediately upon its insurer's reductions in limits due to claims on the contract or any other agreement. Failure to do so may result in cancellation of the contract at HCJFS' sole discretion. If Provider fails to renew, replace, or replenish the coverages required, the HCJFS may do so on the Provider's behalf and deduct the cost from any amount due to Provider from HCJFS.

i. Provider, County, and HCJFS agree to fully cooperate, participate, and comply with all reasonable requirements and recommendations of the insurers and insurance brokers issuing or arranging for issuance of the policies required here, in all areas of safety, insurance program administration, claim reporting and investigating and audit procedures.

j. Provider's insurance coverage shall be primary insurance with respect to County its respective officials, employees, agents, and volunteers and HCJFS and its respective officials, employees, agents, and volunteers. Any insurance maintained by the County or HCJFS shall be excess of Provider's insurance and

shall not contribute to it.

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2.12 Indemnification

To the fullest extent permitted by and in compliance with applicable law, Provider agrees to protect, defend, indemnify and hold harmless the Board of County Commissioners of Hamilton County Ohio, and its officials, employees, agents, and volunteers and the Hamilton County Job & Family Services and its officials, employees, agents, and volunteers (the Indemnified Parties) from and against all damages, liability, losses, claims, suits, actions, administrative proceedings, regulatory proceedings/hearings, judgments and expenses, subrogation (of any party involved in the subject of this Contract), attorneys' fees, court costs, defense costs or other injury or damage (collectively "Damages"), whether actual, alleged or threatened, resulting from injury or damages of any kind whatsoever to any business, entity or person (including death), or damage to property (including destruction, loss of, loss of use of resulting without injury damage or destruction) of whatsoever nature, arising out of or incident to in any way, the performance of the terms of this Contract including, without limitation, by Provider, Provider's (s') employees and agents, assigns, and those designated by Provider to perform the work or services encompassed by the Contract. Provider agrees to pay all damages, costs and expenses of the Indemnified Parties in defending any action arising out of the aforementioned acts or omissions.

In addition, Provider agrees to pay all Damages, liabilities, costs and expenses of the Indemnified Parties in defending any action arising regardless of any conflict of interest that may exist between the Indemnified Parties and Provider. In the event Provider fails to defend the Indemnified Parties as set forth in this Paragraph, which may result in a breach of contract, such parties may defend themselves and Provider shall pay all actual costs and expenses for such defense including, but not limited to, judgments, awards, amounts paid in settlement, applicable court costs, witness fees and attorneys' fees. The respective rights and obligations of the parties under this paragraph shall survive the expiration or termination of the Contract for any reason.

3.0 PROPOSAL GUIDELINES

The RFP, the evaluation of responses, and the award of any resultant Contract must be made in conformance with current federal, state, and local laws and procedures.

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3.1 Program Schedule

ACTION ITEM	DELIVERY DATE
RFP Issued	***January 4, 2018***
RFP Conference	***January 18, 2018 @ 10a.m.***
Deadline for Registering for the RFP Process	***January 18, 2018***
Deadline for Receiving Final RFP Questions	***January 22, 2018***
Anticipated Deadline for Issuing Final RFP Answers	***January 26, 2018***
Deadline for Proposals Received by RFP Contact Person	***February 12, 2018 @ 2 p.m.***
Oral Presentation– if needed	**February 26, 2018**
Anticipated Proposal Review Completed	***February 28, 2018***
Anticipated Start Date	***July 1, 2018***

3.2 RFP Contact Person

All questions and /or comments regarding this proposal must be presented in writing and may be mailed, e-mailed or faxed to the RFP Contact Person identified below is:

Sheila Bass, *Contract Services*
Hamilton County Department of Job & Family Services
222 East Central Parkway, 3rd floor
Cincinnati, Ohio 45202
E-mail: HCJFS_RFP_Communications@jfs.hamilton-co.org.
Fax: (513) 946-2384

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3.3 Registration for the RFP Process

EACH PROVIDER MUST REGISTER FOR AND RESPOND TO THIS RFP TO BE CONSIDERED. THE DEADLINE TO REGISTER FOR THE RFP IS LISTED ABOVE IN SECTION 3.1 PROGRAM SCHEDULE.

All interested Providers must complete Registration Form (see Attachment D) and fax or e-mail the RFP Contact Person to register. The RFP Contact Person's fax number is (513) 946-2384, and their e-mail address is HCJFS_RFP_Communications@jfs.hamilton-co.org.

3.4 RFP Conference

The RFP Conference will take place at **the Hamilton County Job & Family Services, Cincinnati, Ohio 45202, 6 Floor, Room 201, *on the date listed in Section 3.1, Program Schedule.***

All registered Providers may also submit written questions regarding the RFP or the RFP Process. All communications being mailed, faxed or e-mailed are to be sent only to the RFP Contact Person listed in Section 3.2.

A. Prior to the RFP Conference, questions may be faxed or e-mailed regarding the RFP or proposal process to the RFP Contact Person. The questions and answers will be posted on Hamilton County Job & Family Services website https://www.hcjfs.org/about/request-for-proposals/ in an addendum.

B. After the RFP Conference, questions may be faxed or e-mailed regarding the RFP or the RFP Process to the RFP Contact Person.

C. No questions will be accepted after the date listed in Section 3.1 Program Schedule.

D. The answers issued in response to such Provider questions become part of the RFP.

3.5 Prohibited Contacts

The integrity of the RFP process is very important to HCJFS in the administration of our business affairs, in our responsibility to the residents of Hamilton County, and to the Providers who participate in the process in good faith. Behavior by Providers which

violates or attempts to manipulate the RFP process in any way is taken very seriously. Neither Provider nor their representatives should communicate with individuals associated with the RFP process. If an interested Provider or anyone associated with an interested Provider attempts any unauthorized communication, Provider's proposal is subject to rejection.

Individuals associated with this RFP and related program include, but are not limited to the following:

A. Public officials; including but not limited to the Hamilton County Commissioners; and
B. Any HCJFS employees, except for the RFP Contact Person listed in Section 3.2.

Examples of unauthorized communications prior to the award of the contract, except to the RFP Contact Person listed in Section 3.2, including but are not limited to:

A. Telephone calls;
B. Letters, emails, social media contacts and faxes regarding the RFP process, anything related to the RFP or the RFP process; and
C. Visits in person or through a third party attempting to obtain information regarding the RFP, anything related to the RFP or the RFP process.

Notwithstanding the above, there shall be no contact with anyone, including the RFP Contact Person after January 22, 2017 at 1p.m.

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3.6 Provider Disclosures

Provider must disclose any pending or threatened court actions and claims brought by or against the Provider, its parent company or its subsidiaries. This information will not necessarily be cause for rejection of the proposal; however, withholding the information may be cause for rejection of the proposal.

3.7 Provider Examination of the RFP

Providers shall carefully examine the entire RFP and any addenda thereto, all related materials and data referenced in the RFP or otherwise available and shall become fully

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aware of the nature of the request and the conditions to be encountered in performing the requested services.

If Providers discover any ambiguity, conflict, discrepancy, omission or other error in this RFP, they shall immediately notify the RFP Contact Person no later than January than January 22, 2018 of such error in writing and request clarification or modification of the document. Modifications shall be made by addenda issued pursuant to Section 3.8, Addenda to RFP. Clarification shall be given by fax or e-mail to all parties who registered for the RFP, Section 3.3, without divulging the source of the request for same.

If a Provider fails to notify HCJFS prior to the **Deadline for Receiving Final RFP Questions** as listed in Section 3.1 Program Schedule, of an error in the RFP known to the Provider, or of an error which reasonably should have been known to the Provider, the Provider shall submit its proposal at the Provider's own risk. If awarded the Contract, the Provider shall not be entitled to additional compensation or time by reason of the error or its later correction.

3.8 Addenda to RFP

HCJFS may modify this RFP by issuance of one or more addenda to all parties who registered for the RFP, Section 3.3. In the event modifications, clarifications, or additions to the RFP become necessary, all Providers who registered for the RFP Conference will be notified and will receive the addenda via fax or e-mail. In the unlikely event emergency addenda by telephone are necessary, the RFP Contact Person, or designee, will be responsible for contacting only those Providers who registered for the RFP Conference. All addenda to the RFP will be posted to http://www.hcjfs.hamilton-co.org.

3.9 Availability of Funds

Contract awards are conditioned upon the availability of federal, state, or local funds appropriated or allocated for payment for services provided. By sole determination of HCJFS, if funds are not sufficiently allocated or available for the provision of the services performed by Provider, HCJFS reserves the right to exercise one of the following alternatives:

a. Reduce the utilization of the services provided under the Contract, without change to the terms and conditions of the Contract; or

b. Issue a notice of intent to terminate the Contract.

HCJFS will notify Provider at the earliest possible time of such decision. No penalty will accrue to HCJFS in the event either provision is exercised. HCJFS will not be obligated or liable for any future payments due or for any damages as a result of termination.

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4.0 SUBMISSION OF PROPOSAL

Provider must certify the proposal and pricing will remain in effect for 180 calendar days after the proposal submission date.

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4.1 Preparation of Proposal

Proposals must provide a straightforward, concise delineation of qualifications, capabilities, and experience to satisfy the requirements of the RFP. Expensive binding, colored displays, promotional materials, etc. are not necessary. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness, and clarity of content. The proposal must include all costs relating to the services offered.

4.2 Cost of Developing Proposal

The cost of developing proposals is entirely the responsibility of the Provider and shall not be chargeable to HCJFS under any circumstances. All materials submitted in response to the RFP will become the property of HCJFS and may be returned only at HCJFS' option and at Provider's expense.

4.3 False or Misleading Statements

If, in the opinion of HCJFS, information included within Provider's proposal was intended to mislead the County in its evaluation of the proposal, the proposal will be rejected.

4.4 Delivery of Proposals

Proposals must be received by the RFP Contact Person at the address listed in Section 3.2, RFP Contact Person, no later than the deadline listed in Section 3.1 Program Schedule. ***Proposals received after this date and time will not be considered.*** If Provider is not submitting the proposal in person, Provider should use certified or registered mail, UPS, or Federal Express with return receipt requested and email the RFP Contact Person the method of delivery. A receipt will be issued for all proposals received. No e-mail, facsimile, or telephone proposals will be accepted.

It is absolutely essential that Providers carefully review all elements in their final proposals. Once received, proposals cannot be altered; however, HCJFS reserves the right to request additional information for clarification purposes only.

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4.5 Acceptance and Rejection of Proposals

HCJFS reserves the right to:

A. award a Contract for one or more of the proposed services;
B. award a Contract for the entire list of proposed services;
C. reject any proposal, or any part thereof; and
D. waive any informality in the proposals.

The recommendation of HCJFS staff and the approval by the HCJFS Director shall be final. Waiver of an immaterial defect in the proposal shall in no way modify the RFP documents or excuse the Provider from full compliance with its specifications if Provider is awarded the Contract.

4.6 Evaluation and Award of Contract

The review process shall be conducted in four stages. Although it is hoped and expected that a Provider will be selected as a result of this process, HCJFS reserves the right to discontinue the procurement process at any time.

Stage 1. Preliminary Review

A preliminary review of all proposals submitted by the deadline listed in Section 3.1 Program Schedule will be performed to ensure the proposal materials adhere to the Mandatory Requirements specified in the RFP. Proposals which meet the Mandatory Requirements will be deemed Qualified. Those which do not, shall be deemed Non-Qualified. Non-Qualified proposals will be rejected. Qualified proposals in response to the RFP must contain the following Mandatory Requirements:

A. Registry for RFP
B. Timely Submission – The proposal is received at the address designated in Section 3.2 no later than the deadline listed in Section 3.1 Program Schedule and according to instructions. Proposals mailed but not received at the designated location by the specified date shall be deemed Non-Qualified and shall be rejected.

C. Signed and Completed Cover Sheet, Section 2.1;

D. Responses, order and format to Program Components, Section 2.2.1;

E. Completed Budgets, Section 2.3;

F. Responses to System and Fiscal Administration Components, Section 2.1

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Stage 2. Evaluation Committee Review

All Qualified proposals shall be reviewed, evaluated, and rated by the Review Committee. Review Committee shall be comprised of HCJFS staff and other individuals designated by HCJFS. Review Committee shall evaluate each Provider's proposal using criteria developed by HCJFS. Ratings will be compiled using a Review Committee Rating Sheet. Responses to each question will be evaluated and ranked using the following scale:

Does Not Meet Requirement	A particular RFP requirement was not addressed in the Provider's proposal.
Partially Meets Requirement	Provider's proposal demonstrates some attempt at meeting a particular RFP requirement, but that attempt falls below an acceptable level.
Meets Requirement	Provider's proposal fulfills a particular RFP requirement in all material respects, potentially with only minor, non-substantial deviation.
Exceeds Requirement	Provider's proposal fulfills a particular RFP requirement in all material respects, and offers some additional level of quality in excess of HCJFS expectations.

Stage 3 Other Materials

Review Committee members will determine what other information is required to complete the review process. All information obtained during Stage 3 will be evaluated using the scale set forth in Stage 2 Review and incorporated into the overall rating for the proposal. Review Committee may request information from sources other than the written proposal to evaluate Provider's programs or clarify Provider's proposal. Other sources of information may include but are not limited to the following:

A. Written responses from Provider to clarify questions posed by Review Committee. Such information requests by Review Committee and Provider's responses must always be in writing;

B. Oral presentations. If HCJFS determines oral presentations are necessary, the presentations will be focused to ensure all of HCJFS' interests or concerns are adequately addressed. The primary presentation must include Provider's key program personnel. HCJFS reserves the right to video tape the presentations.

Stage 4 Evaluation Scoring

Final scoring for each proposal will be calculated. For this RFP, the evaluation percentages assigned to each section are:

A. Program Evaluation including responses to Section 2.2.1 Questions, Order, and format, Section 2.4 Customer References and Section 2.5 Personnel Qualifications are worth 50% of the total evaluation score.

B. Fiscal Evaluation, Section 2.3 Questions, Cost Analysis and Project Budget are worth 25% of the total evaluation score.

C. System and Fiscal Administration Evaluation including responses to Section 2.10 Questions are worth 20% of the total evaluation score.

D. Section 4.6, Stage 3, Other Materials considered are worth 5% of the total evaluation score.

If HCJFS determines that it is not necessary to conduct a Stage 3 review, the evaluation percentages assigned to each section are:

A. Program Evaluation including responses to Section 2.2.1 Questions, Section 2.4 Customer References and Section 2.5 Personnel Qualifications are worth 50% of the total evaluation score.

B. Fiscal Evaluation, Section 2.3 Questions, Cost Analysis and Project Budget are worth 25% of the total evaluation score.

C. System and Fiscal Administration Evaluation including responses to Section 2.10 Questions are worth 25% of the total evaluation score.

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4.7 Proposal Selection

Proposal selection does not guarantee a Contract for services will be awarded. The selection process includes:

A. All proposals will be evaluated in accordance with Section 4.6 Evaluation & Award of Contract. The Review Committee's evaluations will be scored and sent through administrative review for final approval.

B. Based upon the results of the evaluation, HCJFS will select Provider(s) for the services who it determines to be the responsible agency/company(s) whose proposal(s) is (are) most advantageous to the program, with price and other factors considered.

C. HCJFS will work with selected Provider to finalize details of the Contract using Attachment B, Contract Sample, to be executed between the BOCC on behalf of HCJFS and Provider.

D. If HCJFS and selected Provider are able to successfully agree with the Contract terms, the BOCC has final authority to approve and award Contracts. The Contract is not final until the BOCC has approved the document through public review and resolution through quorum vote.

E. If HCJFS and successful Provider are unable to come to terms regarding the Contract, in a timely manner as determined by HCJFS, HCJFS will terminate the Contract discussions with Provider. In such event, HCJFS reserves the right to select another Provider from the RFP process, cancel the RFP or reissue the RFP as deemed necessary.

F. If a proposal is selected with a Provider who has not yet received its licensure from the appropriate Board, the proposal will be disqualified unless the Provider receives its licensure within 60 days of acceptance of the proposal.

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4.8 Post-Proposal Meeting

The post-proposal meeting process may be utilized only by Providers who submitted Qualified Proposals, who wish to obtain clarifying information regarding their non-selection. If a Provider wishes to discuss the selection process, the request for an informal meeting and the explanation for it must be submitted in writing and received by HCJFS within fourteen (14) business days after the date of notification of the decision. All requests must be signed by an individual authorized to represent the Provider and be addressed to the

RFP Contact Person at the address listed in Section 3.2. Certified or registered mail must be used unless the request is delivered in person, in which case the Provider should obtain a delivery receipt. A meeting will be scheduled within 21 calendar days of receipt of the request and will be for the purpose of discussing a Provider's non-selection.

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4.9 Public Records

All proposals submitted shall become the property of HCJFS to use or, at its option, return such proposals. All proposals and associated documents will be considered to be public information and will be open for inspection to interested parties after the award of a contract unless identified as a trade secret or otherwise exempted from disclosure under the Ohio Public Records Act.

Trade secrets or otherwise exempted information must be clearly identified and marked as such in the proposal. Each page containing such material must:

1. Be placed in a sealed envelope;
2. Must have the basis for non-disclosure status stamped or written in the upper right hand corner of the page and the envelope; and
3. Be placed in the required order of the response format.

For example if Pages 1-5 are not trade secrets or otherwise exempted from disclosure and Page 6 contains a trade secret then

- the word "Trade Secret" would be stamped in the corner of Page 6;
- Page 6 would be placed in an envelope; and
- The envelope is stamped as containing a "Trade Secret" is placed after page 5.

DO NOT MARK EVERY PAGE OF YOUR PROPOSAL AS TRADE SECRET OR OTHERWISE EXEMPTED FROM DISCLOSURE OR YOUR PROPOSAL MAY BE REJECTED

If HCJFS is requested by a third party to disclose those documents which are identified and marked as Trade Secret or Otherwise Exempted from disclosure, HCJFS will notify Provider of that fact. Provider shall promptly notify HCJFS, in writing, that either a) HCJFS

is permitted to release these documents, or b) Provider intends to take immediate legal action to prevent its release to a third party. A failure of Provider to respond within five (5) business days shall be deemed permission for HCJFS to release such documents.

It is Provider's sole responsibility to legally defend the actions of HCJFS for withholding Provider's documents as trade secrets or otherwise exempted information if the issue is challenged.

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4.10 Public Record Requests Regarding This RFP

Per ORC 307.862 (C), in order to ensure fair and impartial evaluation, proposals and any documents or other records related to a subsequent negotiation for a final Contract that would otherwise be available for public inspection and copying under section 149.43 of the Revised Code, shall not be available until after the award of the Contract(s). Award is defined as when the Contract is fully executed by all parties.

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ATTACHMENT A

Cover Sheet

PROPOSAL COVER SHEET FOR
TRANSPORTATION FOR FAMILY & CHILDREN'S SERVICES
Bid No: RFP SB01-18R

HCJFS does not guarantee that the service level set forth below will increase, decrease, or remain the same. Provider understands that neither HCJFS nor the County is making any guarantees as to the amount of Family & Children's Services Transportation that it will purchase pursuant to this RFP.

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Name of Fiscal Agent: _____

Organization Address: _____

Remittance Address: _____

Telephone Number: _____ **Fax Number:** _____

Authorized Representative: _____
(Please Print)

Title: _____ **E-Mail Address:** _____

Authorized Representative Signature: _____

Additional Names: Provider must include the names of individuals authorized to negotiate with HCJFS.

Person(s) authorized to negotiate with HCJFS:

Name: _____ **Title:** _____
(Please Print)

Phone Number: _____ **E-mail Address:** _____

Name: _____ **Title:** _____
(Please Print)

Phone Number: _____ **E-Mail Address:** _____

Initial Term Unit Rate for Two Years: July 1, 2018 – June 30, 2020	Renewal 1 Term Unit Rate for Two Years: July 1, 2020 – June 30, 2022	Renewal 2 Term Unit Rate for Two Years: July 1, 2022 – June 30, 2024
$_____	$_____	$_____

Certification: I hereby certify the information and data contained in this proposal are true and correct. The Provider governing body has authorized this application and document.

_____ _____ _____
Signature – Authorized Representative **Title** **Date**

_____ _____ _____
Signature – Fiscal Representative **Title** **Date**

PROPOSAL COVER SHEET FOR
TRANSPORTATION FOR FAMILY & CHILDREN'S SERVICES
Bid No: RFP SB01-18R

HCJFS does not guarantee that the service level set forth below will increase, decrease, or remain the same. Provider understands that neither HCJFS nor the County is making any guarantees as to the amount of Family & Children's Services Transportation that it will purchase pursuant to this RFP.

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RFP Submission Checklist

Pursuant to Section 4.6 of the RFP, the following items are to be included in your proposal in order for it to be deemed qualified.

Please indicate that the items are included by checking the corresponding column.

Action Required	RFP Section	Included
Did you register for the RFP process?	3.3	
Did you include all the Contact Information on the Cover Sheet?	2.1	
Did you include the Unit Rate for the Initial Term on the Cover Sheet?	2.1	
Did you include the Unit Rate for each Renewal Term on the Cover Sheet?	2.1	
Did you sign the Cover Sheet?	2.1	
Is a response to each Program Component included?	2.2.1	
Is a response to each System and Fiscal Administration Component included?	2.2.2	
Is a Budget for the Initial Term and each Renewal Term completed along with the calculation of the unit cost?	2.3	

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ATTACHMENT B

Sample Contract

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Contract # _____

HAMILTON COUNTY DEPARTMENT OF JOB & FAMILY SERVICES

PURCHASE CONTRACT

This Contract is entered into on _____ by and between the Board of County Commissioners, Hamilton County, Ohio (Hereinafter "County") on behalf of the Hamilton County Department of Job and Family Services (Hereinafter "HCJFS") and Name of Company or Agency, (Hereinafter "Vendor") doing business as enter only if different name, with an office at Name and Street address, Cincinnati, Ohio, 45202, whose telephone number is (513) xxx-xxxx, for the purchase of Family & Children's Services Transportation Services.

1. TERM

This Contract will be effective from **July 1, 2018 through June 30, 2020** (the "Initial Term") inclusive, unless otherwise terminated or extended by formal amendment.

The total amount of the Contract shall not exceed ($000,000.00) over the life of this Contract including the Renewal.

In addition to the terms set forth above, Contract may be renewed, at the County's option for two (2) additional two (2) year terms at the prices set forth below, unless County gives the Vendor written notice of its intent not to renew the Contract at least one hundred twenty (120) days prior to the expiration of the term then in effect.

The anticipated expenditure for the following periods:

Initial Term:
July 1, 2018 to December 31, 2018 is $$$$$, and for the period January 1, 2019 to December 31, 2019 is $$$$, and January 1, 2020 to June 30, 2020 is $$$$$.

Renewal 1
July 1, 2020 to December 31, 2020 is $$$$, and for January 1, 2021 to December 31, 2021 is $$$$, and January 1, 2022 to June 30 2022 is $$$$.

Renewal 2
July 1, 2022 to December 31, 2022 is $$$$, and for January 1, 2023 to December 31, 2023 is $$$$, and January 1, 2024 to June 30 2024 is $$$$.

2. SCOPE OF SERVICE

Subject to terms and conditions set forth in this Contract and the attached exhibits (such exhibits are deemed to be a part of this Contract as fully as if set forth herein), the Provider agrees to provide transportation services to Consumers (Family & Children's Services will be known as the "Services"), as more particularly described in Exhibit I – Request for Proposals for Transportation for Family & Children's Services RFP#SB01-

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18R and all addendum thereto (the "Request for Proposals") and Exhibit II- Provider's Proposal for Transportation for Family & Children's Services dated MMDDYYY (the "Provider's Proposal").

For purposes of this Contract, a "Consumer" shall mean an individual served under this contract.

3. ORDER OF PRECEDENCE

This Contract and all exhibits are intended to supplement and complement each other and shall, where possible, be so interpreted. However, if any provision of this Contract irreconcilably conflicts with an exhibit, this Contract takes precedence over the exhibits. In the event there is an inconsistency between the exhibits, the inconsistency will be resolved in the following order:

A. Exhibit I – The Request for Proposal

B. Exhibit II – Provider's Bid

C. Exhibit III – Budget;

4. BILLING AND PAYMENT

A. Rates of Payment – County agrees to compensate the Vendor in the amount of $00.00 per _____ for the services performed by the Vendor.

(DELETE IF THE UNIT OF SERVICE IS NOT AN HOUR)

NOTE: If an invoiced unit of service is not a full hour, portions of a unit should be billed as follows: 0 – 7 minutes = 0
8 – 22 minutes = .25 hour
23 – 37 minutes = .50 hour
38 – 52 minutes = .75 hour
53 – 60 minutes = 1.0 hour

B. Billing and Payment - Original invoices, signed by the Vendor, will be sent each month to ***Program/Service Area, Hamilton County Dept. of Job and Family Services, Location, Cincinnati, Ohio 45202*** within thirty (30) days of the end of the service month. Provider shall make all reasonable efforts to include all service provided during the service month on the invoice. Under no circumstances will HCJFS make payment for any services invoiced after two (2) months after the end of the service month. County will use its best efforts to make payment within thirty (60) days after receipt of the invoice, for all invoices received in accordance with the terms of this Contract.

C. Provider will indicate purchase order number and vendor number on all invoices submitted for payment.

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D. The Vendor warrants that claims made to HCJFS for payment for services provided shall be for actual services rendered and do not duplicate claims made by the Provider to other sources of public funds for the same service.

5. AVAILABILITY AND RETENTION OF RECORDS

Provider agrees that all records, documents, writing or other information, including, but not limited to, financial records, census records, consumer records and documentation of compliance with Ohio Administrative Code rules, produced by Provider under this Contract, and all records, documents, writings or other information, including, but not limited to financial, census and consumer records used by Provider in the performance of this Contract are treated according to the following terms:

A. All records relating to costs, work performed and supporting documentation for invoices submitted to HCJFS by Provider, along with copies of all deliverables submitted to HCJFS pursuant to this Contract, will be retained and made available by the Provider for inspection and audit by HCJFS, or other relevant governmental entities including, but not limited to the Hamilton County Prosecuting Attorney, Ohio Department of Job and Family Services (ODJFS), the Auditor of the State of Ohio, the Inspector General of Ohio or any duly appointed law enforcement officials and the United States Department of Health and Human Services for a minimum of three (3) years after reimbursement for services rendered under this Contract. If an audit, litigation or other action is initiated during the time period of the Contract, the Provider shall retain such records until the action is concluded and all issues resolved or the three (3) years have expired, whichever is later.

B. Provider agrees that it will not use any information, systems or records made available to it for any purpose other than to fulfill the contractual duties specified herein, without permission of HCJFS. Provider further agrees to maintain the confidentiality of all consumers and families served. No information on consumers served will be released for research or other publication without the express written consent of the HCJFS Director.

C. Provider agrees to keep all financial records in a manner consistent with generally accepted accounting principles.

D. Provider agrees that each financial transaction shall be fully supported by appropriate documentation. Provider further agrees that such documentation shall be available for examination.

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6. NON-EXCLUSIVE

This is a non exclusive Contract, and HCJFS may purchase the same or similar item(s) from other Providers at any time during the term of this Contract.

7. CONFLICT OF INTEREST

This Contract in no way precludes, prevents, or restricts the Provider from obtaining and working under an additional contractual arrangement(s) with other parties aside from HCJFS, assuming that the contractual work in no way impedes the Provider's ability to perform the services required under this Contract. The Provider warrants that at the time of entering into this Contract, it has no interest in nor shall it acquire any interest, direct or indirect, in any Contract that will impede its ability to perform the services under this Contract.

The Provider further agrees that there is no financial interest involved on the part of any HCJFS officers, Board of County Commissioners or employees of the county involved in the development of the specifications or the negotiation of this Contract. The Provider has no knowledge of any situation that would be a conflict of interest. It is understood that a conflict of interest occurs when a HCJFS employee will gain financially or receive personal favors as a result of the signing or implementation of this Contract. The Provider will report the discovery of any potential conflict of interest to HCJFS. Should a conflict of interest be discovered during the term of this Contract, HCJFS may exercise any right under the Contract including termination of this Contract.

Provider further agrees to comply with Ohio ethics laws as listed in the Ohio Revised Code Chapters 102 and 2921 and the Ohio Administrative Code Chapter 5101. By signing this Contract, Provider certifies to be in compliance with these provisions.

8. ASSIGNMENT

The parties expressly agree that this Contract shall not be assigned by the Provider without the prior written approval of HCJFS. The Provider may not subcontract any of the services agreed to in this Contract.

9. GOVERNING LAW

This Contract and any modifications, amendments, or alterations, shall be governed, construed, and enforced under the laws of Ohio.

10. INTEGRATION AND MODIFICATION

This instrument including Exhibits I & II embodies the entire Contract of the parties. There are no promises, terms, conditions or obligations other than those contained herein. This Contract shall supersede all previous communications, representations or contracts,

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either written or oral, between the parties to this Contract. This Contract shall not be modified in any manner except by an instrument, in writing, executed by the parties to this Contract.

The Provider acknowledges and agrees that only staff from the Contract Services Section of HCJFS may initiate contract changes with the approval of the County. In no event will an oral contract with HCJFS be recognized as a legal and binding change to the Contract.

11. SEVERABILITY

If any term or provision of this Contract or the application thereof to any person or circumstance shall, to any extent be held invalid or unenforceable, the remainder of this Contract or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby and each term and provision of this Contract shall be valid and enforced to the fullest extent permitted by law.

12. TERMINATION

A. Termination for Convenience

1. By HCJFS:

This Contract may be terminated by HCJFS upon notice, in writing, delivered upon Provider One Hundred Twenty (120) calendar days prior to the effective date of termination.

2. By Provider:

This Contract may be terminated by Provider upon notice, in writing, delivered upon HCJFS One Hundred Twenty (120) calendar days prior to the effective date of termination.

B. Termination for Cause by HCJFS

If Provider fails to provide the Services as provided in this Contract for any reason other than Force Majeure, or if Provider otherwise materially breaches this Contract, HCJFS may consider Provider in default. HCJFS agrees to give Provider thirty (30) days written notice specifying the nature of the default. Provider shall have seven (7) calendar days from receipt of such notice to provide a written plan of action to HCJFS to cure such default. HCJFS is required to approve or disapprove such plan within five (5) calendar days of receipt. In the event Provider fails to submit such plan or HCJFS disapproves such plan, HCJFS has the option to immediately terminate this Contract upon written notice to Provider.

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If Provider fails to cure the default in accordance with an approved plan, then HCJFS may terminate this Contract at the end of the thirty (30) day notice period. Any extension of the time periods set forth above shall not be construed as a waiver of any rights or remedies the County or HCJFS may have under this Contract.

For purposes of the Contract, material breach shall mean an act or omission that violates or contravenes an obligation required under the Contract and which, by itself or together with one or more other breaches, has a negative effect on, or thwarts the purpose of the Contract as stated herein. A material breach shall not include an act or omission, which has a trivial or negligible effect on the quality, quantity, or delivery of the goods and services to be provided under the Contract.

Notwithstanding the above, in cases of substantiated allegations of: i) improper or inappropriate activities, ii) loss of required licenses iii) actions, inactions or behaviors that may result in harm, injury or neglect or a Consumer, iv) unethical business practices or procedures; and v) any other event that HCJFS deems harmful to the well being of a Consumer; HCJFS may immediately terminate this Contract upon delivery of a written notice of termination to Provider.

C. Effect of Termination

1. Upon any termination of this Contract, Provider shall be compensated for (i) any outstanding invoices that have been issued in accordance with this Contract; and (ii) services satisfactorily performed in accordance with the terms and conditions of this Contract up to the date of termination. In addition, HCJFS shall receive credit for reimbursement made, as of the date of termination, when determining any amount owed to Provider.

2. Provider, upon receipt of notice of termination, shall take all necessary or appropriate steps to limit disbursements and minimize costs and furnish a report, as of the date of receipt of notice of termination, describing the status of all work under this Contract, including without limitation, results accomplished, conclusions resulting therefrom and any other matters as HCJFS may require.
3. Provider shall not be relieved of liability to HCJFS for damages sustained by HCJFS by virtue of any breach of the Contract by Provider. HCJFS may withhold any compensation to Provider for the purpose of off-set until such time as the amount of damages due HCJFS from Provider is agreed upon or otherwise determined.

13. COMPLIANCE

Provider certifies that Provider and all subcontractors who provide direct or indirect services under this Contract will comply with all requirements of federal laws and regulations, applicable Code of Federal Regulations cites including, but not limited to 2CFR Part 215 (OMB A-110), 2CFR Part 225 (OMB A-87), 2CFR Part 230 (OMB A-

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122), and 2CFR Part 220 (OMB A-21), state statutes and Ohio Administrative Code rules in the conduct of work hereunder. The Provider accepts full responsibility for payment of any and all unemployment compensation premiums, all income tax deductions, pension deductions, and any and all other taxes or payroll deductions required for the performance of the work by the Provider's employees.

14. NON-DISCRIMINATION IN EMPLOYMENT

Provider certifies it is an equal opportunity employer and shall remain in compliance with state and federal civil rights and nondiscrimination laws and regulations including, but not limited to Title VI, and Title VII of the Civil Rights Act of 1964 as amended, the Rehabilitation Act of 1973, the Americans with Disabilities Act, the Age Discrimination Act of 1975, the Age Discrimination in Employment Act, as amended, and Ohio Civil Rights Law.

During the performance of this Contract, Provider will not discriminate against any employee, contract worker, or applicant for employment because of race, color, religion, sex, national origin, ancestry, disability, Vietnam-era veteran status, age, political belief or place of birth. Provider will take affirmative action to ensure that during employment, all employees are treated without regard to race, color, religion, sex, national origin, ancestry, disability, Vietnam-era veteran status, age, political belief or place of birth. These provisions apply also to contract workers. Such action shall include, but is not limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising, layoff, or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Provider agrees to post in conspicuous places, available to employees and applicants for employment, notices stating the Provider complies with all applicable federal and state non-discrimination laws.

Provider, or any person claiming through the Provider, agrees not to establish or knowingly permit any such practice or practices of discrimination or segregation in reference to anything relating to this Contract, or in reference to any contractors or subcontractors of said Provider.

15. NON-DISCRIMINATION IN THE PERFORMANCE OF SERVICES

Provider agrees to comply with the non-discrimination requirements of Title VI of the Civil Rights Act of 1964, 42 USC Section 2000d, and any regulations promulgated there under. Provider further agrees that it shall not exclude from participation in, deny the benefits of, or otherwise subject to discrimination any HCJFS consumer in its performance of this Contract on the basis of race, color, religion, sex, national origin, ancestry, disability, Vietnam-era veteran status, age, political belief, or place of birth.

Provider further agrees to comply with OAC 5101:9-02-01 and OAC 5101:9-02-05, as applicable, which require that contractors and sub-grantees receiving federal funds must assure that persons with limited English proficiency (LEP) can meaningfully access

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services. To the extent Provider provides assistance to LEP individuals through the use of an oral or written translator or interpretation services, in compliance with this requirement, individuals shall not be required to pay for such assistance.

16. PROVIDER SOLICITATION OF HCJFS EMPLOYEES

Provider warrants that for one (1) calendar year from the beginning date of this Contract with HCJFS, Provider will not solicit HCJFS employees to work for Provider.

17. RELATIONSHIP

Nothing in this Contract is intended to, or shall be deemed to constitute a partnership, association or joint venture with the Provider in the conduct of the provisions of this Contract. The Provider shall at all times have the status of an independent contractor without the right or authority to impose tort, contractual or any other liability on HCJFS or the County.

18. DISCLOSURE

The Provider hereby covenants that it has disclosed any information that it possesses about any business relationship or financial interest that said Provider has with a county employee, employee's business, or any business relationship or financial interest that a county employee has with the Provider or in the Provider's business.

19. WAIVER

Any waiver by either party of any provision or condition of this Contract shall not be construed or deemed to be a waiver of any other provision or condition of this Contract, nor a waiver of a subsequent breach of the same provision or condition.

20. NO ADDITIONAL WAIVER

If HCJFS or Provider fails to perform any obligations under this Contract and thereafter such failure is waived by the other party, such waiver shall be limited to the particular matter waived and shall not be deemed to waive any other failure hereunder. Waivers shall not be effective unless in writing.

21. CONFIDENTIALITY

The Provider agrees to comply with all federal and state laws applicable to HCJFS and/or consumers of HCJFS concerning the confidentiality of HCJFS consumers. The Provider understands that any access to the identities of any HCJFS consumers shall only be as

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necessary for the purpose of performing its responsibilities under this Contract. The Provider agrees that the use or disclosure of information concerning HCJFS consumers for any purpose not directly related to the administration of this Contract is prohibited.

22. AUDIT RESPONSIBILITY

A. Provider agrees to accept responsibility for receiving, replying to and/or complying with any audit exception by appropriate federal, state or local audit directly related to the provision of this Contract.

Audits will be conducted using a "sampling" method. Depending on the type of audit conducted, the areas to be reviewed using the sampling method may include but are not limited to months, expenses, total units, and billable units.

Provider agrees to repay HCJFS the full amount of payment received for duplicate billings, erroneous billings, or false or deceptive claims. Provider recognizes and agrees that HCJFS may withhold any money due and recover through any appropriate method any money erroneously paid under this Contract if evidence exists of less than full compliance with this Contract. When an overpayment is identified and the overpayment cannot be repaid in one (1) month, Provider will be asked to sign a REPAYMENT OF FUNDS AGREEMENT (the "Repayment Agreement"). If payments are not made according to the agreed upon terms, future checks may be held until the repayment of funds is current. Checks held more than sixty (60) days will be cancelled and will not be re-issued. HCJFS also reserves the right to not increase the rate(s) of payment or the overall Contract amount for services purchased under this Contract if there is any outstanding or unresolved issue related to an audit finding.

HCJFS may allow a change in the terms of the Repayment Agreement. Any change will require a formal amendment to the Repayment Agreement that will be signed by all parties. An amendment to the Repayment Agreement may also be processed if any additional changes or issues develop or need to be addressed.

B. Provider shall cause to be conducted an annual independent audit report. Within fifteen (15) days of receipt, Provider agrees to give HCJFS a copy of Provider's most recent annual report and most recent annual independent audit report.

C. HCJFS reserves the right to evaluate programs of the Provider and all subcontractors. Evaluation activities may include, but are not limited to reviewing records, observing programs, and interviewing program employees and Consumers. Such evaluations will be conducted at Provider's own time and expense.

D. To the extent applicable, Provider will cause a single or program-specific audit to be

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conducted in accordance with OMB Circular A-133. Provider should submit a copy of the completed audit report to HCJFS within forty-five (45) days after receipt from the accounting firm performing such audit.

23. WARRANTY

The Provider warrants that its services and/or goods shall be performed and/or provided in a professional and work like manner in accordance with applicable professional standards.

24. AVAILABILITY OF FUNDS

This Contract is conditioned upon the availability of federal, state, or local funds appropriated or allocated for payment for services provided under the terms and conditions of this Contract. By sole determination of HCJFS, if funds are not sufficiently allocated or available for the provision of the services performed by Provider hereunder, HCJFS reserves the right to exercise one of the following alternatives:

1. Reduce the utilization of the services provided under this Contract, without change to the terms and conditions of the Contract; or

2. Issue a notice of intent to terminate the Contract.

HCJFS will notify Provider at the earliest possible time of such decision. No penalty shall accrue to HCJFS in the event either of these provisions is exercised. HCJFS shall not be obligated or liable for any future payments due or for any damages as a result of termination under this section.

25. FORCE MAJEURE

If by reason of force majeure, the parties are unable in whole or in part to act in accordance with this Contract, the parties shall not be deemed in default during the continuance of such inability provided, however, that Provider shall only be entitled to the benefit of this paragraph for fourteen (14) days if the event of force majeure does not affect HCJFS' property or employees which are necessary to Provider's ability to perform.

The term "Force Majeure" as used herein shall mean without limitation: acts of God; strikes or lockout; acts of public enemies; insurrections; riots; epidemics; lightening; earthquakes; fire; storms; flood; washouts; droughts; arrests; restraint of government and people; civil disturbances; and explosions.

Provider shall, however, remedy with all reasonable dispatch any such cause to the extent within its reasonable control that prevents Provider from carrying out its obligations contained herein.

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26. LEGAL ACTION

Any legal action brought pursuant to the Contract will be filed in the courts located in Hamilton County, Ohio and Ohio law will apply.

27. PUBLIC RECORDS

This Contract is a matter of public record under the laws of the State of Ohio. Provider agrees to make copies of this Contract promptly available to any requesting party. Upon request made pursuant to Ohio law, HCJFS shall make available the Contract and all public records generated as a result of this Contract.

By entering into this Contract, Provider acknowledges and understands that records maintained by Provider pursuant to this Contract may be deemed public record and subject to disclosure under Ohio law. Provider shall comply with the Ohio public records law.

28. DRUG-FREE WORKPLACE

Provider certifies and affirms that Provider will comply with all applicable state and federal laws regarding a drug-free workplace. Provider will make a good faith effort to ensure that all employees performing duties or responsibilities under this Contract, while working on state, county or private property, will not purchase, transfer, use or possess illegal drugs or alcohol, or abuse prescription drugs in any way.

29. PUBLIC ASSISTANCE WORK PROGRAM PARTICIPANTS

Pursuant to Chapter 5107 of the Ohio Revised Code and Prevention, Retention, and Contingency Program established under Chapter 5108 of the Revised Code, Provider agrees to not discriminate in hiring and promoting against applicants for and participants for the Ohio Works Program. Provider also agrees to include such provision in any such contract, subcontract, grant or procedure with any other party which will be providing services, whether directly or indirectly, to HCJFS consumers.

30. MEDIA RELATIONS, PUBLIC INFORMATION, AND OUTREACH

Although information about and generated under this Contract may fall within the public domain, Provider will not release information about or related to this Contract to the general public or media verbally, in writing, or by any electronic means without prior approval from the HCJFS Communications Director, unless Provider is required to release requested information by law. HCJFS reserves the right to announce to the general public and media: award of the Contract, Contract terms and conditions, scope of

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work under the Contract, deliverables and results obtained under the Contract, impact of Contract activities, and assessment of Provider's performance under the Contract. Except where HCJFS approval has been granted in advance, the Provider will not seek to publicize and will not respond to unsolicited media queries requesting announcement of Contract award, Contract terms and conditions, Contract scope of work, government-furnished documents HCJFS may provide to Provider to fulfill the Contract scope of work, deliverables required under the Contract, results obtained under the Contract, and impact of Contract activities. If contacted by the media about this Contract, Provider agrees to notify the HCJFS Communications Director in lieu of responding immediately to media queries. Nothing in this section is meant to restrict Provider from using Contract information and results to market to specific consumers or prospects.

31. AMENDMENTS

This writing constitutes the entire agreement between Provider and HCJFS with respect to all matters herein. This Contract may be amended only in writing and signed by Provider and HCJFS.

32. LOBBYING

Provider warrants that during the life of this Contract, Provider has not and will not use Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any Federal agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Provider further warrants that Provider will disclose any lobbying with any non-Federal funds that takes place in connection in obtaining any Federal award. Upon receipt of notice, HCJFS will issue a termination notice in accordance with the terms of this Contract. If Provider fails to notify HCJFS, HCJFS reserves the right to immediately suspend payment and terminate the Contract.

33. DEBARMENT AND SUSPENSION

HCJFS may not contract with Providers on the non-procurement portion of the General Services Administration's "List of Parties Excluded from Federal Procurement or Non-procurement Programs: (hereinafter known as List) in accordance with Executive Order 12549 and 12689. By signing this Contract, Provider warrants that Provider is excluded from the List and will immediately notify HCJFS if Provider is added to the List at any time during the life of this Contract. Upon receipt of notice, HCJFS will issue a termination notice in accordance with the terms of this Contract. If Provider fails to notify HCJFS, HCJFS reserves the right to immediately suspend payment and terminate the Contract.

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34. FAITH BASED ORGANIZATIONS

If Provider is a faith based organization, Provider agrees that it will perform the duties under this Contract in compliance with section 104 of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 and in a manner that will ensure that the religious freedom of program participants is not diminished and that it will not discriminate against any participant based on religious belief, or refusal to participate in a religious activity.

No funds provided under this Contract will be used to promote the religious character and activities of the Provider. If any participant objects to the religious character of the organization, the Provider will immediately refer the individual to HCJFS for an alternate Provider.

35. CHILD SUPPORT

Provider agrees to cooperate with ODJFS and any Ohio Child Support Enforcement Agency ("CSEA") in ensuring Provider or the employees of Provider meets child support obligations established under state or federal law. Further, by executing this Contract Provider certifies present and future compliance with any court or valid administrative order for the withholding of support which is issued pursuant to the applicable sections in Chapters 3119, 3121, 3123, and 3125 of the Ohio Revised Code.

36. DEBT CHECK PROVISION

Ohio Revised Code Section 9.24 prohibits public agencies from awarding a contract for goods, services, or construction, paid for in whole or in part from state funds, to a person or entity against who a finding for recovery has been issued by the Ohio Auditor of State, if the finding for recovery is unresolved. By entering into this Contract, Provider warrants that a finding for recovery has not been issued to Provider by the Ohio Auditor of State. Provider further warrants that Provider shall notify HCJFS within one (1) business day should a finding for recovery occur during the Contract term.

37. CLEAN AIR AND FEDERAL WATER POLLUTION CONTROL ACT

Provider agrees to comply with all applicable standards, orders or regulations issued pursuant to section 306 of the Clean Air Act (42 U.S.C. 7401), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and any applicable Environmental Protection Agency Regulation. Provider understands that violations of all applicable standards, orders or regulations issued pursuant to section 306 of the Clean Air Act (42 U.S.C.7401), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and any applicable Environmental Protection Agency Regulation must be reported to the Federal awarding agency and the Regional Office of Environmental Protection Agency (EPA).

38. ENERGY POLICY AND CONSERVATION ACT

Provider agrees to comply with all applicable standards, orders or regulations issued relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

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39. TRANSITION LANGUAGE

A Transition Plan is to be used in the event of termination. The goals of the Transition Plan are to: a) ensure continuity of Transportation Services; and b) not disrupt Transportation Services unnecessarily. The parties agree that each shall provide the other reasonable cooperation in the transitioning of responsibilities to any other entity selected by HCJFS to assume administration of such responsibilities. To ensure continuity of services to HCJFS consumers, the transition Plan, at a minimum includes the following schedule:

A. ????

B. ????

C. ????

40. CONTRACT CLOSEOUT

At the discretion and initiation of HCJFS, a contract closeout procedure may commence within ninety (90) days after the termination or expiration of this Contract to ensure at a minimum that all required forms, reports and deliverables were submitted to and accepted by HCJFS in accordance with this Contract.

41. CONTRACT CONTACTS

A. HCJFS Contacts

Provider should contact the following HCJFS staff with questions:

Name	Phone #	Department	Responsibility
	946-	Contract Services	contract changes, contract language
	946-	Fiscal	billing & payment

B. Provider Contacts

HCJFS should contact the following Vendor staff with any questions:

Name	Phone #	Department	Responsibility

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The terms of this Contract are hereby agreed to by both parties, as shown by the signatures of representatives of each.

SIGNATURES

Board of County Commissioners,
Hamilton County, Ohio

By: _____
(Signature)

Name: _____
(Print)

Title: _____
(Print)

Date: _____

(Complete Vendor Name)

By: _____
(Signature)

Name: _____
(Print)

Title _____
(Print)

Date: _____

Recommended By:

_____

Date: _____

Moira Weir, Director
Hamilton County Department of Job & Family Services
Hamilton County, Ohio

Approved as to form:

By: _____.
Assistant Prosecuting Attorney
Hamilton County, Ohio

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ATTACHMENT C Budget Instruction & Sample Budget

TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

HCJFS CONTRACT BUDGET

AGENCY:

TO _____

INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	0.00	0.00	0.00	0.00
B. EMPLOYEE PAYROLL TAXES & BENEFITS	0.00	0.00	0.00	0.00
C. PROFESSIONAL & CONTRACTED SERVICES	0.00	0.00	0.00	0.00
D. CONSUMABLE SUPPLIES	0.00	0.00	0.00	0.00
E. OCCUPANCY	0.00	0.00	0.00	0.00
F. TRAVEL	0.00	0.00	0.00	0.00
G. INSURANCE		0.00	0.00	0.00
H. EQUIPMENT	0.00	0.00	0.00	0.00
I. MISCELLANEOUS	0.00	0.00	0.00	0.00
J. PROFIT MARGIN	0.00	0.00	0.00	0.00
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	0.00	0.00	0.00	0.00
ALLOCATION OF MGT/INDIRECT COSTS				0.00
TOTAL PROGRAM EXPENSES	0.00	0.00	0.00	0.00

ESTIMATED TOTAL UNITS OF SERVICE TO BE PROVIDED: _____ _____ **UNIT =**

TOTAL PROGRAM COST/TOTAL UNITS OF SERVICE = UNIT COST: #DIV/0! #REF!

TOTAL REVENUE	0.00	#REF!	0.00	0.00	0.00

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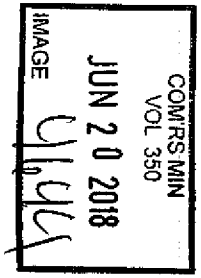
TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

A. STAFF SALARIES - Attach Extra Pages for Staff, if needed.

POSITION TITLE	# STAFF	HRS WK	ANNUAL COST	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERVICE	TOTAL EXPENSE
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
TOTAL SALARIES			0.00	0.00	0.00	0.00	0.00

Salaries Narrative. Describe how each position relates to the service proposed.
Please type narrative here.



TERM JULY 1, 2020- JUNE 30, 2022

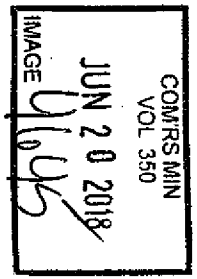
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
B.PAYROLL TAXES				
FICA %				0.00
WORKER'S COMP. %				0.00
UNEMPLOYMENT %				0.00
BENEFITS				
RETIREMENT				0.00
HOSPITAL CARE				0.00
OTHER (SPECIFY)				0.00
				0.00
TOTAL EMPLOYEE PAYROLL TAXES & BENEFITS	0.00	0.00	0.00	0.00

Employee Payroll Taxes & Benefits Narrative.
Please type narrative here.

C. PROFESSIONAL FEES & CONTRACTED SERVICES (Indicate type, function performed, and		MGMT INDIRECT	OTHER DIRECT SERVICES	TOTAL EXPENSE
				0.00
				0.00
				0.00
				0.00
TOTAL PROFESSIONAL FEES & CONTRACTED SERVICES	0.00	0.00	0.00	0.00

Professional Fees & Contracted Services Narrative
Please type narrative here.



TERM JULY 1, 2020 - JUNE 30, 2022

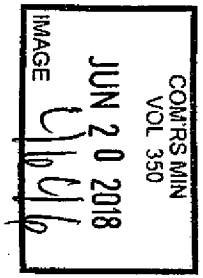
NAME OF CONTRACT PROGRAM:FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
D.CONSUMABLE SUPPLIES				
OFFICE				0.00
CLEANING				0.00
PROGRAM				0.00
OTHER (SPECIFY)				0.00
				0.00
				0.00
TOTAL CONSUMABLE SUPPLIES	0.00	0.00	0.00	0.00

Consumable Supplies Narrative
Please type narrative here.

EXPENSES BY PROGRAM SERVICES		MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
E. OCCUPANCY COSTS				
RENTAL @ PER SQ. FT.				0.00
USAGE ALLOWANCE OF BLDG. OWNED @2% OF ORIG. ACQUISITION COST				0.00
MAINTENANCE & REPAIRS				0.00
UTILITIES (MAY BE INCLUDED IN RENT) HEAT & ELECTRICITY WATER				0.00
TELEPHONE				0.00
OTHER (SPECIFY)				0.00
				0.00
				0.00
TOTAL OCCUPANCY COSTS	0.00	0.00	0.00	0.00

Occupancy Costs Narrative
Please type narrative here.



TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
F.TRAVEL COSTS				
GASOLINE & OIL				0.00
VEHICLE REPAIR				0.00
VEHICLE LICENSE				0.00
VEHICLE INSURANCE				0.00
OTHER (PARKING)				0.00
MILEAGE REIMBURSE.@ PER MILE				0.00
CONFERENCES & MEETINGS, ETC.				0.00
PURCHASED TRANSPORTATION				0.00
TOTAL TRAVEL COSTS	0.00	0.00	0.00	0.00

Travel Costs Narrative

Please type narrative here.

EXPENSES BY PROGRAM SERVICES		MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
G. INSURANCE COSTS				
LIABILITY				0.00
PROPERTY				0.00
ACCIDENT				0.00
OTHER				0.00
TOTAL INSURANCE COSTS		0.00	0.00	0.00

Insurance Costs Narrative

Please type narrative here.

COMRS MIN VOL 350
JUN 20 2018
IMAGE

TERM JULY 1, 2018 - JUNE 30, 2020

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERV	TOTAL EXPENSE
H.EQUIPMENT COSTS				
SMALL EQUIPMENT (items costing under $5,000.00, which are to be purchased during budget period should be listed)				
				0.00
				0.00
				0.00
TOTAL SMALL EQUIPMENT COSTS	0.00	0.00	0.00	0.00
EQUIPMENT MAINTENANCE & REPAIR (DETAIL)				0.00
				0.00
				0.00
				0.00
TOTAL EQUIPMENT & REPAIR	0.00	0.00	0.00	0.00
EQUIPMENT LEASE COSTS (DETAIL)				
				0.00
				0.00
				0.00
TOTAL LEASE COSTS	0.00	0.00	0.00	0.00
TOTAL COST DEPRECIATION OF LARGE EQUIPMENT ITEMS (detail on page 7)	0.00	0.00	0.00	0.00
TOTAL EQUIPMENT COSTS	0.00	0.00	0.00	0.00

Total Equipment Costs Narrative (Small Equipment, Equipment Maintenance & Repair, Equipment Lease, Equipment Depreciation)

Please type narrative here.

COM'RS MIN
VOL 350
JUN 20 2018
IMAGE

TERM JULY 1, 2018 - JUNE 30, 2020

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

LARGE EQUIPMENT DEPRECIATION COSTS

Any individual equipment item costing $5,000 or more at time of purchase may be included in the budget and must be depreciated. The exception to the "individual equipment item" is for computer components which are purchased as a group, I.e. hard drive, monitor, keyboard, printer, etc. If the total cost for all the components is $5,000 or greater, the equipment must be depreciated. Any item which was full depreciated on the agency's books prior to the beginning date of the contract may not be used as a basis for determining costs of the program proposed for a contract, even though that item of equipment is used by the program. Any items of equipment used by the Management and Indirect activities of the Agency for which costs are included in this budget must also be itemized on this sheet. If needed, extra copies may be made and numbered 7A, 7B, & 7C.

ITEM(S) TO BE DEPRECIATED	NEW OR USED	DATE OF PURCHASE	TOTAL ACTUAL COST	SALVAGE VALUE	TOTAL TO DEPRECIATE	USEFUL LIFE	CHARGEABLE ANNUAL DEPRECIATION	*PERCENT USED BY CONTRACT PROGRAM	AMOUNT CHARGED TO CONTRACT PROGRAM	WHICH CONTRACTED PROGRAM
			0.00	0.00	0.00	0	0.00	100.00%	0.00	
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
Total			0.00		0.00		0.00		0.00	

COM'RS MIN
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IMAGE

TERM JULY 1, 2018 - JUNE 30, 2020

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
I. MISCELLANEOUS COSTS				
				0.00
				0.00
				0.00
				0.00
				0.00
TOTAL MISCELLANEOUS COSTS	0.00	0.00	0.00	0.00
J. PROFIT MARGIN (For profit entities only)				0.00
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	#VALUE!	0.00	0.00	0.00

Miscellaneous Costs Narrative.
Please type narrative here.

A rationale or basis for the allocation of Mgmt Indirect cost which details how the amount charged to the proposed service was determined must be included. Some agencies allocate these types of costs on staff salaries, total personnel costs, total direct cost of service proposed, and/or time studies. Records substantiating development of the means of these costs must be provided with your budget submittal and also maintained by your agency.

Mgmt/Indirect Cost Narrative.
Please type narrative here.

Profit Margin Narrative (for profit entities only).
Please type narrative here.

COM'RS MIN
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JUN 20 2018
IMAGE 4450

TERM JULY 1, 2018 - JUNE 30, 2020

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

REVENUES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL REVENUES
A. GOVERNMENTAL AGENCY FUNDING (specify agency & type)				
				0.00
				0.00
				0.00
B.OTHER FUNDING				
FEES FROM CLIENTS				0.00
CONTRIBUTIONS				0.00
				0.00
				0.00
				0.00
				0.00
AWARDS & GRANTS				0.00
				0.00
OTHER (specify)				0.00
				0.00
TOTAL REVENUE	0.00	0.00	0.00	0.00

Revenue Narrative

Please type narrative here.

COM'RS MIN
VOL 350
JUN 20 2018
IMAGE 405

TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

HCJFS CONTRACT BUDGET

AGENCY:

TO _____

INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	0.00	0.00	0.00	0.00
B. EMPLOYEE PAYROLL TAXES & BENEFITS	0.00	0.00	0.00	0.00
C. PROFESSIONAL & CONTRACTED SERVICES	0.00	0.00	0.00	0.00
D. CONSUMABLE SUPPLIES	0.00	0.00	0.00	0.00
E. OCCUPANCY	0.00	0.00	0.00	0.00
F. TRAVEL	0.00	0.00	0.00	0.00
G. INSURANCE		0.00	0.00	0.00
H. EQUIPMENT	0.00	0.00	0.00	0.00
I. MISCELLANEOUS	0.00	0.00	0.00	0.00
J. PROFIT MARGIN	0.00	0.00	0.00	0.00
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	0.00	0.00	0.00	0.00
ALLOCATION OF MGT/INDIRECT COSTS				0.00
TOTAL PROGRAM EXPENSES	0.00	0.00	0.00	0.00

ESTIMATED TOTAL UNITS OF SERVICE TO BE PROVIDED: _____ _____ **UNIT =**

TOTAL PROGRAM COST/TOTAL UNITS OF SERVICE = UNIT COST: #DIV/0! #REF!

TOTAL REVENUE	0.00	#REF!	0.00	0.00	0.00

COMRSMIN VOL 350
JUN 20 2018
IMAGE

TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

A. STAFF SALARIES - Attach Extra Pages for Staff, if needed.

POSITION TITLE	# STAFF	HRS WK	ANNUAL COST	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERVICE	TOTAL EXPENSE
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
TOTAL SALARIES			0.00	0.00	0.00	0.00	0.00

Salaries Narrative. Describe how each position relates to the service proposed.
Please type narrative here.

COM'RS MIN
VOL 350
JUN 20 2018
IMAGE

TERM JULY 1, 2020- JUNE 30, 2022

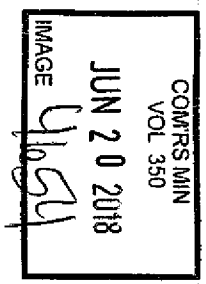
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
B.PAYROLL TAXES				
FICA %				0.00
WORKER'S COMP. %				0.00
UNEMPLOYMENT %				0.00
BENEFITS				
RETIREMENT				0.00
HOSPITAL CARE				0.00
OTHER (SPECIFY)				0.00
				0.00
TOTAL EMPLOYEE PAYROLL TAXES & BENEFITS	0.00	0.00	0.00	0.00

Employee Payroll Taxes & Benefits Narrative.
Please type narrative here.

C. PROFESSIONAL FEES & CONTRACTED SERVICES (Indicate type, function performed, and		MGMT INDIRECT	OTHER DIRECT SERVICES	TOTAL EXPENSE
				0.00
				0.00
				0.00
				0.00
TOTAL PROFESSIONAL FEES & CONTRACTED SERVICES	0.00	0.00	0.00	0.00

Professional Fees & Contracted Services Narrative
Please type narrative here.



TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM:FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
D.CONSUMABLE SUPPLIES				
OFFICE				0.00
CLEANING				0.00
PROGRAM				0.00
OTHER (SPECIFY)				0.00
				0.00
				0.00
TOTAL CONSUMABLE SUPPLIES	0.00	0.00	0.00	0.00

Consumable Supplies Narrative
Please type narrative here.

EXPENSES BY PROGRAM SERVICES		MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
E. OCCUPANCY COSTS				
RENTAL @ PER SQ. FT.				0.00
USAGE ALLOWANCE OF BLDG. OWNED @2% OF ORIG. ACQUISITION COST				0.00
MAINTENANCE & REPAIRS				0.00
UTILITIES (MAY BE INCLUDED IN RENT) HEAT & ELECTRICITY WATER				0.00
TELEPHONE				0.00
OTHER (SPECIFY)				0.00
				0.00
				0.00
TOTAL OCCUPANCY COSTS	0.00	0.00	0.00	0.00

Occupancy Costs Narrative
Please type narrative here.

COM'RS MIN
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IMAGE

TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
F.TRAVEL COSTS				
GASOLINE & OIL				0.00
VEHICLE REPAIR				0.00
VEHICLE LICENSE				0.00
VEHICLE INSURANCE				0.00
OTHER (PARKING)				0.00
MILEAGE REIMBURSE.@ PER MILE				0.00
CONFERENCES & MEETINGS, ETC.				0.00
PURCHASED TRANSPORTATION				0.00
TOTAL TRAVEL COSTS	0.00	0.00	0.00	0.00

Travel Costs Narrative

Please type narrative here.

EXPENSES BY PROGRAM SERVICES		MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
G. INSURANCE COSTS				
LIABILITY				0.00
PROPERTY				0.00
ACCIDENT				0.00
OTHER				0.00
TOTAL INSURANCE COSTS		0.00	0.00	0.00

Insurance Costs Narrative

Please type narrative here.

COM'RS MIN
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IMAGE

TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERV	TOTAL EXPENSE
H.EQUIPMENT COSTS				
SMALL EQUIPMENT (items costing under $5,000.00, which are to be purchased during budget period should be listed)				
				0.00
				0.00
				0.00
TOTAL SMALL EQUIPMENT COSTS	0.00	0.00	0.00	0.00
EQUIPMENT MAINTENANCE & REPAIR (DETAIL)				0.00
				0.00
				0.00
				0.00
TOTAL EQUIPMENT & REPAIR	0.00	0.00	0.00	0.00
EQUIPMENT LEASE COSTS (DETAIL)				
				0.00
				0.00
				0.00
TOTAL LEASE COSTS	0.00	0.00	0.00	0.00
TOTAL COST DEPRECIATION OF LARGE EQUIPMENT ITEMS (detail on page 7)	0.00	0.00	0.00	0.00
TOTAL EQUIPMENT COSTS	0.00	0.00	0.00	0.00

Total Equipment Costs Narrative (Small Equipment, Equipment Maintenance & Repair, Equipment Lease, Equipment Depreciation)

Please type narrative here.

COM'RS MIN
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IMAGE

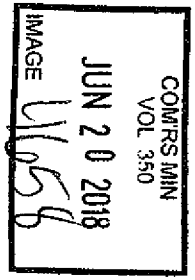
TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

LARGE EQUIPMENT DEPRECIATION COSTS

Any individual equipment item costing $5,000 or more at time of purchase may be included in the budget and must be depreciated. The exception to the "individual equipment item" is for computer components which are purchased as a group, I.e. hard drive, monitor, keyboard, printer, etc. If the total cost for all the components is $5,000 or greater, the equipment must be depreciated. Any item which was full depreciated on the agency's books prior to the beginning date of the contract may not be used as a basis for determining costs of the program proposed for a contract, even though that item of equipment is used by the program. Any items of equipment used by the Management and Indirect activities of the Agency for which costs are included in this budget must also be itemized on this sheet. If needed, extra copies may be made and numbered 7A, 7B, & 7C.

ITEM(S) TO BE DEPRECIATED	NEW OR USED	DATE OF PURCHASE	TOTAL ACTUAL COST	SALVAGE VALUE	TOTAL TO DEPRECIATE	USEFUL LIFE	CHARGEABLE ANNUAL DEPRECIATION	*PERCENT USED BY CONTRACT PROGRAM	AMOUNT CHARGED TO CONTRACT PROGRAM	WHICH CONTRACTED PROGRAM
			0.00	0.00	0.00	0	0.00	100.00%	0.00	
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
Total			0.00		0.00		0.00		0.00	



TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

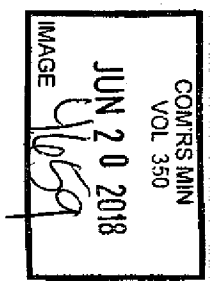
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
I. MISCELLANEOUS COSTS				
				0.00
				0.00
				0.00
				0.00
				0.00
TOTAL MISCELLANEOUS COSTS	0.00	0.00	0.00	0.00
J. PROFIT MARGIN (For profit entities only)				0.00
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	#VALUE!	0.00	0.00	0.00

Miscellaneous Costs Narrative.
Please type narrative here.

A rationale or basis for the allocation of Mgmt Indirect cost which details how the amount charged to the proposed service was determined must be included. Some agencies allocate these types of costs on staff salaries, total personnel costs, total direct cost of service proposed, and/or time studies. Records substantiating development of the means of these costs must be provided with your budget submittal and also maintained by your agency.

Mgmt/Indirect Cost Narrative.
Please type narrative here.

Profit Margin Narrative (for profit entities only).
Please type narrative here.



TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

REVENUES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL REVENUES
A. GOVERNMENTAL AGENCY FUNDING (specify agency & type)				
				0.00
				0.00
				0.00
B.OTHER FUNDING				
FEES FROM CLIENTS				0.00
CONTRIBUTIONS				0.00
				0.00
				0.00
				0.00
				0.00
AWARDS & GRANTS				0.00
				0.00
OTHER (specify)				0.00
				0.00
TOTAL REVENUE	0.00	0.00	0.00	0.00

Revenue Narrative

Please type narrative here.

COM'RS MIN
VOL 350
JUN 20 2018
IMAGE

TERM JULY 1, 2022 - JUNE 30, 2024

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

HCJFS CONTRACT BUDGET

AGENCY:

TO _____

INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	0.00	0.00	0.00	0.00
B. EMPLOYEE PAYROLL TAXES & BENEFITS	0.00	0.00	0.00	0.00
C. PROFESSIONAL & CONTRACTED SERVICES	0.00	0.00	0.00	0.00
D. CONSUMABLE SUPPLIES	0.00	0.00	0.00	0.00
E. OCCUPANCY	0.00	0.00	0.00	0.00
F. TRAVEL	0.00	0.00	0.00	0.00
G. INSURANCE		0.00	0.00	0.00
H. EQUIPMENT	0.00	0.00	0.00	0.00
I. MISCELLANEOUS	0.00	0.00	0.00	0.00
J. PROFIT MARGIN	0.00	0.00	0.00	0.00
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	0.00	0.00	0.00	0.00
ALLOCATION OF MGT/INDIRECT COSTS				0.00
TOTAL PROGRAM EXPENSES	0.00	0.00	0.00	0.00

ESTIMATED TOTAL UNITS OF SERVICE TO BE PROVIDED: _____ _____ **UNIT =**

TOTAL PROGRAM COST/TOTAL UNITS OF SERVICE = UNIT COST: #DIV/0! #REF!

TOTAL REVENUE	0.00	#REF!	0.00	0.00	0.00

COM'RS MIN VOL 350
IMAGE
JUN 20 2018

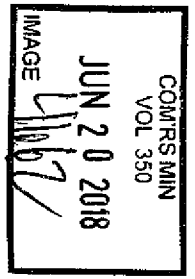
TERM JULY 1, 2022 - JUNE 30, 2024

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

A. STAFF SALARIES - Attach Extra Pages for Staff, if needed.

POSITION TITLE	# STAFF	HRS WK	ANNUAL COST	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERVICE	TOTAL EXPENSE
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
TOTAL SALARIES			0.00	0.00	0.00	0.00	0.00

Salaries Narrative. Describe how each position relates to the service proposed.
Please type narrative here.



TERM JULY 1, 2022- JUNE 30, 2024

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
B.PAYROLL TAXES				
FICA %				0.00
WORKER'S COMP. %				0.00
UNEMPLOYMENT %				0.00
BENEFITS				
RETIREMENT				0.00
HOSPITAL CARE				0.00
OTHER (SPECIFY)				0.00
				0.00
TOTAL EMPLOYEE PAYROLL TAXES & BENEFITS	0.00	0.00	0.00	0.00

Employee Payroll Taxes & Benefits Narrative

Please type narrative here.

C. PROFESSIONAL FEES & CONTRACTED SERVICES (Indicate type, function performed, and		MGMT INDIRECT	OTHER DIRECT SERVICES	TOTAL EXPENSE
				0.00
				0.00
				0.00
				0.00
TOTAL PROFESSIONAL FEES & CONTRACTED SERVICES	0.00	0.00	0.00	0.00

Professional Fees & Contracted Services Narrative

Please type narrative here.

COM'RS MIN
VOL 350
JUN 20 2018
IMAGE

TERM JULY 1, 2022 - JUNE 30, 2024

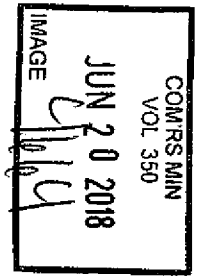
NAME OF CONTRACT PROGRAM:FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
D.CONSUMABLE SUPPLIES				
OFFICE				0.00
CLEANING				0.00
PROGRAM				0.00
OTHER (SPECIFY)				0.00
				0.00
				0.00
TOTAL CONSUMABLE SUPPLIES	0.00	0.00	0.00	0.00

Consumable Supplies Narrative
Please type narrative here.

EXPENSES BY PROGRAM SERVICES		MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
E. OCCUPANCY COSTS				
RENTAL @ PER SQ. FT.				0.00
USAGE ALLOWANCE OF BLDG. OWNED @2% OF ORIG. ACQUISITION COST				0.00
MAINTENANCE & REPAIRS				0.00
UTILITIES (MAY BE INCLUDED IN RENT) HEAT & ELECTRICITY WATER				0.00
TELEPHONE				0.00
OTHER (SPECIFY)				0.00
				0.00
				0.00
TOTAL OCCUPANCY COSTS	0.00	0.00	0.00	0.00

Occupancy Costs Narrative
Please type narrative here.



TERM JULY 1, 2022 - JUNE 30, 2024

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
F.TRAVEL COSTS				
GASOLINE & OIL				0.00
VEHICLE REPAIR				0.00
VEHICLE LICENSE				0.00
VEHICLE INSURANCE				0.00
OTHER (PARKING)				0.00
MILEAGE REIMBURSE.@ PER MILE				0.00
CONFERENCES & MEETINGS, ETC.				0.00
PURCHASED TRANSPORTATION				0.00
TOTAL TRAVEL COSTS	0.00	0.00	0.00	0.00

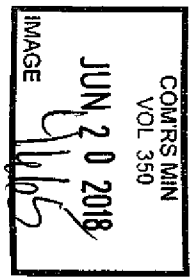
Travel Costs Narrative

Please type narrative here.

EXPENSES BY PROGRAM SERVICES		MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
G. INSURANCE COSTS				
LIABILITY				0.00
PROPERTY				0.00
ACCIDENT				0.00
OTHER				0.00
TOTAL INSURANCE COSTS		0.00	0.00	0.00

Insurance Costs Narrative

Please type narrative here.



TERM JULY 1, 2022 - JUNE 30, 2024

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERV	TOTAL EXPENSE
H.EQUIPMENT COSTS				
SMALL EQUIPMENT (items costing under $5,000.00, which are to be purchased during budget period should be listed)				
				0.00
				0.00
				0.00
TOTAL SMALL EQUIPMENT COSTS	0.00	0.00	0.00	0.00
EQUIPMENT MAINTENANCE & REPAIR (DETAIL)				0.00
				0.00
				0.00
				0.00
TOTAL EQUIPMENT & REPAIR	0.00	0.00	0.00	0.00
EQUIPMENT LEASE COSTS (DETAIL)				
				0.00
				0.00
				0.00
TOTAL LEASE COSTS	0.00	0.00	0.00	0.00
TOTAL COST DEPRECIATION OF LARGE EQUIPMENT ITEMS (detail on page 7)	0.00	0.00	0.00	0.00
TOTAL EQUIPMENT COSTS	0.00	0.00	0.00	0.00

Total Equipment Costs Narrative (Small Equipment, Equipment Maintenance & Repair, Equipment Lease, Equipment Depreciation)

Please type narrative here.

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IMAGE

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

LARGE EQUIPMENT DEPRECIATION COSTS

Any individual equipment item costing $5,000 or more at time of purchase may be included in the budget and must be depreciated. The exception to the "individual equipment item" is for computer components which are purchased as a group, I.e. hard drive, monitor, keyboard, printer, etc. If the total cost for all the components is $5,000 or greater, the equipment must be depreciated. Any item which was full depreciated on the agency's books prior to the beginning date of the contract may not be used as a basis for determining costs of the program proposed for a contract, even though that item of equipment is used by the program. Any items of equipment used by the Management and Indirect activities of the Agency for which costs are included in this budget must also be itemized on this sheet. If needed, extra copies may be made and numbered 7A, 7B, & 7C.

ITEM(S) TO BE DEPRECIATED	NEW OR USED	DATE OF PURCHASE	TOTAL ACTUAL COST	SALVAGE VALUE	TOTAL TO DEPRECIATE	USEFUL LIFE	CHARGEABLE ANNUAL DEPRECIATION	*PERCENT USED BY CONTRACT PROGRAM	AMOUNT CHARGED TO CONTRACT PROGRAM	WHICH CONTRACTED PROGRAM
			0.00	0.00	0.00	0	0.00	100.00%	0.00	
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
			0.00	0.00	0.00	0	0.00			
Total			0.00		0.00		0.00		0.00	

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IMAGE

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
I. MISCELLANEOUS COSTS				
				0.00
				0.00
				0.00
				0.00
				0.00
TOTAL MISCELLANEOUS COSTS	0.00	0.00	0.00	0.00
J. PROFIT MARGIN (For profit entities only)				0.00
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	#VALUE!	0.00	0.00	0.00

Miscellaneous Costs Narrative.
Please type narrative here.

A rationale or basis for the allocation of Mgmt Indirect cost which details how the amount charged to the proposed service was determined must be included. Some agencies allocate these types of costs on staff salaries, total personnel costs, total direct cost of service proposed, and/or time studies. Records substantiating development of the means of these costs must be provided with your budget submittal and also maintained by your agency.

Mgmt/Indirect Cost Narrative.
Please type narrative here.

Profit Margin Narrative (for profit entities only).
Please type narrative here.

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IMAGE

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

REVENUES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL REVENUES
A. GOVERNMENTAL AGENCY FUNDING (specify agency & type)				
				0.00
				0.00
				0.00
B.OTHER FUNDING				
FEES FROM CLIENTS				0.00
CONTRIBUTIONS				0.00
				0.00
				0.00
				0.00
				0.00
AWARDS & GRANTS				0.00
				0.00
OTHER (specify)				0.00
				0.00
TOTAL REVENUE	0.00	0.00	0.00	0.00

Revenue Narrative

Please type narrative here.

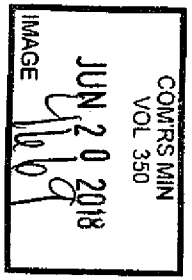

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IMAGE 4670

ATTACHMENT D

Provider Registration Form

REQUEST FOR PROPOSAL REGISTRATION FORM

RFP: SB01-18R for Family & Children's Services Transportation Services

All inquiries regarding this RFP are to be in writing and are to be mailed, email or faxed to:

Sheila Bass
Hamilton County Job and Family Services
222 E. Central Parkway Contract Services, 3rd Floor
Cincinnati, OH 45202
Fax#: (513) 946-2384
Email: HCJFS_RFP_COMMUNICATIONS@jfs.hamilton-co.org

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IMAGE 4671

The Hamilton County Job and Family Services (HCJFS) will not entertain any oral questions regarding this **RFP**. *Other than to the above specified person, no bidder may contact any HCJFS, county official, employee, project team member or evaluation team member.* Providers are not to schedule appointments or have contact with any of the individuals connected to or having decision-making authority regarding the award of this **RFP. Inappropriate contact may result in the rejection of the Provider's Proposal. This includes attempts to influence the RFP process, evaluation process or the award process by Providers who have submitted bids or by others on their behalf.**

By faxing this completed page to the HCJFS Contract Services you will be registering your company's interest in this RFP, attendance at the pre-proposal conference and all ensuing addenda. Your signature is an acknowledgement that you have read and understand the information contained on this page.

DATE:	
COMPANY NAME:	
ADDRESS:	
REPRESENTATIVE'S NAME	
TELEPHONE NUMBER	
FACSIMILE NUMBER:	
EMAIL ADDRESS:	
NUMBER OF PEOPLE ATTENDING PRE-PROPOSAL CONFERENCE. RSVP IS APPRECIATED, BUT NOT REQUIRED:	
SIGNATURE:	

Registration helps ensure that Providers will receive any addenda or correspondence regarding this RFP in a timely manner. HCJFS will not be responsible for the timeliness of delivery via the U.S. Mail.

***RFP Registration Forms are due: 1/18/2018**

Only Providers registering for the RFP will be considered for a contract. All other Providers will be disqualified.

Please fax this completed page to HCJFS Contract Services at (513) 946- 2384.

PROVIDER REGISTRATION RSVP FORM

RFP: SB01-18R for Family & Children's Services Transportation Services

Company Name	Representative Name	Email	Telephone

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IMAGE 1177

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IMAGE 4673

ATTACHMENT E

Warranty Against An Unresolved Finding

WARRANTY AGAINST AN UNRESOLVED FINDING FOR RECOVERY

(Formerly State of Ohio Debt)

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IMAGE 4674

Suppliers Note: This document must be notarized and included in your Proposals.

In accordance with Section 9.24 of the Ohio Revised Code, I hereby certify that the company I represent does not owe any money to the State of Ohio.

.

_____

SIGNATURE

_____

PRINT NAME

_____

TITLE

TO BE COMPLETED BY NOTARY PUBLIC

On _____, there appeared before me
DATE

_____, saying that he/she is
PRINT NAME

_____ _____ of,
PRINT TITLE

_____
PRINT NAME OF COMPANY

and that he/she understands all of the implications of the above statement and has signed in good faith.

_____

SIGNATURE OF NOTARY PUBLIC

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IMAGE 0115

ATTACHMENT F

Declaration of Property Tax Delinquency

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IMAGE 4676

Declaration of Property Tax Delinquency

(ORC 5719.042)

I, _____, hereby affirm that the Proposing Organization herein, _____, is ____ / is not ____ **(check one)** at the time of submitting this proposal charged with delinquent property taxes on the general tax list of personal property within the County of Hamilton. If the Proposing Organization is delinquent in the payment of property tax, the amount of such due and unpaid delinquent tax and any due and unpaid interest is $_____.

Print Name_____ Date_____

Signature _____

State of Ohio - County of _____ Notary

Before me, a notary public in and for said County, personally appeared _____, authorized signatory for the Proposing Organization, who acknowledges that he/she has read the foregoing and that the information provided therein is true to the best of his/her knowledge and belief.

IN TESTIMONY WHEREOF, I have affixed my hand and seal of my office at _____, Ohio this _____ day of _____ 20____.

_____

Notary Public

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IMAGE 4677

ATTACHMENT G

Release of Personnel Record

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IMAGE 41 16

HAMILTON COUNTY
JOB & FAMILY SERVICES

222 East Central Parkway • Cincinnati, Ohio 45202-1225
General Information: (513) 946-1000
General Information TDD: (513) 946-1295
FAX: (513) 946-2250
www.hcjfs.org
www.hcadopt.org
www.hcfoster.org

Employer Name:			
Employee Name:			
Employee Address:			
Authorization Date:		Expiration Date:	

RELEASE OF PERSONNEL RECORDS AND CRIMINAL RECORD CHECKS

Whereas O.R.C. 2151.86 requires the Hamilton County Department of Job and Family Services (HCJFS) to obtain a criminal records check on each employee and volunteer of a HCJFS Provider who is responsible for a consumer's care during service delivery, and

Whereas HCJFS, and HCJFS' funding organizations, may be required to audit the records of Providers to ensure compliance with provisions relating to criminal record checks of Providers' employees who are responsible for a consumer's care during service delivery, and

NOW THEREFORE

I authorize HCJFS, and those entitled to audit its records, to review my personnel records, including, but not limited to, criminal records checks. This authorization is valid for this, and the three subsequent fiscal years of HCJFS.

Signature_____ Date _____

A. Criminal Record Check

Provider shall comply with O.R.C. Sections 2151.86 and 5153.111. Generally these require that every employee or volunteer of Provider who has contact with a Consumer have an effective criminal record check. Notwithstanding the aforesaid, an employee or volunteer, without an effective criminal record check, may have contact with a Consumer if he/she is accompanied by an employee with an effective criminal record check. As used in this section an "effective criminal record check" is a criminal record check performed by the Ohio Bureau of Criminal Identification and Investigation, done in compliance with ORC 2151.86, which demonstrates that the employee or volunteer has not been convicted of any offense listed in R.C. Section 2151.86(C).

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IMAGE 4179

ATTACHMENT H

Transportation Incident Reports/Behavioral Suspensions

TRANSPORTATION SERVICES PROCEDURAL MEMO

TSPM #:	002-D	**OAC Reference:**	None
Effective Date:	Immediate	**COA Reference:**	None
Approved By:	Judy Leonard	**Cross Reference:**	TSPM 011; County Transportation Plan
Approval Date:	12/27/17	**Obsoletes:**	TSPM 002-C; TSPM 010

Transportation Incident Reports/Behavioral Suspensions

Purpose

This memo establishes guidelines for the documentation and review of Incident Reports received from the contracted vendor, or any of its assigned subcontractors, as outlined in the contract. All reports utilize the HCJFS 3303 – Transportation Incident Report. Subcontractors are to submit Incident Reports via the vendor.

The **mode** of service offered may be impacted by the consumer's failure to comply with NET rules (HCJFS 3547). Transportation by cab/van services may not be provided to consumers acting in a manner which could cause harm to the driver/monitor or other passengers.
The contracted transportation services vendor will be referred to as the "vendor" for the balance of the memo.

Critical Incidents

For most purposes, **critical incidents** are defined as:

- No responsible adult at home when dropping off minor child; possible transport to 241-KIDS
- Vehicle accident (involving passengers)
- Medical emergency/injury
- Any incident involving law enforcement or other emergency personnel
- Unauthorized exit from the vehicle
- Possession of a weapon
- Behavioral incident which results in **serious injury**

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IMAGE 4680

The following are also **critical incidents**, reported through the HCJFS 3303, which may be utilized as a cover sheet for a more detailed report:

- Information related to any lawsuit filed against the vendor or its subcontractors, specific to HCJFS transportation services
- Allegations of misconduct by employees of vendor, including subcontracted employees

When HCJFS receives a **critical incident, which involves child abuse and/or neglect** allegations, the incident report **must be forwarded by HCJFS Transportation Services as a priority email** to the:

- Children Services Intake Supervisor and Section Chief(s)

Deadlines for critical incidents:

- The **vendor** must contact the Transportation Services Supervisor/Section Chief and designated DT/PH site contact (if applicable), **by phone, within one hour** of the incident.
- The vendor must also complete an incident report within **twenty-four (24) hours of the actual incident** and send, as an attachment, by **priority email**, to TransportationServices@jfs.hamilton-co.org.
- If it is a media sensitive incident, including death, trauma, abuse or neglect, the HCJFS Communications Department must also be contacted, at 513-470-3320.

Behavioral Incidents

Behavioral incidents may be defined as behavior, threatening or dangerous, which jeopardizes the safety and/or well-being of other passengers and/or the driver/monitor. **The majority of behavioral incidents are considered non-critical incidents to be addressed at the discretion of HCJFS Transportation Services.**

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IMAGE 4661

Examples include, but are not limited to:

- possession or use of objects as a weapon
- possession of drugs
- tampering with safety restraints (door mechanism, seat belts, etc.)
- attempting to exit a moving vehicle
- physical violence/fighting with other riders
- physical aggression toward monitors/drivers during transport
- destruction of property

Behavioral incidents are addressed based on the age of the individual, the provider of the Medicaid billable service and the severity of the behavioral incident.

Behavioral incidents involving adults will be addressed by HCJFS Transportation Services with any conditions (i.e., a monitor) on future transports noted in writing to the vendor.

Incidents Specific to DT/PH

Incidents involving **Day Treatment/Partial Hospitalization (DT/PH) consumers** will be addressed in the following manner:

- Each DT/PH site is to identify a **single point of contact** for receipt of Incident Reports. This person must have management level authority, coordinate internal efforts with therapeutic staff and speak on behalf of the site's management.
- The vendor will provide electronic copies of the Incident Report to the **identified contact** for the DT/PH site.
- Upon receipt of the Incident Report, the identified contact is to transmit the report to appropriate site staff.
- Transportation Services will review Incident Reports and expect the site to address the behavior within their program.
  - The goal is to address the behavior without imposition of a suspension of cab/van services by HCJFS. The sites have more flexibility to address minor behavioral incidents, an established relationship with the parent/guardian/custodian/child and tools within therapeutic intervention. They must **advise HCJFS of their actions with a response on the HCJFS 3303 – Transportation Incident Report returned to: TransportationServices@jfs.hamilton-co.org.**
  - If at any point, HCJFS does not see sufficient progress with a child (recurring behavior, etc.) HCJFS reserves the right to impose a suspension of transportation.
- Sites are to review the NET Rules and the terms of the HCJFS 3305 – Consent Form with the parents/guardian of the child both at the point of intake and through any on-going conferences.
- When children present with behaviors which have not de-escalated prior to transport, no transport will occur and the program site will notify the parent or guardian that the child will remain at the site until arrangements are made for pickup of the child.

HCJFS Right to Impose Suspension

HCJFS always reserves the right to impose a suspension of cab/van services based on the severity of the behavioral incident or an ongoing history of incidents.

- HCJFS will notify the site and the vendor in writing and set an effective date for the suspension.
- Reinstatement of cab/van services will be based on a signed letter (on agency letterhead) from a licensed professional which indicates: therapeutic interventions utilized, potential remedies to prevent a reoccurrence of the behavior and a statement that the child is ready to return to group transport at that particular time.

Non-Critical Incidents

The contracted transportation services vendor must forward (via email) all non-critical incident reports within **twenty-four (24) hours of the incident** to: TransportationServices@jfs.hamilton-co.org. The report must detail what occurred, the driver/monitor reporting the incident, and information regarding outcome/resolution. Reports that are purely informational, and do not require intervention or follow-up, should be labeled "FYI". Reports considered "FYI" involve minor behavior and inappropriate language towards the driver/monitor and other passengers.

Alternative Forms of Transportation	If the suspended rider is eligible to use public transportation, the customer may be provided one ride bus tickets or a bus pass, depending on the transportation needs. Customers who are not capable of using public transportation due to physical/geographical limitations will need to secure alternate means of transportation. Parents or guardians of minors may receive mileage reimbursement for the period of the suspension.
Record Maintenance	All incident reports are virtually printed into OnBase with the case and client information listed.

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IMAGE 4682

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IMAGE 4163

ATTACHMENT I

Transportation Incident Report

HAMILTON COUNTY JOB & FAMILY SERVICES

HCJFS Transportation Services
Main Office: 222 East Central Parkway, Cincinnati, Ohio 45202-1225
General Information: (513) 946-1000
General Information TDD: (513) 946-1295
www.hcjfs.org

Transportation Incident Report

E-mail to: TransportationServices@JFS.Hamilton-co.org within 24 hours of incident.

Incident Detail:	Consumer Information:			Reporter Information:	
Date of Report:	Name:			Name:	
Date of Incident:	Address:			Signature:	
Incident Time: ☐ AM ☐ PM	City:	State:	Zip Code:	Van/Bus #:	Check: ☐ RR driver ☐ Other: *(specify)*
Incident Location:	Check: ☐ Child ☐ Adult		Age:	Report sent to facility listed below:	

☐ No Responsible Adult at Home per Procedure Memo 011 – **Program is to provide response indicating parent/guardian is informed of consequences of continued reports. This is a critical incident tracked separately.**

☐ Vehicle accident (involving passengers) – Critical incident reported by RR – **No response required by program site**

Critical Incident
- ☐ Report of abuse/neglect
- ☐ Medical emergency/injury
- ☐ Police involvement
- ☐ Unauthorized exit from vehicle
- ☐ Possession of weapon/drugs
- ☐ Behavioral w/ serious injury
- ☐ Damage/destruction/theft of property

Behavioral Incident
- ☐ Physical fighting/violence
- ☐ Overt threats/aggression directed at a child
- ☐ Threats/aggression directed at monitor/driver
- ☐ Threatening behavior by parent/guardian
- ☐ Tampering w/ or refusal to use safety restraints
- ☐ Attempting to exit vehicle without permission
- ☐ Sexualized behaviors
- ☐ Use of object as a weapon
- ☐ Child could not be transported and remained at program site

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IMAGE

Additional Description of Incident and Driver/Monitor Resolution of Incident: (use additional paper if necessary)

Medical Treatment?	Transport for Treatment:	Medical Treatment provided at:	Medical Services Provided:
☐ Yes ☐ No	☐ Vendor ☐ Ambulance ☐ Other: (specify)	☐ Hospital: (specify) ☐ Other: (specify)	

Police Report?	Police Agency:	Date of Police Report:	Time of Police Report:
☐ Yes ☐ No			☐ AM ☐ PM

DT/PH Site Response:

Received by:	Date Received:

Program response to report:
- ☐ Conference with child & parent/guardian
- ☐ Removal of program privileges
- ☐ Rewards and incentives for good behavior
- ☐ Therapeutic interventions specific to van behavior
- ☐ Program suspension for _____ days
- ☐ Other: (describe)

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IMAGE 41185

ATTACHMENT J

No Responsible Party at Home

TRANSPORTATION SERVICES PROCEDURAL MEMO

TSPM #:	011-C	**OAC Reference:**	5160-15-11
Effective Date:	Immediately	**COA Reference:**	None
Approved By:	Judy Leonard	**Cross Reference:**	TS Procedural Memo #002, 007, County Transportation Plan
Approval Date:	12/27/17	**Obsoletes:**	NET Policy Memo 011-A, TSPM 011-B

COMMISSION VOL 476
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IMAGE 4686

No Responsible Party at Home

Background

This memo establishes guidelines for instances in which a minor child using NET/Non-NET transport is unable to be dropped off at home, as a responsible adult is not present to receive the child. A responsible adult is defined through the consent and requisition process. The consent is completed by the parent/guardian and, when applicable, by the Children's Services caseworker.

Consent, Requisition and Alternative Drop Offs

Prior to authorizing Non-Emergency Transportation (NET) and Non-NET Transportation Services for minor children, the parent/guardian or Children's Services worker (on custody cases) must:

- Complete and sign an HCJFS 3305 – Transportation Services Consent Form to:
  - Authorize the use of transport; and
  - Confirm the parent or guardian understands the transportation rules and the procedures to be followed by the driver if a responsible adult is not home at the time of the drop off.

The consent form provides multiple options for listing alternative drop off names, addresses and phone #'s for those times that the parent/guardian cannot be at home for the drop off. All individuals listed on the consent must be 18 or older. The expectation is that all are made aware they are listed on the consent and agree to serve as an alternative drop off.

The alternative drop off cannot be a library, recreation center, etc. in which there is no party available to complete a legal transfer of custody. We do not transport to the parent/guardian's place of work.

Ongoing **planned** alternative drop off names and locations are provided through the requisition for services. As well, the caseworker (in custody cases) lists pre-authorized individuals on the requisition.

No Responsible Adult to Receive Child

If no responsible party is available at the time of the child's drop-off, the transportation provider will attempt to reach the following parties in the order listed below :

- Parent/guardian by phone
- All alternate phone numbers listed for the parent/guardian or other caregivers authorized to receive the child in lieu of the parent/guardian
- Emergency contact for the site, if this is a Day Treatment (DT)/Partial Hospitalization (PH) transport
- 241-KIDS and the NET Supervisor or Section Chief (within one hour as a critical incident)

The transportation provider will advise the parent/guardian of the steps taken and the drop off location of the child. An HCJFS 3303 – Transportation Incident Report will be submitted within 24 hours to Transportation Services and the DT/PH facility.

Suspension and/or Termination of Contracted Services

Cab/van transportation may be suspended if there are **three** occasions within a school year in which no responsible party is home for the return of the child. In the case of suspended cab/van service, Transportation Services will request that the caseworker and/or the DT/PH site staff develop workable solutions with the parent/guardian to restore service. Additional infractions, occurring after restoration of services, may result in termination of cab/van services.

Transportation Services may:

- Suspend the child from cab/van transportation (until the parties named above provide a workable solution to have a responsible party present upon the child's arrival);
- Assess eligibility for mileage reimbursement or bus tokens/passes (for both child and adult) for subsequent transportation needs

Prior to suspending cab/van service, the Transportation Services Supervisor will notify the Children's Services worker/supervisor of the proposed suspension and change in transportation mode for any children in HCJFS custody.

Waiver for 13-17 Year Old Youth

A parent/legal guardian may request waiver of the drop off which would allow the contracted vendor to drop off youth, ages 13-17, at home with no adult present. The waiver is initiated by the parent/legal guardian who must complete the waiver in the presence of a staff member of the DT/PH location requesting transportation for the child. The staff member must also sign the waiver as a witness to the signature. If the youth is in the custody of HCJFS, no witness signature is required at the DT/PH location. The signature of the caseworker will be obtained internally.

The waiver is sent to TransportationServices@jfs.hamilton-co.org. The waiver is scanned to the OnBase document imaging system and emailed to the contracted vendor with notification of an effective date no later than five days from the date of receipt.

This waiver applies only to the child in question. This does not apply to siblings under the age of thirteen (13). A minor child cannot serve as the responsible adult for the siblings.

The HCJFS 3305 – Transportation Services Consent Form is still required for the child, as the consent also includes emergency contacts and signature of the parent/legal guardian indicate acceptance of the terms of behavior on van transport.

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IMAGE 4687

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IMAGE 4166

ATTACHMENT K

Complaint Process

TRANSPORTATION SERVICES PROCEDURAL MEMO

TSPM #:	016-J	**OAC Reference:**	
Effective Date:	Immediate	**COA Reference:**	
Approved By:	Judy Leonard	**Cross Reference:**	
Approval Date:	9/21/17	**Obsoletes:**	016-I

NET Complaint Process

Purpose

Complaints are strictly for **contracted vendor performance issues,** based on the contractual agreement between HCJFS and the vendor.

Definition

Common examples of complaints are late vans, late pick-ups, absent monitors (assigned to a route or child), lack of adherence to proper use of child safety seats, improper transfer of custody and driver/monitor behavior.

Process

Complaints received via the Call Center may be transferred to the line monitored . . When a complaint is submitted via email, the protocol is to submit an email to all of the following individuals:

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IMAGE 4689

Copy in:

Updates to the list are sent via email to NET staff and external partners such as DT/PH locations, dialysis clinics, visitation programs, etc.

Once a complaint is received, . Complaints acknowledges receipt and assigns a unique identifier based on the specific trip identification number and client's last name.

All complaints are ultimately resolved through the complaint process even when there is early intervention by Ride Right or HCJFS. This is necessary to provide full and accurate documentation of complaints. Throughout any email chain on the complaint, please "reply all", so that all parties can follow the course of the resolution.

Monthly Quality reports are submitted to NET by . Complaints. These reports are submitted after the 10th of the month for the previous month. By agreement, weekly resolution reports and monthly quality reports are also sent by . Complaints to the identified site contacts for external .requestors of cab/van services.

General Guidelines

To properly identify and track complaints through resolution, all parties (internal and external) must:

- Keep each email to one type of complaint and one event (multiple kids can be part of one complaint if it is one event, such as a late van).
- Provide the name of the child involved in the complaint and the date of the incident.
- Submit a new complaint; don't add to a complaint which is already in the response/resolution process.

Scheduling Questions

If a problem is believed to have originated in NET **scheduling**, all parties should:

- Program - Verify the information on the **monthly spreadsheet** sent by NET.
- Program/NET - Review the requisition submitted by the requesting party.
- NET - Review the Transportation Services database.
- NET - Managerial review, if required, of the file transfer process
- All - Resolve any discrepancies and correct for future appointments.

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IMAGE 5690

COM'RS MIN
VOL 350
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IMAGE 4691

ATTACHMENT L

Monthly Billing Detail

The monthly invoice shall be sent to the STFP site by the vendor in an ASCII File as outlined

- TRIP_ID (key)
- TRIP_LEG_ID (key)
- Final Status Of Trip (3=NO SHOW, 2=CANCELED, 9=COMPLETED)
- Charge for Trip ($9999.99)

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JUN 20 2018
IMAGE 4692

Current our daily ASCII File structure is outlined as:

TRIP CATEGORY	Varchar2(15) Not Null	Derived from Purpose (PRS, PRS CS, MEDICAL, DAY TREATMENT, NET
TRIP_PURPOSE	Varchar2(61) Not Null	Purpose of Client's Trip
TRIP_DATE	Date(10)	Not Null MM/DD/YYYY Trip date
LAST_NAME	Varchar2 (26) Not Null	Client's Last Name
FIRST_NAME	Varchar2 (26) Not Null	Client's First Name
APPT_TIME	Varchar2(10)	HH:MM AM Time of Client's appointment.
TRIP_ID	Number(11) Not Null	Trip ID
TRIP_LEG_ID	Number(11) Not Null	Trip Leg ID
TRIP_STATUS	Varchar2 (61) Not Null	Status of trip.
SSN	Varchar2(10) Not Null	Client's SSN
CLIENT PHONE NO.	Varchar2(11)	Client's Phone Number
PICKUP_ADDRESS	Varchar2 (99) Not Null	Address where client is being picked up. May be Client or Provider address
PICKUP_PROVIDER	Varchar2 (61)	Pickup Provider Name if Applicable
DROPOFF_ADDRESS	Varchar2 (99)) Not Null	Address of where client is being dropped off. May be Provider or Client address
DROPOFF_PROVIDER	Varchar2 (61)	Drop Off Provider's Name if Applicable
RETURN_TIME	Varchar2(9)	HH:MM AM Time the client returned from trip.
MOBILITY_AIDE	Varchar2(40)	Client's Mobility Aide
NO_RIDERS		Number (5) Not Null Number of riders for trip. Number of riders for trip.
WORKER_NAME	Varchar2(41) Not Null	HCJFS Workers first/last name
MONITOR	Varchar2(7)	NEEDED, MALE or FEMALE (null = no monitor)
AUTH_LAST_NAME	Varchar2(26)	authorized representative Last Name
AUTH_FIRST_NAME	Varchar2(26)	authorized representative First Name
COMMENTS	Varchar2 (201)	Comments regarding trip.
LAST_UPDATE_DATE	date/time Not Null	MM/DD/YYYY HH:MM:SS PM

HAMILTON COUNTY
JOB & FAMILY SERVICES

Board of Commissioners:
Denise Driehaus, Chris Monzel, Todd Portune
County Administrator: Jeffrey Aluotto
Director: Moira Weir
General Information: (513) 946-1000
General Information TDD: (513) 946-1295
www.hcjfs.org

222 East Central Parkway • Cincinnati, Ohio 45202
(513) 946-2236 • Fax: (513) 946-2384
Email: HCJFS_RFP_Communications@jfs.hamilton-co.org.

COM'RS MIN
VOL 350
JUN 2 0
IMAGE 4693

ADDENDUM # 1

January 18, 2018

RFP# SB01-18R – FOR FAMILY & CHILDRENS' SERVICES TRANSPORTATION

To All Registered Providers:

The deadline to register for the RFP Process is extended to January 22, 2018.

HAMILTON COUNTY
JOB & FAMILY SERVICES

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COM'RS MIN
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JUN 20 2018
IMAGE 4194

ADDENDUM # 2

January 18, 2018

RFP# SB01-16R – FOR TRANSPORTATION FOR FAMILY & CHILDRENS' SERVICES

To All Registered Providers:

1. **Question**:

   Do you require a specific software?

   Answer: No, please refer RFP Section 1.3.2 Technology Requirements.

2. **Question**:

   Child safety restraints – anything beyond car seats /boosters?

   Answer: Please refer to State & Federal regulations.

3. **Question:**

   For visitation trips are the appointments a standard length. e.g. one hour or does it tend to be will call return trips?

   Answer: All are scheduled, but can vary from1 to 4 hours.

4. **Question:**

Are both the initial trip and return planned 2 days in advance?

Answer: Yes, there may be an occasional exception to the rule

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IMAGE 4695

5. **Question:**

   Will the questions asked and answered today be included in writing in the formal questions & answers release coming on 1/26/2018?

   Answer: The questions and answers during the RFP Conference will be posted prior to January 26, 2018

6. **Question:**

   Do records need to be kept in the Cincinnati City Limits vs the Cincinnati Metro Area?

   Answer: Cincinnati Metro Area

7. **Question:**

   Is this a change in responsibility from CPS to JFS? Several providers in this room already transport McKinney Vento and Foster students through CPS transportation services. How will the hand off occur between short term school transports through JFS & longer term McKinney Vento/Foster school transportation.

   Answer: No, this RFP does not change services that you currently provide to CPS. This service is for the time period that CPS does not provide transportation due to changes of address.

8. **Question:**

   How many vehicles are required?

   Answer: Determined by Vendor to meet the need.

9. **Question:**

   How many vehicles are required?

   Answer: See answer to #9.

10. **Question**

    Will any trip be requested with less than 2 day notice?

    Answer: Yes - as an exception to the rule

11. Question:

Central Registry – if you end up running your own central registry reports can you also run reports for your Vendors for timeliness?

Answer: Not anticipated. Would require Ohio Revised Code/ Ohio Administrative Code change.

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IMAGE 4696

12. Question:

You mentioned 577 leg/trips monthly, but also said 127, what is the 127?

Answer: Unduplicated consumers

13. Question:

Can we submit tiered pricing for trips? For example have a base rate of $xx.xx per trip up to 15 miles and then $x.xx over 15 miles?

Answer: Yes, you can offer alternate proposals. Please include a budget for each rate.

14. Question: Budget & Pricing Questions: On the proposal cover sheet there are 3 spaces for price. One for 2018-2020 another for 2020-2022 and a third from 2020-2024. Are we allowed to submit 3 different costs for each time period?

Answer: Yes.

HAMILTON COUNTY
JOB & FAMILY SERVICES

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COM'RS MIN
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JUN 20 2018
IMAGE

ADDENDUM # 3

January 22, 2018

RFP# SB01-16R – FOR TRANSPORTATION FOR FAMILY & CHILDRENS' SERVICES

To All Registered Providers:

To All Registered Providers:
1. Question:

What volume would you anticipate for trips out of Hamilton County over 50 miles?
Answer: Between July 2016 and June 2017, there were approximately 30 trips outside the Greater Cincinnati area. We predict this number will increase given the removal of the 125 mile radius restriction on travel in the current contract.
The answer to question number 9 contained in Addendum #2 has been corrected.
9. Question:

How many vehicles are required?
Answer: See answer #8

HAMILTON COUNTY
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IMAGE 4198

ADDENDUM # 4

January 24, 2018

RFP# SB01-16R – FOR TRANSPORTATION FOR FAMILY & CHILDRENS' SERVICES

To All Registered Providers:

1. **Question:**

   Page 9, Requirements for Transportation for Children's Services consumers

   How many trips outside the 125 miles radius does the County anticipate?

   Answer: See Addendum #3 answer # 1.

2. **Question:**

   Page 22, 2.0 Provider Proposal, A. Hardcopy Requirements

   What binding does the County prefer if bidders are not to use hard binders? Are standard, three ring binders allowed?

   Answer: Any non-hard binder is allowed, however HCJFS' preference is for no binders.

3. **Question:**

   Is it encouraged for bidders to perform market research, as wages will be significantly increased to compete with other vendors in the area?

   Answer: This is up to the discretion of each bidder.

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IMAGE 1199

4. **Question:**

   Page 22, 2.0 Provider Proposal, A. Hardcopy Requirements

   Does the 300-page limit include all attachments, with exception to the financial documentation? This may be restrictive given the number of required pricing pages and additional documents (i.e. job descriptions, quality documents, etc.)

   Answer: Yes

5. **Question:**

   Page 22, 2.0 Provider Proposal, A. Hardcopy Requirements

   Should the Original hardcopy be single-sided in addition to one of the five copies?

   Answer: Refer to the RFP, 2.0 Provider Proposal, A Hardcopy Requirements. The original copy may be two sided.

6. **Question:**

   Page 28 2.3 Budget and Cost Considerations, C. Profit Margin

   Will the County please clarify if bidders are to email an electronic copy of the Excel Budget file to the contact person, or submit an electronic copy via USB or CD with the hard copy proposals?

   Answer: No need to e-mail electronic copy to contact person.

7. **Question:**

   Page 30 2.7 Financial Documentation

   The RFP states the financial documentation should be submitted "Prior to Contract award." Are these documents required to be submitted with the proposal, or upon later request from the County?

   Answer: With the proposal.

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IMAGE 14700

8. **Question:**

   Page 31 2.0 Proposal Documents

   The RFP requires bidders to submit an Annual Report. As a privately owned and operated company with no shareholders, our organization does not produce an Annual Report. Will the County please waive this requirement as applicable, and/or clarify what information privately owned companies should submit with their proposals in lieu of this document.

   Answer: HCJFS requires documents that demonstrate a bidder's financial stability, such as financial statements prepared by a CPA firm, etc.

9. **Question:**

   Page 41, 3.8 Addenda to RFP

   The web address in the RFP (http://www.hcjfs.hamtilon-co.org) is invalid. Will the County confirm all addenda to the RFP will be posted at https://www.hcjfs.org/about/request-for-proposals/?

   Answer: All addenda to the RFP will be posted https://www.hcjfs.org/about/request-for-proposals/

10. **Question:**

    Attachment A, is the RFP checklist part of the Cover Sheet to be submitted with the proposal?

    Answer: The RFP checklist part of the Cover Sheet is for your reference, you may send it with the proposal if you prefer.

11. **Question:**

    Are there any local payroll taxes bidders should consider in submitting their budget proposal?

    Answer: HCJFS is unable to provide any information as each bidder's situation is unique.

12. **Question:**

    Is there a fuel expense cap associated with this contract?

    Answer: No.

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IMAGE 4701

13. Question:

Due to the sensitivity of the position, and to remain competitive for employees, it is anticipated that the starting driver rate will be increased to $15.00. Should all bidders use this as a baseline in their pricing?

Answer: HCJFS does not have a baseline wage, each bidder must determine their own pricing.

14. Question:

Turnover for this service has traditionally been over 100% per year. Will the County show preference to bidders who pay drivers/monitors a living wage?

Answer: The RFP contains no such preference.

HAMILTON COUNTY
JOB & FAMILY SERVICES

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IMAGE 1707

ADDENDUM # 5

January 26, 2018

RFP# SB01-16R – FOR TRANSPORTATION FOR FAMILY & CHILDRENS' SERVICES

To All Registered Providers:

The deadline for issuing final RFP answers is extended to January 30, 2018.

The deadline for Proposals Received by RFP Contact Person is extended to February 14, 2018, 2:00 P.M. EST.

HAMILTON COUNTY
JOB & FAMILY SERVICES

Board of Commissioners:
Denise Driehaus, Chris Monzel, Todd Portune
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IMAGE 4703

ADDENDUM # 6

January 30, 2018

RFP# SB01-16R
TRANSPORTATION FOR FAMILY & CHILDRENS' SERVICES

To All Registered Providers:

1. **Question:**

   Page 8, Requirements for Transportation for Children's Services consumers

   A. What is the process for determining who a "pre-authorized adult" is at drop-off?

   B. How does the contractor get this information?

   C. Will this information be communicated for every trip or does the contractor need to develop a process for storing this information?

   Answer:

   A. The pre-authorized adult is identified by the requestor of service (Children's Services worker or contracted visitation vendor) and is included in the transportation requisition.

   B. It is included with the trip information sent over in the data load.

   C. Every trip has an identified pick up/return location, with the corresponding adult name, and an alternative drop off location/adult name. Photo ID is checked by the driver/monitor whenever there is a transfer of custody.

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IMAGE 4905

5. **Question:**

   Page 11, 1.2.2 Service Components

   How will the contractor be made aware of the type of seat a passenger requires (i.e. car seats, booster seats, etc.)?

   Answer: The required safety seat is included in the trip information sent to the vendor. The contracted vendor must also know and utilize seat requirements based on current regulations and the child's height, weight and age presented at pick up.

6. **Question:**

   Page 14, Employee Qualifications

   How many employees should bidders plan on staffing for this service?

   Answer: Contractor determines staffing levels.

7. **Question:**

   Page 14, 1.3 Employee Qualifications

   Does the County reserve the right to remove employees from this service at any time for any reason?

   Answer: Yes, for specific reasons noted in employee qualifications.

8. **Question**

   Page 15, 1.3 Employee Qualifications

   The current wait time to receive a SACWIS report from the State of Ohio on a potential employee is 45 days. Does the County have any restrictions on employees while the contractor waits for the report?

   Answer: Employees may not transport alone with consumers until all required background check reports are received.

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IMAGE 470

9. **Question:**

Page 15, 1.3 Employee Qualifications

Currently, the SACWIS/Central Registry Report is mailed to a prospective employee's residence, not to the employer. What is the contractor to do in the event they do not receive the required report from the employee?

Answer: They must secure the report from the employee. The employee cannot be left alone with consumers under this contract until all required background check reports are received.

10. **Question:**

Page 17, 1.3.1 Vehicles and Equipment Requirements

How many vehicles should bidders plan on having for this service?

Are lift/ramp equipped vehicles permitted in this RFP?

Answer:
A. We cannot determine the number of vehicles needed.
B. No.

11. **Question:**

Page 17, 1.3.1 Vehicles and Equipment Requirements

Do the vehicles provided for this service need to be dedicated?

Answer: No.

12. **Question:**

Page 18, 1.3.1 Vehicles and Equipment Requirements

The RFP states the County prefers the contractor to use in-vehicle cameras. Are bidders to infer in-vehicle cameras are not required?

Answer: Cameras are not required, but preferred.

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IMAGE 4767

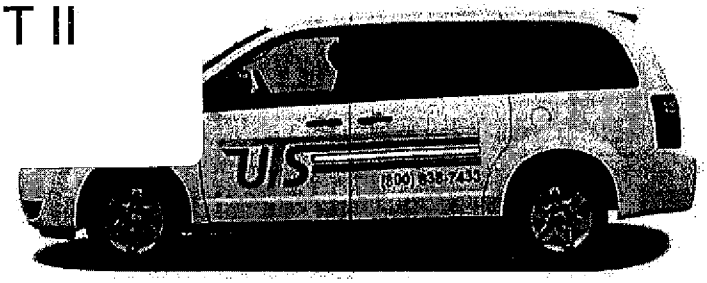
13. Question:

Page 22, 2.0 Provider Proposal, A. Hardcopy Requirements

Would the County consider allowing bidders to sequentially number pages separately within each individual attachment (i.e. A-1, A-2, A-3; B-1, B-2, B-3, etc.)? This would help bidders leverage printing capacity by preparing supplemental documents (financial documents, resumes, job descriptions, etc.) prior to finalizing the narrative response.

Answer: No.

EXHIBIT II



Proposal for Family & Children's Services

Transportation Services

RFP SB01-18R

Hamilton County Department of Jobs and Family Services

COM'RS MIN
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JUN 20 2018
IMAGE 4108

HAMILTON COUNTY JOB & FAMILY SERVICES

Prepared For:

Sheila Bass
Contract Services
Hamilton County Department of Jobs & Family Services
222 East Central Parkway, 3rd Floor
Cincinnati, OH 45202

Prepared By:

Geoff Kuzio, CEO
Universal Transportation Systems
5284 Winton Rd
Fairfield, OH 45014
PH# 513 535-9752
Geoff.Kuzio@Uts-Ohio.com
www.uts-ohio.com

Due: February 14th, 2018 2:00 PM

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IMAGE 4709

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PROPOSAL COVER SHEET FOR

TRANSPORTATION FOR FAMILY & CHILDREN'S SERVICES Bid No: RFP SBD1-18R

HCJFS does not guarantee that the service level set forth below will increase, decrease, or remain the same. Provider understands that neither HCJFS nor the County is making any guarantees as to the amount of Family & Children's Services Transportation that it will purchase pursuant to this RFP.

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IMAGE 4710

Name of Fiscal Agent: Universal Transportation Systems dba UTS

Organization Address: 5284 Winton Rd, Fairfield OH. 45014

Remittance Address: 5284 Winton Rd, Fairfield OH. 45014

Telephone Number: (513) 858- 7950 **Fax Number:**

Authorized Representative: Geoff Kuzio
(Please Print)

Title: CEO/ Owner **E-Mail Address: Geoff.Kuzio@uts-ohio.com**

Authorized Representative Signature:

Additional Names: Provider must include the names of individuals authorized to negotiate with HCJFS.

Person(s) authorized to negotiate with HCJFS:

Name: Geoff Kuzio **Title: CEO/ Owner**
(Please Print)

Phone Number: (513) 858-7950 **E-mail Address: Geoff.Kuzio@uts-ohio.com**

Name: N/A **Title: N/A**
(Please Print)

Phone Number: N/A **Email Address: N/A**

Initial Term Unit Rate for Two Years: July 1, 2018 – June 30, 2020	Renewal 1 Term Unit Rate for Two Years: July 1, 2020 – June 30, 2022	Renewal 2 Term Unit Rate for Two Years: July 1, 2022 – June 30, 2024
$ 47.26 one-way trip <25 miles $1.98/ mile surcharge > 25 miles	$ 48.67 one-way trip<25 miles $2.04/ mile surcharge>25 miles	$ 50.01 one-way trip<25 miles $2.10/ mile surcharge > 25 miles

Certification: I hereby certify the information and data contained in this proposal are true and correct. The Provider governing body has authorized this application and document.

	CEO/ Owner	2/12/2018
Signature – Authorized Representative	**Title**	**Date**
	CEO/Owner	2/12/18
Signature – Fiscal Representative	**Title**	**Date**

COM'RS MIN
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IMAGE 4711

HCJFS does not guarantee that the service level set forth below will increase, decrease, or remain the same. Provider understands that neither HCJFS nor the County is making any guarantees as to the amount of Family & Children's Services Transportation that it will purchase pursuant to this RFP.

RFP Submission Checklist

Pursuant to Section 4.6 of the RFP, the following items are to be included in your proposal in order for it to be deemed qualified.

Please indicate that the items are included by checking the corresponding column.

Action Required	RFP Section	Included
Did you register for the RFP process?	3.3	X
Did you include all the Contact Information on the Cover Sheet?	2.1	X
Did you include the Unit Rate for the Initial Term on the Cover Sheet?	2.1	X
Did you include the Unit Rate for each Renewal Term on the Cover Sheet?	2.1	X
Did you sign the Cover Sheet?	2.1	X
Is a response to each Program Component included?	2.2.1	X
Is a response to each System and Fiscal Administration Component included?	2.2.2	X
Is a Budget for the Initial Term and each Renewal Term completed along with the calculation of the unit cost?	2.3	X

COM'RS MIN
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JUN 20 2018
IMAGE 4712

November 6th, 2017

Hamilton County Department of
Jobs & Family Services
222 East Central Parkway, 3rd Floor
Cincinnati, OH 45202

RE: RFP SB01-18R- Child and Family Services Transportation Services

Dear Ms. Bass,

Please accept Universal Transportation Systems' (UTS) proposal in response to your request for proposal for Transportation for Family & Children' services. Our proposal intends to fulfill every portion of your RFP by providing all your requested information at a high level of quality, public safety, and customer service, as well as providing you with strategies and tactics on delivering the premier level of responsiveness and accountability that all your clients deserve.

We have provided an overview of our company's strategies, tactics and capabilities for maximizing safe, efficient, and cost-effective transportation services. We believe UTS can be a key partner to Hamilton County Jobs and Family Services in providing the required transportation services.

Our company has the knowledge, the resources, a commitment to quality, a team of highly-trained personnel, drivers and vehicles to provide Hamilton County JFS clients with exceptional service and maximum value.

We would be honored to be given this opportunity to fulfill this contract and look forward to playing an important partnership role on this initiative. I may be reached at Geoff.kuzio@uts-ohio.com or at my direct line, 513-858-7950.

Respectfully,

Geoff Kuzio
CEO/ Owner
Universal Transportation Systems
5284 Winton Road
Fairfield, OH 45014

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IMAGE 413

Section 2.2: Service and Business Deliverables

Provider should clearly state its competitive advantage and its ability to meet the terms, conditions, and requirements as defined in this RFP in responding to this section. Provider must describe in detail all information set forth in Section 2.2.1 Program Components and Section 2.10 System and Fiscal Administration Components.

UTS' Competitive Advantage

As the largest provider of non-emergency medical transportation in South-West Ohio, UTS is uniquely positioned to provide the most consistent, cost effective, safe and efficient transportation service for Hamilton County Family and Children Services. We currently transport 3,500 clients per day across 9 counties including Hamilton, Butler, Montgomery, Warren, Clinton, Clermont, Preble and Franklin.

UTS is uniquely prepared to meet the requirements of this RFP and provide efficient and professional services. We have provided on demand and special needs minor transportation in Ohio for close to 40 years and have significantly invested in updating our scheduling, dispatching, routing and client engagement technology over the last 18 months. UTS will coordinate all of the services while offering a competitive cost that reflects the efficiency and scale of our system. The latest operating and reporting software package from Novus ensures that any reporting desired is always available to HCJFS.

Our proposal intends to fulfill every portion of your RFP by providing all your requested services at a high level of quality, public safety, and customer service, as well as providing you with the premier level of responsiveness and accountability that all of our customers deserve. UTS realizes the unique requirements of this Children and Family Services Transportation services are more complex than most curb to curb NET contracts. We have carefully analyzed all of HCJFS' needs including:

- Transportation is door to door service for minor consumers
- Minors may not be transported together unless they are in a sibling group
- Driver or monitor must physically accompany minor Consumer to and from the location to the vehicle
- The driver/ monitor is required to ask for identification (ID) whenever he/she delivers a minor
- Visitation locations require waiting up to fifteen (15) minutes after the appointment start time to ensure the visit will occur and to release the minor Consumer from the custody of the driver.

- If appointments are cancelled, the driver must make phone contact with the authorized drop off location and immediately route the minor Consumer to the location designated in the authorized return trip making efficient driver scheduling difficult
- HCJFS predicts the number of trips outside the Greater Cincinnati area to increase given the removal of the 125-mile radius restriction on travel in the current contract.

UTS is 100% confident that we can fulfill all these complex requirements and deliver your clients safe, reliable and cost-effective transportation due to our scale and four decades of experience.

UTS understands that Jobs & Family Services demands a cost-efficient operation. At UTS we are committed to be a value-added partner. Since UTS has been providing door to door service for the elderly, the disabled, the Medicaid populations and for developmental disabled individuals for nearly forty years, our drivers and dispatch staff already have strong interaction experience with this population and are well acquainted with the service area.

UTS' highly productive and efficient day to day operation is composed of an experienced, professional fleet of over 200 drivers, the region's finest 24 hour/ 365 day-a-year call center staff using state-of-the-art scheduling systems featuring the latest computer and telephone technology. In addition, UTS has a superior accounting and back-office component with decades of experience administering and managing contracts with local and state governments as well as with federal agencies. UTS staff has undergone comprehensive training on Novus™ software and our proficiency on this platform helps to create our efficient daily operation. We can provide both prescheduled and on demand service for eligible Family and Children Services clients. UTS will provide more than adequate staffing to reserve and schedule trips, maintain dispatching capabilities and utilize our fleet of over 230 safe and reliable vehicles in pursuit of your service goals.

UTS will offer HCJFS a professional, productive, passenger transportation provider that cares about the people we serve. As a company that has continually lived and worked in the region for four decades, we are proud of our local investment and involvement in our community.

COM'RS MIN
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IMAGE 4714

Universal Transportation Systems, LLC, d/b/a UTS is an Ohio Limited Liability Company that is owned by Geoff Kuzio and Holland Park Investments LLC. Mr. Kuzio purchased UTS in 2017 after spending more than 20 years in executive roles for Fortune 500 companies. He held management roles in Logistics, Sales, Finance, Marketing and General Management at PepsiCo and The Campbell's Soup Company. He brings an innovative approach to a strong legacy business at UTS.

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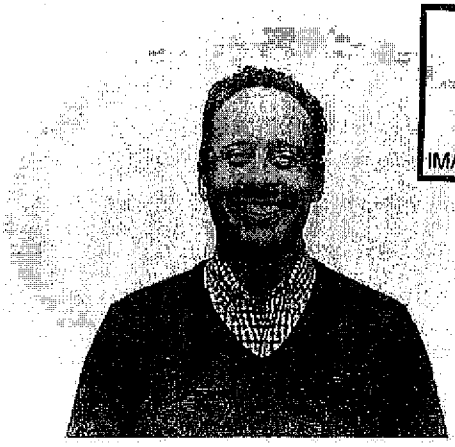

Geoff Kuzio Purchased UTS in 2017

Since joining the company, Mr. Kuzio has invested significant capital and resources in software and hardware upgrades, modernizing the fleet, and driving a culture of Respect, Empathy, Accountability and Leadership with a goal of significantly advancing customer service in the NET industry.

Carolyn Burer, the previous UTS owner has remained at the company as President and leads the day to day operations. Ms. Burer has 30 years of experience operating companies in the field of transportation and has worked in all aspects of on-demand and specialized transportation during her tenure at UTS. Heavily involved in company operations, she maintains supervision over the various contracted services UTS provides.

In recent months UTS has identified an opportunity to leverage new technologies to forge closer relationships with our end users towards the goal of getting more feedback on our service and providing real time information and data to our clients.

Carolyn Burer, President has 25+ years at UTS

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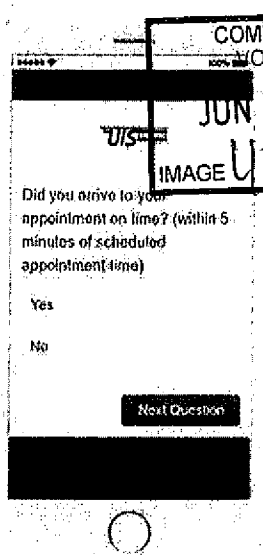
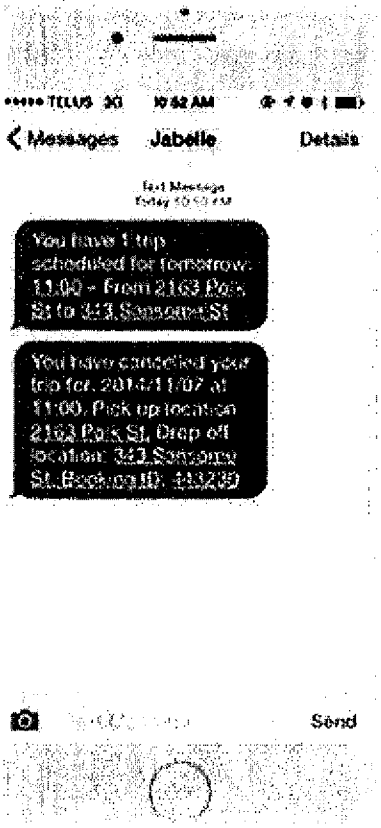


In December 2016, UTS announced an expanded relationship with Qualtrics, a customer experience and data analytics company. Qualtrics currently operates around the globe and works with Fortune 100 companies such as Microsoft, Shell, and GE as well as many governmental agencies. UTS has signed a contract to send out over 5,000 customer service surveys per month to our clients. These electronic surveys will allow our clients or their guardians to provide real time feedback on our call center, transportation reliability, safety, drivers and vehicles of the trip they took with UTS on the same day. These surveys are sent by SMS text or E-mail depending on client's preference and will take less than 60 seconds to complete on a cell phone, computer, or tablet. This data can be filtered by client, time period, driver and vehicle. HCJFS will be given a Qualtrics log in upon request to monitor our performance of clients covered by this contract in real time. UTS is the only transportation company in the region that has this capability.

UTS also signed a contract in January 2018 to expand the current contract with Novus to purchase the Notifications Platform. This software application is built on top of the current TripSpark platform and will communicate and confirm all next day trips with clients or guardians via SMS text, Intelligent Voice Recognition (IVR) outbound calls, or email depending on the clients' preference. This will remind/ inform clients and guardians of their upcoming trips as well as the estimated pickup and drop off times. The application also allows clients to cancel the trip if necessary via phone, text or email.



The imminent arrival feature of Notifications will send clients a text, IVR call, or email to alert them when their vehicle is 20 minutes from the pickup location using automatic vehicle location (AVL) technology. This feature leverages the vehicles' GPS location and current traffic conditions from Google Maps to provide very accurate estimated pick up times. This significantly reduces clients need to contact the UTS call center to get transportation

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updates and improves the overall client experience. UTS is the only NET transportation provider in the region with this capability.

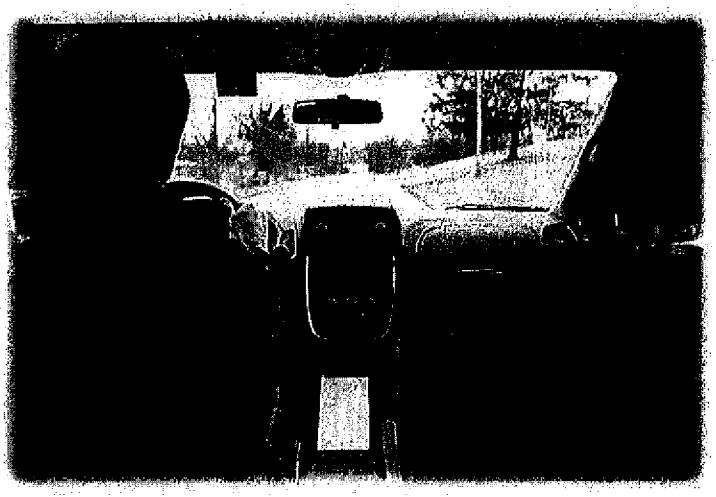
UTS is highly regarded by the school districts, agencies, and corporations we serve in Southwest and Central Ohio. We have experience in all transportation modes, including special needs adults and students, on-demand service for non-emergency medical transportation, pregnancy related services, workforce programs, paratransit, as well as transit system operation, making UTS uniquely qualified to meet the needs of the riders of any program.

We pride ourselves on our workforce. Our drivers are trained to the highest standards, and our training conforms to standards set by Ohio Pupil Transportation, the Ohio Revised and Administrative Code, as well as, Federal mandate for Drug & Alcohol programs and the Central Registry. HCJFS can rest assured that all drivers are screened, trained and monitored to meet these high standards. Our company has traditionally maintained a high level of reliability, on-time performance, while always exhibiting sensitivity for the clients' physical and special needs. We are committed to an exemplary level of safety.

As far as our vehicle fleet is concerned, our maintenance and safety program is second to none! Our entire fleet is inspected daily. We feel the best policy is an intensive preventive maintenance effort to avoid problems before they develop.

UTS will coordinate and monitor the services as outlined in this RFP for clients who are active HCJFS riders needing transportation to and from Family and Children Services. UTS will only serve and bill for clients who have been authorized and verified as eligible by HCJFS.

What sets UTS apart from the other respondents is our ongoing dedication to safety, superior customer care and continued investment in the latest transportation industry technology. Our experienced and committed staff is unsurpassed, and they are one of the primary reasons for our company's success.



UTS is highly qualified to transport children and adults that require specific accommodations. UTS has a long history of providing transportation for minors with special needs. Our managers, office employees, and drivers all understand that these children may have specific physical and/ or emotional needs. As one would imagine with a rider population of this nature, drivers are often faced with children manifesting behavioral issues while riding to and from appointments. Due to these and other reasons, our company's approach toward this passenger sector requires a higher level of attention to detail than normal, and our drivers and driver trainers go through an advanced training program as well as having to pass a rigid internal certification process.

As stated throughout this proposal, all UTS drivers meet stringent requirements including physicals, background reports including Central Registry, driving record, and drug testing. Drivers must be certified annually

Section 2.2:1 Program Components

Provider is required to respond and submit in the order and format as shown below.

1. **Describe how your organization will be fully operational and in compliance with the scope of service and other requirements as specified in this RFP. Describe the population you currently serve and your history and experience. Include details about the type of vehicles to be utilized and number of staff that will necessary, for example drivers, administrative staff, etc.**

UTS will be fully operational and in compliance with the HCJFS and Family & Children's Services transportation program's Scope of Services and other contract requirements well before July 1, 2018, as all necessary local infrastructure is already in place. Our company has been in business locally since 1982, and we are fully capable of operating the Family

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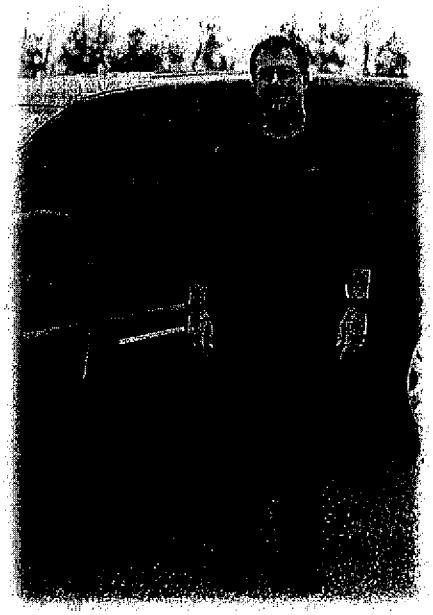
& Children's Services proposed transportation service today, as it would fit seamlessly into our existing transit infrastructure.



As one of our region's largest transportation operators, our 24-hour call center, with intake, dispatch, and customer service functions is already in place. UTS currently provides transportation services to the populations being proposed in this document for many agencies. UTS is currently the exclusive provider of NET services for both Butler and Montgomery County JFS.

UTS Preparation Timeline and Checklist

	Task	Completion Date	Status
1	Identify leadership team (Program Mgr, Schedulers, Dispatchers) for Family & Children Services Contract	2.1.2018	Completed
2	Identify 7 dedicated & experienced drivers	2.1.2018	Completed
3	Ensure all driver requirements met inlc. Central Reg	2.10.2018	Completed
4	Ensure dedicated fleet meet all requirements (incl. 2 back-up vehicles) age, mileage, camera systems, etc.	2.10.2018	Completed
5	Ensure Novus Software, tablets, and billing systems are compliant with HCJFS requirements	2.10.2018	Completed
6	Hire dedicated call center CSR for HCJFS Contract	6.1.2018	On Track
7	Collaborate with HCJFS on Family & Children Services contract to build driver training & certification for the unique requirements laid out in the RFP	6.1.2018	On Track

UTS Current Population Served, History and Experience

As mentioned earlier we have close to 40 years of experience transporting diverse populations and have experience in all transportation system types, including adults and students with special needs, on-demand service for NET, PRS and workforce programs and transit systems, making UTS uniquely qualified to meet the needs of the consumers

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for this program. Over the years we have contracted with JFS agencies throughout Ohio. Below are some of our past and current partners:

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- Access 2 Care
- Butler Care Facility
- Butler County Board of DD
- Butler County Job & Family Service
- Butler City ESP
- Cincinnati VA
- Cincinnati Public/Special Ed
- Hamilton County MRDD
- Hamilton City ESP
- Logisticare
- Medicaid
- Montgomery County Jobs & Family Services
- Northwest Schools
- Opportunities for Ohioans with Disabilities
- Passport
- Ride Right
- Secure Transportation
- Tonja Pohlman
- UC Stroke Research
- Veterans Service Commission
- Ohio State Waivers (Disabilities)
- Warren County MRDD/PSU
- Warren County ESP
- Warren County HHS
- Warren County Transit Systems
- Winton Woods Schools
- Along with 30 additional school districts

We are the exclusive provider of NET services for both Butler and Montgomery County Jobs and Family Services and currently perform over 800 trips a day for these two agencies alone.

UTS Fleet information

We operate over 215 UTS vehicles daily and maintain another 10+ vehicles as back up and trade out vehicles for use during routine maintenance or in case of a rare accident or vehicle breakdown. We ensure vehicles are available 24 hours a day, 365 days a year. The UTS Fleet is made up of Dodge Caravans, Toyota Prius, Ford E350 Extended vans, Ford Wheel Chair Vans (not to be used for this contract), and specialty vehicles required for our client's unique needs. E.g. Screen Vans that keep the client separated from the driver compartment as necessary for some clients with behavioral manifestations.

Vehicle Breakdown by make and model meeting the Family & Children Services requirements

Vehicle Make	Vehicle Model	# of Units
Dodge	Caravan	53
Toyota	Prius	6
Total Units		59

Complete list of vehicles matching HCJFS requirements for the Family & Children Services contract. (Less than 6 Years old and less than 100K miles)

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Year	Make	Model	LIC#	Color
2017	DODGE	CARAVAN	449ZBL	BLACK
2017	DODGE	CARAVAN	782ZAX	BLACK
2017	DODGE	CARAVAN	780ZAX	BLACK
2017	DODGE	CARAVAN	775ZAX	BLACK
2017	DODGE	CARAVAN	777ZAX	BLACK
2017	DODGE	CARAVAN	750ZAX	BLACK
2017	DODGE	CARAVAN	751ZAX	WHITE
2017	DODGE	CARAVAN	778ZAX	WHITE
2017	DODGE	CARAVAN	746ZAX	BLACK
2017	DODGE	CARAVAN	753ZAX	BLACK
2017	DODGE	CARAVAN	781ZAX	BLACK
2017	DODGE	CARAVAN	748ZAX	WHITE
2017	DODGE	CARAVAN	037ZAZ	SILVER
2017	DODGE	CARAVAN	038ZAZ	MAROON
2017	DODGE	CARAVAN	039ZAZ	BLACK
2016	DODGE	CARAVAN	TEMP	BLACK
2016	DODGE	CARAVAN	TEMP	BLACK
2015	DODGE	CARAVAN	838ZAR	TAN
2015	DODGE	CARAVAN	722ZAS	BLACK
2015	DODGE	CARAVAN	724ZAS	WHITE
2015	DODGE	CARAVAN	420ZAS	GRAY
2015	DODGE	CARAVAN	TEMP	GRAY
2014	TOYOTA	PRIUS	847ZAR	BLACK
2014	TOYOTA	PRIUS	982ZAR	GRAY

Year	Make	Model	LIC#	Color
2014	DODGE	CARAVAN	418ZAS	SILVER
2014	DODGE	CARAVAN	801ZAR	BLUE
2014	DODGE	CARAVAN	804ZAR	BLACK
2014	DODGE	CARAVAN	421ZAS	BLUE
2014	DODGE	CARAVAN	969ZAT	GRAY
2013	TOYOTA	PRIUS	771ZAR	SILVER
2013	DODGE	CARAVAN	978ZAQ	BLUE
2013	DODGE	CARAVAN	961ZAQ	WHITE
2013	CHRY	TN & CTRY	922ZAQ	BLUE
2013	DODGE	CARAVAN	990ZAS	BLUE
2013	DODGE	CARAVAN	238ZAR	RED
2013	DODGE	CARAVAN	711ZAS	RED
2013	DODGE	CARAVAN	782ZAR	GOLD
2012	TOYOTA	PRIUS	734ZAS	BLACK
2012	TOYOTA	PRIUS	200YPU	BLACK
2012	TOYOTA	PRIUS	134ZAS	RED
2012	DODGE	CARAVAN	846ZAR	BLACK
2012	DODGE	CARAVAN	945ZAQ	GRAY
2012	DODGE	CARAVAN	966ZAQ	GRAY
2012	DODGE	CARAVAN	973ZAQ	BLACK
2012	DODGE	CARAVAN	967ZAQ	SILVER
2012	DODGE	CARAVAN	018ZAT	WHITE
2012	DODGE	CARAVAN	358YWB	BLACK
2012	DODGE	CARAVAN	955ZAQ	SILVER
2012	DODGE	CARAVAN	832ZAR	WHITE
2012	DODGE	CARAVAN	837ZAR	WHITE
2012	DODGE	CARAVAN	414ZAS	GREY
2012	DODGE	CARAVAN	989ZAS	WHITE
2012	DODGE	CARAVAN	017ZAT	GRAY
2012	DODGE	CARAVAN	740ZAS	GREEN
2012	DODGE	CARAVAN	015ZAT	BLACK
2012	DODGE	CARAVAN	781ZAR	BLUE
2012	DODGE	CARAVAN	796ZAR	SILVER
2012	DODGE	CARAVAN	976ZAR	WHITE
2012	DODGE	CARAVAN	757ZAV	WHITE

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UTS Fleet Management

The UTS Fleet Manager maintains complete vehicle databases, ensuring current availability and maintenance status of every vehicle in the fleet. UTS implemented new RTA software application in September of 2017 to maintain extensive records tracking every maintenance procedure performed on every vehicle. This database allows UTS to track the vehicle performance, cost structure and the predictive life cycle of every vehicle. This allows for better visibility to when preventative maintenance should be scheduled by vehicle providing better reliability to our clients.

Assignments - All drivers will be assigned to a vehicle by the Fleet Manager. Fleet Manager will match the needs of the drivers' assignment to a vehicle. This will be documented in database and on daily electronic vehicle board. If Fleet Manager is unavailable for assignment, dispatcher will make assignment, make changes on board and forward information to Fleet Manager for database.

Fleet Manager will obtain initial pre-trip from driver of each vehicle at the time of assignment, especially to document any possible concerns, maintenance needs or body damage

Monitoring Cleanliness - UTS will inspect driver's vehicle two times per month for cleanliness and note on monthly database. Drivers will receive a coupon for a clean vehicle. This coupon must be presented to an HR representative prior to receiving their paycheck. Vehicles failing to meet criteria for cleanliness on payday inspection or a random check will be documented on Incident Report and forwarded to Operations Manager for discipline.

UTS Staffing for HCJFS Family & Children Services Transportation Services

The basis of all successful transportation programs is a team of fully trained, experienced drivers, as well as dispatchers and administrative staff. Many senior members of the UTS staff have more than 25 years of experience with our company and Jobs and Family Service contracts.

UTS will fully dedicate a group of drivers and staff members to this program as well as leverage our extensive corporate team to provide strong leadership and oversight. In the past 6 months UTS hired a new Safety and Fleet Director with over 15 years of experience in Non-Emergency Medical Transportation. This strong addition has created an increased focus on safety. We have also added 5 on the road driver trainers that focus on improving practical safety performance while driving.

UTS has also entered into a partnership with Group Management Services in late 2017 to add substantial support to our fully staffed and experienced HR department. GMS is a leading consulting and outsourcing company in the Human Resources Field. They are partnering to help UTS recruit, train and retain the best employees in the industry. A shortage of strong drivers, schedulers, and dispatchers is challenging the transportation industry and requiring leading employers to offer more competitive employment packages, training and reward programs. GMS is helping UTS to recruit and maintain great employees, allowing our internal HR department to focus on compliance, customized training, and excellent record keeping.

UTS prides itself on some of the lowest driver and staff turnover in the transportation industry. Our leadership tenure is unrivaled in the area. Carolyn Burer, UTS president has been employed by the company for over 25 years. The average tenure across all employees is 4.5 years and our management team have a combined 160 years of experience at UTS.

The leadership team clearly understand the high value of low driver turnover from both a performance and financial perspective. UTS offers a comprehensive list of employee benefits that has led to our market leading retention rates including:

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- Very competitive hourly wage including a $1/ hour wage increase for all UTS driver's that went into effective 8/11/2017
- UTS driver's, with management approval, may keep their company vehicle at their residence to ensure employees have safe reliable transportation to and from work
- All full-time hourly employees are eligible for enrollment in comprehensive medical coverage. Includes options for medical, dental, and vision coverage.
- UTS recognizes employees for exemplary performance and attendance through significant quarterly cash bonus programs.
- UTS provides each employee with three uniform shirts and a jacket.
- Extensive promotional opportunities

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UTS is committed to ensuring all our drivers and staff meet or exceed the requirement set forth in the HCJFS Family and Children's Services Transportation Services RFP, including

- Drivers must be at least 24 years of age
- Annual clean driving record from the Bureau of Motor Vehicle
- FBI/ BCI fingerprint background check
- Cincinnati Police/ Hamilton County Sheriff's Dept. background check
- Driver's identity is screened by Abuser Registry, Nurse Aide Registry, Sex/Child Offender, Systems for Award Management, and Incarcerated Offenders.
- Drivers must pass pre-employment, post-accident and random drug and alcohol screening
- Ohio Central Registry database screening (UTS understands the current backlog and already have approved reports on dedicated drivers for this contract)

UTS Proposed Staffing Plan

Role Required	Description	FTE's
Program Manager	Point person for all Ops, Scheduling & Disp	.25
Safety and Fleet Dir	Ensures Safety of Ops and Vehicles	.25
Training Manager	Provides training on specific requirements of HCJFS Family and Children Services Contract	.25
Driver Trainer	Provide hands on training to contract drivers	.25
Monitor	3 Part Time	1
CSR Call Center	Dedicated Customer Service Rep for contract	1

Role Required (Cont')	Description	FTE's
Dispatcher	Dedicated Dispatcher Full Time	1
Scheduler	Dedicated Scheduler Full Time	.25
Driver	3 Full Time 4 Part Time	3.75
Administrative	Billing Administrative Assistant	.25
Total		**8.25**

2. Describe how your organization will provide comprehensive current records on site in Cincinnati encompassing all service delivery, eligibility, daily log sheets and compliance verifications and process for storing hard copy, electronic, or imaged documents.

UTS ensures HCJFS access to current and past records at any time on-site in the Cincinnati area. Hard copies of documents, such as signed manifests, are stored and available for review at our Butler County facility. Electronic documentation is also available through Novus TripSpark, with full accessibility anywhere on our cloud-based software.

All books, papers, invoices, manifests, and other documents related to the HCJFS's program will be retained electronically for a minimum of six years after the end of this contract. Further, all hard copy documents will be stored securely and locally with our records management and data protection partner, Iron Mountain. We partner with Iron Mountain in their West Chester Ohio location to provide the highest level of document security, record storage, and document destruction. We maintain all paper records for a minimum of 7 years after the end of this contract.

All records pertaining to this contract will be kept in sufficient detail to constitute an auditable trail of all program aspects, including the management, maintenance, and operation of the program. In addition to administrative records, UTS will keep and maintain, separated by vehicle, all work orders, warranty documents, and maintenance records, allowing HCJFS a comprehensive view of the services provided to consumers.

Our company's comprehensive computerized network will track demand, response and total usage, and will do so in any measurable manner that is requested, should HCJFS wish to have our project results by geography, by day of the week, by time of day, by time of the month. It is possible through UTS's TripSpark Transportation Software.

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All electronic documents and images are stored on a Windows server system with user-based security. All files stored on this system are backed up offsite via Backblaze, multiple onsite hard drives, and offsite external data pickup drives.

At UTS, we know that regular backups are critical. Our computer system is backed up in multiple locations:

- Offsite via Backblaze (a remote back-up service company). Our data is stored at multiple geographically diverse data centers. Backups are processed in the evenings for all data on the primary file server, SQL Database Server and our Transportation Management servers. We are able to store an unlimited amount of data with this service and are able to perform restores at any time.
- The second location is multiple onsite hard drives. These back-ups happen multiple times a day Monday through Friday. Old data is purged bi-monthly.
- The third location is to external data backup drives, they are stored offsite. These back-ups occur every Saturday and are picked up every Monday. This system utilizes multiple drives providing 14 weeks of retention at any one time. The other feature of this system is to act as a virtual server system in the event of a catastrophic failure of any of the primary servers. This would enable recovery from a complete server failure on any one of the primary systems within minutes.

3. Describe how your organization will provide a toll-free telephone number accessible 6:00 A.M – 11:00 P.M., seven (7) days per week, for consumers, and HCJFS staff to call and the personnel to answer the toll-free telephone number. Provide voice mail outside these business hours.

UTS offers 24/7/365 call center solutions and customized client service programs that directly benefit HCJFS and clients alike through increased productivity, excellent service delivery and exceptional call center efficiency.

With proven skill, our call center handles calls and emails from government agencies, medical facilities and doctor's offices, school districts, elderly services, vendors and our valued clients. We operate Monday through Friday from 6am until 6pm eastern time and from 9am-5pm on Saturdays. All after hour support needs, including holidays, are handled by our seasoned dispatch operations team 24 hours a day. Clients, Consumers, HCJFS staff and other partners will always get a live, local operator and will never be asked to leave a voice mail.

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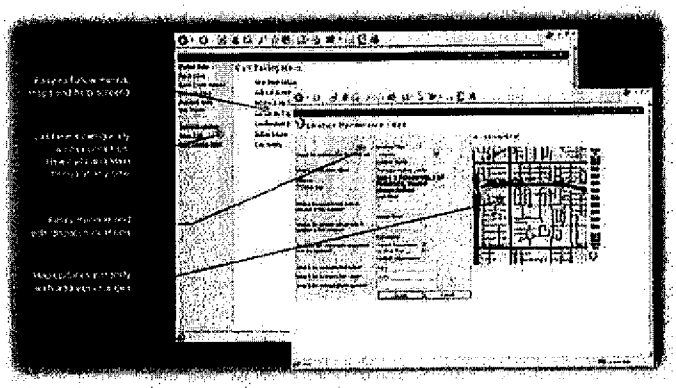
UTS will maintain a call center operation with a toll-free number dedicated for use by HCJFS Family and Children's Services and their clients. Our Call Center is based in Hamilton, Ohio and utilizes a state of the art phone system and technology. Our calls are never farmed out to 3rd party off shore call centers. Calls are answered by our Customer Service Representatives (CSRs). The phone number dedicated to this service will be accessible twenty-four hours a day, seven days a week, to receive phone calls from HCJFS employees, clients and other designated persons for scheduling purposes. The phone system is on a separate fiber channel increasing reliability and service. All calls are recorded. For purposes of security and quality assurance, these calls are backed up in a separate off-site facility.

UTS has created a CSR process that is used hundreds of times each day and is central to the operational success of the system. We have streamlined the CSR process flow to reduce the overall time spent creating a transaction when a caller requests transportation. The system accomplishes this using clear and easily understood questions from the CSR that are triggered by our computer's data entry screens.



TripSpark™ provides scheduling, tracking and operational analysis for a wide range of medical transportation services.

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The client Module of our software technology provides the following service advantages:

- Allow call takers to view detailed patient information, including special needs
- Secure access can be given to third party locations such as hospitals and providers for trip scheduling
- Fast, automated scheduling and dispatch
- Less time required for booking, billing and eligibility
- Browser-based functionality can be used over the internet or company intranet
- Easy-to-follow menus, maps and help screens
- Clearly defined and simplified function-based processes
- Browser-based application uses .NET technology for simplified installation and deployment

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UTS CSR system provides the following features:

- Views detailed itineraries for each service resource
- Quickly schedules groups of trips with one click
- Manages the service reservation process from call taking to dispatching
- Geographically schedules and routes drivers as well as caregivers
- Monitors and adjusts services in real-time a variety of mobile devices such as cell phones, tablets and computers
- Instantly tracks cancellations, no-shows and schedule changes
- Accurately manages calls and patient information
- Manages will-calls, confirmation calling, and recurring trips/standing order in real-time
- Monitor trends and adjust resource capacity to meet changes in service demand
- Tracks on-time performance of staff
- Manages multiple contractors, funding sources (payers), multiple providers and volunteer driver programs
- Manages external subcontractor outsourcing
- HIPAA compliant
- Provides up-to-date, easy-to-use geographic locations and driver directions
- Views routes and locations
- Integrates with most other existing map data sources

Quality and availability of operators & number of lines:

Our company currently handles 5000 calls daily with 12 operators available. We will be adding dedicated call takers for this service and utilize our main call center for overflow volumes as needed.

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Our Call Center offers a wide range of client support services.

- Inbound and Outbound Call Center Telephone and Email Support
- Data entry and Administrative Services
- Scheduling and Trip planning
- Estimated time of arrival calls
- Will Calls
- Client confirmation calls
- Providing Agency Support

4. Describe how your organization will coordinate all transports in a manner that will be most cost efficient and appropriate to consumer needs.

UTS utilizes state of the art technology for our industry. We utilize Novus TripSpark systems for our scheduling, dispatch and phone systems. Our systems give us the ability to timely analyze large amounts of data and generate standard and customized routing for our clients. This proven software package leverages algorithms to create the most efficient routing for all vehicles in a fleet. The systems work to find the most efficient vehicle in a fleet while simultaneously avoiding any potential client violations. Our call/ data center ensures the system understands all the rider's requirements and then the software can dispatch each ride to the most efficient driver and vehicle matching those specific requirements. This ensures that UTS can maximize the number to trips assigned to each vehicle and driver. By allowing more trips to be completed by the fewest possible number of vehicles and drivers, UTS can provide reliable service more cost efficiently than most transportation providers.

This software allows the call/ data center to enter in all required accommodations and any potential mobility aides required into the system. The scheduling and dispatching teams can only assign that trip to a vehicle that meets the required accommodations. Each vehicle across the UTS fleet is entered into the software system according to a set of

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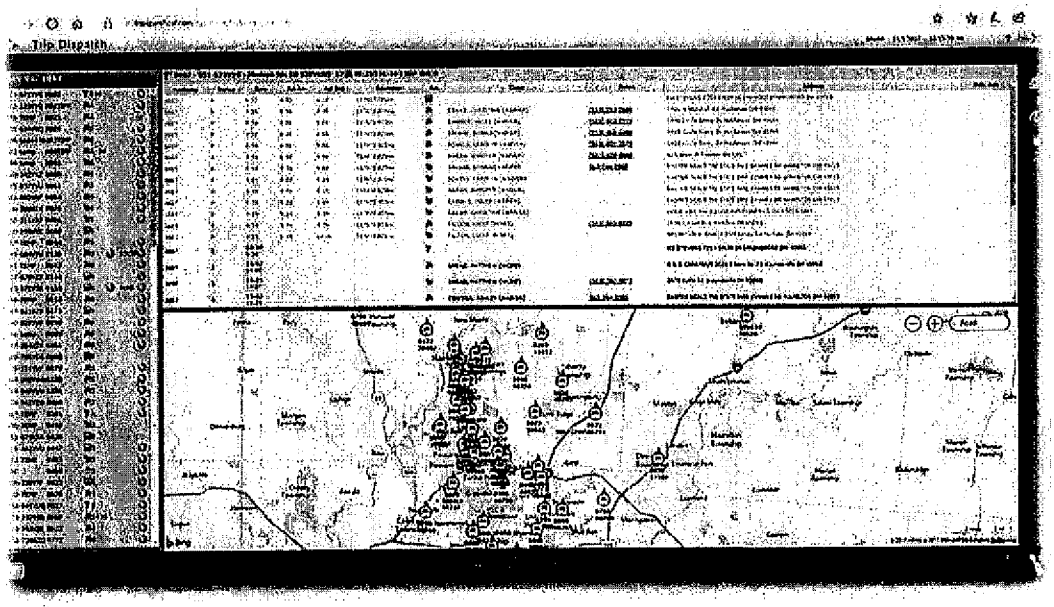
accommodation and/or mobility needs requirements. Examples of accommodation and/or mobility needs requirements are:

- Capacity (Number of clients allowed on vehicle)
- Ambulatory or wheelchair equipped (No wheelchair vehicles used in this contract
- Safety equipment required (car seats, booster seats, harnesses, restraints, straps, buckle cover, etc.)
- Specialized vehicle required (e.g. cage vehicle)

If a scheduler or dispatcher were to try and assign a trip to a vehicle that did not meet the client's needs, that trip would be flagged as a vehicle type violation.

Once trips have been accepted and schedules by the software they are dispatched to Drivers using the Novus Driver Mate application loaded on a Samsung Galaxy tablet. These devices create an Automatic Vehicle Location (AVL) network that constantly monitors the efficiency of the fleet and can make real time changes driven by traffic conditions, a vehicle breakdown and on demand requests. The drivers get updates to their manifests in real time and the systems tracks all performance metrics and provide turn by turn GPS navigation that includes current Traffic data through Google Maps.



UTS leverages Novus TripSpark to schedule, route and dispatch over 3,500 tris per day

Today's consumers also want to be engaged with the provider through technology and applications. Clients appreciate having more control over their transit experience. By

offering riders user-friendly TripSpark Notifications, they automatically receive SMS text or email updates on their upcoming next day trips and can know exactly when their vehicle will arrive. With the advanced notification, UTS can avoid no shows and late cancelations which wastes valuable resources and funding for both the company and HCJFS.

With simply a cell phone, tablet, or computer UTS clients can receive updates on their trips as well as the ability to cancel their own trips. Clients will also receive SMS texts, IVR calls or Emails telling them the EWTA of their vehicle when it is 20 minutes away from pick up.

Because so much valuable trip information is available to riders, they experience better service, without needing direct contact with the UTS Call Center. Call Center staff experiences less stress and more time to attend to pressing matters such as improving customer service to our agencies and clients.

5. Describe how your organization will coordinate and monitor the transportation, including last minute changes to the current trip, a newly authorized trip, as well as your organization's ability to have transportation available for consumers 5:00 AM-12:00 AM, seven (7) days a week regardless of holidays or inclement weather.

UTS leverages the latest technology to run dedicated call centers, scheduling, dispatch and in car GPS communication. Universal Transportation Systems invested more than $250,000 for the installation and implementation of Trapeze Novus in July of 2016 which allows us to operate at a high level of efficiency and has resulted in improved productivity of vehicles and oversight of key performance indicators.

As part of this implementation, we installed Trapeze DriverMate on tablets inside of each vehicle, allowing us to utilize Automatic Vehicle Location (AVL)

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IMAGE

technology to collect real-time pick-up, drop-off, and location data for enhanced oversight and reporting. This provides immediate insight into on-time performance, giving us the ability to reschedule or reroute trips as necessary to nimbly optimize operations. UTS drivers have been fully trained on the use of DriverMate and know how to use the system to correctly document time and mileage of all vehicle pull-outs and pull-ins, and all pickups and drop-offs.

As a full-time call center already processing hundreds of thousands of trips per year, with a large percentage of them being government subsidized trips, UTS already works in conjunction with many other agencies processing, dispatching, and providing encounter data. In other words, UTS already provides these same exact services being proposed in the document to other county JFS departments.

Although 80% of our trips occur between 5:00 AM and 12:00 AM, UTS currently operates transportation services 24 hours a day, 7 days a week, 365 days a year including all holidays. We currently operate 3 driver and dispatch shifts daily with substantial overlap between the first and second shift.

- 1st Shift: 5:00 AM - 4:00 PM
- 2nd Shift: 1:00 PM- 10:00 PM
- 3rd Shift: 6:00 PM- 5:00 AM

UTS drivers are trained to operate in inclement weather and we operate full schedules in conditions up to Level 1 snow emergencies as published by the Hamilton County Sheriff's Office. During Level 2 snow emergencies only trips deemed as medically necessary will be performed. UTS will not operate any trips during a Level 3 Snow Emergency as mandated by the Ohio Attorney General's Office.

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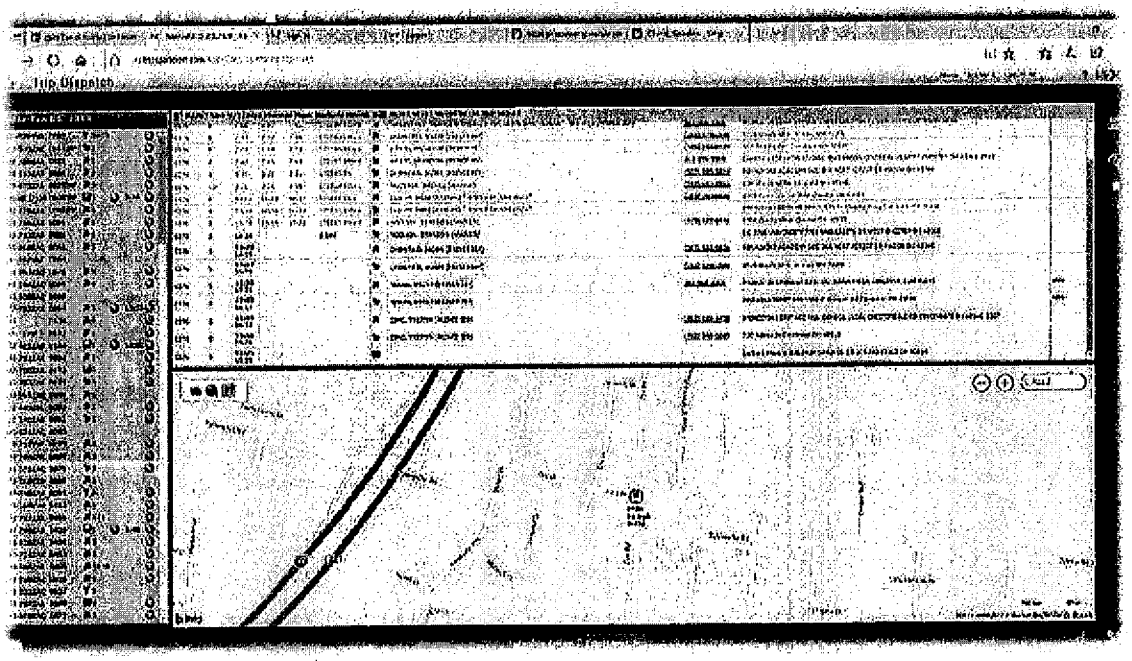

Monitoring transportation is also managed by our software package. Dispatchers have visibility to the location of all vehicles and estimated pick up and drop off times for every trip by driver. This allows our team to monitor every trip for each client and agency.

Our software capabilities allow UTS to completely change the schedule of any driver in the fleet at a moment's notice. Regardless of prior scheduling, our GPS-linked communications system, in combination with our routing and scheduling software, permits us to change schedules and to re-route passengers to a revised authorized destination.

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IMAGE 4734

Example:

- UTS is transporting a minor for a JFS visitation appointment
- UTS driver and minor arrive at location on time and wait prescribed 15 minutes
- Authorized guardians/ parents etc. cannot be located
- UTS driver contacts dispatch via Zello 2-way VOIP application to report no contact
- Dispatch verifies the information and makes phone contact with authorized drop off location to inform that there was no contact and the minor is on the return trip
- Once contact is made dispatch performs the no show in TripSpark and pushes the return trip to the driver through Driver Mate Application
- Driver receives instant modification to manifest and is provided GPS turn by turn directions to the location designated in the authorized return trip.

We operate over 215 UTS vehicles daily to ensure optimum capacity to meet the program's needs and provide flexibility to adapt to daily fluctuations in service volume.

6. Describe how your organization will handle language barriers.

UTS is accustomed to providing many different accommodations to our clients from potential mobility requirements to overcoming language barriers. Many of our drivers come from diverse backgrounds and we currently have drivers who speak more than 10 languages including Spanish, Russian and Arabic.

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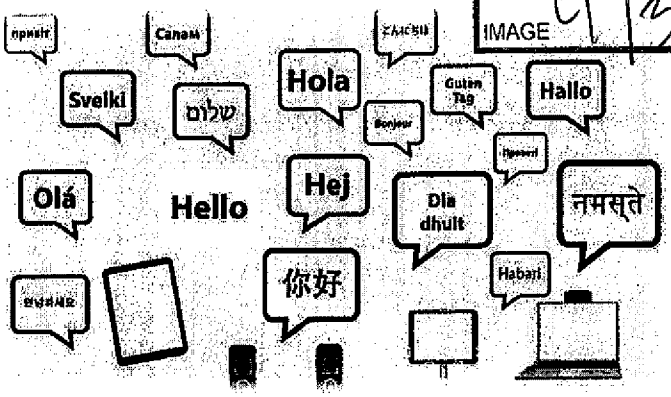
UTS has also partnered with global interpretation provider, Voiance which can provide voice and video translation 24 hours a day and supports over 100 languages. Our 24-hour Call Center can patch in a Voiance interpreter almost instantly to a call to ensure we can respectfully and accurately communicate with any HCJFS client.



7. Describe how your organization will maintain adequate capacity for service provision and submit a fleet inventory defining the number of vehicles you have access to with critical vehicles, and other pertinent information for the provision of safe, efficient transportation for HCJFS consumers.

Delivering adequate capacity across all functions:

In providing transportation services for HCJFS Family & Children Services, UTS will fulfill all requirements of the RFP and have the capability to:

- Being available to provide this service twenty-four (24) hours per day, seven (7) days a week,

- Maintaining a call center operation with experienced, qualified personnel who will perform and manage these services,
- Providing a toll-free number to receive calls from HCJFS employees, clients and other designated persons for scheduling purposes.

UTS will only transport to locations that are authorized by HCJFS. In addition, UTS will only serve and bill for clients who have been authorized and verified as eligible by HCJFS.

Existing Capabilities/Infrastructure & Insurance:

UTS has the complete technical and personnel infrastructure in place to assume the responsibilities of this RFP with no disruption in service for the Family & Children Services clients. We currently have a fully, operational and staffed office in the Cincinnati area. With proven scheduling and reporting functions at this location, UTS is prepared to meet and fulfill your programming needs and provide staffing and drivers. Our staff is already familiar with the service area and the consumers who are being served. Our driving force exceeds all state and federal standards and is backed by $7,000,000 in liability protection. Your staff can be assured of the safety of your clients.

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Call Center/Routing & Scheduling:

UTS will be responsible for all routing, scheduling, administration, dispatching, training and hiring of personnel. We will provide vehicle maintenance, facility and equipment for maintenance and office requirements, including TripSpark™. In addition, UTS has the communication, administrative, office staff, facilities and equipment to execute to the specifications of this proposal.

Technology:

While UTS continues to utilize the most current technologies in the industry; such as, TripSpark ™, we put people first! It is our personal and professional attention to detail that sets us apart. Your clients have special and unique needs. When those needs are presented to our staff and driving force, we will be responsive and create a positive riding experience for your clients. Lastly, we are supportive of the communities that we serve. We are dedicated to our customers and staff, as well as, mindful of our environmental responsibility.

Project Implementation:

Our Company is ready and capable of providing the services as outlined in the RFP. UTS will follow the specific requirements used for the program as listed in the RFP and as required by Ohio Administrative Code, as well as any other applicable federal, state, local laws, rules and regulations. Additionally, the staff dedicated to this service will be available to meet for scheduled and unscheduled meetings as needed to ensure the monitoring of service at the discretion of the BCBDD staff.

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The UTS Advantage/Our Team:

What elevates our company over other local providers is The UTS Team. In addition to the daily operating staff we have over 200 drivers and staff in the Cincinnati Region that can be utilized to meet the demands and any circumstances that would arise to best serve your clients.

Timely service delivery:

It is our goal to provide on time, every time service. We have a three-tiered internal monitoring system in place before the driver assignments are sent to drivers.

Our schedulers work tirelessly to schedule trips to drivers that promote on time service with the ever-changing schedules of the clients we serve. After the schedules are completed by the scheduling team, our team leaders will review the manifests for any errors or service issues and then our night dispatch team gives a final review before the manifests are sent out to drivers. Because we give our drivers their assignments the night before the trip, they also have opportunity to review the manifest for accuracy and timeliness.

In the event of last minute call offs or vehicle breakdown, UTS dispatchers will access TripSpark to reschedule trips as needed to maintain timely service for the day.

UTS Fleet information

We operate over 215 UTS vehicles daily and maintain another 10+ vehicles as back up and trade out vehicles for use during routine maintenance or in case of a rare accident or vehicle breakdown. We ensure vehicles are available 24 hours a day, 365 days a year. The UTS Fleet is made up of Dodge Caravans, Toyota Prius, Ford E350 Extended vans,

Ford Wheel Chair Vans (not to be used for this contract), and specialty vehicles required for our client's unique needs. E.g. Screen Vans that keep the client separated from the driver compartment as necessary for some clients with behavioral manifestations.

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In car Camera systems monitor incidents, drivers and clients

In car camera systems promote safe driving techniques, monitors clients and driver's behaviors and provides evidence in the unlikely occurrence of an accident or rider incident. The system also allows for more complete investigation of any complaint. UTS has already installed a system in all cars to be dedicated to HCJFS.

UTS has installed the Blackvue DR650GW- 2CH in car camera systems that provide complete visibility of what is happening both on the road in front of the vehicle and all activity inside the cabin. The HD video systems records 500 hours of constant video and audio recording. UTS can store 100 days' worth of video and audio data for HCJFS upon request. The camera is recording anytime the key is in the vehicle's ignition. The system is designed to be tamper proof, so drivers or clients cannot deactivate the system in the vehicle.

Features Include:

- 170-degree Internal view
- 160-degree external view
- Microphone
- Hardwired power source
- Panic button
- Manual trigger features
- 1080P @30 FPS Resolution
- Micro SD Memory system
- Tamper proof system

In Car camera system installed in a Toyota Prius and time stamped view of cabin

Since installing the camera systems in mid-2016 we have seen both a reduction in altercations between clients in the vehicles and accidents/ total number of trips. An in-car camera system promotes accountability and safety for both drivers and clients.

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Vehicle Breakdown by make and model meeting the Family & Children Services requirements

Vehicle Make	Vehicle Model	# of Units
Dodge	Caravan	53
Toyota	Prius	6
Total Units		**59**

Complete list of vehicles matching HCJFS requirements for the Family & Children Services contract. (Less than 6 Years old and less than 100K miles)

Year	Make	Model	LIC#	Vin	Color
2017	DODGE	CARAVAN	449ZBL	2C4RDGBG0HR607144	BLACK
2017	DODGE	CARAVAN	782ZAX	2C4RDGBG8HR607151	BLACK
2017	DODGE	CARAVAN	780ZAX	2C4RDGBG7HR607142	BLACK
2017	DODGE	CARAVAN	775ZAX	2C4RDGBG8HR607148	BLACK
2017	DODGE	CARAVAN	777ZAX	2C4RDGBG4HR607146	BLACK
2017	DODGE	CARAVAN	750ZAX	2C4RDGBGXHR607149	BLACK
2017	DODGE	CARAVAN	751ZAX	2C4RDGBG5HR607155	WHITE
2017	DODGE	CARAVAN	778ZAX	2C4RDGBG1HR607153	WHITE
2017	DODGE	CARAVAN	746ZAX	2C4RDGBG2HR607145	BLACK
2017	DODGE	CARAVAN	753ZAX	2C4RDGBG6HR607150	BLACK
2017	DODGE	CARAVAN	781ZAX	2C4RDGBG9HR607143	BLACK
2017	DODGE	CARAVAN	748ZAX	2C4RDGBG9HR607157	WHITE
2017	DODGE	CARAVAN	037ZAZ	2C4RDGBG7HR855665	SILVER
2017	DODGE	CARAVAN	038ZAZ	2C4RDGBG9HR855666	MAROON
2017	DODGE	CARAVAN	039ZAZ	2C4RDGBG9HR646475	BLACK
2016	DODGE	CARAVAN	TEMP	2C4RDGBG9GR237407	BLACK
2016	DODGE	CARAVAN	TEMP	2C4RDGBG6GR263169	BLACK
2015	DODGE	CARAVAN	838ZAR	2C4RDGCG6FR548371	TAN
2015	DODGE	CARAVAN	722ZAS	2C4RDGBG6FR606755	BLACK
2015	DODGE	CARAVAN	724ZAS	2C4RDGBG2FR603660	WHITE
2015	DODGE	CARAVAN	420ZAS	2C4RDGBG9FR563870	GRAY
2015	DODGE	CARAVAN	TEMP	2C4RDGBG9FR713878	GRAY
2014	TOYOTA	PRIUS	847ZAR	JTDKN3DU4E0368715	BLACK
2014	TOYOTA	PRIUS	982ZAR	JTDKN3DU0E0358537	GRAY

Year	Make	Model	LIC#	Vin	Color
2014	DODGE	CARAVAN	418ZAS	2C4RDGCG9ER320900	SILVER
2014	DODGE	CARAVAN	801ZAR	2C4RDGBG5ER186856	BLUE
2014	DODGE	CARAVAN	804ZAR	2C4RDGBG5ER405248	BLACK
2014	DODGE	CARAVAN	421ZAS	2C4RDGBG0ER290803	BLUE
2014	DODGE	CARAVAN	969ZAT	2C4RDGBG6ER257658	GRAY
2013	TOYOTA	PRIUS	771ZAR	JTDKN3DU4D1624151	SILVER
2013	DODGE	CARAVAN	978ZAQ	2C4RDGCG1DR788232	BLUE
2013	DODGE	CARAVAN	961ZAQ	2C4RDGBG9DR616726	WHITE
2013	CHRY	TN & CTRY	922ZAQ	2C4RDGBG7DR726786	BLUE
2013	DODGE	CARAVAN	990ZAS	2C4RDGCG2DR727908	BLUE
2013	DODGE	CARAVAN	238ZAR	2C4RDGBG7DR622539	RED
2013	DODGE	CARAVAN	711ZAS	2C4RDGCG0DR749132	RED
2013	DODGE	CARAVAN	782ZAR	2C4RDGBG2DR633738	GOLD
2012	TOYOTA	PRIUS	734ZAS	JTDKN3DU3C5421503	BLACK
2012	TOYOTA	PRIUS	200YPU	JTDKN3DU7C5467822	BLACK
2012	TOYOTA	PRIUS	134ZAS	JTDKN3DU1C5374794	RED
2012	DODGE	CARAVAN	846ZAR	2C4RDGBG8CR149409	BLACK
2012	DODGE	CARAVAN	945ZAQ	2C4RDGBG5CR372555	GRAY
2012	DODGE	CARAVAN	966ZAQ	2C4RDGBG4CR418277	GRAY
2012	DODGE	CARAVAN	973ZAQ	2C4RDGCG4CR167209	BLACK
2012	DODGE	CARAVAN	967ZAQ	2C4RDGCG9CR280587	SILVER
2012	DODGE	CARAVAN	018ZAT	2C4RDGCG5CR201903	WHITE
2012	DODGE	CARAVAN	358YWB	2C4RDGCGXCR264835	BLACK
2012	DODGE	CARAVAN	955ZAQ	2C4RDGCG6CR166448	SILVER
2012	DODGE	CARAVAN	832ZAR	2C4RDGCG0CR404309	WHITE
2012	DODGE	CARAVAN	837ZAR	2C4RDGCG2CR404330	WHITE
2012	DODGE	CARAVAN	414ZAS	2C4RDGCG4CR146585	GREY
2012	DODGE	CARAVAN	989ZAS	2C4RDGBG0CR291964	WHITE
2012	DODGE	CARAVAN	017ZAT	2C4RDGDG2CR171855	GRAY
2012	DODGE	CARAVAN	740ZAS	2C4RDGBG9CR405167	GREEN
2012	DODGE	CARAVAN	015ZAT	2C4RDGBG2CR333499	BLACK
2012	DODGE	CARAVAN	781ZAR	2C4RDGBG1CR333476	BLUE
2012	DODGE	CARAVAN	796ZAR	2C4RDGBG2CR388003	SILVER
2012	DODGE	CARAVAN	976ZAR	2C4RDGBGXCR324582	WHITE
2012	DODGE	CARAVAN	757ZAV	2C4RDGCG2CR201903	WHITE

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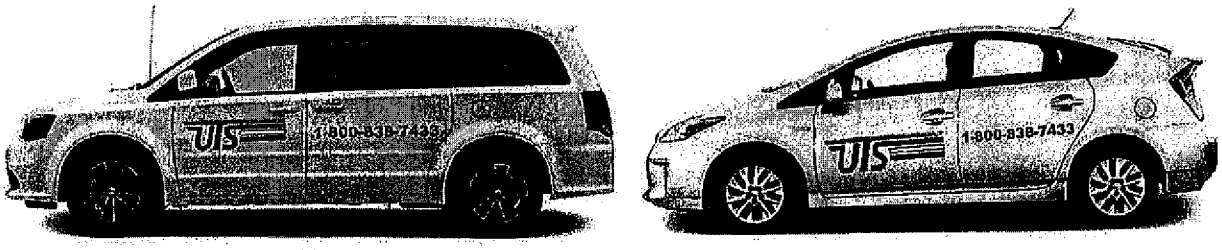

UTS maintenance program is second to none

UTS has a full on-site garage and maintenance program. We have built a comprehensive preventive fleet maintenance program successful in maximizing the safety of our vehicles, prolonging vehicle life, reducing time, and maximizing efficiencies. UTS is dedicated to a thorough preventive maintenance program resulting in minimal vehicle down time.

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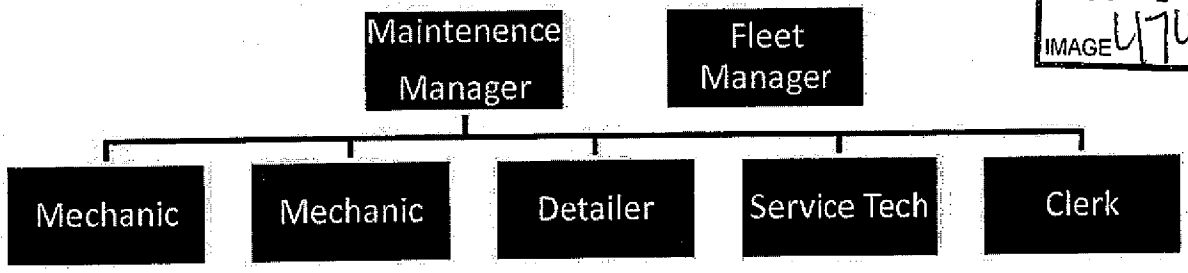
Maintenance Department Staffing



The UTS Maintenance department includes a Fleet Manager and Maintenance Manager. The Maintenance manager leads the garage staff to ensure all work is completed correctly and logged. The Fleet Manager is responsible for assigning all vehicles and equipment to drivers.

Our maintenance facility is staffed 12 hours a day Monday through Friday with a 24 hour on call mechanic 7 days a week.

The overall supervision of the Maintenance Department is the responsibility of the Maintenance Manager, who is a member of the management team for UTS and reports to the President.

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Preventive Maintenance Procedures

Preventive maintenance (PM) is performed at several levels. The PM program ensures vehicles and equipment are properly maintained for maximum life expectancy. In addition, the program reduces unscheduled repairs and road calls by addressing maintenance issues before a mechanical failure. ADA equipment operation and maintenance is addressed in two areas by the drivers as indicated in the Pre-Trip Inspection/Maintenance Request form and by mechanics as indicated in the mechanics PM inspection report checklist. At UTS, all personnel who come into contact with vehicles have PM responsibilities.

Mechanics:

Mechanics conduct annual scheduled inspections. During inspections, mechanics are required to repair all minor defects found or items that are worn or fatigued (i.e., cracked hoses or belts) which may be repaired or replaced in a short time frame. Major defects are reported to the Fleet Manager, who schedules the vehicle for repair. There are multiple levels of PM inspection at UTS:

3,000 Mile Checklist

- Start-up and Drive (check operation of :)
  - Starter, parking brake, service brake, and transmission.
  - Fuel gauge, oil gauge, battery charging gauge, windshield washer and wipers, steering wheel free play, heater and defroster, air conditioner, all window glass, doors, seats and lift equipment.
- Outside Inspection (check operation of:)
  - Hood, front end, kingpins, wheel bearings, tie rod ends, wheels and rims, tighten lugs, tires, check water, cracks and pressure, open lift end unfold, and lube all hinge pins and visually inspect.
- Under the Hood (check operations of :)
  - Air compressor, mounting and belt tension, steering gear and shaft (lube), power steering hoses and oil level, throttle linkage.

- Water pump and fan belt, anti-freeze protected, water pump and fan hub (lube), crank case, breather – clean/change, battery – check water level, clean battery cables, master cylinder – fill and lubricate all fittings, fuel filter – change fuel leaks-correct, radiator – check level and pressure, clean hoses – check – adjust, alternator – belt tension, terminals – check and lube, air filter – change exhaust system – tighten, engine oil – change.

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- Under Chassis
  - Engine and trans bolts – check and adjust
  - Body bolts – check and adjust
  - Transmission – check gear and oil level
  - Transmission – check cover, belt and seal areas for leaks
  - Differential – check gear oil level and clean breather
  - Differential – check for leaks
  - Brakes – adjust (if needed)
  - Springs, shackles, U bolts – check for cracks, rust, and correct tension
  - Jack up and spin check all tires – look for wear and foreign objects.

- Drive off and Park
  - Engine oil – check level, hood latch – check, record for all pertinent information in log books.

9,000 Mile Checklist

- 3,000-mile check
- Rotate tires if needed
- Check shocks
- Check exhaust system
- Check battery voltage
- Check wheel bearing and brakes
- Complete visual inspection

12,000 Mile Checklist

- 3,000-mile check
- Road test for all systems
- Check EGR and ECS systems
- Clean fuel injectors
- Complete visual inspection

The inspections cycle through all PM's and then start over to repeat the cycle. Repairs identified during the 3,000-mile inspection are performed when found or the vehicle is taken out of service.

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Maintenance Record and Control Procedures:

UTS' vehicle maintenance and repair staff utilize ShopKey diagnostic and preventative maintenance software to provide a resource to assist automotive repair businesses increase efficiency. UTS also implemented RTA as a vehicle and maintenance database which tracks all procedures performed on every vehicle whether services at the UTS facility or outsourced to other maintenance partners.

The maintenance department makes use of several computer programs and hard copy forms to record maintenance activity data. These include:

Daily Inspection Form:

The driver uses this form to conduct a daily safety inspection. These forms are turned in at the end of his or her shift to dispatch. The inspection forms are examined for any safety related items that require attention before the vehicle is scheduled.

Drivers are required to do a daily pre-trip inspection of their vehicles. Forms will be submitted weekly to Fleet Manager. The Fleet Manager logs the receipt of the daily inspections in the Monthly Vehicle Database. The Fleet Manger reviews daily inspections to insure all data is complete. Drivers improperly completing form will be contacted by Fleet Manager to review and correct documentation.

Maintenance Request Form:

Drivers will report any known defects on a Maintenance Work Order. The Fleet Manager views the forms daily to prioritize repair schedule. The driver can review his or her previous entries to check on the status of repairs. This program is an invaluable tool to facilitate a good working relationship between the maintenance staff, the operations staff and the drivers.

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Maintenance and Vehicle Logs:

UTS' Maintenance management system tracks virtually every aspect of the maintenance program and provides a wide range of reports through the RTA application.
Included are: parts lists, vehicle usage reports, repair history reports, preventive maintenance history reports and fueling reports. Another important feature includes forecasting when vehicles will be due for PM inspections which assist in scheduling the maintenance in an efficient manner. There is virtually nothing maintenance related that is not tracked in this system.

Road Call Report:

In response to an in-service mechanical failure, the dispatcher will alert the Fleet Manager who will attempt to diagnosis the problem. If the maintenance technician cannot resolve the failure the on-road maintenance van will be dispatched to the scene. Depending on the time to the next appointment a replacement vehicle may be dispatched. The dispatcher will reassign clients to the nearest available driver. In the event of a mechanical breakdown, every effort is made to transport clients to their appointment on time. The dispatcher will record the deficiency on the log.

8. Describe how your organization will ensure appropriately skilled drivers, monitors and dispatchers, etc. by detailing the training policy for driver, monitors, dispatchers. Reference Section 1.3 Employee Qualifications.

The basis of all successful transportation programs is a team of fully trained, experienced drivers, as well as dispatchers and administrative staff. To ensure these individuals have the skill set necessary to perform their jobs efficiently and effectively, UTS devotes a great deal of time and effort to our training program. We have a proven curriculum designed by our Training Manager, Darrell Hunter and the Director of Safety, Cetress Coston that ensures all UTS staff members are thoroughly trained.

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IMAGE

Training Manager, Darrell Hunter

Fleet and Safety Director, Cetress Coston

Hiring and screening the right candidates is the cornerstone of attracting and training great employees. UTS relies on a screening policy that includes job descriptions, stringent hiring practices, strong driving record underwriting, full drug and alcohol testing programs with a zero-tolerance approach. We fingerprint for local and federal background investigations, perform an annual T-8 or ODOT physicals, combined with positive reinforcement of successful performance including awards, bonus programs, and opportunities for promotion.

State and Federal governments establish driver qualifications and standards. UTS far exceeds set standards through a stringent hiring, training, evaluation and advancement program.

UTS has some of the most stringent pre-hire screening in the industry Including:

- Employees must be US citizens or be a documented person who was lawfully admitted for permanent residence.
- Employees must be 21 years of age; Drivers must be at least 24 years of age
- Annual clean driving record from the Bureau of Motor Vehicle
- FBI/ BCII fingerprint background check
- Cincinnati Police/ Hamilton County Sheriff's Dept. background check
- Driver's identity is screened by Abuser Registry, Nurse Aide Registry, Sex/Child Offender, Systems for Award Management, and Incarcerated Offenders.
- Drivers pass pre-employment, post-accident & random drug & alcohol screening
- Ohio Central Registry database screening (UTS understands the current backlog and already have approved reports on dedicated drivers for this contract)
- UTS checks employee references and verifies all previous work history

All policies and procedures are in compliance with Ohio Revised Code 2151.86, Medicaid Law and as dictated contractually to UTS. UTS will also ensure all employees assigned to this HCJFS contract will sign a release of information (Attachment G) to allow inspection and audit of the employee's criminal records transcripts or reports by HCJFS or anyone conducting compliance reviews on its behalf.

UTS will be responsible for complying with all applicable state and local laws. We shall implement safety rules and procedures in accordance with industry best practices and HCJFS procedures. UTS will provide its employees intensive safety training prior to working. We will have a completely stocked first aid kit on the job site at all times. Our safety policies set forth operating guidelines that reduce workplace accidents, incidents, and injuries. UTS' Safety Manual addresses vehicle operations, regulatory compliance, maintenance operations, hazardous materials, operational safety practices, and facility emergency management.

Our safety guidelines also outline responsibilities for all safety, executive and managerial/ supervisory roles. These guidelines additionally outline expectations regarding facility safety and upkeep. UTS's strength lies in its approach to cohesive safety messaging and recognition. Safety is our number one priority.

UTS has a safety committee that works together to create and maintain a safe work environment for all employees. This committee plays an important role in implementing our Safety Program and reducing and resolving location hazards. This committee is facilitated by Cetress Coston, Safety Director. We will address the safety and security protocols for the facility, personnel and in-service vehicle operations. This program will include:

- Emergency Procedures
- Site and location evaluations
- Handling emergency equipment
- Road emergency
- Assault information
- Blood borne pathogens
- Accident response plan
- Accident review and analysis
- Determination of preventable or non-preventable accidents
- Employee re-training provision
- Safety awareness programs
- Security drills and protocols
- Picture ID issued by UTS

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UTS will ensure that safety staff attends a monthly meeting with HCJFS staff. We will also participate in periodic emergency readiness training drills at the direction of HCJFS

Since each of UTS' employees have already received appropriate training, this will not be an additional step to be completed during implementation. UTS keeps detailed records of all training activities and will allow HCJFS access if requested.

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Driver Training Program:

Formal driver training is essential for the safety of our clients, and UTS takes pride in our ability to attract and retain qualified drivers and ensure their appropriate training. After careful screening our drivers can begin training. Any employee that comes in contact with a HCJFS client will be compliant with ORC 2151.86 and complete an annual complete criminal record check. Individuals who have been convicted of or plead guilty to any violation of any of the laws contained in the Ohio Revised Code Section 5153.111(B)(1) or Section 2919.24 as confirmed by the Ohio Attorney General BCII/ FBI check will not come into contact with HCJFS' Consumers.

Furthermore, no employee will operate a vehicle if an individual has a condition which would affect safe operation of a motor vehicle or If any individual has six (6) or more points on his or her driver's license, or the individual has been convicted of driving while under the influence of alcohol and/or drugs.

UTS will not utilize any individual who has been convicted or plead guilty to any violations contained in ORC 5153.111(B)(1).

Once hired UTS Driver Training includes a 55-hour training curriculum, annual refresher training, and 4 hours of required annual safety meetings. Our training for new drivers includes 20 hours of classroom training and 35 hours of On-The-Road training. This includes the ADA approved Drive Training to ensure client sensitivity and communication.

Classroom Training Topics and Certifications:

- Blood Borne Pathogens
- First Aid / CPR Certification
- Drive Training
- Fundamental Safety Practices
- Defensive Driving
- HIPAA Compliance
- Workplace Harassment
- Pre / Post Trip Inspections
- Car Seat/Wheelchair Procedures
- Emergency Procedures
- Trapeze Tablet & Communication
- ISP/ BSP Provider Training
- Incident/Complaint Handling and Documentation
- Cell Phone/ Distracted Driving
- Railroad Crossing Procedures
- Substance Abuse Training
- Employee Handbook Policy
- Rights of Individuals with DD
- Major Unusual Incident Reporting (MUI)
- Overview of Serving People with Disabilities
- HCJFS contract requirements for door to door service, chain of custody requirements, ID protocol, required wait times and emergency procedures

On the Road Driver Training:

- Pre-Trip Inspections
- Steering
- Turns
- Intersections
- Backing
- Lane Change
- Service Stops
- Paratransit Review
- National Safety Council Defensive Driving
- Passenger Assistance Training (Hands-On ADA Compliance)
- Parking and Pick-up Placement
- Railroad Crossings
- Ramp Use
- Car Seat installation, sizing and safety training
- Training on Ohio's Child Passenger Safety Law is defined in Ohio Revised Code 4511.81.

UTS retains all completed training and background records in each employee's file. This information is available to HCJFS upon request.

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IMAGE 01749

Continuing Driver Education:

Continued Driver training is a vital piece of UTS' driver education program and training process. All drivers are required to attend eight hours of retraining every year, as well as 4 hours of annual safety training. The training reviews topics covered during initial training, including defensive driving, passenger assistance, operational issues, and

selected safety matters such as customer service, railroad crossing safety, and car seat and booster seat securement.
In addition, drivers are reevaluated once a year in accordance with their date of hire to ensure safe driving habits and proper licensure and credentials. At this time, licenses are verified to check that they are valid, and if they are close to expiration, measures are taken to renew the certificates.

Drivers also receive continuing education on specific contract requirements for scope of service. Each driver will be required to thoroughly read section 1.2 (Scope of Service) of this RFP and sign a waiver acknowledging that they have received, read and understand the requirements of the HCJFS RFP for Family and Children Services Transportation Services. This ensures there is no confusion on the requirements of this contract.

Scheduler, and Dispatcher Training

Schedulers and dispatchers are a crucial part of a successful transportation program as they manage and monitor performance, bridging the gap between the HCJFS and its passengers. Because we understand the importance of these positions, we focus on the hiring and retention of effective individuals. UTS trains and empowers these individuals to act in the best interest of the program, problem-solve, and resolve conflicts. Our thorough training program instructs our staff to strike the appropriate balance between customer service and efficiency. Our schedulers and dispatchers are fully-trained and highly effective in their roles.

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Scheduler, Dispatcher Training Curriculum:

- Novus TripSpark Capabilities
- Zello instant communication App
- Responsibilities & Teamwork
- HIPAA Compliance
- Workplace Harassment
- OSHA Compliance
- Collision Investigation
- HCJFS Service Standards
- Dispatch Protocol
- On Time Performance
- Evacuation Procedures
- Responding to Incidents
- Difficult Customers
- Emergency Protocols

Team Leaders and Driver Trainers

Due to the importance of the role, our driver trainers and team leaders can handle and resolve problems and will always be fair, approachable, and friendly. In addition to completing the required vehicle operator training courses, driver trainers and team leads receive training on each of his/her duties and an additional week-long training regarding on-street supervision and observations, accident/incident investigation and reporting, general record keeping and reporting, and service interruption response.

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9. Describe your experience, and or your ability, to maintain the confidentiality of consumer information and to exchange consumer data with HCJFS via secure and encrypted Certified Mail e-mail.

UTS has adequate processes and procedures in place to ensure the confidentiality of consumer information in full compliance with HIPAA, HITECH, and other privacy measures. To do so, our staff receives initial and annual confidentiality training and utilizes encrypted e-mail to exchange consumer information. Each employee's workstation in our local Cincinnati area office is equipped with internet access through Internet Explorer v.9 or newer with JavaScript enabled. Additionally, we utilize an ftp client that conforms to industry standards. Features of this client include https, user ID and password log-in, 128-bit encryption, and secure socket layers.

Respecting the privacy of our clients, our staff, and the agencies we serve is a basic value of UTS. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. Employees may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of UTS that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the

time of separation from employment or expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate disciplinary including removal/dismissal.

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Client Confidentiality Policy

- UTS agrees not to use or disclose client information except as permitted or required under this Agreement or Required by Law.
- UTS agrees to use appropriate safeguards to prevent the use and disclosure of client information except as permitted.
- UTS agrees to mitigate any harmful effect of any use or disclosure of client information by the UTS or the UTS's agent or subcontractor that violates this policy.
- UTS agrees to notify the County, in writing, of any use or disclosure of client information that violates this policy.
- UTS agrees to ensure that any of its agents or subcontractors, will agree, in writing, to the same restrictions and conditions that apply to the UTS with respect to client information.
- UTS agrees to provide BCDJFS with access to any client information it keeps on clients in any designated record set.
- UTS agrees to comply with any written request by the County to exchange information with another entity to facilitate County administration.

UTS takes data security and integrity seriously. We institute the following procedures to ensure that all data is secure and can only be accessed by authorized parties.

Access control:
System Administrators have a duty to limit access to client data on a "need to know" basis. Greater access limitations or controls apply to more sensitive data. System admins are aware of the different users who access their systems/records and their requirements. User access is limited based on individual job duties and requirements.

Access authentication:
Users have unique identifiers (password and username) to allow access to all data. Passwords are a word or string of characters and numbers.

Automatic screen savers:

Our systems allow for screen savers to activate after a period of inactivity on a computer, requiring a password to re-establish access. This automatic lock activation is useful as the alternative manual locking of a workstation requires positive action by the user every time he/she leaves the computer unattended.

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Anti-virus software

Anti-virus software is not only required to prevent infection from the internet (either e-mail or web-sourced) but to prevent viruses that may also be introduced from portable devices, such as memory sticks (the use of which is strictly limited). No anti-virus package will prevent all infections, but Anti-Virus does limit exposure and allow for quicker recovery in the event of an incident. A policy of not opening e-mail attachments from unexpected sources is in force to assist with preventing infection.

Firewalls:

A firewall is essential where there is any external connectivity, UTS has strong firewall units in place at each of its locations. Firewalls limit inbound and outbound data traffic and log any intrusion attempts.

Back-up systems:

A back up system is an essential means of recovering from the loss or destruction of data. UTS creates backup data on a regular basis and has backup data stored both on and off site.

Physical security safeguards include the following:

- perimeter security (monitoring of access, office locked and alarmed when empty)
- restrictions on access to sensitive areas within the building
- computer location (so screen may not be viewed by members of the public)
- storage of files (files not stored in public areas with access restricted to staff with a need to access files)
- secure disposal of records (effective "wiping" of data stored electronically; secure disposal of paper records).

E-mail Encryption Detail

Universal Transportation Systems utilizes RMail and ProtonMail for encrypted email communications. Proton Mail allows for secure correspondence between parties.

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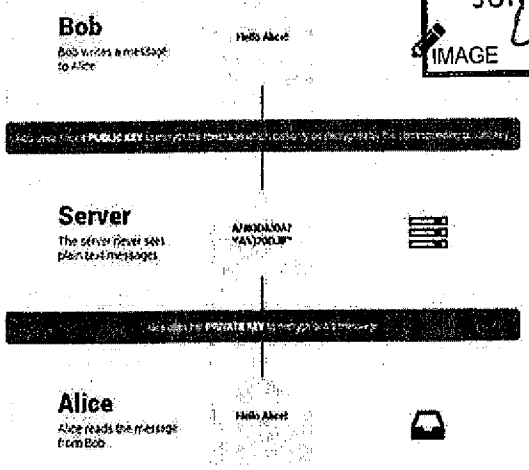
ProtonMail utilizes Public/Private key technology to encrypt emails. The encrypted mail is then passed to the mail server where it can be delivered to the destination. Https://www.ProtonMail.com



ProtonMail also allows you to send secure mail to someone that does not use a secure mail system. The email will be encrypted and can only be decrypted with the appropriate password. Message expiration is also an option, the message will only be available to the recipient during the preselected time window, then it will automatically be deleted.

RMail also offers fully secure encrypted email with the added ability for "registered receipt" which will serve as legal proof of compliance with HIPPA and HITECH. https://www.rmail.com

UTS strives to maintain the highest level of security with client and provider data, we will always comply with state, local and federal laws as well as HCJFS requirement concerning privacy and the secure transport of sensitive data.

10. Describe your organization's ability to attend trainings/briefings regarding technical requirements as needed.

As a best in class partner in transportation for HCJFS, UTS' Cincinnati area-based staff, including President, Carolyn Burer and CEO/ Owner; Geoff Kuzio will be available on a regular basis to attend training sessions and program briefings. On site Chief Information Officer, Chris Hudak is on call 24 hours a day/ 7 day a week to react instantly to any technical requirements.

Because our local team is already fully trained and operational with all aspects of many JFS programs, we are confident in our ability to complete all tasks without additional extensive training. Outside of training and briefing sessions, Carolyn and Geoff will schedule monthly meetings to update HCJFS on contract performance, compliance, and practices.

During these meetings, Carolyn and Geoff will also review monthly management reports to identify potential areas of program improvement, as necessary. Also, the leadership team are available to respond to questions and concerns at all times and communicate regularly and freely with HCJFS.

Through this transparent approach, HCJFS and UTS will continue a true partnership for a successful transportation program.

11. Describe your organization's ability to provide internet access and secure ftp consumer that will be utilized or the transfer of confidential consumer information.

Universal Transportation is contracted with Spectrum Business services, they provide high quality low latency fiber based dedicated internet access for all UTS locations.

Universal Transportation Systems typically utilizes WinSCP or Filezilla for SFTP(SSH) file transfers. Both are compatible with the SFTP standard and support 128bit or higher encryption levels. We also can support FTPS(SSL) as an alternate secure file transfer method.

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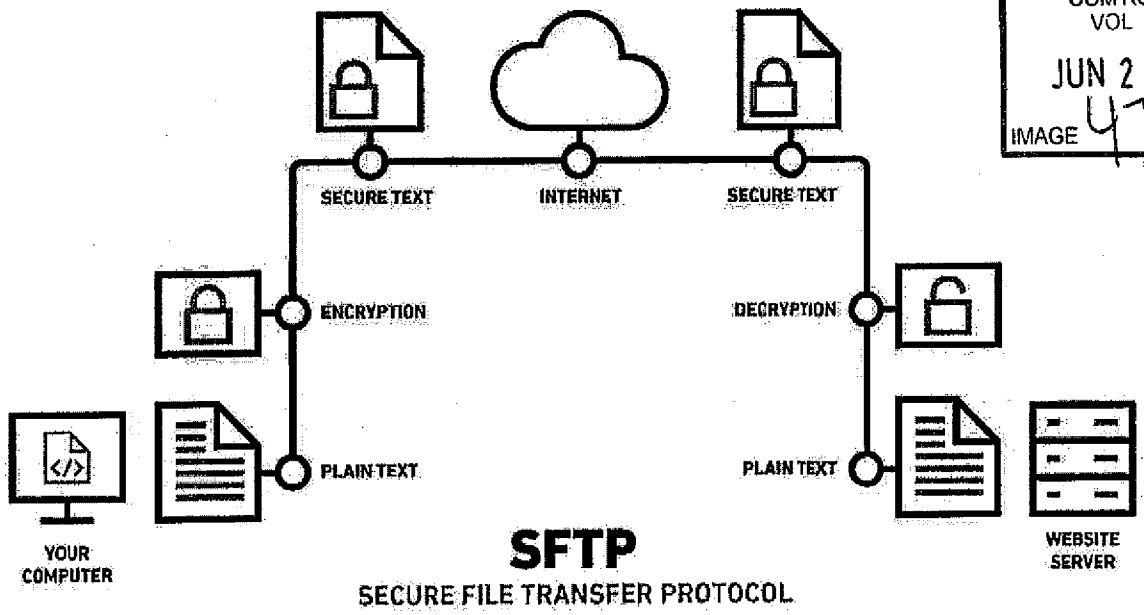
IMAGE 4755



12. Describe how your organization will ensure proper training and consistent use of car seats with all Consumers, as required by Ohio law.

UTS understands the leading cause of death for children 4-7 years of age is motor vehicle accidents. Our motto is Safety, Safety, Safety and why we spend a significant amount of time during driver training ensuring that every member of the team is up to date on current Ohio Law and established best practices for car seat usage and safety

All our drivers are well versed on Ohio's Child Passenger Safety Law is defined in Ohio Revised Code 4511.81.

All children less than 4 years old or 40 pounds must use a child safety seat meeting federal motor vehicle safety standards while riding with UTS.

All children are required to use belt-positioning booster seats once they outgrow their child safety seats until they are 8 years old, unless they are at least 4 feet, 9 inches (57 inches) tall.
Children less than 8 years old, unless they are at least 4 feet, 9 inches tall must use a booster seat.

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Children ages 8-15 must use a child safety seat or safety belt.

UTS has partnered with AAA Ohio to leverage their certified Child Passenger Safety Technicians to lead the on the road driver training for the installation, sizing, and safety checks of all children's car seats.

We also train each driver on the safety requirements for a child to transition from a booster seat to a regular passenger seat with a seat belt.

The UTS driver training policy provides the following direction per the Ohio Department of Health.

UTS drivers utilize booster seats designed to place a child higher on the vehicle seat so that the lap/shoulder belt fits correctly. Seat belt fit varies from car to car and from person to person. It is safest for a child to remain in a booster seat until the adult seat belt system fits his/her properly as follows:

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- The child is at least 8 years old or 4 feet, 9 inches tall in order to sit against the vehicle seat back with his/her knees bent at the edge of the seat without slouching.
- The shoulder belt must lie in middle of his/her chest and shoulder, not his/her neck or throat.
- The lap belt must be low and snug across the upper thighs, not the belly.
- The child can stay in this position comfortably throughout the entire trip.

13. Provide draft policies and procedures to detail all aspects of managing and delivering transportation services that are requested herein, including but not limited to transportation scheduling, complaint/incident report and follow up, and vehicle management.

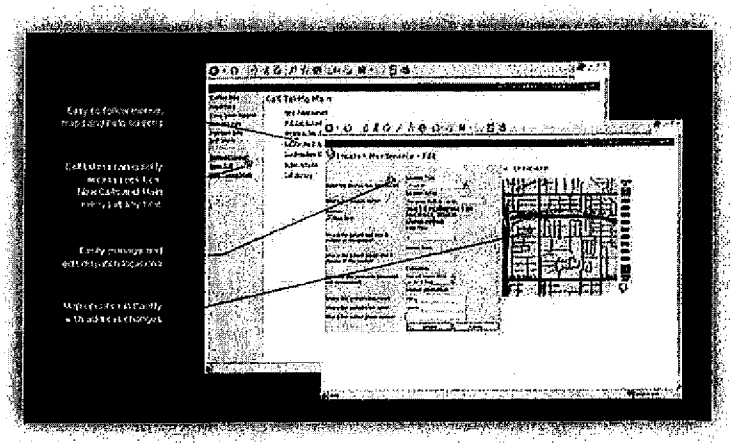
Trip Scheduling Procedures

UTS provides 24/7/365 call center solutions and customized client service programs that directly benefit the HCJFS and clients alike through increased productivity, excellent service delivery and exceptional call center efficiency. The savings by outsourcing the call and data center will be realized day one.

UTS maintains a call center operation with a toll-free number dedicated for use by HCJFS and their clients. Our Call Center is based in Hamilton, Ohio and utilizes a state of the art phone system and technology. Calls are answered by our Customer Service Representatives (CSRs). The phone number dedicated to this service will be accessible twenty-four hours a day, seven days a week, to receive phone calls from HCJFS employees, clients and other designated persons for scheduling purposes. The phone system is on a separate fiber channel increasing reliability and service. All calls are recorded. For purposes of security and quality assurance, these calls are backed up in a separate off-site facility.

Once the UTS Call Center receives client eligibility information for HCJFS trips, clients and HCJFS employees can contact the call center to book transportation. Referred trips and price quote will be immediately confirmed at the contracted transportation provider rate based on the contract agreement.

UTS mandates a CSR process that is used hundreds of times each day and is central to the operational success of the system. We have streamlined the CSR process flow to reduce the overall time spent creating a transaction when a caller requests transportation. The system accomplishes this using clear and easily understood questions from the CSR that are triggered by our computer's data entry screens.



TripSpark™ provides scheduling, tracking and operational analysis all trips

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IMAGE 4756

CCSR's follow the following procedure when accepting and scheduling trips

- Call takers view detailed patient information, including special needs
- Schedulers communicate precise pick up and drop off times
- TripSpark manages fast, automated scheduling and dispatch

UTS CSR and schedulers are held accountable to the following:

- View detailed itineraries for each service resource
- Quickly schedules groups of trips with one click
- Manage the service reservation process from call taking to dispatching
- Geographically schedule and routes drivers as well as monitors
- Monitors and adjusts services in real-time through Samsung Galaxy Tablets in every vehicle
- Instantly track cancellations, no-shows and schedule changes
- Accurately manage calls and patient information
- Manage will-calls, confirmation calling, and recurring trips/standing order in real-time
- Monitor trends and adjust resource capacity to meet changes in service demand
- Track on-time performance of staff
- HIPAA compliant
- Provide up-to-date, easy-to-use geographic locations and driver directions
- View routes and locations

Quality and availability of operators & number of lines:

Our company currently handles 5000 calls daily with 12 operators available. We will be adding dedicated call takers for this service and utilize our main call center for overflow volumes as needed.

UTS Employee Policies and Procedures:

UTS revised our very extensive and detailed employee procedures and policy handbook in August 2016. The 60-page document has been reviewed by multiple agencies to ensure it complies with the requirements of every contract UTS is currently engaged. The document it provided to every employee who must sign an affidavit stating that they have received, read and understand the employee policies and procedures. This handbook contains the following topics and a copy will be made available to HCJFS on request

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- UTS personnel Policies
- Equal Employment Statement
- Harassment Policy
- Driver Requirement Policy
- Mandatory Training
- Physical Requirements
- Daily Paperwork Requirements
- Payroll Policies
- Behavior of Employees
- UTS Family and Medical Leave Policy
- Grievance Procedure
- D.O.T Zero Tolerance Drug and Alcohol in the Workplace Policy

UTS Complaint Management Process

UTS has a comprehensive complaint procedure to collect, verify, report, and resolve complaints

UTS has a department for complaint management. This team led by our customer service manager who handles a swift investigation and conclusion to any complaints. This team contacts each client by telephone or follow up with written correspondence for all complaints. Complaints can be made vis email to Tranreq@UTS-Ohio.com or to our 24-hour call center. (800) 838-7433

UTS understands that customer service and responsiveness to complaints are important to HCJFS, our clients and their families. We have experience increasing responsiveness and fast resolution. We use a standard industry practice to put clear structure to investigate all complaints.

Initial Investigation- The UTS customer service team investigates the complaint by reviewing pertinent manifest data in TripSpark software systems and will interview dispatchers and the driver as deemed appropriate. Information gathered relative to the complaint will be recorded and the root cause of the complaint will be determined.

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Complainant Interview- UTS will contact the client who filed the complainant to review all pertinent information. Details of this discussion will be documented in the formal resolution form and a resolution may be agreed upon at this time.

Secondary Investigation- Based on the client interview or facts and questions that emerge from the investigation, the team may initiate research to resolve the complaint. Driver records, Recorded communication between dispatch and driver. (All conversations through the Zello 2-way communication platform are recorded), and Vehicle maintenance may be reviewed. If required, the team may involve police or public safety agencies as required. After the secondary investigation the team builds a resolution plan.

Exploration of Remedy- If a passenger complaint is the result of a preventable action on the part of an employee, management will ensure appropriate re-training as well as disciplinary action are instituted as necessary. The client and HCJFS staff will be made aware of any remedy or remedies put into effect. The team will provide written responses to all consumer complaints within 72 hours.

Based upon monthly complaints, UTS will track and report all complaints, the circumstances surrounding the complaint, and the resolution of each. This information is tracked by client. As necessary, this tracked and trended information will be utilized to increase service quality. Monthly complaint reports will be made available to HCJFS on request.

UTS Customer Surveys

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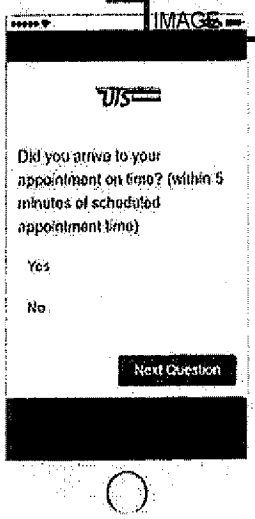
In addition to our formal complaint process, UTS is also using Qualtrics's electronic customer service surveys to proactively reach out to our clients every week. This short survey asks clients about their experience with our call center, on time arrivals, our driver performance and vehicle conditions. We receive thousands of responses monthly from our clients allowing us to pinpoint concerns before we ever receive a formal complaint.



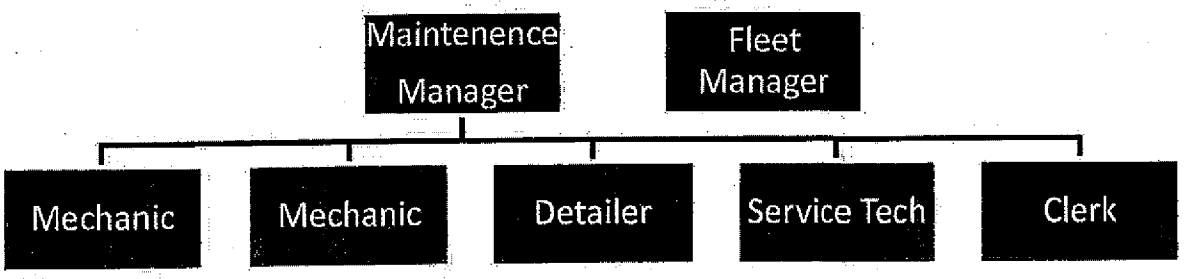
If a client provides feedback that they were dissatisfied with any aspect of our service an email is automatically generated and sent to our customer service manager. This email will provide the specifics of the actual trip referenced by the survey. The Customer service manager investigates the trip and will proactively respond to the client.

We believe that taking a proactive approach to customer service is the best way to reduce complaints in the first place and actively engage our customers in a transparent and positive manner.

UTS Fleet Policy and Procedures are second to none

UTS has a full on-site garage and maintenance program. We have built a comprehensive preventive fleet maintenance program successful in maximizing the safety of our vehicles, prolonging vehicle life, reducing time, and maximizing efficiencies. UTS is dedicated to a thorough preventive maintenance program resulting in minimal vehicle down time.

Maintenance Department Staffing



The UTS Maintenance department includes a Fleet Manager and Maintenance Manager. The Maintenance manager leads the garage staff to ensure all work is

completed correctly and logged. The Fleet Manager is responsible for assigning all vehicles and equipment to drivers.

Our maintenance facility is staffed 12 hours a day Monday through Friday with a 24 hour on call mechanic 7 days a week.

The overall supervision of the Maintenance Department is the responsibility of the Maintenance Manager, who is a member of the management team for UTS and reports to the President.

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Preventive Maintenance Procedures

Preventive maintenance (PM) is performed at several levels. The PM program ensures vehicles and equipment are properly maintained for maximum life expectancy. In addition, the program reduces unscheduled repairs and road calls by addressing maintenance issues before a mechanical failure. ADA equipment operation and maintenance is addressed in two areas by the drivers as indicated in the Pre-Trip Inspection/Maintenance Request form and by mechanics as indicated in the mechanics PM inspection report checklist. At UTS, all personnel who come into contact with vehicles have PM responsibilities.

Mechanics:

Mechanics conduct annual scheduled inspections. During inspections, mechanics are required to repair all minor defects found or items that are worn or fatigued (i.e., cracked hoses or belts) which may be repaired or replaced in a short time frame. Major defects are reported to the Fleet Manager, who schedules the vehicle for repair. There are multiple levels of PM inspection at UTS:

3,000 Mile Checklist

- Start-up and Drive (check operation of :)
  - Starter, parking brake, service brake, and transmission.
  - Fuel gauge, oil gauge, battery charging gauge, windshield washer and wipers, steering wheel free play, heater and defroster, air conditioner, all window glass, doors, seats and lift equipment.
- Outside Inspection (check operation of:)
  - Hood, front end, kingpins, wheel bearings, tie rod ends, wheels and rims, tighten lugs, tires, check water, cracks and pressure, open lift end unfold, and lube all hinge pins and visually inspect.

- Under the Hood (check operations of :)
  - Air compressor, mounting and belt tension, steering gear and shaft (lube), power steering hoses and oil level, throttle linkage.
  - Water pump and fan belt, anti-freeze protected – 40 degrees, water pump and fan hub (lube), crank case, breather – clean/change, battery – check water level, clean battery cables, master cylinder – fill and lubricate all fittings, fuel filter – change (if needed), fuel leaks-correct, radiator – check level and pressure, clean hoses – check – adjust, alternator – belt tension, terminals – check and lube, air filter – change (if needed) exhaust system – tighten, engine oil – change.

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IMAGE 4763

- Under Chassis
  - Engine and trans bolts – check and adjust
  - Body bolts – check and adjust
  - Transmission – check gear and oil level
  - Transmission – check cover, belt and seal areas for leaks
  - Differential – check gear oil level and clean breather
  - Differential – check for leaks
  - Brakes – adjust (if needed)
  - Springs, shackles, U bolts – check for cracks, rust, and correct tension
  - Jack up and spin check all tires – look for wear and foreign objects.

- Drive off and Park
  - Engine oil – check level, hood latch – check, record for all pertinent information in log books.

9,000 Mile Checklist

- 3,000-mile check
- Rotate tires if needed
- Check shocks
- Check exhaust system
- Check battery voltage
- Check wheel bearing and brakes
- Complete visual inspection

12,000 Mile Checklist

- 3,000-mile check

- Road test for all systems
- Check EGR and ECS systems
- Clean fuel injectors
- Complete visual inspection

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IMAGE 4164

The inspections cycle through all PM's and then start over to repeat the cycle. Repairs identified during the 3,000-mile inspection are performed when found or the vehicle is taken out of service.

Maintenance Record and Control Procedures:

UTS' vehicle maintenance and repair staff utilize ShopKey diagnostic and preventative maintenance software to provide a resource to assist automotive repair businesses increase efficiency. UTS also implemented RTA as a vehicle and maintenance database which tracks all procedures performed on every vehicle whether services at the UTS facility or outsourced to other maintenance partners.

The maintenance department makes use of several computer programs and hard copy forms to record maintenance activity data. These include:

Daily Inspection Form:

The driver uses this form to conduct a daily safety inspection. These forms are turned in at the end of his or her shift to dispatch. The inspection forms are examined for any safety related items that require attention before the vehicle is scheduled.

Drivers are required to do a daily pre-trip inspection of their vehicles. Forms will be submitted weekly to Fleet Manager. The Fleet Manager logs the receipt of the daily inspections in the Monthly Vehicle Database. The Fleet Manger reviews daily inspections to insure all data is complete. Drivers improperly completing form will be contacted by Fleet Manager to review and correct documentation.

Maintenance Request Form:

Drivers will report any known defects on a Maintenance Work Order. The Fleet Manager views the forms daily to prioritize repair schedule. The driver can review his or her previous entries to check on the status of repairs. This program is an invaluable tool to facilitate a good working relationship between the maintenance staff, the operations staff and the drivers.

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Maintenance and Vehicle Logs:

UTS' Maintenance management system tracks virtually every aspect of the maintenance program and provides a wide range of reports through the RTA application.
Included are: parts lists, vehicle usage reports, repair history reports, preventive maintenance history reports and fueling reports. Another important feature includes forecasting when vehicles will be due for PM inspections which assist in scheduling the maintenance in an efficient manner. There is virtually nothing maintenance related that is not tracked in this system.

Road Call Report:

In response to an in-service mechanical failure, the dispatcher will alert the Fleet Manager who will attempt to diagnosis the problem. If the maintenance technician cannot resolve the failure the on-road maintenance van will be dispatched to the scene. Depending on the time to the next appointment a replacement vehicle may be dispatched. The dispatcher will reassign clients to the nearest available driver. In the event of a mechanical breakdown, every effort is made to transport clients to their appointment on time. The dispatcher will record the deficiency on the log.

Section 2.3: Budgets and Cost Consideration

A. HCJFS anticipates services will begin approximately July 1, 2018. Provider must submit a Budget and a calculation of the *Unit Rate* for the initial Contract term, as well as the two year renewal period, that Provider understands will be used to compensate Provider for services provided Budgets and *Unit Rates* must be submitted in the form provided as Attachment C. Contracts will be written for the Initial Term of July 1, 2018 through June 30, 2020 and First Renewal Term of July 1, 2020 through June 30, 2022, and Second Renewal Term of July 1, 2022 through June 30, 2024.

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B. Provider must warrant and represent the Budget is based upon current financial information and programs, and includes all costs relating to, but not limited by, the following:

Drivers;

Monitors; and

Other direct services needed to accurately calculate the cost of a unit of Service (the "Unit Rate"), e.g. insurance, consumable supplies), administration.

The *Unit Rate* for each service proposed for each Contract term/year must be listed on the Cover Sheet, Attachment A.

C. Provider must submit a detailed narrative which demonstrates how costs are related to the service(s) presented in the proposal.

D. Provider must take note that "profit" will be a separately negotiated element of price pursuant to OAC 5101:9-4-07, if Provider is a for-profit organization.

E. For the purposes of this RFP, "unallowable" program costs (detailed list is located in 2 CFR Part 200 Subpart E) include:

1. cost of equipment or facilities procured under a lease-purchase arrangement unless it is applicable to the cost of ownership such as depreciation, utilities, maintenance and repair;
2. bad debt or losses arising from uncorrectable accounts and other claims and related costs;

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3. contributions to a contingency(ies) reserve or any similar provision for unforeseen events;
4. contributions, donations or any outlay of cash with no prospective benefit to the facility or program;
5. entertainment costs for amusements, social activities and related costs for staff only;
6. costs of alcoholic beverages;
7. goods or services for personal use;
8. fines, penalties or mischarging costs resulting from violations of, or failure to comply with, laws and regulations;
9. gains and losses on disposition or impairment of depreciable or capital assets;
10. cost of depreciation on idle facilities, except when necessary to meet Contract demands;
11. costs incurred for interest on borrowed capital or the use of a governmental unit's own funds, except as provided in OAC 5101:2-47-25(n);
12. losses on other Contracts';
13. organizational costs such as incorporation, fees to attorneys, accountants and brokers in connection with establishment or reorganization;
14. costs related to legal and other proceedings;
15. goodwill;
16. asset valuations resulting from business combinations;
17. legislative lobbying costs;
18. cost of organized fund raising;
19. cost of investment counsel and staff and similar expenses incurred solely to enhance income from investments;
20. any costs specifically subsidized by federal monies with the exception of federal funds authorized by federal law to be used to match other federal funds;
21. advertising costs with the exception of service-related recruitment needs, procurement of scarce items and disposal of scrap and surplus;
22. cost of insurance on the life of any officer or employee for which the facility is beneficiary;

23. major losses incurred through the lack of available insurance coverage; and
24. cost of prohibited activities from section 501(c)(3) of the Internal Revenue Code.

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If there is a dispute regarding whether a certain item of cost is allowable, HCJFS' decision is final.

F. Invoices

Provider shall submit a monthly invoice to the HCJFS F & C Supervisor on a per-person, per-leg (one-way) basis. There shall be no additional recompense for companions riding with children or adults or no shows.

Original invoices for the service shall be sent according to Section 1.3.2 Technology Requirements and payment process will be as follows:

1. Provider shall submit a separate invoice for each service month. HCJFS reserves the right to not make payment for any invoice, either and initial invoice or a supplemental invoice, which is submitted to HCJFS more than sixty (60) calendar days from the end of the service month.

2. For invoices which are received timely but are not accurate, there will be no extension of the time limitation set forth in Paragraph one (1), above of this Section for re-submission of an invoice unless such delay is caused solely by HCJFS.

3. For accurate invoices that are received timely, HCJFS will use its best efforts to make payment within thirty (30) calendar days after receipt of the invoice for all invoices received in accordance with the terms of the contract.

4. Each invoice shall include a signed cover sheet with the Provider's name and address, invoice date, invoice number, billing period information, population identification, dollar amount due for each date of the billing period and the total dollar amount due for the billing period.

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G. Profit Margin

Provider must identify profit in a specific line item in the Budget. Profit earned/loss shall be reported monthly on each invoice.

An electronic Budget file in Excel format is on HCJFS website. All Providers submitting a proposal shall include a hard copy of the Budget in the proposal and also submit the required Budgets electronically in Excel format to the contact person identified in Section 3.2. If Provider is unable to submit an electronic copy of the Budget, Provider shall include a statement in the budget narrative explaining the reason.

2.3 Budget Narrative and Assumptions

- Since UTS is a long-time operator of NEMT transportation services in Hamilton County and throughout Southwest Ohio, we already possess a complete and comprehensive transportation infrastructure, including all operational, fleet management, information technology and administrative departments.
- In our decades of operations, as we have developed from a small company to a large regional provider, UTS has developed internal systems which guide us in adding appropriate staffing to manage our growth. We have long developed the formulas and ratios we deploy to add proportional amounts of management and administrative personnel, as well as the required amounts of drivers, call center staff, and vehicle maintenance staff to service this growth.
- UTS is currently a provider of NEMT transportation services proposed in this document. As a full-time, 24/7/365 call center already processing and completing 700,000 passenger trips annually, UTS is in an informed position to determine how to deploy our formulas and ratios to meet the service goals required by this RFP.
- Like other accounts UTS has added over the last decade, the HCFJS contract will be seamlessly woven into our existing trip portfolio, and would be administered by our current team of transportation professionals. In addition, we will be assigning dedicated staff to provide services to HCJFS customers.
- UTS can manage all administrative functions with the existing information technology infrastructure with little impact. Our systems include TripSpark scheduling software, Novus analytics, Viewpoint notification software and the Qualtrics customer survey platform as well as state-of-the-art customer service and back-office functions.

- The services provided under the HCFJS contract require door to door service with the UTS driver checking the identification of the adult receiving the customer. In addition, the contract requires a 15-minute waiting period at the pickup and drop-off points. Because these requirements exceed the standard curb to curb service, UTS will only use its most experienced, top performing drivers to execute the contract. The specific driver pool and the increased time attributable to wait time and the door to door service have been reflected in our proposed rates.

Cost Savings

Budget Computation and Narrative

As stated above, UTS already performs the services (both operational and administrative) outlined in the RFP. We plan to perform the stated annual HCJFS trips within our current infrastructure using the dedicated resources outlined in our proposal. From a global operations perspective, we will be adding the new HCJFS passenger transports to the 700,000 passenger trips we are currently transporting annually in the region and our existing infrastructure will provide backup personnel for any of the resources individually dedicated to the HCJFS contract.

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To compute our expenses for performing the initial July 1, 2018 through June 30, 2020 contract period, UTS used our actual 2017 operating expenses as a baseline utilizing a proportional percentage methodology based on the total number of trips provided. For each of the allowable expense items included in the operating budgets, we calculated an average cost per trip for each of the items outlined from the base period and multiplied that rate by the anticipated trips under this contract to arrive at the projected line item costs. For the direct salary, employee payroll tax and benefits expense, which represents 71% of the expense under the contract, we identified the individual resources we will be using to perform the contract and their related expenses based on historical data, average hourly rates and time allocated to the contract. In determining the actual driver and monitor time allocated to each trip, we increased the time allocations by 25% from our standard curb to curb times to account for the door to door service and required 15-minute wait times under the HCJFS contract. Payroll taxes and benefits are calculated at the statutory tax rates and utilizing our historical expense as a percentage of wages.

This methodology is not a guess on our part. In fact, this is the methodology that we have used repeatedly throughout our history, and is a common methodology used by hundreds of fleets across the country, including many in the Taxicab, Limousine, and

Paratransit Association (TLPA) of Rockville, MD, the premier industry group in the NEMT sector. The methodology works due to our aforementioned mature and comprehensive infrastructure. Fleets from out of town, or local fleets new to this type of work, have to create a new infrastructure before they can "set up shop" so to speak. They often have large costs associated with training, start up, and ramp up. At UTS, all of those aspects of our operation are already in place.

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Subsequent Contract Period Cost Increases

In developing the budgets for the two two-year option periods, we included a 3% increase in program costs with the exception of depreciation expense because this is based on actual depreciation expense for the contract period. We based our increase on the 12-month December 2017 Consumer Price Index from the US Bureau of Labor Statistics of 2.1%. Because these contract periods span two years, the effective 24-month Consumer Price Index is 4.2% (2.1% multiplied by 2-years). In this proposal, we reduced our increase percentage from 4.2% to 3% for each of the 2-year option periods because we believe we will gain efficiencies after operating the contract for the initial and subsequent 2-year periods which will result in the approximate net offset of 1.2%.

Profit

We included a profit margin of 5.00% for each of the contract periods. This profit margin takes into account the rate of return on equity capital as well as the operational risk under this contract. Based on the number of trips under this contract and our existing presence in Hamilton County, we are pleased to be able to perform this contract without any significant startup expenses and, as a result, we are able to offer these services at a lower rate.

Unit Rate Narrative and Assumptions:

A unit of service is defined as each completed one-way trip for an authorized client. We used the service levels as outlined in the RFP for each of the two-year contract periods.

UTS based the trip estimate on the RFP Section 1.2.1 Population expecting 150 unduplicated Children's Services consumer during the initial term (2018- 2020). UTS assumed that each Children's Services client will averages 4.54 trips legs per month as documented for the 2016-2017 year. (127 unduplicated consumers divided by 577 monthly trip legs in 2016/17). UTS is estimating 8,170 trip legs per year.

Trip Estimates by 2 Year Contract Period:

- 07/01/2018 to 06/30/2020 Contact Period: 16,340 One-Way Trips
- 07/01/2020 to 06/30/2022 Contact Period: 16,340 One Way Trips
- 07/01/2022 to 06/30/2024 Contact Period: 16,340 One Way Trips

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Unallowable Costs

UTS has not included any unallowable costs in determining our reimbursement rate.

Direct Costs

Using the percentage methodology discussed above to develop our budget, UTS has only included direct costs as described in the budget summary.

Indirect Costs

None included

Mileage Stop Loss Provision

Mileage Stop Loss			
1. Mileage Threshold (miles in excess of this threshold will receive additional payment in addition to the base per trip rate).	2018-2020 25 Miles	2020-2022 25 Miles	2022-2024 25 Miles
2. Additional Mileage Reimbursement / Mile	$1.98	$2.04	$2.10

UTS is proposing to include a stop-loss provision to include reimbursement for excess mileage for trips of greater than 25 miles. Between July 2016 and June 2017, there were approximately 30 trips outside of the Greater Cincinnati area. Hamilton County Job & Family Services anticipates this number will increase with the removal of the 125-mile radius restriction on travel in the current contract.

We are proposing to be reimbursed our incremental cost for trips exceeding 25 miles during the contract period. The direct incremental costs include driver salaries and benefits, gasoline and oil, repairs and maintenance and vehicle lease costs. These amounts have been accumulated from the attached budget schedules and divided by UTS' anticipated mileage per trip based on historical information to arrive at an incremental cost per mile which we are proposing for the contract period for mileage in excess of 25 miles per trip. This stop loss provision ensures UTS is reimbursed only its incremental cost for trips with a distance significantly outside of the normal service distance.

The stop loss would only apply to trips that exceed the 25-mile threshold. For these trips, the standard per trip rate would cover the initial 25 miles and any excess miles would be reimbursed at the per mile cost outlined above in addition to the base trip rate. For example, for a trip of 50 miles in the July 1, 2018 to June 30, 2020 contract period, the trip would be paid an initial trip rate of $47.26 plus the excess mileage rate of $49.50 (25 excess miles x $1.98 per mile). These rates were developed to reimburse UTS at its incremental cost for providing service for trips that fall significantly outside of the anticipated trip length. We are anticipating the number of trips triggering the stop loss provision will be limited based on the current number of trips performed outside of the Greater Cincinnati area.

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TERM JULY 1, 2018 - JUNE 30, 2020

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

HCJFS CONTRACT BUDGET

AGENCY: Universal Transportation Services dba UTS

07/01/2018 TO 06/30/2020

INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	462,804.21	0.00	0.00	462,804.21
B. EMPLOYEE PAYROLL TAXES & BENEFITS	89,043.53	0.00	0.00	89,043.53
C. PROFESSIONAL & CONTRACTED SERVICES	14,910.61	0.00	0.00	14,910.61
D. CONSUMABLE SUPPLIES	3,318.28	0.00	0.00	3,318.28
E. OCCUPANCY	3,154.70	0.00	0.00	3,154.70
F. TRAVEL	110,339.54	0.00	0.00	110,339.54
G. INSURANCE	1,063.55	0.00	0.00	1,063.55
H. EQUIPMENT	20,853.95	0.00	0.00	20,853.95
I. MISCELLANEOUS	29,915.43	0.00	0.00	29,915.43
J. PROFIT MARGIN	36,770.19	0.00	0.00	36,770.19
K SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	772,173.98	0.00	0.00	772,173.98
ALLOCATION OF MGT/INDIRECT COSTS				0.00
TOTAL PROGRAM EXPENSES	772,173.98	0.00	0.00	772,173.98
ESTIMATED TOTAL UNITS OF SERVICE TO BE PROVIDED:	16,340		UNIT = One Way Trip Leg	
TOTAL PROGRAM COST/TOTAL UNITS OF SERVICE = UNIT COST:	$47.26			
TOTAL REVENUE	772,173.98	0.00	0.00	772,173.98

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

A. STAFF SALARIES - Attach Extra Pages for Staff, if needed.

POSITION TITLE	# STAFF	HRS WK	ANNUAL COST	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERVICE	TOTAL EXPENSE
Program Manager	1.00	10.00	14996.80	29,993.60			29,993.60
Safety and Fleet Director	1.00	10.00	9999.60	19,999.20			19,999.20
Training Manager	1.00	10.00	8866.00	17,732.00			17,732.00
Driver Trainer	1.00	10.00	7410.00	14,820.00			14,820.00
Monitor	3.00	39.60	18532.80	37,065.60			37,065.60
CSR Call Center	1.00	40.00	21174.40	42,348.80			42,348.80
Dispatcher	1.00	40.00	31366.40	62,732.80			62,732.80
Scheduler	1.00	10.00	6749.60	13,499.20			13,499.20
Driver	7.00	147.69	103523.70	207,047.41			207,047.41
Administrative Support	1.00	10.00	8782.80	17,565.60			17,565.60
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
TOTAL SALARIES			231,402.10	462,804.21	0.00	0.00	462,804.21

Salaries Narrative. Describe how each position relates to the service proposed.

Program Manager	Works with all of the operations and support staff to ensure the most appropriate and cost effective resources are used for the program and to ensure smooth functioning of the day to day operations. This individual will spend approximately 25% of their time assigned to the program.
Safety and Fleet Director	Develops and implements the safety plans, directs accident reviews, monitors fleet maintenance operations and ensures compliance with all regulations. This individual will spend approximately 25% of their time assigned to the program.
Training Manager	Develops and implements training plans, trains all vehicle operators, monitors and staff and oversees drug testing and required training certifications. This individual will spend approximately 25% of their time assigned to the program.
Driver Trainer	Assists the Training Manager with initial training and performs on-street training and oversight to ensure operator compliance with all regulations. This individual will spend approximately 25% of their time assigned to the program.
Monitor	We are anticipating using three part-time monitors to meet the program requirements. These individuals will each spend approximately 33% of their time (or 39.6 hours per week in aggregate) providing services under this agreement.
CSR Call Center	To ensure high performance standards to the clients under this contract, we have assigned a dedicated customer service representative in the call center to be responsible for calls from individuals related to this program.
Dispatcher	In order to meet the increased scheduling demands of the contract, we have assigned a dedicated dispatcher to the program. This individual communicates with drivers and monitors daily to create program schedules and routes.
Driver	We are using a rate of $13.48 per hour for drivers because we will be using the most experiences, top performing drivers to perform this contract due to the need to deliver door to door, check IDs at drop off and perform other services that may not always be performed by our drivers. This will ensure we are utilizing only our best drivers for this program. We are also anticipating an increased time (0.94 hours per trip) due to these program requirements as well as the required 15-minute wait time mandated by the agreement.
Administrative Support	This individual provides support to the operations staff coordinating payroll, safety and maintenance responsibilities and will spend approximately 25% of their time assigned to the program.

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
B.PAYROLL TAXES				
FICA 7.65%	35,404.52			35,404.52
WORKER'S COMP: 5.09%	23,556.73			23,556.73
UNEMPLOYMENT 3.26%	15,087.42			15,087.42
BENEFITS				
RETIREMENT				0.00
HOSPITAL CARE	11,199.86			11,199.86
INCENTIVE SAFETY BONUS	3,794.99			3,794.99
TOTAL EMPLOYEE PAYROLL TAXES & BENEFITS	89,043.53	0.00	0.00	89,043.53

Employee Payroll Taxes & Benefits Narrative

Payroll taxes are calculated based on the federal and Ohio statutory tax rates and UTS' historical experience as a percentage of wages.

Employee benefits expense is calculated based on UTS' historical expense as a percentage of wages for employees participating in the various benefits programs.

Incentive safety bonus is based on UTS' historical expense as a percentage of wages rewarding both attendance and safety records for employees.

C. PROFESSIONAL FEES & CONTRACTED SERVICES (Indicate type, function performed, and estimate of use (hours, days, etc.)	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
CONTRACTED-ACCOUNTING	2,160.30			2,160.30
CONTRACTED-OFFICE SUPPORT	1,863.62			1,863.62
CONTRACTED-PAYROLL	5,587.62			5,587.62
CONTRACTED-COMPUTER SUPPORT	5,299.08			5,299.08
TOTAL PROFESSIONAL FEES & CONTRACTED SERVICES	14,910.61	0.00	0.00	14,910.61

Professional Fees & Contracted Services Narrative

UTS contracts out for various professional services including accounting, office support and billing services, payroll preparation and information services and computer support. These contracted professional services were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
D. CONSUMABLES SUPPLIES				
OFFICE	2,815.99			2,815.99
CLEANING	33.93			33.93
PROGRAM				0.00
TRAINING	468.35			468.35
				0.00
				0.00
TOTAL CONSUMABLES SUPPLIES	3,318.28	0.00	0.00	3,318.28

Consumable Supplies Narrative

Office expense relate to standard office supplies such as paper and printing supplies and postage. Cleaning supplies consist of routine consumable supplied and training materials consist of information provided in orientation and driver training. These expenses were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
E. OCCUPANCY COSTS				
RENTAL @ PER SQ. FT.	1,883.85			1,883.85
USAGE ALLOWANCE OF BLDG. OWNED @2% OF ORIG. ACQUISITION COST				0.00
MAINTENANCE & REPAIRS	125.06			125.06
UTILITIES (MAY BE INCLUDED IN RENT) HEAT & ELECTRICITY WATER				0.00
TELEPHONE	623.67			623.67
JANITORIAL	522.12			522.12
				0.00
				0.00
TOTAL OCCUPANCY COSTS	3,154.70	0.00	0.00	3,154.70

Occupancy Costs Narrative

UTS rents space for its operations and for the parting area for UTS vehicles which includes basic utilities. The maintenance and repairs, telephone and janitorial expense relates to costs for these individual services at the UTS offices. These expenses were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
F. TRAVEL COSTS				
GASOLINE & OIL	45,698.47			45,698.47
VEHICLE REPAIR	31,660.50			31,660.50
VEHICLE LICENSE				0.00
VEHICLE INSURANCE	32,980.57			32,980.57
OTHER (PARKING)				0.00
MILEAGE REIMBURSE @ PER MILE				0.00
CONFERENCES & MEETINGS, ETC.				0.00
PURCHASED TRANSPORTATION				0.00
TOTAL TRAVEL COSTS	110,339.54	0.00	0.00	110,339.54

Travel Costs Narrative

The travel costs consist of the fuel cost, vehicle repair and maintenance cost and auto liability cost for the UTS vehicles attributed to this contract. These amounts are based on UTS' historical cost per trip multiplied by the number of expected trips attributable to the program. UTS will use its own vehicles and employees to perform the trips and anticipates no purchased transportation services.

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
G. INSURANCE COSTS				
LIABILITY	1,063.55			1,063.55
PROPERTY				0.00
ACCIDENT				0.00
OTHER				0.00
TOTAL INSURANCE COSTS	1,063.55	0.00	0.00	1,063.55

Insurance Costs Narrative

Liability insurance represents expense not directly related to the automobile liability, including general liability and sexual molestation policies attributed to the program, based on UTS' historical cost per trip for these services multiplied by the number of expected trips attributable to the program.

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EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERV	TOTAL EXPENSE
H EQUIPMENT COSTS				
SMALL EQUIPMENT (items costing under $5,000.00, which are to be purchased during budget period should be listed)				
				0.00
				0.00
				0.00
TOTAL SMALL EQUIPMENT COSTS	0.00	0.00	0.00	0.00
EQUIPMENT MAINTENANCE & REPAIR (DETAIL)				0.00
				0.00
				0.00
				0.00
TOTAL EQUIPMENT & REPAIR	0.00	0.00	0.00	0.00
TRANSPORTATION VEHICLES	18,283.92			
OFFICE COPIERS AND COMPUTER EQUIP	622.00			622.00
				0.00
				0.00
TOTAL LEASE COSTS	18,905.92	0.00	0.00	622.00
TOTAL COST DEPRECIATION OF LARGE EQUIPMENT ITEMS (detail on page 7)	1,948.03	0.00	0.00	1,948.03
TOTAL EQUIPMENT COSTS	20,853.95	0.00	0.00	2,570.03

Total Equipment Costs Narrative (Small Equipment, Equipment Maintenance & Repair, Equipment Lease, Equipment Depreciation)
Lease costs have been included for transportation vehicles to be used under the program. The lease cost represents the UTS' historical lease cost per trip for these vehicles multiplied by the number of projected trips under the program contract. The lease expense for office copiers and computer has also been allocated to the program based on a historical cost per trip. Depreciation expense has been included only for the period covered by the contract.

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

LARGE EQUIPMENT DEPRECIATION COSTS

Any individual equipment item costing $5,000 or more at time of purchase may be included in the budget and must be depreciated. The exception to the "individual equipment item" is for computer components which are purchased as a group, i.e. hard drive, monitor, keyboard, printer, etc. If the total cost for all the components is $5,000 or greater, the equipment must be depreciated. Any item which was full depreciated on the agency's books prior to the beginning date of the contract may not be used as a basis for determining costs of the program proposed for a contract, even though that item of equipment is used by the program. Any items of equipment used by the Management and Indirect activities of the Agency for which costs are included in this budget must also be itemized on this sheet. If needed, extra copies may be made and numbered 7A, 7B, & 7C.

ITEM(S) TO BE DEPRECIATED	NEW OR USED	DATE OF PURCHASE	TOTAL ACTUAL COST	SALVAGE VALUE	TOTAL TO DEPRECIATE	USEFUL LIFE	CHARGEABLE ANNUAL DEPRECIATION	*PERCENT USED BY CONTRACT PROGRAM	AMOUNT CHARGED TO CONTRACT PROGRAM	WHICH CONTRACTED PROGRAM
Computer Equipment		07/21/2017	10,000.00	0.00	10,000.00	5	2,000.00	3.14%	62.84	
Novus Software		07/21/2017	300,000.00	0.00	300,000.00	5	60,000.00	3.14%	1,885.19	
Total			310,000.00		310,000.00		62,000.00		1,948.03	

* Enter as a decimal.

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EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
I. MISCELLANEOUS COSTS				
COMMUNICATION	6,218.32			6,218.32
INTEREST EXPENSE ON EQUIP & WORKING CAP	6,523.04			6,523.04
LICENSES & PERMITS	1,345.08			1,345.08
PRE-EMPLOYMENT SCREENING	2,195.78			2,195.78
RECRUITING	1,545.42			1,545.42
SOFTWARE - QUALTRICS CUSTOMER SURVEYS	833.85			833.85
SOFTWARE - NOVUS MAINTENANCE	5,601.02			5,601.02
SOFTWARE - VIEWPOINT NOTIFICATION	4,731.98			4,731.98
TRAINING OF UNHIRED DRIVERS	330.92			330.92
UNIFORMS	590.01			590.01
				0.00
				0.00
				0.00
TOTAL MISCELLANEOUS COSTS	29,915.43	0.00	0.00	29,915.43
J. PROFIT MARGIN (For profit entities only)	36,770.19			36,770.19
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	772,173.98	0.00	0.00	753,890.07

Miscellaneous Costs Narrative.

The various miscellaneous cost categiries included have been allocated based on UTS' historical cost per trip multiplied by the number of projected trips attributable to the program. These expenses include software maintenance expense for the Qualitics customer survey system, providing client feedback regarding customer satisfaction; Novus scheduling and routing systems and Viewpoint notification software providing client notification of scheduling and vehicle arrival times in real time.

A rationale or basis for the allocation of Mgmt Indirect cost which details how the amount charged to the proposed service was determined must be included. Some agencies allocate these types of costs on staff salaries, total personnel costs, total direct cost of service proposed, and/or time studies. Records substantiating development of the means of these costs must be provided with your budget submittal and also maintained by your agency.

Mgmt/Indirect Cost Narrative.

UTS has not allocated any additional management or overhead expenses to thee contract. The contract will be performed by the direct employees and resources included in the direct cost summery.

Profit Margin Narrative (for profit entities only):

UTS has included a profit margin of 5% for this contract. This profit margin takes into consideraton the ratre of return on equity capital as well as the operational risk under the contract. Based on the volume of trips under the contract and our existing presence in Hamilton county, UTS is pleased to be able to perform this contract with our existing resources without any significant start up expenses and, as a result, are able to offer these services at a lower rate. While we realize that the additional two-year extensions under the contract are at the sole option of Hamilton County Department of Jobs & Family Services, we are anticipating we will perform this contract under the initial two-year term as well as both option periods allowing us to look at these expenses over a longer period of time.

COMRS MIN
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IMAGE 4782

TERM JULY 1, 2018 - JUNE 30, 2020				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
REVENUES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL REVENUES
A. GOVERNMENTAL AGENCY FUNDING (specify agency & type)				
HAMILTON COUNTY JOBS & FAMILY SERVICES	772,173.98			772,173.98
				0.00
				0.00
B.OTHER FUNDING				
FEES FROM CLIENTS				0.00
CONTRIBUTIONS				0.00
				0.00
				0.00
				0.00
				0.00
AWARDS & GRANTS				0.00
				0.00
OTHER (specify)				0.00
				0.00
TOTAL REVENUE	772,173.98	0.00	0.00	772,173.98
Revenue Narrative				
The revenue reported under this contract is entirely fee for service revenue from the Hamilton County Jobs and Family Services base on the per-trip rate multiplied by the number of completed trips under the agreement.				

TERM JULY 1, 2018 - JUNE 30, 2020				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
EXCESS MILEAGE COST CALCULATION				
DRIVER SALARIES (PAGE 2)	207,047.41			207,047.41
PAYROLL TAXES - FICA 7.65%	15,839.13			15,839.13
PAYROLL TAXES - WORKER'S COMP. 5.09%	10,538.71			10,538.71
PAYROLL TAXES - UNEMPLOYMENT 3.26 %	6,749.75			6,749.75
BENEFITS - HOSPITAL CARE 2.42%	5,010.55			5,010.55
BENEFITS - INCENTIVE SAFETY BONUS 0.82%	1,697.79			1,697.79
GASOLINE & OIL (PAGE 5)	45,698.47			45,698.47
VEHICLE REPAIR (PAGE 5)	31,660.50			31,660.50
LEASE COST - TRANSPORTATION VEHICLES (PAGE 6)	18,283.92			18,283.92
TOTAL INCREMENTAL TRANSPORTATION COST	342,526.22			342,526.22
TOTAL NUMBER OF TRIPS	16,340.00			16,340.00
AVERAGE MILES PER TRIP	10.6			10.6
ESTIMATED PROGRAM MILEAGE	173,204.00			173,204.00
INCREMENTAL TRANSPORTATION COST PER MILE	1.98			1.98
ESTIMATED NUMBER OF TRIPS EXCEEDING 25 MILES	100			100
ESTIMATED MILEAGE PER TRIP > 25 MILES	75.0			75.0
INCREMENTAL TRANSPORTATION COST PER MILE	1.98			1.98
TOTAL EXCESS MILEAGE COST	14,850.00	0.00	0.00	14,850.00

Addendum Narrative.

UTS is proposing to include a stop-loss provision to include reimbursement for excess mileage for trips of greater than 25 miles. Between July 2016 and June June 2017 there were approximately 30 trips outside of the Greater Cincinnati area. Hamilton County Job & Family Services anticipates this number will increase with the removal of the 125 mile radius restriction on travel in the current contract. UTS is proposing to be reimbursed their incremental cost for trips exceeding 25 miles during the contract period. The direct incremental costs include driver salaries and benefits, gasoline and oil, repairs and maintenance and vehicle lease costs. These amounts have been accumulated from the attached budget schedules and divided by UTS' anticipated mileage per trip based on historical information to arrive at an incremental cost per mile which we are proposing for the conntract period for mileage in excess of 25 miles per trip. This stop loss provisions ensures UTS is reimbursed its incremental cost for trips with a distance significantly outside of the nonmal service distance. In order to estimate the two-year program cost, we assumed an average trip length of 100 miles for trips that exceed the 25 mile threshold (where the excess 75 miles is reimbursed in addition to the base trip rate) and a volume of 100 trips for the conntract period, which represents a 67% increase over the current number of trips as provided by the Hamilton County Job & Family Services in Addendum#3 to the RFP.

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IMAGE 4763

TERM JULY 1, 2020 - JUNE 30, 2022				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
	HCHS CONTRACT BUDGET			
AGENCY: Universal Transportation Services dba UTS				
		07/01/2020	TO	07/01/2022
	INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW			
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	476,688.33	0.00	0.00	476,688.33
B. EMPLOYEE PAYROLL TAXES & BENEFITS	91,714.84	0.00	0.00	91,714.84
C. PROFESSIONAL & CONTRACTED SERVICES	15,357.93	0.00	0.00	15,357.93
D. CONSUMABLE SUPPLIES	3,417.82	0.00	0.00	3,417.82
E. OCCUPANCY	3,249.34	0.00	0.00	3,249.34
F. TRAVEL	113,649.73	0.00	0.00	113,649.73
G. INSURANCE	1,095.46	0.00	0.00	1,095.46
H. EQUIPMENT	21,421.12	0.00	0.00	21,421.12
I. MISCELLANEOUS	30,812.89	0.00	0.00	30,812.89
J. PROFIT MARGIN	37,870.37	0.00	0.00	37,870.37
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	795,277.84	0.00	0.00	795,277.84
ALLOCATION OF MGT/INDIRECT COSTS				0.00
TOTAL PROGRAM EXPENSES	795,277.84	0.00	0.00	795,277.84
ESTIMATED TOTAL UNITS OF SERVICE TO BE PROVIDED:	16,340		UNIT = One Way Trip Leg	
TOTAL PROGRAM COST/TOTAL UNITS OF SERVICE = UNIT COST:	$48.67			
TOTAL REVENUE	795,277.84	0.00	0.00	795,277.84

Rate of Increase in Budget Narrative

For the initial two-year option period budget, UTS included a 3% increase in costs with the exception of depreciation expense as the outlays related to these expenses will have already been incurred. The December 2017 12-month Consumer Price Index from the US Bureau of Labor Statistics was 2.1% for the period. Rolling this rate forward to the 24-month contract period would result in an effective Consumer Price Index increase of 4.2% between the July 1, 2018 to June 30, 2020 period and the July 1, 2020 to June 20, 2022 period. UTS included a lower rate of cost increase of 3% between these periods because we believe that we will gain efficiencies after operating the contract for two years which will result in an approximate offset of 1.2% of the increase in the Consumer Price Index of over the two-year period.

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IMAGE 4784

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IMAGE 4185

TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

A. STAFF SALARIES - Attach Extra Pages for Staff, if needed.

POSITION TITLE	# STAFF	HRS WK	ANNUAL COST	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERVICE	TOTAL EXPENSE
Program Manager	1.00	10.00	15446.70	30,893.41			30,893.41
Safety and Fleet Director	1.00	10.00	10299.59	20,599.18			20,599.18
Training Manager	1.00	10.00	9131.98	18,263.96			18,263.96
Driver Trainer	1.00	10.00	7632.30	15,264.60			15,264.60
Monitor	3.00	39.60	19088.78	38,177.57			38,177.57
CSR Call Center	1.00	40.00	21809.63	43,619.26			43,619.26
Dispatcher	1.00	40.00	32307.39	64,614.78			64,614.78
Scheduler	1.00	10.00	6952.09	13,904.18			13,904.18
Driver	7.00	147.69	106629.42	213,258.83			213,258.83
Administrative Support	1.00	10.00	9046.28	18,092.57			18,092.57
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
TOTAL SALARIES			238,344.17	476,688.33	0.00	0.00	476,688.33

Salaries Narrative. Describe how each position relates to the service proposed.

Program Manager	Works with all of the operations and support staff to ensure the most appropriate and cost effective resources are used for the program and to ensure smooth functioning of the day to day operations. This individual will spend approximately 25% of their time assigned to the program.
Safety and Fleet Director	Develops and implements the safety plans, directs accident reviews, monitors fleet maintenance operations and ensures compliance with all regulations. This individual will spend approximately 25% of their time assigned to the program.
Training Manager	Develops and implements training plans, trains all vehicle operators, monitors and staff and oversees drug testing and required training certifications. This individual will spend approximately 25% of their time assigned to the program.
Driver Trainer	Assists the Training Manager with initial training and performs on-street training and oversight to ensure operator compliance with all regulations. This individual will spend approximately 25% of their time assigned to the program.
Monitor	We are anticipating using three part-time monitors to meet the program requirements. These individuals will each spend approximately 33% of their time (or 39.6 hours per week in aggregate) providing services under this agreement.
CSR Call Center	To ensure high performance standards to the clients under this contract, we have assigned a dedicated customer service representative in the call center to be responsible for calls from individuals related to this program.
Dispatcher	In order to meet the increased scheduling demands of the contract, we have assigned a dedicated dispatcher to the program. This individual communicates with drivers and monitors daily to create program schedules and routes.
Driver	We are using a rate of $13.48 per hour for drivers because we will be using the most experiences, top performing drivers to perform this contract due to the need to deliver door to door, check IDs at drop off and perform other services that may not always be performed by our drivers. This will ensure we are utilizing only our best drivers for this program. We are also anticipating an increased time (0.94 hours per trip) due to these program requirements as well as the required 15-minute wait time mandated by the agreement.
Administrative Support	This individual provides support to the operations staff coordinating payroll, safety and maintenance responsibilities and will spend approximately 25% of their time assigned to the program.

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IMAGE 4766

TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
B.PAYROLL TAXES				
FICA 7.65%	36,466.66			36,466.66
WORKER'S COMP. 5.09%	24,263.44			24,263.44
UNEMPLOYMENT 3.26 %	15,540.04			15,540.04
BENEFITS				
RETIREMENT				0.00
HOSPITAL CARE 2.42%	11,535.86			11,535.86
INCENTIVE SAFETY BONUS 0.82%	3,908.84			3,908.84
TOTAL EMPLOYEE PAYROLL TAXES & BENEFITS	91,714.84	0.00	0.00	91,714.84

Employee Payroll Taxes & Benefits Narrative.
Payroll taxes are calculated based on the federal and Ohio statutory tax rates and UTS' historical experience as a percentage of wages.
Employee benefits expense is calculated based on UTS' historical expense as a percentage of wages for employees participating in the various benefits programs.
Incentive safety bonus is based on UTS' historical expense as a percentage of wages rewarding both attendance and safety records for employees.

C. PROFESSIONAL FEES & CONTRACTED SERVICES (Indicate type, function performed, and estimate of use (hours, days, etc.)	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
CONTRACTED-ACCOUNTING	2,225.10			2,225.10
CONTRACTED-OFFICE SUPPORT	1,919.52			1,919.52
CONTRACTED-PAYROLL	5,755.25			5,755.25
CONTRACTED-COMPUTER SUPPORT	5,458.06			5,458.06
TOTAL PROFESSIONAL FEES & CONTRACTED SERVICES	15,357.93	0.00	0.00	15,357.93

Professional Fees & Contracted Services Narrative
UTS contracts out for various professional services including accounting, office support and billing services, payroll preparation and information services and computer support. These contracted professional services were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.

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IMAGE 4787

TERM JULY 1, 2020 - JUNE 30, 2022				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
D. CONSUMABLE SUPPLIES				
OFFICE	2,900.47			2,900.47
CLEANING	34.95			34.95
PROGRAM				0.00
TRAINING	482.40			482.40
				0.00
				0.00
TOTAL CONSUMABLE SUPPLIES	3,417.82	0.00	0.00	3,417.82
Consumable Supplies Narrative				
Office expense relate to standard office supplies such as paper and printing supplies and postage. Cleaning supplies consist of routine consumable supplied and training materials consist of information provided in orientation and driver training. These expenses were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.				

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
E. OCCUPANCY COSTS				
RENTAL @ PER SQ. FT.	1,940.37			1,940.37
USAGE ALLOWANCE OF BLDG. OWNED @2% OF ORIG. ACQUISITION COST				0.00
MAINTENANCE & REPAIRS	128.82			128.82
UTILITIES (MAY BE INCLUDED IN RENT) HEAT & ELECTRICITY WATER				0.00
TELEPHONE	642.38			642.38
JANITORIAL	537.78			537.78
				0.00
				0.00
TOTAL OCCUPANCY COSTS	3,249.34	0.00	0.00	3,249.34
Occupancy Costs Narrative				
UTS rents space for its operations and for the parting area for UTS vehicles which includes basic utilities. The maintenance and repairs, telephone and janitorial expense relates to costs for these individual services at the UTS offices. These expenses were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.				

TERM JULY 1, 2020 - JUNE 30, 2022				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
F.TRAVEL COSTS				
GASOLINE & OIL	47,069.43			47,069.43
VEHICLE REPAIR	32,610.32			32,610.32
VEHICLE LICENSE				0.00
VEHICLE INSURANCE	33,969.98			33,969.98
OTHER (PARKING)				0.00
MILEAGE REIMBURSE @ PER MILE				0.00
CONFERENCES & MEETINGS, ETC.				0.00
PURCHASED TRANSPORTATION				0.00
TOTAL TRAVEL COSTS	113,649.73	0.00	0.00	113,649.73

Travel Costs Narrative

The travel costs consist of the fuel cost, vehicle repair and maintenance cost and auto liability cost for the UTS vehicles attributed to this contract. These amounts are based on UTS' historical cost per trip multiplied by the number of expected trips attributable to the program. UTS will use its own vehicles and employees to perform the trips and anticipates no purchased transportation services.

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
G.INSURANCE COSTS				
LIABILITY	1,095.46			1,095.46
PROPERTY				0.00
ACCIDENT				0.00
OTHER				0.00
TOTAL INSURANCE COSTS	1,095.46	0.00	0.00	1,095.46

Insurance Costs Narrative

Liability insurance represents expense not directly related to the automobile liability, including general liability and sexual molestation policies attributed to the program, based on UTS' historical cost per trip for these services multiplied by the number of expected trips attributable to the program.

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IMAGE 47888

TERM JULY 1, 2020 - JUNE 30, 2022				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERV	TOTAL EXPENSE
H.EQUIPMENT COSTS				
SMALL EQUIPMENT (items costing under $5,000.00, which are to be purchased during budget period should be listed)				
				0.00
				0.00
				0.00
TOTAL SMALL EQUIPMENT COSTS	0.00	0.00	0.00	0.00
EQUIPMENT MAINTENANCE & REPAIR (DETAIL)				0.00
				0.00
				0.00
				0.00
TOTAL EQUIPMENT & REPAIR	0.00	0.00	0.00	0.00
TRANSPORTATION VEHICLES	18,832.43			
OFFICE COPIERS AND COMPUTER EQUIP	640.66			640.66
				0.00
				0.00
TOTAL LEASE COSTS	19,473.09	0.00	0.00	640.66
TOTAL COST DEPRECIATION OF LARGE EQUIPMENT ITEMS (detail on page 7)	1,948.03	0.00	0.00	1,948.03
TOTAL EQUIPMENT COSTS	21,421.12	0.00	0.00	2,588.69

Total Equipment Costs Narrative (Small Equipment, Equipment Maintenance & Repair, Equipment Lease, Equipment Depreciation)

Lease costs have been included for transportation vehicles to be used under the program. The lease cost represents the UTS' historical lease cost per trip for these vehicles multiplied by the number of projected trips under the program contract. The lease expense for office copiers and computer has also been allocated to the program based on a historical cost per trip. Depreciation expense has been included only for the period covered by the contract.

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IMAGE 4789

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IMAGE 4190

TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

LARGE EQUIPMENT DEPRECIATION COSTS

Any individual equipment item costing $5,000 or more at time of purchase may be included in the budget and must be depreciated. The exception to the "individual equipment item" is for computer components which are purchased as a group, i.e. hard drive, monitor, keyboard, printer, etc. If the total cost for all the components is $5,000 or greater, the equipment must be depreciated. Any item which was full depreciated on the agency's books prior to the beginning date of the contract may not be used as a basis for determining costs of the program proposed for a contract, even though that item of equipment is used by the program. Any items of equipment used by the Management and Indirect activities of the Agency for which costs are included in this budget must also be itemized on this sheet. If needed, extra copies may be made and numbered 7A, 7B, & 7C.

ITEM(S) TO BE DEPRECIATED	NEW OR USED	DATE OF PURCHASE	TOTAL ACTUAL COST	SALVAGE VALUE	TOTAL TO DEPRECIATE	USEFUL LIFE	CHARGEABLE ANNUAL DEPRECIATION	*PERCENT USED BY CONTRACT PROGRAM	AMOUNT CHARGED TO CONTRACT PROGRAM	WHICH CONTRACTED PROGRAM
Computer Equipment		07/21/2017	10,000.00	0.00	10,000.00	5	2,000.00	3.14%	62.84	
Novus Software		07/21/2017	300,000.00	0.00	300,000.00	5	60,000.00	3.14%	1,885.19	
Total			310,000.00		310,000.00		62,000.00		1,948.03	

* Enter as a decimal.

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IMAGE 4791

TERM JULY 1, 2020 - JUNE 30, 2022

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
I. MISCELLANEOUS COSTS				
COMMUNICATION	6,404.87			6,404.87
INTEREST EXPENSE ON EQUIP & WORKING CAP	6,718.73			6,718.73
LICENSES & PERMITS	1,385.43			1,385.43
PRE-EMPLOYMENT SCREENING	2,261.65			2,261.65
RECRUITING	1,591.78			1,591.78
SOFTWARE - QUALTRICS CUSTOMER SURVEYS	858.87			858.87
SOFTWARE - NOVUS MAINTENANCE	5,769.05			5,769.05
SOFTWARE - VIEWPOINT NOTIFICATION	4,873.94			4,873.94
TRAINING OF UNHIRED DRIVERS	340.85			340.85
UNIFORMS	607.71			607.71
				0.00
				0.00
				0.00
TOTAL MISCELLANEOUS COSTS	30,812.89	0.00	0.00	30,812.89
J. PROFIT MARGIN (For profit entities only)	37,870.37			37,870.37
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	795,277.84	0.00	0.00	776,445.41

Miscellaneous Costs Narrative.

The various miscellaneous cost categories included have been allocated based on UTS' historical cost per trip multiplied by the number of projected trips attributable to the program. These expenses include software maintenance expense for the Qualtics customer survey system, providing client feedback regarding customer satisfaction, Novus scheduling and routing systems and Viewpoint notification software providing client notification of scheduling and vehicle arrival times in real time.

A rationale or basis for the allocation of Mgmt. Indirect cost which details how the amount charged to the proposed service was determined must be included. Some agencies allocate these types of costs on staff salaries, total personnel costs, total direct cost of service proposed, and/or time studies. Records substantiating development of the means of these costs must be provided with your budget submittal and also maintained by your agency.

Mgmt./Indirect Cost Narrative.

UTS has not allocated any additional management or overhead expenses to thee contract. The contract will be performed by the direct employees and resources included in the direct cost summery.

Profit Margin Narrative (for profit entities only).

UTS has included a profit margin of 5% for this contract. This profit margin takes into consideration the rate of return on equity capital as well as the operational risk under the contract. Based on the volume of trips under the contract and our existing presence in Hamilton county, UTS is pleased to be able to perform this contract with our existing resources without any significant start up expenses and, as a result, are able to offer these services at a lower rate. While we realize that the additional two-year extensions under the contract are at the sole option of Hamilton County Department of Jobs & Family Services, we are anticipating we will perform this contract under the initial two-year term as well as both option periods allowing us to look at these expenses over a longer period of time.

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IMAGE 4792

TERM JULY 1, 2020 - JUNE 30, 2022				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
REVENUES BY PROGRAM/SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL REVENUES
A: GOVERNMENTAL AGENCY FUNDING (specify agency & type)				
HAMILTON COUNTY JOBS & FAMILY SERVICES	795,277.84			795,277.84
				0.00
B: OTHER FUNDING				0.00
FEES FROM CLIENTS				0.00
CONTRIBUTIONS				0.00
				0.00
				0.00
				0.00
AWARDS & GRANTS				0.00
				0.00
OTHER (specify)				0.00
				0.00
TOTAL REVENUE	795,277.84	0.00	0.00	795,277.84
Revenue Narrative				
The revenue reported under this contract is entirely fee for service revenue from the Hamilton County Jobs and Family Services base on the per-trip rate multiplied by the number of completed trips under the agreement.				

TERM JULY 1, 2020 - JUNE 30, 2022				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
EXCESS MILEAGE COST CALCULATION				
DRIVER SALARIES (PAGE 2)	213,258.83			213,258.83
PAYROLL TAXES - FICA 7.65%	16,314.30			16,314.30
PAYROLL TAXES - WORKER'S COMP. 5.09%	10,854.87			10,854.87
PAYROLL TAXES - UNEMPLOYMENT 3.26%	6,952.24			6,952.24
BENEFITS - HOSPITAL CARE 2.42%	5,160.86			5,160.86
BENEFITS - INCENTIVE SAFETY BONUS 0.82%	1,748.72			1,748.72
GASOLINE & OIL (PAGE 5)	47,069.43			47,069.43
VEHICLE REPAIR (PAGE 5)	32,610.32			32,610.32
LEASE COST - TRANSPORTATION VEHICLES (PAGE 6)	18,832.43			18,832.43
TOTAL INCREMENTAL TRANSPORTATION COST	352,802.01			352,802.01
TOTAL NUMBER OF TRIPS	16,340.00			16,340.00
AVERAGE MILES PER TRIP	10.6			10.6
ESTIMATED PROGRAM MILEAGE	173,204.00			173,204.00
INCREMENTAL TRANSPORTATION COST PER MILE	2.04			2.04
ESTIMATED NUMBER OF TRIPS EXCEEDING 25 MILES	100			100
ESTIMATED MILEAGE PER TRIP > 25 MILES	75.0			75.0
INCREMENTAL TRANSPORTATION COST PER MILE	2.04			2.04
TOTAL EXCESS MILEAGE COST	15,300.00	0.00	0.00	15,300.00

Addendum Narrative:

UTS is proposing to include a stop-loss provision to include reimbursement for excess mileage for trips of greater than 25 miles. Between July 2016 and June June 2017 there were approximately 30 trips outside of the Greater Cincinnati area. Hamilton County Job & Family Services anticipates this number will increase with the removal of the 125 mile radius restriction on travel in the current contract. UTS is proposing to be reimbursed their incremental cost for trips exceeding 25 miles during the contract period. The direct incremental costs include driver salaries and benefits, gasoline and oil, repairs and maintenance and vehicle lease costs. These amounts have been accumulated from the attached budget schedules and divided by UTS' anticipated mileage per trip based on historical information to arrive at an incremental cost per mile which we are proposing for the contract period for mileage in excess of 25 miles per trip. This stop loss provisions ensures UTS is reimbursed its incremental cost for trips with a distance significantly outside of the normal service distance. In order to estimate the two-year program cost, we assumed an average trip length of 100 miles for trips that exceed the 25 mile threshold (where the excess 75 miles is reimbursed in addition to the base trip rate) and a volume of 100 trips for the contract period, which represents a 67% increase over the current number of trips as provided by the Hamilton County Job & Family Services in Addendum #3 to the RFP.

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IMAGE 4793

TERM JULY 1, 2022 - JUNE 30, 2024				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
	HCJFS CONTRACT BUDGET			
AGENCY: Universal Transportation Services dba UTS				
		07/01/2020	TO	07/01/2022
	INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW			
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	490,988.98	0.00	0.00	490,988.98
B. EMPLOYEE PAYROLL TAXES & BENEFITS	94,466.28	0.00	0.00	94,466.28
C. PROFESSIONAL & CONTRACTED SERVICES	15,818.67	0.00	0.00	15,818.67
D. CONSUMABLES/SUPPLIES	3,520.36	0.00	0.00	3,520.36
E. OCCUPANCY	3,346.82	0.00	0.00	3,346.82
F. TRAVEL	117,059.22	0.00	0.00	117,059.22
G. INSURANCE	1,128.32	0.00	0.00	1,128.32
H. EQUIPMENT	20,219.62	0.00	0.00	20,219.62
I. MISCELLANEOUS	31,737.28	0.00	0.00	31,737.28
J. PROFIT MARGIN	38,914.28	0.00	0.00	38,914.28
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	817,199.84	0.00	0.00	817,199.84
ALLOCATION OF MGT/INDIRECT COSTS				0.00
TOTAL PROGRAM EXPENSES	817,199.84	0.00	0.00	817,199.84
ESTIMATED TOTAL UNITS OF SERVICE TO BE PROVIDED:	16,340		UNIT = One Way Trip Leg	
TOTAL PROGRAM COST/TOTAL UNITS OF SERVICE = UNIT COST:	$50.01			
TOTAL REVENUE	817,199.84	0.00	0.00	817,199.84
Rate of Increase in Budget Narrative:				

For the second two-year option period budget, UTS included a 3% increase in costs with the exception of depreciation expense as the outlays related to thes expenses will have already been incurred. The December 2017 12-month Consumer Price Index from the US Bureau of Labor Statistics was 2.1% for the period. Rolling this rate forward to the 24-month contract period would result in an effective Consumer Price Index increase of 4.2% between the July 1, 2020 to June 30, 2022 period and the July 1, 2022 to June 20, 2024 period. UTS included a lower rate of cost increase of 3% between these periods because we believe that we will gain efficiencies after operating the contract for two years which will result in an approximate offset of 1.2% of the increase in the Consumer Price Index of over the two-year period. This is the same methodology that we applied to the initial two-year option under the contract.

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IMAGE 4194

TERM JULY 1, 2022 - JUNE 30, 2024							
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES							
A. STAFF SALARIES - Attach Extra Pages for Staff, if needed.							
POSITION TITLE	# STAFF	HRS WK	ANNUAL COST	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERVICE	TOTAL EXPENSE
Program Manager	1.00	10.00	15910.11	31,820.21			31,820.21
Safety and Fleet Director	1.00	10.00	10608.58	21,217.15			21,217.15
Training Manager	1.00	10.00	9405.94	18,811.88			18,811.88
Driver Trainer	1.00	10.00	7861.27	15,722.54			15,722.54
Monitor	3.00	39.60	19661.45	39,322.90			39,322.90
CSR Call Center	1.00	40.00	22463.92	44,927.84			44,927.84
Dispatcher	1.00	40.00	33276.61	66,553.23			66,553.23
Scheduler	1.00	10.00	7160.65	14,321.30			14,321.30
Driver	7.00	147.69	109828.30	219,656.60			219,656.60
Administrative Support	1.00	10.00	9317.67	18,635.35			18,635.35
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
TOTAL SALARIES			245,494.49	490,988.98	0.00	0.00	490,988.98

Salaries Narrative. Describe how each position relates to the service proposed.	
Program Manager	Works with all of the operations and support staff to ensure the most appropriate and cost effective resources are used for the program and to ensure smooth functioning of the day to day operations. This individual will spend approximately 25% of their time assigned to the program.
Safety and Fleet Director	Develops and implements the safety plans, directs accident reviews, monitors fleet maintenance operations and ensures compliance with all regulations. This individual will spend approximately 25% of their time assigned to the program.
Training Manager	Develops and implements training plans, trains all vehicle operators, monitors and staff and oversees drug testing and required training certifications. This individual will spend approximately 25% of their time assigned to the program.
Driver Trainer	Assists the Training Manager with initial training and performs on-street training and oversight to ensure operator compliance with all regulations. This individual will spend approximately 25% of their time assigned to the program.
Monitor	We are anticipating using three part-time monitors to meet the program requirements. These individuals will each spend approximately 33% of their time (or 39.6 hours per week in aggregate) providing services under this agreement.
CSR Call Center	To ensure high performance standards to the clients under this contract, we have assigned a dedicated customer service representative in the call center to be responsible for calls from individuals related to this program.
Dispatcher	In order to meet the increased scheduling demands of the contract, we have assigned a dedicated dispatcher to the program. This individual communicates with drivers and monitors daily to create program schedules and routes.
Driver	We are using a rate of $13.48 per hour for drivers because we will be using the most experienced, top performing drivers to perform this contract due to the need to deliver door to door, check IDs at drop off and perform other services that may not always be performed by our drivers. This will ensure we are utilizing only our best drivers for this program. We are also anticipating an increased time (0.94 hours per trip) due to these program requirements as well as the required 15-minute wait time mandated by the agreement.
Administrative Support	This individual provides support to the operations staff coordinating payroll, safety and maintenance responsibilities and will spend approximately 25% of their time assigned to the program.

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IMAGE 4795

TERM JULY 1, 2022 - JUNE 30, 2024				
NAME OF CONTRACT PROGRAM FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
B.PAYROLL TAXES				
FICA 7.65%	37,560.66			37,560.66
WORKER'S COMP. 5.09%	24,991.34			24,991.34
UNEMPLOYMENT 3.26%	16,006.24			16,006.24
BENEFITS				
RETIREMENT				0.00
HOSPITAL CARE 2.42%	11,881.93			11,881.93
INCENTIVE SAFETY BONUS 0.82%	4,026.11			4,026.11
TOTAL EMPLOYEE PAYROLL TAXES & BENEFITS	94,466.28	0.00	0.00	94,466.28
Employee Payroll Taxes & Benefits Narrative:				
Payroll taxes are calculated based on the federal and Ohio statutory tax rates and UTS' historical experience as a percentage of wages.				
Employee benefits expense is calculated based on UTS' historical expense as a percentage of wages for employees participating in the various benefits programs.				
Incentive safety bonus is based on UTS' historical expense as a percentage of wages rewarding both attendance and safety records for employees.				
C. PROFESSIONAL FEES & CONTRACTED SERVICES (Indicate type, function performed, and estimate of use (hours, days, etc.)	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
CONTRACTED-ACCOUNTING	2,291.86			2,291.86
CONTRACTED-OFFICE SUPPORT	1,977.11			1,977.11
CONTRACTED-PAYROLL	5,927.90			5,927.90
CONTRACTED-COMPUTER SUPPORT	5,621.80			5,621.80
TOTAL PROFESSIONAL FEES & CONTRACTED SERVICES	15,818.67	0.00	0.00	15,818.67
Professional Fees & Contracted Services Narrative:				
UTS contracts out for various professional services including accounting, office support and billing services, payroll preparation and information services and computer support. These contracted professional services were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.				

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IMAGE 4796

TERM JULY 1, 2022 - JUNE 30, 2024				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
D.CONSUMABLES UPPLIES				
OFFICE	2,987.49			2,987.49
CLEANING	36.00			36.00
PROGRAM				0.00
TRAINING	496.87			496.87
				0.00
				0.00
TOTAL CONSUMABLE SUPPLIES	3,520.36	0.00	0.00	3,520.36
Consumable Supplies Narrative				
Office expense relate to standard office supplies such as paper and printing supplies and postage. Cleaning supplies consist of routine consumable supplied and training materials consist of information provided in orientation and driver training. These expenses were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
E. OCCUPANCY COSTS				
RENTAL @ PER SQ. FT.	1,998.58			1,998.58
USAGE ALLOWANCE OF BLDG. OWNED @2% OF ORIG. ACQUISITION COST				0.00
MAINTENANCE & REPAIRS	132.68			132.68
UTILITIES (MAY BE INCLUDED IN RENT) HEAT & ELECTRICITY WATER				0.00
TELEPHONE	661.65			661.65
JANITORIAL	553.91			553.91
				0.00
				0.00
TOTAL OCCUPANCY COSTS	3,346.82	0.00	0.00	3,346.82
Occupancy Costs Narrative				
UTS rents space for its operations and for the parting area for UTS vehicles which includes basic utilities. The maintenance and repairs, telephone and janitorial expense relates to costs for these individual services at the UTS offices. These expenses were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.				

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IMAGE 4797

TERM JULY 1, 2022 - JUNE 30, 2024				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
F.TRAVEL COSTS				
GASOLINE & OIL	48,481.51			48,481.51
VEHICLE REPAIR	33,588.63			33,588.63
VEHICLE LICENSE				0.00
VEHICLE INSURANCE	34,989.08			34,989.08
OTHER (PARKING)				0.00
MILEAGE REIMBURSE @ PER MILE				0.00
CONFERENCES & MEETINGS, ETC.				0.00
PURCHASED TRANSPORTATION				0.00
TOTAL TRAVEL COSTS	117,059.22	0.00	0.00	117,059.22
Travel Costs Narrative				
The travel costs consist of the fuel cost, vehicle repair and maintenance cost and auto liability cost for the UTS vehicles attributed to this contract. These amounts are based on UTS' historical cost per trip multiplied by the number of expected trips attributable to the program. UTS will use its own vehicles and employees to perform the trips and anticipates no purchased transportation services.				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
G.INSURANCE COSTS				
LIABILITY	1,128.32			1,128.32
PROPERTY				0.00
ACCIDENT				0.00
OTHER				0.00
TOTAL INSURANCE COSTS	1,128.32	0.00	0.00	1,128.32
Insurance Costs Narrative				
Liability insurance represents expense not directly related to the automobile liability, including general liability and sexual molestation policies attributed to the program, based on UTS' historical cost per trip for these services multiplied by the number of expected trips attributable to the program.				

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IMAGE 194

TERM JULY 1, 2022 - JUNE 30, 2024				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERV	TOTAL EXPENSE
H.EQUIPMENT COSTS				
SMALL EQUIPMENT (items costing under $5,000.00, which are to be purchased during budget period should be listed)				
				0.00
				0.00
				0.00
TOTAL SMALL EQUIPMENT COSTS	0.00	0.00	0.00	0.00
EQUIPMENT MAINTENANCE & REPAIR (DETAIL)				0.00
				0.00
				0.00
				0.00
TOTAL EQUIPMENT & REPAIR	0.00	0.00	0.00	0.00
TRANSPORTATION VEHICLES	19,397.41			
OFFICE COPIERS AND COMPUTER EQUIP	659.88			659.88
				0.00
				0.00
TOTAL LEASE COSTS	20,057.29	0.00	0.00	659.88
TOTAL COST DEPRECIATION OF LARGE EQUIPMENT ITEMS (detail on page 7)	162.34	0.00	0.00	162.34
TOTAL EQUIPMENT COSTS	20,219.62	0.00	0.00	822.22
Total Equipment Costs Narrative (Small Equipment, Equipment Maintenance & Repair, Equipment Lease, Equipment Depreciation) Lease costs have been included for transportation vehicles to be used under the program. The lease cost represents the UTS' historical lease cost per trip for these vehicles multiplied by the number of projected trips under the program contract. The lease expense for office copiers and computer has also been allocated to the program based on a historical cost per trip. Depreciation expense has been included only for the period covered by the contract.				

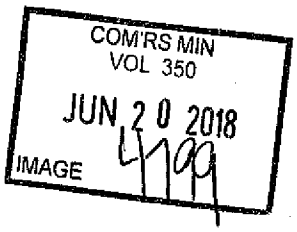

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IMAGE 4580

TERM JULY 1, 2022 - JUNE 30, 2024

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

LARGE EQUIPMENT DEPRECIATION COSTS

Any individual equipment item costing $5,000 or more at time of purchase may be included in the budget and must be depreciated. The exception to the "individual equipment item" is for computer components which are purchased as a group, Le. hard drive, monitor, keyboard, printer, etc. If the total cost for all the components is $5,000 or greater, the equipment must be depreciated. Any item which was full depreciated on the agency's books prior to the beginning date of the contract may not be used as a basis for determining costs of the program proposed for a contract, even though that item of equipment is used by the program. Any items of equipment used by the Management and Indirect activities of the Agency for which costs are included in this budget must also be itemized on this sheet. If needed, extra copies may be made and numbered 7A, 7B, & 7C.

ITEM(S) TO BE DEPRECIATED	NEW OR USED	DATE OF PURCHASE	TOTAL ACTUAL COST	SALVAGE VALUE	TOTAL TO DEPRECIATE	USEFUL LIFE	CHARGEABLE ANNUAL DEPRECIATION	*PERCENT USED BY CONTRACT PROGRAM	AMOUNT CHARGED TO CONTRACT PROGRAM	WHICH CONTRACTED PROGRAM
Computer Equipment		07/21/2017	10,000.00	0.00	10,000.00	5	2,000.00	0.26%	5.24	
Novus Software		07/21/2017	300,000.00	0.00	300,000.00	5	60,000.00	0.26%	157.10	
Total			310,000.00		310,000.00		62,000.00		162.34	

* Enter as a decimal.

The depreciation expense included for the July 1, 2022 through June 30, 2024 period only includes 1 month of prorated depreciation expense because all items included in the above schedule will be fully depreciated as of August 2022.

TERM JULY 1, 2022 - JUNE 30, 2024				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
I. MISCELLANEOUS COSTS				
COMMUNICATION	6,597.01			6,597.01
INTEREST EXPENSE ON EQUIP & WORKING CAP	6,920.30			6,920.30
LICENSES & PERMITS	1,427.00			1,427.00
PRE-EMPLOYMENT SCREENING	2,329.50			2,329.50
RECRUITING	1,639.54			1,639.54
SOFTWARE - QUALTRICS CUSTOMER SURVEYS	884.63			884.63
SOFTWARE - NOVUS MAINTENANCE	5,942.13			5,942.13
SOFTWARE - VIEWPOINT NOTIFICATION	5,020.16			5,020.16
TRAINING OF UNHIRED DRIVERS	351.07			351.07
UNIFORMS	625.94			625.94
				0.00
				0.00
				0.00
TOTAL MISCELLANEOUS COSTS	31,737.28	0.00	0.00	31,737.28
J. PROFIT MARGIN (For profit entities only)	38,914.28			38,914.28
K SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	817,199.84	0.00	0.00	797,802.43

Miscellaneous Costs Narrative.

The various miscellaneous cost categories included have been allocated based on UTS' historical cost per trip multiplied by the number of projected trips attributable to the program. These expenses include software maintenance expense for the Qualtics customer survey system, providing client feedback regarding customer satisfaction, Novus scheduling and routing systems and Viewpoint notification software providing client notification of scheduling and vehicle arrival times in real time.

A rationale or basis for the allocation of Mgmt. Indirect cost which details how the amount charged to the proposed service was determined must be included. Some agencies allocate these types of costs on staff salaries, total personnel costs, total direct cost of service proposed, and/or time studies. Records substantiating development of the means of these costs must be provided with your budget submittal and also maintained by your agency.

Mgmt./Indirect Cost Narrative.

UTS has not allocated any additional management or overhead expenses to thee contract. The contract will be performed by the direct employees and resources included in the direct cost summery.

Profit Margin Narrative (for profit entities only).

UTS has included a profit margin of 5% for this contract. This profit margin takes into consideration the rate of return on equity capital as well as the operational risk under the contract. Based on the volume of trips under the contract and our existing presence in Hamilton county, UTS is pleased to be able to perform this contract with our existing resources without any significant start up expenses and, as a result, are able to offer these services at a lower rate. While we realize that the additional two-year extensions under the contract are at the sole option of Hamilton County Department of Jobs & Family Services, we are anticipating we will perform this contract under the initial two-year term as well as both option periods allowing us to look at these expenses over a longer period of time.

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IMAGE 4601

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IMAGE 4602

TERM JULY 1, 2022 - JUNE 30, 2024					
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES					
REVENUES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL REVENUES	
A. GOVERNMENTAL/AGENCY FUNDING (specify agency & type)					
HAMILTON COUNTY JOBS & FAMILY SERVICES	817,199.84			817,199.84	
				0.00	
B.OTHER FUNDING				0.00	
FEES FROM CLIENTS				0.00	
CONTRIBUTIONS				0.00	
				0.00	
				0.00	
AWARDS & GRANTS				0.00	
				0.00	
OTHER (specify)				0.00	
				0.00	
TOTAL REVENUE	817,199.84	0.00	0.00	817,199.84	
Revenue Narrative					
The revenue reported under this contract is entirely fee for service revenue from the Hamilton County Jobs and Family Services base on the per-trip rate multiplied by the number of completed trips under the agreement.					

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IMAGE 4403

TERM JULY 1, 2022 - JUNE 30, 2024				
NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES				
EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
EXCESS MILEAGE COST CALCULATION				
DRIVER SALARIES (PAGE 2)	219,656.60			219,656.60
PAYROLL TAXES - FICA 7.65%	16,803.73			16,803.73
PAYROLL TAXES - WORKER'S COMP. 5.09%	11,180.52			11,180.52
PAYROLL TAXES - UNEMPLOYMENT 3.26 %	7,160.81			7,160.81
BENEFITS - HOSPITAL CARE 2.42%	5,315.69			5,315.69
BENEFITS - INCENTIVE SAFETY BONUS 0.82%	1,801.18			1,801.18
GASOLINE & OIL (PAGE 5)	48,481.51			48,481.51
VEHICLE REPAIR (PAGE 5)	33,588.63			33,588.63
LEASE COST - TRANSPORTATION VEHICLES (PAGE 6)	19,397.41			19,397.41
TOTAL INCREMENTAL TRANSPORTATION COST	363,386.07			363,386.07
TOTAL NUMBER OF TRIPS	16,340.00			16,340.00
AVERAGE MILES PER TRIP	10.6			10.6
ESTIMATED PROGRAM MILEAGE	173,204.00			173,204.00
INCREMENTAL TRANSPORTATION COST PER MILE	2.10			2.10
ESTIMATED NUMBER OF TRIPS EXCEEDING 25 MILES	100			100
ESTIMATED MILEAGE PER TRIP > 25 MILES	75.0			75.0
INCREMENTAL TRANSPORTATION COST PER MILE	2.10			2.10
TOTAL EXCESS MILEAGE COST	15,750.00	0.00	0.00	15,750.00

Addendum Narrative:

UTS is proposing to include a stop-loss provision to include reimbursement for excess mileage for trips of greater than 25 miles. Between July 2016 and June June 2017 there were approximately 30 trips outside of the Greater Cincinnati area. Hamilton County Job & Family Services anticipates this number will increase with the removal of the 125 mile radius restriction on travel in the current contract. UTS is proposing to be reimbursed their incremental cost for trips exceeding 25 miles during the contract period. The direct incremental costs include driver salaries and benefits, gasoline and oil, repairs and maintenance and vehicle lease costs. These amounts have been accumulated from the attached budget schedules and divided by UTS' anticipated mileage per trip based on historical information to arrive at an incremental cost per mile which we are proposing for the conntract period for mileage in excess of 25 miles per trip. This stop loss provisions ensures UTS is reimbursed its incremental cost for trips with a distance significantly outside of the normal service distance. In order to estimate the two-year program cost, we assumed an average trip length of 100 miles for trips that exceed the 25 mile threshold (where the excess 75 miles is reimbursed in addition to the base trip rate) and a volume of 100 trips for the conntract period, which represents a 67% increase over the current number of trips as provided by the Hamilton County Job & Family Services in Addendum #3 to the RFP.

Section 2.4: Customer References

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IMAGE 4864

Provider must submit at least three (3) current letters of reference for whom services were provided similar in nature and functionality to those requested by HCJFS. Reference letters from HCJFS or HCJFS employees will not be accepted. Each reference must include at a minimum:

A. Company name;
B. Address;
C. Phone number;
D. Fax number;
E. Contact person;
F. Nature of relationship and service performed; and,
G. Time period during which services were performed.

If Provider is unable to submit at least three (3) letters of reference, Provider must submit a detailed explanation as to why.

COM'RS MIN
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IUN 2 0 2018
IMAGE 4605

February 29, 2018

To Whom It May Concern:

This letter is written in support of Universal Transportation Systems, LLC (UTS) and to recommend them as a provider of transportation services.

Butler County Department of Jobs & Family Services has utilized UTS as the exclusive NET transportation provider since 2015 and has provided transportation for various RFP's for 20 years. UTS has experience in all transportation system types, including adults and students with special needs, on-demand service for NET, PRS and workforce programs and transit systems. We have a great deal of confidence in UTS, their staff and services. We have found them to be professional and service-oriented. With their emphasis on safety and reliability, our clients have been well-served in their transportation needs.

UTS leadership has been straight forward, transparent, and an engaged partner with Butler County Department of JFS.

I believe your experience with UTS will be similar to ours. I can highly recommend UTS as a transportation services provider. Please contact me if you would like to speak further about our relations with UTS.

Sincerely,

William Morrison
Executive Director

COUNTY COMMISSIONERS
CINDY CARPENTER
DONALD L. DIXON
T.C. ROGERS

BUTLER COUNTY DEPARTMENT OF JOB & FAMILY SERVICES
315 HIGH STREET, 8TH FLOOR, HAMILTON, OHIO 45011
PHONE: 513.887.5600 • FAX: 513.887.4334
E-MAIL: VERIFICATIONS@JFS.OHIO.GOV
VISIT US ON THE WEB: WWW.BUTLERCOUNTYOHO.ORG/WORKPLACE

COM'RS MIN
VOL 350
JUN 20 2018
IMAGE 4806

February 1, 2018

Cincinnati Public Schools
2651 Burnet Avenue, Cincinnati, Ohio 45219
Phone: (513) 363-0343
Fax: (513) 363-0335

To Whom It May Concern:

This letter is written in support of Universal Transportation Systems, LLC (UTS) and to recommend them as a provider of transportation services.

Cincinnati Public Schools has utilized UTS as a transportation provider for 20 years. UTS provides transportation services for children with disabilities, students with special needs, foster children, and the homeless (McKinney Vento) populations.

We have a great deal of confidence in UTS, their staff and services. We have found them to be professional and service oriented. With their emphasis on safety, as well as attention to detail, our clients have been well served in their transportation needs.

Our dealings with UTS have been straightforward, and they are always willing to do what is necessary to meet the District's transportation needs. When problems/challenges come up they work to resolve the situation as quickly as possible.

I believe your experience with UTS will be similar to our successful history with this firm. I can highly recommend UTS as a transportation services provider. Please contact me if you would like to speak further about our relationship with UTS.

Sincerely,

John Davis
Director of Transportation
Cincinnati Public Schools

COM'RS MIN
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JUN 20 2018
IMAGE 4607

Fairfield City Schools
4641 Bach Lane • Fairfield, Ohio 45014
Phone (513) 829-8300 • Fax (513) 829-0148
www.fairfieldcityschools.com

February 29, 2016

Universal Transportation System

5284 Winton Road

Fairfield, OH 45014

To Whom It May Concern:

This letter is written in support of Universal Transportation Systems, LLC (UTS) and to recommend them as a provider of transportation services.

Our school district/agency has utilized UTS as a transportation provider in excess of 20 years. UTS provides transportation services for seniors and individuals with disabilities, students with special needs, and will-call services for medical trips for clients.

We have a great deal of confidence in UTS, their staff and services. We have found them to be professional and service-oriented. With their emphasis on safety, as well as attention to detail, our clients have been well-served in their transportation needs.

Our dealings with UTS have been straightforward, and they are always willing to go out of their way to meet the customer's transportation needs.

I trust your experience with UTS will be similar to our successful history with this firm. I can highly recommend UTS as a transportation services provider. Please contact me if you would like to speak further about our relations with UTS.

Sincerely,

Tom Welser

Director of Business Operations

513/858-7104

COM'RS MIN
VOL 350
JUN 20 2018
IMAGE 4806

Section 2.5: Personnel Qualifications-

Please submit resumes with the below following information for key clinical and business personnel who will be working with the program. These positions are General Manager, Drivers & Monitor, Dispatch and Administrators Proposed role;

A. Industry certification(s), including any licenses or certifications and, whether such licenses or certifications have been suspended or revoked at any time;

B. Work history; and

C. Professional reference (company name, contact name and phone number, scope and duration of program).

Provider's program manager must have a minimum of three (3) years of experience as a program manager with a similar program.

It is the proposing agency's responsibility to redact all personal information from resumes. RFPs and all attachments are public documents and are available for general viewing. Please make sure the resume reflects the person's position title instead of their nameso we can tie the position back to the budget.

CEO/ Owner

Senior Executive/ General Manager/ Strategic Joint Business Planning
Respected executive with distinguished 20-year career leading sales, marketing, finance and operations for Fortune 500 companies and private family businesses

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IMAGE 4809

Work Experience:

Universal Transportation Systems — ***2016- Present***
Chief Executive Officer/ Owner — ***Fairfield, OH***

- Responsible for all aspects of Strategy, Contracts, Compliance, Service, Operations, and Finance for UTS which performs 800,000 trips and $16.5MM in revenue per year
- Accountable for employee performance, safety, and execution for 200 drivers & staff
- Responsible for client satisfaction and continual improvement process driven by regular customer satisfaction surveys and 360-degree feedback process
- Oversees safety, reliability and efficiency of UTS' fleet of 225 vehicles
- Accountable for building comprehensive Transportation Network ensuring safety, reliability and performance across 10+ sub-contractor providers

Campbell's Soup Company — ***2014- 2017***
Vice President Sales- Kroger Team — ***Cincinnati, OH***

- Led over $700MM in Sales across some of Campbell's largest customers
- Responsible for logistics of delivering 14,000 trucks of products states every year
- Drove significant growth in Gross Sales, Net Sales and EBIT by delivering significant productivity and operational efficiencies

PepsiCo — ***2008- 2014***
Sr. Director of Sales Quaker- Grocery Channel Lead — ***Chicago, IL***

- Lead Quaker Foods and Snacks portfolio across the grocery channel with over $1.9B in annual retail sales with 200+ national and regional customers
- Develop all Sales, Operations and Marketing Strategies for Quaker Food and Snacks
- Led sales team over 200 employees coast to coast

Vice President/ General Manager — ***Charlotte, NC***

- Led total PepsiCo business at one of the company's largest customers including Pepsi, Gatorade, Frito-Lay, Quaker and Tropicana, totaling over $750MM in annual sales
- PepsiCo named as by Customer as Best in Class Joint business partner Fostered deep customer relationships from CEO down to drive high share of mind and resources

The Schwan Food Company — ***2003- 2008***
Vice President – Marketing — ***Cincinnati, OH***

- Redesigned go to market strategy to deliver revenue growth after 5 years of decline.

Education:

Miami University — ***1994 – 1998***
B.A., Business Administration

Reference

John Davis, Director of Transportation, Cincinnati Public Schools- (513) 363-0330
CEO has worked closely with Director Davis on CPS transportation for last year

General Manager

The role of the program General Manager and President at UTS is to ensure that all contract requirements are being met with the daily focus to direct the activities of the staff relative to established procedures and continually monitor progress for quality assurance.

The president has over 25 years of experience working with the JFS community and is instrumental to delivering safe, reliable and cost effective transportation to thousands of clients daily across the region

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IMAGE 4810

Work Experience:

Universal Transportation Systems ***1996- Present***
General Manager/ President ***Fairfield, OH***

- Managing overall expectations pertaining to setting accurate schedules, costs and resources. Ensures delivery against QA goals and objectives.
- Provides necessary definition, development and deployment of quality assurance strategy, addressing all appropriate areas of contractual requirements.
- Directly supervises preparation and delivery of performance evaluations and training activities.
- Establishes and maintains policy for all documentation. Reviews documentation before sharing with internal and external audiences.
- Implements ongoing quality improvement processes working with interdepartmental teams.
- Maintains consistency of program deliverables including the design, definition and implementation phases through quality checkpoints and testing.
- Develops and manages quality assurance metrics for performance improvement of all teams.
- Manages and responds to software quality assurance issues with related groups.
- Anticipates challenges and takes corrective action, escalating as needed, to resolve and achieve commitments. Assures the viability, functionality and effectiveness of essential tools.
- Responsible for creating tasks and checklists for software deployment.
- Provides effective communication regarding issues, objectives, initiatives and performance to plan.
- Manages the planning and execution of program specifics including all associated resources to meet contractual requirements.
- Responsible and accountable for managing the timing of interdepartmental deliverables and the quality of their output.
- Works with all staff to develop reasonable project schedules and resource allocation models for QA related projects and other activities such as software deployment, customer integration, and professional services.

Reference

Bill Morrison, Executive Director, Butler County Jobs and Family Services- (513) 887-5600
General Manager has worked with Executive Director for 2 years on JFS transportation

Administrator* of *Professional Services and Call Center Director

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IMAGE 1611

- Gifted leader with excellent people skills and the ability to create a team-focused environment
- Strong communication skills with various levels of employees across an organization including exempt and non-exempt
- Impeccable work ethic taking a strong personal interest in assigned tasks and delivering high level results
- Skilled at working with numbers, billing, facilitating payroll and related responsibilities such as child support, wage garnishments, and employment verifications
- Creative thinker who is outspoken in finding solutions to problems
- Facilitator of Workers Compensation Administrator in the facilitation of the Premium Discount Program (PDP) and Drug-free Workplace Program (DWP)

Work Experience:

Universal Transportation Systems ***1997- Present***
Administrator of Professional Services and Call Center Director ***Fairfield, OH***

As Call Center Director Oversee daily operations including call center, dispatch, scheduling, school transportation, maintenance, human resources, safety and accounting of a large paratransit transportation facility

- Meet and exceed all company set operations
- Ensure delivery of customer service excellence
- Cost effective purchasing
- Set and maintain productivity and quality standards
- Ensure departments complete work on time
- Implemented Call Center with Aastra Phone Systems
- Implemented Trapeze® Transportation Software

Assistant VP of Operations (2006-2009)

- Assisted with contract acquisitions
- Oversaw the RFP (Request for Proposals) process for UTS
- Managed all vendor relationships including, banks, lawyers, accountants, etc.
- Filed affidavits with banks for building projects and contractor bank draws
- Responsible for maintain relationships with Attorneys and Third Party Administrators (For example, served as the representative during unemployment and worker's compensation hearings.)

Accounting Manager/Benefits Administrator (1997-2006)

- Responsible for auditing 150 timesheets on a weekly basis as well as payroll of administrative staff members across all companies under the same ownership
- Responsible for processing UTS payroll
- Administered and managed all payroll taxes and filing of company taxes

Reference

Geoff Kuzio, CEO, Universal Transportation Systems- (513) 858-7950
Administrator works for CEO for last year

Dispatcher

Dispatch Manager overseeing this contract has more than 25 years of driving, training and dispatch experience at UTS. This lifelong transportation veteran is extremely familiar with all aspects of TripSpark transportation software suite and has lived in the Cincinnati metro area his entire life making him an expert on our local geography.

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IMAGE 4612

Work Experience:

Universal Transportation Systems — ***1992- Present***
Dispatch Manager (2009- present) — ***Fairfield, OH***

Dispatch manager leads the dispatching, performance and monitoring of all HCJFS trips across the dedicated fleet

- Assigns trips, minimizes wait and ride times
- Monitors and makes real time adjustments to trips based on network performance
- Ensure all safety policies are being adhered to by drivers and monitors
- Keeps in constant communication with dedicated drivers through Zello VIOP Application
- Reassigns trips driven by traffic, accidents of cancels at doors
- Assist call center to ensure all clients are aware of updates to trips
- Expert in Novus TripSpark® Transportation Software

Trainer (1997-2009)

- Oversaw driver training to ensure employees met safety, policy and key performance indicators
- Ensure all new employees met strict requirements of every UTS contract
- Assist Drivers with questions, customer assistance, and overall on the road training

Role Requirements

- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance
- Ability to apply common sense understanding to carry out detailed, but uninvolved written or oral instructions
- Computer skills including good working knowledge of Microsoft Office
- Effective time management skills with a good attention to detail
- Knowledge of the restaurant or food industries would be an advantage
- Property Features/Services: Knowledge of services, amenities, hours of operation, property layout, and activities offered by property
- Excellent customer service and communication skills to support and build relationships with customers, drivers and members of the team
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals
- Observe and document the overall quality of Pre/Post trip inspections

Reference

Carolyn Burer, President, Universal Transportation Systems- (513) 858-7902
Dispatcher has worked for the President for over 15 years

Driver

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IMAGE 4813

HCJFS dedicated drivers have on average more than 10 years of experience in the transportation industry and have been working with UTS for more than 3 years

Work Experience:

Universal Transportation Systems — ***2006- Present***
Driver — ***Fairfield, OH***

- Provide safe, courteous, and comfortable transportation for children and adults to and from destination
- Assist passenger boarding, exiting the vehicle and loading/unloading passengers
- Maintain order on the vehicle and enforce safety standards
- Adhere to all ORC and HCJFS policies, rules and regulations
- Operate a two-way communication device to obtain direction and assignments
- Assist with maintaining cleanliness for transportation vehicles and checking to make sure vehicle is clean and standards are met

Role Requirements

Required certification for all UTS drivers include:

- FBI/ BCI Background Check — Renewed every year
- Red Cross First Aid Certification — Renewed every 2 years
- Red Cross CPR Certification — Renewed every 2 years
- Medicaid Fraud, Waste & Abuse training — Renewed every year
- Elderly Services Drive Certification — Renewed every 3 years
- Blood Borne Pathogens Training — Renewed every year
- GSC Defensive Driving Certification — Renewed every 3 years
- Ohio Dept of Education Preservice Training — Renewed every 6 years
- Drug & Alcohol Abuse Training — Renewed every year
- DODD Major Unusual Incidents Training — Renewed every year
- Clean MVR (Never had any 6-point convictions) — Renewed every year
- T-8 Physical with Drug and Alcohol Screening — Renewed every year
- Hamilton County Sheriffs and Cincinnati Police Background Check
- Driver's identity is screened by Central Registry (SACWIS), Abuser Registry, Nurse Aide Registry, Sex/Child Offender, Systems for Award Management, and Incarcerated Offenders.
- Drivers are required to pass pre-employment drug and alcohol screening, post-accident and must participate in Random Drug Screening.

Reference

Sue Burns, Human Resources Manager, Universal Transportation Systems- (513) 858-7906
Sue Burns is accountable for all Driver hiring and performance monitoring

Monitors

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IMAGE 4614

HCJFS dedicated monitors have been trained in all of the requirements for the Children and Family Services contract.

Work Experience:

Universal Transportation Systems — ***2006- Present***
Monitor — ***Fairfield, OH***

- Provide safe, courteous, and comfortable supervision for children to and from destination
- Assist passenger boarding, exiting the vehicle and loading/unloading passengers
- Maintain order on the vehicle and enforce safety standards
- Adhere to all ORC and HCJFS policies, rules and regulations
- If required, operate a two-way communication device to obtain direction and assignments, as well as report any incidents
- Assist with maintaining cleanliness for transportation vehicles and checking to make sure vehicle is clean and standards are met

Role Requirements

Required certification for all UTS drivers include:

- FBI/ BCI Background Check — Renewed every year
- Red Cross First Aid Certification — Renewed every 2 years
- Red Cross CPR Certification — Renewed every 2 years
- Medicaid Fraud, Waste & Abuse training — Renewed every year
- Elderly Services Drive Certification — Renewed every 3 years
- Blood Borne Pathogens Training — Renewed every year
- GSC Defensive Driving Certification — Renewed every 3 years
- Ohio Dept of Education Preservice Training — Renewed every 6 years
- Drug & Alcohol Abuse Training — Renewed every year
- DODD Major Unusual Incidents Training — Renewed every year
- Clean MVR (Never had any 6-point convictions) — Renewed every year
- Hamilton County Sheriffs and Cincinnati Police Background Check
- Driver's identity is screened by Central Registry (SACWIS), Abuser Registry, Nurse Aide Registry, Sex/Child Offender, Systems for Award Management, and Incarcerated Offenders.
- Monitors are required to pass pre-employment drug and alcohol screening, post-accident and must participate in Random Drug Screening.

Reference

Sue Burns, Human Resources Manager, Universal Transportation Systems- (513) 858-7906
Sue Burns is accountable for all monitors hiring and performance monitoring

Training Manager

The UTS training Manager has 25 years of experience in the passenger transportation business. His role is to ensure that every member of the UTS staff is fully trained, certified and compliant for every contract UTS fulfills.

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Work Experience:

Universal Transportation Systems — *2006- Present*
Training Manager — *Fairfield, OH*

- Leads a 5 day classroom and on-the-road for training session for every new UTS employee
- Leads a 90 day on boarding process to ensure drivers and monitors are confident and prepared to deliver great service
- Oversees yearly safety recertification training and 30 step vehicle daily inspection process
- Ensures all employees clearly understand and comply to ORC and HCJFS policies, rules and regulations
- Clearly articulates UTS' policy and procedure manual to all new employees
- Will walk through the specific requirements for the HCJFS contract with all assigned drivers

Ensures every driver has all of the following training and certifications
Required certification for all UTS drivers include:

- FBI/ BCI Background Check — Renewed every year
- Red Cross First Aid Certification — Renewed every 2 years
- Red Cross CPR Certification — Renewed every 2 years
- Medicaid Fraud, Waste & Abuse training — Renewed every year
- Elderly Services Drive Certification — Renewed every 3 years
- Blood Borne Pathogens Training — Renewed every year
- GSC Defensive Driving Certification — Renewed every 3 years
- Ohio Dept of Education Preservice Training — Renewed every 6 years
- Drug & Alcohol Abuse Training — Renewed every year
- DODD Major Unusual Incidents Training — Renewed every year
- Clean MVR (Never had any 6-point convictions) — Renewed every year
- Hamilton County Sheriffs and Cincinnati Police Background Check
- Driver's identity is screened by Central Registry (SACWIS), Abuser Registry, Nurse Aide Registry, Sex/Child Offender, Systems for Award Management, and Incarcerated Offenders.
- Monitors are required to pass pre-employment drug and alcohol screening, post-accident and must participate in Random Drug Screening.

Reference

Sue Burns, Human Resources Manager, UTS- (513) 858-7906
Sue Burns is accountable for all monitors hiring and performance monitoring

Fleet & Safety Director

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IMAGE 4616

UTS' Fleet and Safety Director has more than 15 years in the passenger transportation industry. She has worked with Peterman, MTM and now UTS. She brings a wealth of knowledge on fleet management and improving safety outcomes.

Work Experience:

Universal Transportation Systems — ***2016- Present***
Fleet and Safety Director — ***Fairfield, OH***

- Manages entire fleet of 215+ vehicles and collaborates with Maintenance manager on all preventative maintenance programs
- Supervises Maintenance Department staff at all UTS locations
- Supervises annual state wheelchair inspections with 100% compliance
- Analyzes all accidents data to identify safety risks to build comprehensive correction plans
- Assignment of vehicles, tablets and equipment to drivers
- Provides daily safety training and reminders to all drivers and monitors
- Works with Training Manger to provide guidance on child car seat installation, sizing and usage

MTM Ride Right — ***2010- 2016***
Operations Manager, HCJFS Service Program — ***Cincinnati, OH***

- Managed Relationship with HCJFS and travelled to vendors as needed
- Scheduled more than 1,000 trips per day and monitored 60 Ride Right Vehicle maintenance program
- Managed over 100 employees handling scheduling, performance appraisals, merit increases, payroll, career development, and discipline
- Skilled in TripSpark and Microsoft Business Suite

Peterman, LLC — ***2002- 2009***
Driver — ***Cincinnati, OH***

- Driver for Hamilton County Jobs and Family Services contract

Reference

Sue Burns, Human Resources Manager, UTS- (513) 858-7906
Sue Burns is accountable for all monitors hiring and performance monitoring

Customer Service Representative- Call Center

UTS provides 24/7/365 call center solutions and customized client service programs that directly benefit the HCJFS and clients alike through increased productivity, excellent service delivery and exceptional call center efficiency. The Customer Service Representative (CSR) is HCJFS and our clients first point of contact. Our dedicated HCJFS has 5 years of experience with UTS

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IMAGE 4817

Work Experience:

Universal Transportation Systems — ***2013- Present***
Customer Service Representative — ***Fairfield, OH***

- CSR input detailed patient information, including special needs
- Enters detailed itineraries for each service resource
- Quickly schedules groups of trips with one click
- Manages the service reservation process from call taking to dispatching
- Geographically schedule and routes drivers as well as monitors
- Track cancellations, no-shows and schedule changes
- Accurately manage calls and patient information
- Manage will-calls, confirmation calling, and recurring trips/standing order in real-time
- Monitor trends and adjust resource capacity to meet changes in service demand
- Track on-time performance of staff
- Ensure HIPAA compliance
- Provide up-to-date, easy-to-use geographic locations and driver directions
- View routes and locations to monitor efficiency

Role Requirements

- Deep operating knowledge of Novus TripSpark software
- Strong Communication and customer service skills
- Efficient and effective problem solving skills
- Strong geographic knowledge of service area
- Builds report and relationship with key HCJFS stakeholders

Reference

Sue Burns, Human Resources Manager, UTS- (513) 858-7906
Sue Burns is accountable for all monitors hiring and performance monitoring

Scheduler

UTS has a dedicated team of schedulers who work to effectively and efficiently schedule every ride to the most efficient vehicle to drive reliable service at the lowest cost

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IMAGE 4616

Work Experience:

Universal Transportation Systems ***2015- Present***
Scheduler ***Fairfield, OH***

- Execute daily scheduling/ routing strategies for targeted on time performance and route productivity
- Schedule to vehicle fleet for flexibility in order to achieve optimal fleet productivity
- Analyze vehicle departure from base, breaks, lunches and returns to adherence to run times
- Analyze established and challenging passenger riding patterns in order to adjust daily routing strategies daily
- Provide operational, on-time compliance and other miscellaneous reports
- Analyze data in test environment and devise scenarios for improved service

Role Requirements

- Possess strong transportation skillsets
- Has extensive knowledge of passenger scheduling and dispatch software
- Handle multiple tasks simultaneously and maintain composure under pressure
- Geographical knowledge of Cincinnati metro area
- Excellent attendance record
- Excellent verbal and written communication skills
- Highly dependable
- Excellent attention to detail

Reference

Sue Burns, Human Resources Manager, UTS- (513) 858-7906
Sue Burns is accountable for all monitors hiring and performance monitoring

2.6 Distinguishing Characteristics

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IMAGE 484

Provider are encouraged to identify their services' distinguishing characteristics, which should be reviewed. These characteristics may be beyond the scope of this project ifthe Provider deems they would provide value to the long-term goals of the County. Please state your competitive advantage and ability to meet the terms, conditions and requirements defined in this RFP.

UTS has three distinguishing characteristics that set the organization apart from other providers responding to this RFP.

1. UTS is a large locally owned and operated transportation service
2. UTS' CEO is taking a Fortune 500 approach to a growing regional business
3. UTS' new ownership allows for accelerated investment in technology, customer service and a growing modern fleet

1. UTS is a locally owned and operated

UTS has been providing Non- Emergency Medical and Student Transportation service to Southwest Ohio for almost 40 years. The company was founded in Fairfield, Ohio in the 1980's with a single vehicle at the request Fairfield City School District to provide transportation for special needs students. Since then the company has grown to operating over 215 vehicles daily and providing 3,500 trips a day.

The company was purchased in 2016 by another Cincinnati resident. Geoff Kuzio, a Miami University graduate and longtime Hyde Park resident bought UTS from the company's founders with a desire to own and operate a company that was situated in the Cincinnati region and gives back to our local community.

UTS employs 230 local residents of Cincinnati, Hamilton county and our surrounding communities. Our employees live, work and play in and around the county and are dedicated to giving back to the communities we serve. It is not lost on our employees that many of the people served by this contract are some of our most at risk residents.

We are a local company that is driven to make our community stronger

2. UTS's new CEO and Owner is taking a new Fortune 500 approach to improving a strong Legacy Business

Geoff Kuzio purchased UTS in 2016 after a 20-year career in the Consumer Packaged Goods industry. Mr. Kuzio held executive roles including Vice President of Sales, Vice President of Marketing, and General Manager at both PepsiCo and the Campbell Soup Company. During this career he led large cross functional teams and managed businesses of over $1B in annual sales.

In 2016 he took over as CEO of UTS but left the management team in place to ensure consistency of service. Since taking the reins he has worked to incorporate a new culture and some key principles he learned in large Fortune 500 companies.

Since coming to UTS, Mr. Kuzio has pushed to deliver a clear vision and instill a new culture into the organization. UTS is even more focused now on the mission of "Providing safe, reliable, and cost-effective transportation for those who need it most." That mission is supported by a new set of values. These values are Respect, Empathy, Accountability, and Leadership.

These are more than just catch phrases but guidelines for how employees are evaluated, rewarded, promoted or disciplined. Mr. Kuzio has brought a higher level of accountability and transparency to UTS by ensuring every member of the team from driver to president have SMART objectives that are Specific, Measurable, Achievable, Realistic and Timely. We have created scorecards and dashboards that allow every employee to track their progress versus the objective.

High performers are rewarded and employees who struggle are provided with incremental training and support. This has spurned a new culture of optimism, accountability and pride which we believe will continue to propel UTS into the next 40 years.

3. New ownership has allowed for accelerated investment in technology, customer service, and a modern fleet

In the last 6 months UTS has made some significant investments in the business that we believe will quickly pay dividends.

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IMAGE 4820

Since August 2016, the company has invested in our first high tech in car camera system. This system is already improving safety, reducing in car client incidents and improving our accident and complaint investigations. This system creates accountability for both the driver and the clients to act and behave in a safe and appropriate manner. In-car altercations between clients and traffic accidents are down vs year ago due to behavior changes driven by the increased accountability and hard video evidence.

UTS is also in the final stages of finalizing a lease to move the corporate headquarters to a new local building that will allow for our continued growth. The space is being meticulously planned to drive more collaboration between departments to improve communication and transportation outcomes. Today our call center and our operations team are housed in two different buildings. By summer 2018 we will be operating under one roof in a new state of the art office space with a new and improved dedicated training center.

In December 2017 UTS entered into a partnership with Qualtrics, LLC. Qualtrics is one of the largest customer service consultants and survey providers in the world. UTS has signed a contract to send thousands of electronic client service surveys weekly to our riders. The objective is to gain as much feedback on areas where we are performing well and more importantly where we need to improve. This data will be collected in real time and can be filtered by client, driver, vehicle, etc. This further drives a culture of accountability. Great performance will be rewarded, and poor feedback will be used to change our policies, processes and training. All HCJFS clients will receive surveys asking them about their experience with our staff, our timeliness, our drivers and our vehicles. The surveys can be delivered by IVR phone call, SMS text or email to ensure we can reach a broad demographic of our client base

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IMAGE 482

In May 2018 UTS will be live with the Passenger Notifications and Imminent Arrival feature of the Novus TripSpark Software package. This $150K investment will contact each client the day before their next trip with UTS to confirm both the pick-up and drop off times and location for any trip scheduled in the following 24 hours. This investment will cut down on client confusion and should reduce no show clients which reduces operating costs for UTS which allows us to offer the most cost-effective transportation services. The Imminent Arrival feature will notify clients when their vehicle is 20 minutes away according to GPS estimated arrival times. This puts customers at ease and reduces the need to call the call center to ask for updated arrival times. Both programs can leverage IVR phone calls, SMS text or Email to reach our clients.

Finally, UTS is accelerating our investment in modernizing our fleet. Through the new RTA fleet management software, we have been carefully analyzing total cost per mile of each vehicle in the fleet. This allowed us to identify that older, high mileage vehicles were more expensive across the total cost of ownership than were newer vehicles. The reduction in maintenance costs paired with better gas mileage and less downtime more than offsets the higher purchase price for newer vehicles. Since August 2017, UTS has replaced 30 older vehicles with new Dodge Grand Caravans. The newer fleet is more reliable, cost effective, and improve the overall customer experience. We will continue to accelerate the fleet modernization in 2018.

Across the board I believe UTS has several unique characteristics that make it a strong provider for HCJFS. Although the company has a long history of strong performance, I believe the best is yet to come.

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IMAGE 4872

COM'RS MIN
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IMAGE 4823

2.8 *Declaration of Property Tax Delinquency*

Provider shall complete and submit Attachment F in accordance with ORC Section 5719.042. Such statement shall affirm under oath that the person with whom the Contract is to be made was not charged at the time the bid was submitted with any delinquent personal property taxes on the general tax list of personal property of any county in which the taxing district has territory or that such person was charged with delinquent personal property taxes on any such tax list, in which case the statement shall also set forth the amount of such due and unpaid delinquent taxes any due and unpaid penalties and interest thereon. If the statement indicates that the taxpayer was charged with any such taxes, a copy of the statement shall be transmitted by the fiscal officer to the county treasurer within thirty days of the date it is submitted.

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IMAGE 4824

Declaration of Property Tax Delinquency

(ORC 5719.042)

I, Geoff Kuzio, hereby affirm that the Proposing Organization herein, Universal Transportation Systems is ___ / is not X (check one) at the time of submitting this proposal charged with delinquent property taxes on the general tax list of personal property within the County of Hamilton. If the Proposing Organization is delinquent in the payment of property tax, the amount of such due and unpaid delinquent tax and any due and unpaid interest is $0.

Print Name Geoff Kuzio Date 2/10/2018

Signature

State of Ohio - County of Butler Notary

Before me, a notary public in and for said County, personally appeared Geoff Kuzio, authorized signatory for the Proposing Organization, who acknowledges that he/she has read the foregoing and that the information provided therein is true to the best of his/her knowledge and belief.

IN TESTIMONY WHEREOF, I have affixed my hand and seal of my office at Fairfield, Ohio this 10th day of February, 2018.

NOTARIAL SEAL STATE OF OHIO

DIANA M. NAVEY
NOTARY PUBLIC
STATE OF OHIO
Recorded in
Butler County
My Comm. Exp. 5/28/18

Notary Public

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IMAGE 4625

2.9 Warranty Against An Unresolved Finding

Provider shall complete Attachment E and submit with proposal Ohio Revised Code Section 9.24 prohibits public agencies from awarding a contract for goods, services, or construction, paid for in whole or in part from state funds, to a person or entity against who a finding for recovery has been issued by the Ohio Auditor of State, if the finding for recovery is unresolved. By entering into this Contract, Provider warrants that a finding for recovery has not been issued to Provider by the Ohio Auditor of State. Provider further warrants that Provider shall notify HCJFS within one (1) business day should a finding for recovery occur during the Contract term.

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IMAGE 4826

WARRANTY AGAINST AN UNRESOLVED FINDING FOR RECOVERY

(Formerly State of Ohio Debt)

Suppliers Note: This document must be notarized and included in your Proposals.

In accordance with Section 9.24 of the Ohio Revised Code, I hereby certify that the company I represent does not owe any money to the State of Ohio.

SIGNATURE

Geoff Kuzio

PRINT NAME

CEO/ Owner

TITLE

TO BE COMPLETED BY NOTARY PUBLIC

On February 10, 2018 (DATE), there appeared before me

Geoff Kuzio (PRINT NAME), saying that he/she is

CEO Owner (PRINT TITLE) of,

Universal Transportation Systems (PRINT NAME OF COMPANY)

and that he/she understands all of the implications of the above statement and has signed in good faith.

Diana M. Navey

SIGNATURE OF NOTARY PUBLIC

NOTARIAL SEAL STATE OF OHIO

DIANA M. NAVEY
NOTARY PUBLIC
STATE OF OHIO
Recorded in
Butler County
My Comm. Exp. 5/28/18

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IMAGE 4827

2.10 Proposal Documents

A. The following items are to be attached only to the original proposal:

Ownership, Annual Report, and Licensure

1. Agency/Company Ownership - Describe how the agency/company is owned (include the form of business entity -i.e., corporation, partnership or sole proprietorship) and financed.
2. Annual Report - A copy of Provider's most recent annual report.

B. The following items are to be attached to the original proposal and all copies:

System and Fiscal Administration Components

1. Contact Information - Provide the address for the Provider's headquarters and service locations. Include a contact name, address, and phone number.
2. Agency/Company History - Provide a brief history of Agency/Company's organization. Include the Agency/Company mission statement and philosophy of service.
3. Agency's/Company Primary Business - State the agency's/company's primary line of business, the date established, the number of years of relevant experience, and the number of employees.
4. Table of Organization - Clearly distinguish programs, channels of communication and the relationship of the proposed provision of services to the total company. In addition, please provide a list of all subsidiaries, affiliated companies, brother/sister companies and any other related companies as well as each company's major line of business.

C. Job Descriptions - For all key clinical and business personnel who will be working with the program, to include: CFO, Clinical Director, Administrators, Case Managers and Case Management Supervisors. (Tailor these to meet the needs of services being purchased).

D. Daily Service/Attendance Form - Include a blank copy of the forms used to record services provided. Information must include: date of service, beginning and end time of service, names of all participants who received service, the type of service received, and name of the instructor or social worker. Also include forms used to record participant progress.

E. Program Quality Documents - Attach documents which describe and support program quality. Such documents might be the forms used for monitoring and evaluation or copies of awards received for excellent program quality. QA manual need not be included.

F. Agency's/Company's Brochures - A copy of the Agency's/Company's brochures which describe the services being proposed.

G. Federal Programs- Provide a description of the Agency's/Company's experience with federal programs.

2.10 A. 1. Ownership of UTS

Universal Transportation Services LLC is a single-member Ohio limited liability company wholly owned by Holland Park Investments, Inc., an Ohio corporation. Geoff Kuzio individually owns 100% of the stock of Holland Park Investments Inc. Mr. Kuzio and Holland Park Investments Inc. purchased Universal Transportation Services LLC in 2017.

The company purchase was financed through Fifth Third Bank under a Small Business Administration (SBA) loan and direct cash investment from Mr. Kuzio. UTS currently also holds a $1.5MM line of credit with Fifth Third.

2.10 A. 2. Annual Report

UTS is a privately held company and does not publish an annual report. However, CPA reviewed financials for 2016 are available in section 2.7 – Financial Documentation for this RFP response

2.10 B. 1. Fiscal and Administrative Components

Contact Information
UTS Headquarters
5284 Winton Rd.
Fairfield, OH. 45014
Contact: Geoff Kuzio, CEO/ Owner
Phone (513) 858- 7950

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IMAGE 4818

Monroe Office/ Warren County Transit
220 Senate Dr.
Monroe, OH. 45050
Contact: Ron Evans, General Manager- Monroe Operations
Phone (513) 858- 7103

2.10 B. 2. Agency/Company History - Provide a brief history of Agency/Company's organization. Include the Agency/Company mission statement and philosophy of service

Universal Transportation systems, LLC dba UTS is an Ohio Corporations who's CEO and sole shareholder is Geoff Kuzio. UTS has provided passenger transportation since 1982.

Universal Transportation Systems is very highly regarded by the school districts, agencies, and corporations currently served in an eight-county area including Butler, Hamilton, Warren, Clinton, Clermont, and Preble, Montgomery, Franklin and Fairfield counties in Ohio.

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Universal Transportation Systems currently supplies "on demand" and "fixed route" transportation for a variety of clientele and categories as mentioned on the following page. We have pioneered the medical "on demand" system and have become one of the largest demand response transportation companies in southwest Ohio.

Our company transports an average of 3500 clients per day. This service has always maintained a high quality of reliability and on time performance, while always exhibiting particular sensitivity for the clients' physical and special needs and an exemplary level of safety. Our attention to maintenance is second to none! Our entire fleet is inspected daily at our Butler County and Warren, County based UTS on-site maintenance facility. We feel the best policy is an intensive preventive maintenance effort to avoid problems before they develop. Therefore, we would supply the facility and the maintenance personnel to insure the work will be done on our timetable and to our high specifications.

Universal Transportation Systems will provide, operate, and maintain efficient and high quality demand responsive system. Our core values reflect and represent the spirit and the definition of the Butler County's Core Values of Public Service.

We implement these ideals and service guidelines daily in our operations in Butler, Hamilton, Warren, and Clinton, Clermont, Preble, Franklin and Montgomery counties.

Responding to the needs of special populations is our **Primary** business. We have been recognized by the organizations we serve.

It is our mission to ***"Provide safe, reliable, and cost-effective transportation for those who need it most."*** UTS supports that mission by striving to deliver on 4 key values. Respect, Empathy, Accountability, and Leadership. These are more than buzzwords, they are the standard we hold every employee to and can be found on sign in every area of our office.

UTS
Universal Transportation Systems

Providing safe, reliable, and cost effective transportation for those who need it most.

The UTS REAL Values

Respect
Empathy
Accountability
Leadership

Respect: Is treating our employees, clients, and the broader community the way that each one of us would like to be treated. We are free to have a difference of opinion and debate the best way to solve problems and deliver the best quality service, however we must always speak and act in a respectful manner. The transportation industry can be stressful and at times unpredictable, but we vow to treat everyone we encounter with respect and dignity.

Empathy: Working to understand our employees, clients and partners perspectives. We strive to look at the world from someone else's shoes. Many of our clients have unique challenges and they deserve our respect and empathy as do our employees.

Accountability: We are accountable to safely and reliably transport over 3,500 people on a daily basis. It is every employee's responsibility to fully do their part to deliver on that objective. This

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means we all must be accountable to do our jobs to the full extent of our capabilities. When we are all accountable to our actions we have proven that we can do amazing things. Being accountable means we all do the things we say we are going to do.

Leadership: Leadership is not simply for management. Every employee in the company is responsible to step up and provide leadership for UTS. This means that when you find a process that can be improved we all work together to present solutions. Helping to solve problems is showing leadership, simply stating problems rarely leads to quick solutions. We challenge every member of the company to be a leader and feel empowered to share your ideas, improvements, and suggestions to make UTS better every day.

During our tenure we have successfully completed two ODOT audits with complimentary audit reports. (Those available upon request).

We have included our maintenance schedules and our standards of performance which in most cases not only meet but exceed factory and industry standards.

2.10 B. 3. Agency's/Company Primary Business - State the agency's/company's primary line of business, the date established, the number of years of relevant experience, and the number of employees.

UTS has been in the Non-Emergency Medical and Student Transportation business serving the Greater Cincinnati area continuously since 1982. The organization has grown from 1 vehicle to a fleet of over 215 through the last four decades. NET and student transportation is all we do and UTS currently serves over 100 local agencies and school boards in SW Ohio. Our leadership staff boasts over 140 years of UTS experience. Our President, School Department Director, Scheduling Manager, Dispatch Manager, and Professional Services and Call Center Director all have more than 25 years tenure at UTS.

UTS employs approximately 200 drivers and 30 full time staff members.

2.10 B. 4. Table of Organization - Clearly distinguish programs, channels of communication and the relationship of the proposed provision of services to the total company. In addition, please provide a list of all subsidiaries,

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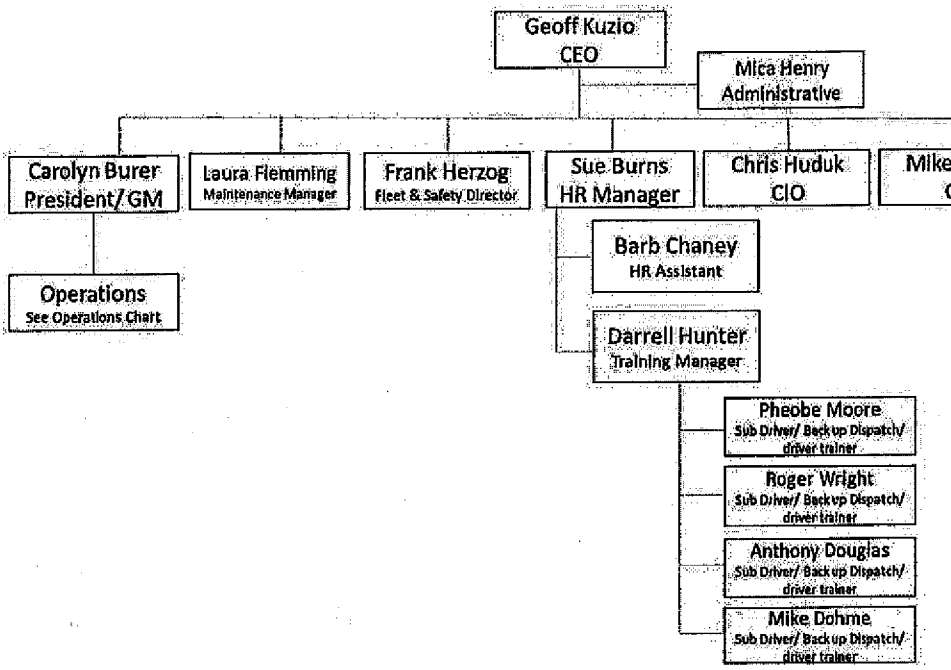
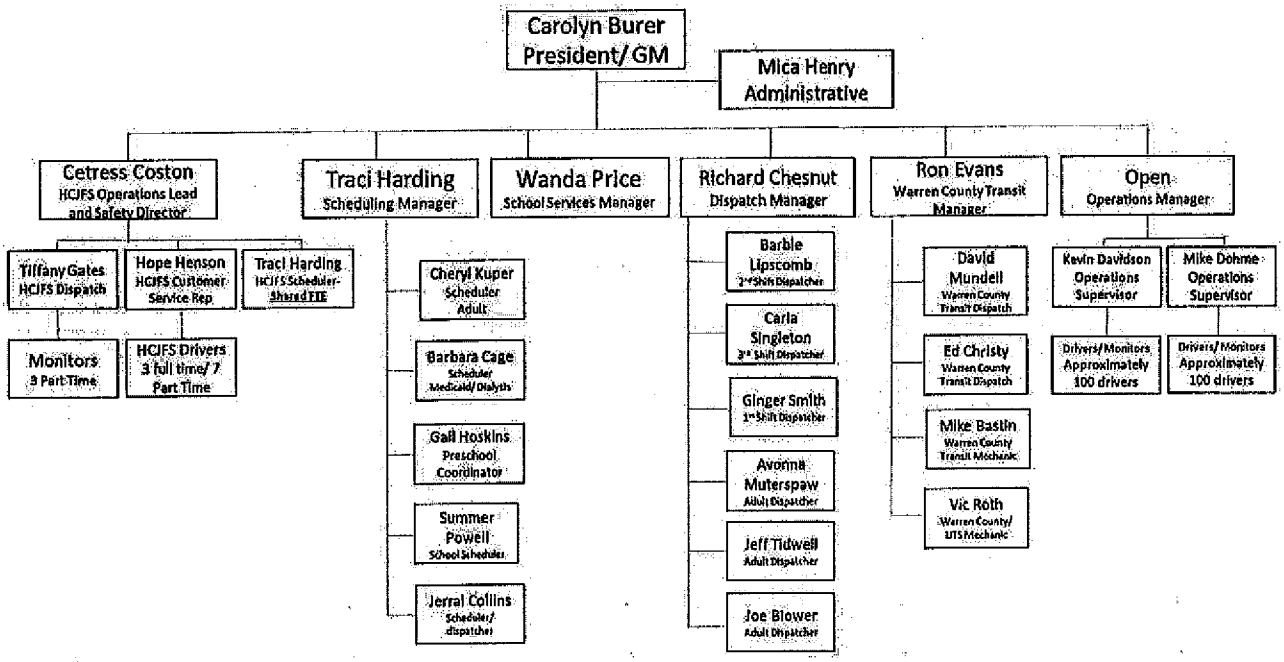
UTS Corporate Table of Organization



UTS Operation and HCJFS Table of Organization



2.10. C. Job Descriptions - For all key clinical and business personnel who will be working with the program, to include: CFO, Clinical Director, Administrators, Case Managers and Case Management Supervisors. (Tailor these to meet the needs of services being purchased). companies as well as each company's major line of business

JOB TITLE: CEO

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20+ Years executive management required

Minimum Education- 4 Year Bachelor's Degree

Required Skills:

- A good transportation CEO leader is a skilled communicator
- Ability to forge strong partnerships with Agencies and Customers.
- Significant financial acumen
- Strong analytical abilities
- Good decision-making skills and knowledge of marketing techniques

Responsibilities/Duties – Include but not limited to:

1. The CEO manage day-to-day operations for all transportation.
2. Establish the roles of all other management personnel and assign duties to personnel.
3. Lead marketing, customer service, policy development and analysis and planning.
4. Constantly monitors and measures service performance by gathering data, and this information is used to identify problems and create solutions.
5. Provide special attention to ridership and on-time performance.
6. Set annual budget. This job requires constant monitoring of company's expenditures and revenue.
7. Manage all budgeting for procurement of equipment, such as new vehicles and employee wages and benefits.
8. Set vision, mission and company values to drive culture of accountability
9. Ultimately responsible for all strategies, tactics, and outcomes of the operations

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IMAGE 4833

JOB TITLE: President/ General Manager

Minimum Years Expereice-20 Years transportation industry experience

Minimum Education- 4-year bachelor's degree or applicable experience

Reports directly to CEO

Requirements:

- Ability to appraise and use IT packages and electronic communication methods.
- Show tact, diplomacy and calmness, especially when dealing with drivers and customers.
- An analytic mind and good numeracy skills.
- Excellent geographical knowledge.
- Good people management and coordination skills.
- Excellent financial acumen.
- Excellent negotiation and communication skills.
- Extensive knowledge of the transportation industry.
- Good intuition to make crucial judgment calls.

Responsibilities/Duties – Include but not limited to:

1. Planning routes and scheduling for constantly changing client needs
2. Partnering with agencies to ensure UTS meets or exceeds SLA's
3. Allocating and recording resources and movements across the transportation network
4. Ensuring all partners and subcontractors are working effectively and efficiently to ensure smooth operations.
5. Communicating effectively with clients and responding to their requirements.
6. Booking sub-contractors and ensuring they deliver within agreed terms.
7. Transport management:
    a. Directing all transportation activities
    b. Developing transportation relationships
    c. Monitoring transport costs
    d. Dealing with the effects of congestion

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IMAGE 4834

JOB TITLE: Chief Financial Officer

Minimum Years Expereice-20 Years Finance and/ or Accounting leadership roles

Minimum Education- 4-year bachelor's degree, CPA preferred

Reports directly to CEO

Requirements:
Under direction of the CEO, provides difficult, complex technical or specialized accounting, financial and budgetary work and support; performs related work as assigned. This includes maintaining a complete set of ledgers and supporting financial records in a centralized accounting setting. Work is performed with a view to the need for and operation of transportation services ten to twenty years into the future.

Responsibilities/Duties -- Include but not limited to:

1. Performs complex and technical fiscal, accounting, payroll or financial duties which may require the review of a variety of reports and records, investigation and reconciliation of information, the establishment and maintenance of control and subsidiary fiscal records and journals, and the reconciliation and balancing of subsidiary ledgers, fund account and similar records.
2. Makes journal entries, calculates pre-paid expenses; enters cash receipts and depreciation in compiling all financial information for the agency.
3. Prepares invoices and bills accounts receivable, maintaining billing transactions in A/R journal.
4. Invoices capital, operating assistance and planning grants per established schedules and/or as directed by CEO and other departments.
5. Maintains the depreciation schedule of the Agency's assets through meetings with Manager of Operations and Maintenance Manager; accumulating depreciation into financial statements.
6. Compiles and reports year-to-date figures by account for use in preparation of annual budget.
7. Prepares year-end closing statements and annual financial reports, working with Auditor; sets up new books and files for ensuing fiscal year.
8. Prepares periodic financial analyses as necessary to manage the financial stability of the Agency.
9. Produces the following monthly financial reports: Income Statement, Balance Sheet, Cash Reconciliation, Senior Center Income Statement, Capital Budget Tracking, and Cash Balance Projections.
10. Develops Annual budget under the guidance of the CEO and with input from other management staff.
11. Develops and maintains internal accounting and administrative controls in consultation with the General Manager.

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IMAGE 4825

JOB TITLE: Program/ Operation Manager

Reports directly to President/GM

Full time salaried position

Minimum Shift Requirements: Monday through Friday 8:00 AM to 5:00 PM
Lunch availability – 1 hour between 11:30 AM and 1:30 PM

Requirements:

Good attendance record
Detailed and self- motivated
Willingness to work flexible hours
Excellent organizational skills
Knowledge and ability to utilize UTS software and Windows
Good communication skills
Administrative and managerial skills

Duties – Include but not limited to:

1. Sets up transportation in compliance with contracts.
    a. Establish routes
    b. Assign drivers to transportation
    c. Develop costing and language for contracts for clients
2. Maintains relationship with contract representatives to obtain relevant information regarding clients and students.
3. Delegates work overflow to Route Supervisors (new starts and route changes).
4. Maintains UTS database to produce accurate billing and schedule to produce billing at end of month.
5. Works in development of UTS software.
6. Handles initial disciplinary action for drivers.
7. Handles special projects as assigned by Vice President.
8. Assist in decisions concerning personnel and administrative policies.

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IMAGE 4836

JOB TITLE: Driver

Minimum Years Expereice-5 Years driving experience

Minimum Education- GED

Reports directly to Program Manager

Requirements:

Successfully meet screening requirements as determined by local, state and federal laws
Excellent attendance record
Willingness to work flexible hours
Detailed and self- motivated
Participate in mandatory training (see Driver Standards attached)
Good communication skills
Ability to drive all UTS fleet
Ability to execute all routes in scope of service

Responsibilities/Duties – Include but not limited to:

1. Driver assigned transportation as dictated by Program Managers or Dispatchers.
2. Maintain relationships with drivers to keep current on driver activity concerning students/client's behavior and/or needs.
3. Maintain current file of emergency forms for students and forward information to Dispatchers and Program Managers.
4. Make necessary materials available to drivers.
5. Follow procedure for response to accidents and emergency situations. Respond to directions from Dispatcher.
6. Participate in training process with driver trainer.
7. Fill-in for any position, using appropriate procedure for that position when available.
8. Assist in keeping vehicles and equipment (car seats) clean and fueled.

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IMAGE 4637

JOB TITLE: Driver Trainer

Reports directly to Program Managers and President

Full time salaried position

Minimum Shift Requirements: Monday through Friday 8:00 AM to 5:00 PM
Lunch availability – 1 hour between 11:30 AM and 1:30 PM
Salary includes any hours needed between 5:00 AM and 7:00 PM
Shift requirements may change due to need of programs.

Requirements:

Good attendance record
Detailed and self-motivated
Willingness to work flexible hours
Maintain current CDL license
Maintain current CPR Certification
Excellent directional skills
Ability to drive all UTS fleet, standard or automatic

Duties – Include but not limited to:

1. Trains drivers in conjunction with personnel training program from Ohio Pupil Transportation Operation and Safety Rules (section 3301-83-10).
2. Participates in development of training manual for UTS Policy and Procedure.
3. Establish and implement training program for all drivers at current and future locations of UTS.
4. Schedules available drivers to cover call offs or accidents/ breakdowns as needed
5. Works with Program Managers and route supervisors to
6. Identify, assess and correct driver problems.
7. Drives as needed (after all sub drivers are exhausted).
8. Maintain equipment appearance and liaison to garage for
9. bus assignments and preparedness (adequate fuel, first aid, radios and flares).

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IMAGE 4836

JOB TITLE: Administrative Assistant

Reports directly to President

Full time salaried position

Minimum Shift Requirements – Monday through Friday, 8:00 AM to 5:00 PM
Lunch availability – 1 hour between 11:30 AM and 1:30 PM

Requirements:

- Good attendance record
- Willingness to work flexible hours
- Detailed and self- motivated
- Good organizational skills
- Must be able to multi-task
- Knowledge of accounting
- Knowledge of accounts payable/receivable and payroll (making appropriate entries, maintaining custody over payroll, financial and other documents customarily kept by management.
- Extensive clerical skills – typing, filing and letter composition
- Knowledge of Peachtree and Creative Solutions
- Valid Ohio Driver's license

Duties – Include but not limited to:

1. Handles all accounts for payable and receivable on computer using Peachtree and Creative Solutions and Windows Software.
2. Designs and maintains filing system for accounting.
3. Prepares reports as needed for tax purposes.
4. Prepares selected billings on monthly basis.
5. Prepares payroll for all employees including auditing timesheets, inputting into Creative Solutions, and preparing physical paychecks.
6. Prepares all required reports and pays taxes as required.
7. Works directly with President and Vice President on "Special Projects" and any required duties.
8. Assume driver position if necessary.

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IMAGE 4639

JOB TITLE: Dispatcher

Reports directly to Program Managers

Full time salaried position

Minimum Shift Requirements: Monday through Friday
1st Shift – 5:00 AM to 2:00 PM Lunch 10:30 AM – 11:30 AM
2nd Shift – 2:00 PM to 10:00 PM Lunch 1:00 PM – 2:00 PM
3rd Shift – 10:00 PM to 5:00 AM No assigned Lunch Break
Weekend – 5:00 AM Saturday through 5:00 AM Monday – No assigned breaks
1st, 3rd, and 4th weekends
1st, 2nd, and 3rd Shift Dispatchers cover every second weekend on rotating basis, 3 additional shifts per year (extra compensation)

Requirements:

Good attendance record
Willingness to work flexible hours
Detailed and self- motivated
Good communication skills – calm and clear voice
Good directional skills
Knowledge and ability to use UTS software
Knowledge of counties served
Ability to remain calm under emergency situations

Duties – Include but not limited to:

1. Maintains radio contact with all mobiles to relay relevant information regarding route changes, road conditions or other pertinent info.
   a. Knowledge and ability to use UTS software Notifies drivers of changes in a timely manner
   b. Gives drivers instruction with use of maps.
   c. Make decision on length of wait for clients not ready at designated times.
   d. Keep log of all changes and forward these changes to Program Manager and Route Supervisors relevant to that client.
   e. Forward all incoming info (this should come to Dispatcher in written form) to relevant driver and Program Manager if necessary in a timely manner. Keep all written communication on file.
   f. Maintain current phone lists for clients, destinations. and drivers for easy access.
   g. Maintain incident/procedure file for quick and thorough response to accidents etc.
   h. Dispatch "will call" services in an expedient and concise manner.
   i. Maintain notations of changes on physical schedule and daily logs.
   j. Implement substitutions when driver is delayed or broken down to mitigate transportation delays.

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IMAGE 4840

JOB TITLE: Fleet Manager

Reports directly to Program Managers

Full time salaried positions

Minimum Shift Requirements: Monday through Friday, 8:00 AM to 5:00 PM
Lunch availability – 1 hour between 11:30 AM and 1:30 PM

Requirements:

Good attendance record
Detailed and self- motivated
Good organizational skills
Knowledge of routes and client's needs
Minimal clerical skills
Valid Ohio Driver's license

Duties – Include but not limited to:

1. Assigns vehicles to drivers as needed regarding vehicle size, configuration, etc.
2. Works directly with Program Managers.
3. Maintain vehicle assignment board.
4. Follow up on service and availability of grounded vehicles, keeping open communication with garage.
5. Maintain equipment inventory (carseats, boosters, etc.)
6. Monitor equipment appearance (straps, vehicle interior & exterior)
7. Assume driver assignment, if necessary

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IMAGE 4641

JOB TITLE: Scheduler

Reports directly to Program Managers

Supplemental position

Minimum Shift Requirements – Monday through Friday 8:00 AM – 6:00 PM
Lunch availability – 1 hour between 11:30 AM and 1:30 PM

Requirements:

Good attendance record
Detailed and self-motivated
Minimal clerical skills
Knowledge and ability to utilize UTS software
Excellent directional skills
Valid Ohio Driver's license

Duties – Include but not limited to:

1. Maintain accurate and current information in computer database to produce accurate schedules and billing.
2. Assigns drivers to cover selected transportation.
    a. Assignments should be made with consideration of days of transportation as a whole.
    b. Assignments will be made without prejudice or bias to any one driver or program and strive for best utilization of fleet and personnel.
3. Any changes in schedule not apparent on printed schedule for that day should be put in writing to Dispatcher and Program Manager.
4. Maintains communication with representative for clients when necessary to gain clear instruction for transportation.
5. Execute scheduling duties in an expedient and timely manner, considering available data, as not to overburden drivers.

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IMAGE 4842

TITLE: Safety Director

Reports directly to CEO

Full time salaried position

Minimum Shift Requirements: Monday through Friday 8:00 AM to 5:00 PM
Lunch availability – 1 hour between 11:30 AM to 1:30 PM

Requirements:

Good attendance record
Detailed and self- motivated
Must maintain current CDL
Minimum clerical skills
Excellent organizational skills
Good communication skills

Duties – Include but not limited to:

1. Title, register, license and insure all fleet vehicles and maintain records for the above.
2. Maintain complete files on all accidents.
3. Teach safety training module for accidents and emergencies.
4. Interface with TRAX on accidents.
5. Work closely with claims management and insurance company.
6. Oversee training for CPR, 1st Aid, DRIVE, Railroad Crossing, Winter Driving, Defensive Driving, and Ohio Preservice

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IMAGE 4843

JOB TITLE: Human Resources Manager

Reports directly to CEO

Minimum Shift Requirements: Monday through Friday 8:00 AM – 5:00 PM
Lunch availability – 1 hour between 11:30 AM and 1:30 PM

Requirements:

Good attendance record
Detailed and self-motivated
Willingness to work flexible hours
Knowledge of State and Federal Employer/Employee Requirements
Excellent organizational skills
Working knowledge of UTS software and Windows
Good communication skills

Duties – Include but not limited to:

1. Planning and formulating general personnel policies.
2. Compliance with all Federal, State, and Local Employment Laws and Regulations.
3. Overseeing recruiting, interviewing, testing, selection, placement and orientation of new employees.
4. Coordinating the appraisal, transfer, demotion and termination of employees.
5. Administration of employee benefit plans and programs and disclosure of information concerning benefits to employees.
6. Implementing appropriate disciplinary and grievance procedures and insuring that such policies or procedures do not alter the employment at will relationship or form a contract or promise that such policies or procedures will be followed in each and every case.
7. Maintaining personnel records and evaluating personnel programs and policies.
8. Sets ups and schedules employee activities such as picnics, etc.

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IMAGE 4644

JOB TITLE: Payroll and Tax Accounts Administrator

Reports directly to CEO

Full time salaried position

Minimum Shift Requirements: Monday through Friday 8:00 AM to 5:00 PM
Lunch availability – 1 hour between 11:30 AM and 1:30 PM

Requirements:

Good attendance record
Willingness to work flexible hours
Detailed and self- motivated
Good organizational skills
Knowledge of accounting functions
Knowledge of accounts payable/receivable and payroll
Extensive clerical skills including typing, filing and letter composition
Knowledge of Peachtree, Creative Solutions, and Windows
Valid Ohio Driver's license

Duties – Include but not limited to:

1. Handle accounts payable and receivable.
2. Be responsible for maintaining records in Peachtree and Creative Solutions.
3. Design and maintain files for accounting purposes.
4. Prepare reports as needed for tax purposes (monthly, bi-monthly, quarterly and yearly).
5. Make appropriate entries, maintain custody over payroll, financial and other documents customarily kept by management.
6. Prepare payroll for all employees including auditing timesheets, inputting into Creative Solutions and prepare paychecks. Preparing and paying all taxes as required by law.
7. Work directly with President and Vice President on "special projects: and required duties.
8. Balance all checking accounts
9. Daily banking needs.
10. Preparation of monthly profit and loss statements.
11. Purchase of office equipment and supplies.
12. Administration of health benefits.
13. Employment verifications.

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IMAGE 4845

JOB TITLE: Customer Service Representative

Reports directly Administrator and General Operations Manager

Full time salaried position

Minimum Shift Requirements: Monday through Friday 6:00 AM to 6:00 PM
Lunch availability – 1 hour between 11:00 AM and 2:00 PM

Requirements:

2 years' experience in UTS or comparable customer service
Good attendance record
Good communication skills
Willingness to work flexible hours
Detailed and self -motivated
Good organizational skills
Working knowledge of UTS software and Windows
Valid Ohio Driver's license

Duties – Include but not limited to:

1. Answers all inquiries and directs call appropriately.
2. First line entry to information for transportation orders or changes from clients using appropriate forms and directing to Dispatch or Operations Manager.
3. Screens calls for office personnel.
4. Maintains all non-radio communications including driver and client inquiries, complaints, or incidents for appropriate referral to Route Supervisors and/or Operations Manager.
5. Interfaces with dispatch for client and driver communications and client information.
6. Maintains inventory for customer service desk and dispatchers.
7. Maintains report and unusual incident forms for all inquiries, changes, will calls, cancels, modifications, and complaints.
8. Distributes and inventory manages uniforms and equipment disbursement and retrievals.
9. Forward all incoming information to Program Manager and/or Dispatcher in a timely manner.
10. Keep all written communication on file.
11. Fills in for Dispatcher, if needed.
12. Assumes driver position, if necessary.

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IMAGE 464

2.10. D. Daily Service/Attendance Form - Include a blank copy of the forms used to record services provided. Information must include: date of service, beginning and end time of service, names of all participants who received service, the type of service received, and name of the instructor or social worker. Also include forms used to record participant progress as well as each company's major line of business

Please Note Sample Manifest. Some information masked to protect client's privacy

Trapeze Manifest

Driver: GALLIHUGH - 143, BENJAMI
Date: 2/12/2018
Route: 0143
Vehicle: 691-TEMP

Start Time
End Time
Total Time

Beginning Mileage
End Mileage
Total Mileage

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Type	Space Type	Pass Count	Fare Type	Later Trips	Odometer	Actual Arrive/ Actual Depart
5:45	5:55 Pullout			BENJAMIN GALLIHUGH 5278 BURGUNDY PL EMP#143 FAIRFIELD OH 45014-9204									
6:30 6:30 to 6:30	6:32 Pickup	6:30 6:30	Mr. PAUL (BCDD) [redacted] 2592	[redacted] Fairfield OH 45014 (513) 874-[redacted]		0.00	CLI	AM	1	WAIVER	13:30 0906		
	6:50 Dropoff	6:55	Mr. PAUL (BCDD) [redacted] 2592	HEARTLAND OF WOODRIDGE 3801 WOODRIDGE BLVD FAIRFIELD OH 45014 513-874-[redacted]			CLI	AM	1	WAIVER	13:30 0906		
7:30 7:30 to 7:30	7:24 Pickup	7:30 7:30	Mr. MIKE (WAIVER) [redacted] 4138	[redacted] Dr Fairfield OH 45014 (513) 863-[redacted] 0900529 LIVERY 103696730399		0.00	CLI	AM	1	WAIVER	13:00 0078		
	7:39 Dropoff	7:55 8:00	Mr. MIKE (WAIVER) [redacted] 4138	[redacted] Rd Fairfield OH 45014 D/O AT DOCK ON SOUTH SIDE OF BLDG - ENTRANCE OFF OF GILMORE			CLI	AM	1	WAIVER	13:00 0078		

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IMAGE 4847

Route: 0143

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Type	Space Type	Pass Count	Fare Type	Later Trips	Odometer	Actual Arrive/ Actual Depart
8:10 8:00 to 8:20	8:00 Pickup		Mr. DAVID (WAIVER) [redacted] 4133	[redacted] Hamilton OH 45015 (513) [redacted] 0900529 LIVERY 0930652136O1		0.00	CLI	AM	1	WAIVER	15:22 0143		
8:12 8:02 to 8:22	8:02 Pickup		Mr. RICHARD (WAIVER) [redacted] 2603	[redacted] Ave Hamilton OH 45015 (513) 895[redacted] 0900529 LIVERY 102920808799		0.00	CLI	AM	1	WAIVER	15:22 0143		
8:13 8:03 to 8:23	8:08 Pickup		Mr. MICHAEL (WAIVER) [redacted] 3910	[redacted] Ave Hamilton OH 45015 (513) 330-5524 0900529 LIVERY 109289378199		0.00	CLI	AM	1	WAIVER	15:02 0143		
8:21 8:11 to 8:31	8:16 Pickup		Miss. VICKEY (WAIVER) [redacted] 4171	[redacted] Ave Fairfield OH 45014 (513) [redacted] 0900529 LIVERY 093110222201		0.00	CLI	AM	1	WAIVER	15:23 0133		
	8:43 Dropoff	8:15 8:20	Mr. RICHARD (WAIVER) [redacted] 2603	[redacted] SYMMES RD HAMILTON OH 45015			CLI	AM	1	WAIVER	15:22 0143		
	8:43 Dropoff	8:15 8:20	Miss. VICKEY (WAIVER) [redacted] 4171	[redacted] SYMMES RD HAMILTON OH 45015			CLI	AM	1	WAIVER	15:23 0143		

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IMAGE 145

2.10. E. Program Quality Documents - Attach documents which describe and support program quality. Such documents might be the forms used for monitoring and evaluation or copies of awards received for excellent program quality. QA manual need not be included.

Affiliations

Public safety and quality transportation is critical to the well-being of every community we serve, which is why UTS is committed to partnering with local organizations and groups, local state and federal government organizations and other public safety organizations to build stronger, safer communities across the nation.

Ohio | Department of Job and Family Services

OHIO DEPARTMENT OF TRANSPORTATION

OHIO DEPARTMENT OF PUBLIC SAFETY
SAFETY · SERVICE · PROTECTION

Ohio | Department of Education

TAXICAB, LIMOUSINE & PARATRANSIT ASSOCIATION

OHIO ASSOCIATION FOR PUPIL TRANSPORTATION

BBB ACCREDITED BUSINESS

nc cs The National Children's Cancer Society

AMERICAN COUNCIL OF THE BLIND ACB

st Rita SCHOOL for the DEAF
DREAM. ACHIEVE. SOAR.

OMTB

SOJOURNER
Life · Hope · Community

Serenity Recovery Network
help save a life, a family, community...

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IMAGE 4849

Customer service survey

UTS has contracted with Qualtrics to utilize their products for market research, customer experience, and employee engagement tools. They will provide us the platform and resources to build a customer satisfaction survey, distribute it to our consumers, collect responses, and analyze the responses. Qualtrics has proprietary technology and expertise as well as strategic partnerships which allow them to create methodologically sound surveys and distribute them online, in-person, over the telephone, and through standard mail. Upon completion of the survey, we are able to quickly create reports on the data that can be quickly and easily distributed to stakeholders.

Our ability to get client feedback has significantly increased since December as we now disseminate thousands of customer surveys per month to all of our riders. These electronic customer service surveys will allow UTS to gather feedback in real time, adjust our services based on the feedback and receive updates from customers on our progress.

UTS

Sample Rider Satisfaction Survey

Think about the most recent trip you made with UTS. A trip is considered to be a ONE-WAY journey with a specific destination in mind (for example: going to work, school, home, etc.)
Did you receive a trip with UTS is the last 30 days?
Was the date of your last trip with UTS?
How was this trip scheduled?

1. **You scheduled it yourself through UTS Call Center.**
2. **It was set up for you through an agency**

What was your destination?

- Work
- School
- Medical

Did you arrive to your appointment on time?
On average, how many days a week do you make this trip using UTS?
Choices: First time making this trip; less than one day a week; 1 day a week; 2 days a week; 3 days a week; 4 days a week; 5 days a week; 6 days a week, 7 days a week
Approximately how much time- in minutes- did you spend for the following?

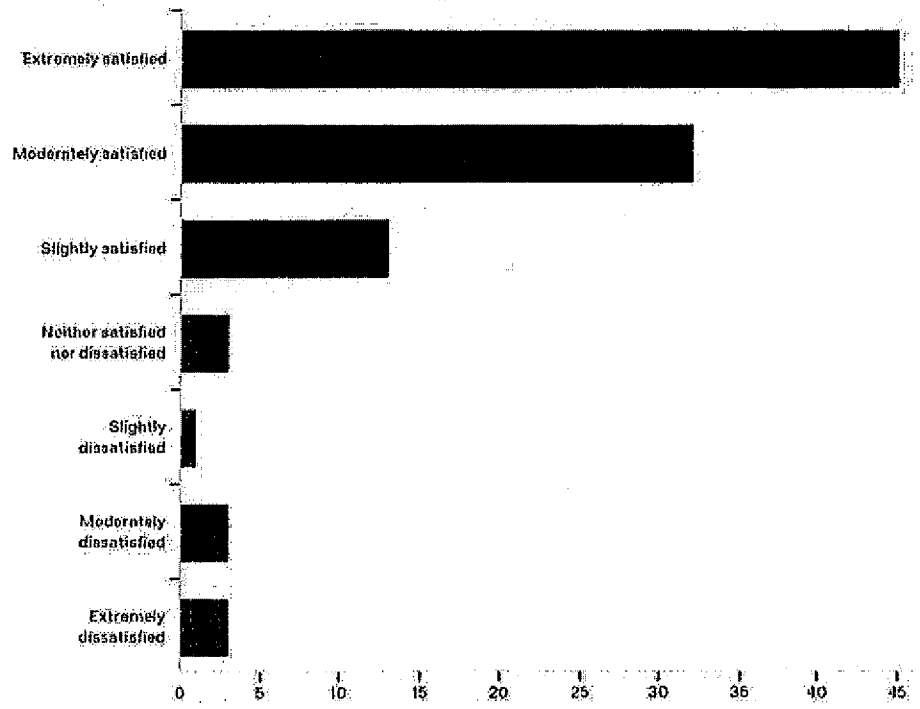
- Time to get to pick-up location:
- Time spent waiting at location for UTS to arrive:
- Time spent on board UTS vehicle:

Was your driver professional and courteous?
For this trip, please rate the following characteristics.

	Unacceptable	*Very Poor*	*Poor*	*Fair*	*Good*	*Very Good*	*Excellent*	*Not Applicable*
Wait time at pick-up location								
Crowdedness								
Vehicle cleanliness								
Speed/travel time								
Real-time communications								
UTS Driver's driving								
UTS Driver's behavior								

How would you rate this trip overall?
Choices: Extremely Dissatisfied; Very dissatisfied; Somewhat dissatisfied; Neutral; Somewhat satisfied; Very satisfied; Extremely satisfied

UTS latest survey results show over 90% of our clients have a favorable impression of our company and service overall.



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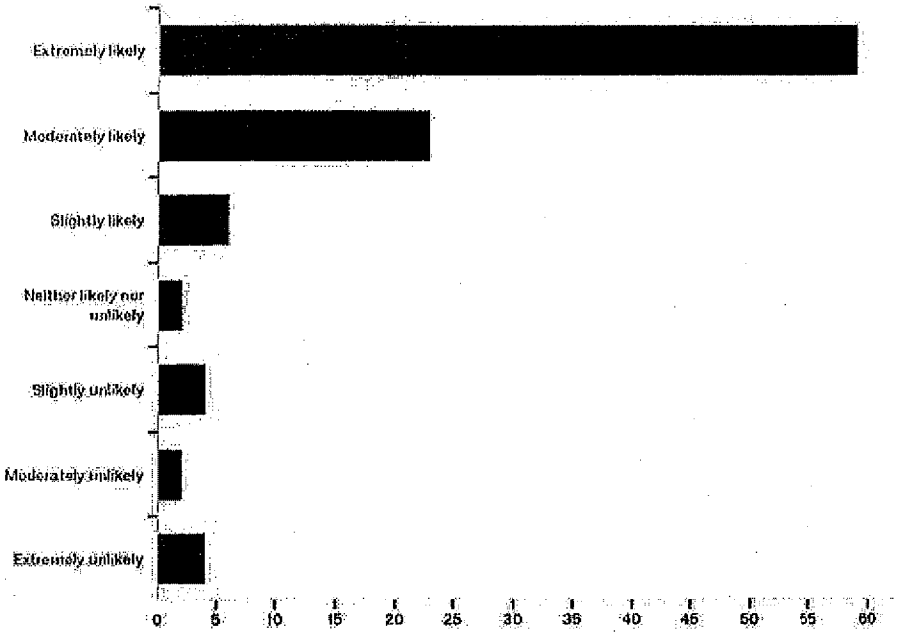
#	Answer	%
1	Extremely satisfied	45.00%
2	Moderately satisfied	32.00%
3	Slightly satisfied	13.00%
4	Neither satisfied nor dissatisfied	3.00%
5	Slightly dissatisfied	1.00%
6	Moderately dissatisfied	3.00%
7	Extremely dissatisfied	3.00%
	Total	100%

When UTS asked consumers if they would recommend UTS to a friend or colleague on a scale of 0 (Extremely Unlikely) to 5 (Extremely Likely), UTS clients overwhelmingly recommended our services



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#	Answer	%
1	Extremely likely	59.00%
2	Moderately likely	23.00%
3	Slightly likely	6.00%
4	Neither likely nor unlikely	2.00%
5	Slightly unlikely	4.00%
6	Moderately unlikely	2.00%
7	Extremely unlikely	4.00%
	Total	100%

2.10. F. Agency's/Company's Brochures - A copy of the Agency's/Company's brochures which describe the services being proposed.

UTS actively markets our services on line at https://www.uts-ohio.com/#our-services

Visit our new and improved website to learn much more about our company and services at www.uts-ohio.com

2.10. G. Federal Programs- Provide a description of the Agency's/Company's experience with federal programs.

None.

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IMAGE 4652

2.11Insurance

Provider agrees to purchase and maintain for the term of this Contract the insurance set forth herein. The cost of all insurance shall be borne by Provider. Insurance shall be purchased from a company licensed to provide insurance in Ohio.

Insurance is to be placed with an insurer provided an A.M. Best rating of no less than A-: VII. Provider shall purchase the following coverage and minimum limits:

1. Commercial general liability insurance policy with coverage contained in the most current Insurance Services Office Occurrence Form CG 00 01 or equivalent, with limits of at least One Million Dollars ($1,000,000.00) per occurrence and Two Million Dollars ($2,000,000.00) in the aggregate and at least One Hundred Thousand Dollars ($100,000.00) coverage in legal liability fire damage. Coverage will include:
    1. Additional insured endorsement;
    2. Product liability;
    3. Blanket contractual liability;
    4. Broad form property damage;
    5. Severability of interests;
    6. Personal injury;
    7. Joint venture as named insured (if applicable); and
    8. Physical abuse and sexual molestation endorsement.

2. Comprehensive business auto liability insurance on any owned, hired and non-owned autos, vehicles, buses and other motor vehicles utilized in the performance of the contract for the direct delivery of transportation (such as, but not limited to "Consumers") with combined single loss limits based on the following:

    A. Motor vehicle with capacity of six (6) or less occupants, including operator, including taxis and handicapped livery vehicles, as defined in City of Cincinnati Ordinance 407-29. Such motor vehicle shall have at least $1,000,000 limit per

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accident.

B. Motor vehicle with capacity of greater than 6 occupants, including operator, including Class A Limousines and Class B Limousines, as defined in City of Cincinnati Ordinance 407-1-L1. Such motor vehicle shall have at least $5,000,000 limit per accident.

Motor vehicle coverage shall include any owned, hired, non-owned autos, vehicles, buses and other motor vehicles utilized in the performance of services under the Contract for the direct delivery of transportation (such as, but not limited to
"Consumers") and provide coverage for Provider's liability to occupants and claimants.
If under the contract, provision of services is provided to Consumers through use of employees' privately-owned vehicles "POV", then the Provider's Business Auto Liability insurance shall sit excess to the employees "POV" insurance and provide coverage above its employee's "POV" coverage. Provider agrees the business auto liability policy will be endorsed to provide this coverage.

3. Umbrella and excess liability insurance policy with limits of at least Two Million Dollars ($2,000,000.00) per occurrence and in the aggregate, above the commercial general and business auto primary policies and containing the following coverage:

a. Additional insured endorsement;

b. Pay on behalf of wording;

c. Concurrency of effective dates with primary;

d. Blanket contractual liability;

e. Punitive damages coverage (where not prohibited by law);

f. Aggregates: apply where applicable in primary;

g. Care, custody and control – follow form primary; and

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h. Drop down feature.

The limits required in this section for General Liability, Business Auto Liability and Umbrella/Excess Liability may also be satisfied by Provider purchasing coverage for the limits specified or by any combination of primary and umbrella limits, so long as the total amount and scope of insurance is not less than the limits specified in General Liability, Business Auto Liability and Umbrella/Excess Liability when added together.

4. Workers' Compensation insurance at the statutory limits required by Ohio Revised Code.

5. The Provider further agrees with the following provisions:

a. All policies, except workers' compensation and professional liability, will endorse
as additional insured the Board of County Commissioners Hamilton County, Ohio and its respective officials, employees, agents, and volunteers and the Hamilton County Department of Job & Family Services, and its respective officials, employees, agents, and volunteers. The additional insured endorsement shall be on an ACORD or ISO form.

b. The certificate of insurance forms will be sent to: Risk Manager, Hamilton County, Room 707, 138 East Court Street, Cincinnati, Ohio 45202; and to HCJFS, Contract Services, 3rd floor, 222 East Central Parkway, Cincinnati, Ohio 45202. The forms must state the following: "Board of County Commissioners, Hamilton County, Ohio and its respective officials, employees, agents, and volunteers Hamilton County Department of Job & Family Services, and its respective officials, employees, agents, and volunteers are endorsed as additional insured as required by the contract on the

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commercial general, business auto and umbrella/excess liability policies."

c. Each policy required by this clause shall be endorsed to state that coverage shall not be canceled or materially changed except after thirty (30) days prior written notice given to: Risk Manager, Hamilton County, Room 707, 138 East Court Street, Cincinnati, Ohio 45202; and to HCJFS, Contract Services, 3rd floor, 222 East Central Parkway, Cincinnati, Ohio 45202.

d. Provider shall provide original insurance certificates demonstrating coverage required by this clause prior to the commencement of this Contract. These original insurance certificates shall be delivered to the Hamilton County Risk Manager and HCJFS, at the locations specified above. Upon request, Provider shall make available certified copies of all required insurance policies, including endorsements and other documentation affecting the coverage required by these specifications.

Failure of HCJFS to demand such certificate or other evidence of full compliance with these insurance requirements or failure of HCJFS to identify a deficiency from evidence provided shall not be construed as a waiver of Provider's obligation to maintain such insurance.

e. Provider shall declare any self-insured retention in excess of $10,000.00 to County pertaining to liability insurance. Provider shall provide a financial
guarantee satisfactory to County and HCJFS guaranteeing payment of losses and related investigations, claims administration and defense expenses for any self-insured retention.

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f. If Provider provides insurance coverage under a "claims-made" basis, Provider shall provide evidence of either of the following for each type of insurance which is provided on a claims-made basis: unlimited extended reporting period coverage which allows for an unlimited period of time to report claims from incidents that occurred after the policy's retroactive date and before the end of the policy period (tail coverage), or; continuous coverage from the original retroactive date of coverage. The original retroactive date of coverage means original effective date of the first claim-made policy issued for a similar coverage while Provider was under contract with the Board of County Commissioners on behalf of HCJFS.

g. Provider will require all insurance policies in any way related to the work and secured and maintained by Provider to include endorsements stating each underwriter will waive all rights of recovery, under subrogation or otherwise, against County and HCJFS.

h. Provider, at its expense, shall replenish all coverage limits immediately upon its insurer's reductions in limits due to claims on the contract or any other agreement. Failure to do so may result in cancellation of the contract at HCJFS' sole discretion. If Provider fails to renew, replace, or replenish the coverages required, the HCJFS may do so on the Provider's behalf and deduct the cost from any amount due to Provider from HCJFS.

i. Provider, County, and HCJFS agree to fully cooperate, participate, and comply with all reasonable requirements and recommendations of the insurers and insurance brokers issuing or arranging for issuance of the policies required here,

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in all areas of safety, insurance program administration, claim reporting and investigating and audit procedures.

j. Provider's insurance coverage shall be primary insurance with respect to County its respective officials, employees, agents, and volunteers and HCJFS and its respective officials, employees, agents, and volunteers. Any insurance maintained by the County or HCJFS shall be excess of Provider's insurance and shall not contribute to it.

2.11. Insurance

UTS agrees to purchase and maintain for the term if this Contract the insurance set forth in this RFP, the cost of all insurance will be borne by UTS, and insurance will be purchased from a company licensed to provide insurance in the Ohio per the requirements listed herein.

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2.12 Indemnification

To the fullest extent permitted by and in compliance with applicable law, UTS agrees to protect, defend, indemnify and hold harmless the Board of County Commissioners of Hamilton County Ohio, and its officials, employees, agents, and volunteers and the Hamilton County Job & Family Services and its officials, employees, agents, and volunteers (the Indemnified Parties) from and against all damages, liability, losses, claims, suits, actions, administrative proceedings, regulatory proceedings/hearings, judgments and expenses, subrogation (of any party involved in the subject of this Contract), attorneys' fees, court costs, defense costs or other injury or damage (collectively "Damages"), whether actual, alleged or threatened, resulting from injury or damages of any kind whatsoever to any business, entity or person (including death), or damage to property (including destruction, loss of, loss of use of resulting without injury damage or destruction) of whatsoever nature, arising out of or incident to in any way, the performance of the terms of this Contract including, without limitation, by UTS, UTS's (s') employees and agents, assigns, and those designated by UTS to perform the work or services encompassed by the Contract. Provider agrees to pay all damages, costs and expenses of the Indemnified Parties in defending any action arising out of the aforementioned acts or omissions.

In addition, UTS agrees to pay all Damages, liabilities, costs and expenses of the Indemnified Parties in defending any action arising regardless of any conflict of interest that may exist between the Indemnified Parties and UTS. In the event UTS fails to defend the Indemnified Parties as set forth in this Paragraph, which may result in a breach of contract, such parties may defend themselves and UTS shall pay all actual costs and expenses for such defense including, but not limited to, judgments, awards, amounts paid in settlement, applicable court costs, witness fees and attorneys' fees. The respective rights and obligations of the parties under this paragraph shall survive the expiration or termination of the Contract for any reason.

EXHIBIT III

TERM JULY 1, 2018 - JUNE 30, 2020

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

HCJFS CONTRACT BUDGET

AGENCY: Universal Transportation Services dba UTS

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IMAGE

07/01/2018 TO 06/30/2020

INDICATE NAME OF SERVICE IN APPROPRIATE COLUMN BELOW

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
A. STAFF SALARIES	462,804.21	0.00	0.00	462,804.21
B. EMPLOYEE PAYROLL TAXES & BENEFITS	89,043.53	0.00	0.00	89,043.53
C. PROFESSIONAL & CONTRACTED SERVICES	14,910.61	0.00	0.00	14,910.61
D. CONSUMABLE SUPPLIES	3,318.28	0.00	0.00	3,318.28
E. OCCUPANCY	3,154.70	0.00	0.00	3,154.70
F. TRAVEL	110,339.54	0.00	0.00	110,339.54
G. INSURANCE	1,063.55	0.00	0.00	1,063.55
H. EQUIPMENT	20,853.95	0.00	0.00	20,853.95
I. MISCELLANEOUS	29,915.43	0.00	0.00	29,915.43
J. PROFIT MARGIN	36,770.19	0.00	0.00	36,770.19
K. SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	772,173.98	0.00	0.00	772,173.98
ALLOCATION OF MGT/INDIRECT COSTS				0.00
TOTAL PROGRAM EXPENSES	772,173.98	0.00	0.00	772,173.98
ESTIMATED TOTAL UNITS OF SERVICE TO BE PROVIDED:	16,340		UNIT = One Way Trip Leg	
TOTAL PROGRAM COST/TOTAL UNITS OF SERVICE = UNIT COST:	$47.26			
TOTAL REVENUE	772,173.98	0.00	0.00	772,173.98

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

A. STAFF SALARIES - Attach Extra Pages for Staff, if needed.

POSITION TITLE	# STAFF	HRS WK	ANNUAL COST	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERVICE	TOTAL EXPENSE
Program Manager	1.00	10.00	14996.80	29,993.60			29,993.60
Safety and Fleet Director	1.00	10.00	9999.60	19,999.20			19,999.20
Training Manager	1.00	10.00	8866.00	17,732.00			17,732.00
Driver Trainer	1.00	10.00	7410.00	14,820.00			14,820.00
Monitor	3.00	39.60	18532.80	37,065.60			37,065.60
CSR Call Center	1.00	40.00	21174.40	42,348.80			42,348.80
Dispatcher	1.00	40.00	31366.40	62,732.80			62,732.80
Scheduler	1.00	10.00	6749.60	13,499.20			13,499.20
Driver	7.00	147.69	103523.70	207,047.41			207,047.41
Administrative Support	1.00	10.00	8782.80	17,565.60			17,565.60
							0.00
							0.00
							0.00
							0.00
							0.00
							0.00
TOTAL SALARIES			231,402.10	462,804.21	0.00	0.00	462,804.21

Salaries Narrative. Describe how each position relates to the service proposed.

Program Manager	Works with all of the operations and support staff to ensure the most appropriate and cost effective resources are used for the program and to ensure smooth functioning of the day to day operations. This individual will spend approximately 25% of their time assigned to the program.
Safety and Fleet Director	Develops and implements the safety plans, directs accident reviews, monitors fleet maintenance operations and ensures compliance with all regulations. This individual will spend approximately 25% of their time assigned to the program.
Training Manager	Develops and implements training plans, trains all vehicle operators, monitors and staff and oversees drug testing and required training certifications. This individual will spend approximately 25% of their time assigned to the program.
Driver Trainer	Assists the Training Manager with initial training and performs on-street training and oversight to ensure operator compliance with all regulations. This individual will spend approximately 25% of their time assigned to the program.
Monitor	We are anticipating using three part-time monitors to meet the program requirements. These individuals will each spend approximately 33% of their time (or 39.6 hours per week in aggregate) providing services under this agreement.
CSR Call Center	To ensure high performance standards to the clients under this contract, we have assigned a dedicated customer service representative in the call center to be responsible for calls from individuals related to this program.
Dispatcher	In order to meet the increased scheduling demands of the contract, we have assigned a dedicated dispatcher to the program. This individual communicates with drivers and monitors daily to create program schedules and routes.
Driver	We are using a rate of $13.48 per hour for drivers because we will be using the most experiences, top performing drivers to perform this contract due to the need to deliver door to door, check IDs at drop off and perform other services that may not always be performed by our drivers. This will ensure we are utilizing only our best drivers for this program. We are also anticipating an increased time (0.94 hours per trip) due to these program requirements as well as the required 15-minute wait time mandated by the agreement.
Administrative Support	This individual provides support to the operations staff coordinating payroll, safety and maintenance responsibilities and will spend approximately 25% of their time assigned to the program.

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TERM JULY 1, 2018 - JUNE 30, 2020

NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
B.PAYROLL TAXES				
FICA 7.65%	35,404.52			35,404.52
WORKER'S COMP. 5.09%	23,556.73			23,556.73
UNEMPLOYMENT 3.26 %	15,087.42			15,087.42
BENEFITS				
RETIREMENT				0.00
HOSPITAL CARE	11,199.86			11,199.86
INCENTIVE SAFETY BONUS	3,794.99			3,794.99
TOTAL EMPLOYEE PAYROLL TAXES & BENEFITS	89,043.53	0.00	0.00	89,043.53

Employee Payroll Taxes & Benefits Narrative.

Payroll taxes are calculated based on the federal and Ohio statutory tax rates and UTS' historical experience as a percentage of wages.

Employee benefits expense is calculated based on UTS' historical expense as a percentage of wages for employees participating in the various benefits programs.

Incentive safety bonus is based on UTS' historical expense as a percentage of wages rewarding both attendance and safety records for employees.

C. PROFESSIONAL FEES & CONTRACTED SERVICES (Indicate type, function perfomed, and estimate of use (hours, days, etc.)	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
CONTRACTED-ACCOUNTING	2,160.30			2,160.30
CONTRACTED-OFFICE SUPPORT	1,863.62			1,863.62
CONTRACTED-PAYROLL	5,587.62			5,587.62
CONTRACTED-COMPUTER SUPPORT	5,299.08			5,299.08
TOTAL PROFESSIONAL FEES & CONTRACTED SERVICES	14,910.61	0.00	0.00	14,910.61

Professional Fees & Contracted Services Narrative

UTS contracts out for various professional services including accounting, office support and billing services, payroll preparation and information services and computer support. These contracted professional services were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
D. CONSUMABLE SUPPLIES				
OFFICE	2,815.99			2,815.99
CLEANING	33.93			33.93
PROGRAM				0.00
TRAINING	468.35			468.35
				0.00
				0.00
TOTAL CONSUMABLE SUPPLIES	3,318.28	0.00	0.00	3,318.28

Consumable Supplies Narrative

Office expense relate to standard office supplies such as paper and printing supplies and postage. Cleaning supplies consist of routine consulamble supplied and training materials consist of information provided in orientation and driver training. These expenses were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
E. OCCUPANCY COSTS				
RENTAL @ PER SQ. FT.	1,883.85			1,883.85
USAGE ALLOWANCE OF BLDG. OWNED @2% OF ORIG. ACQUISITION COST				0.00
MAINTENANCE & REPAIRS	125.06			125.06
UTILITIES (MAY BE INCLUDED IN RENT) HEAT & ELECTRICITY WATER				0.00
TELEPHONE	623.67			623.67
JANITORIAL	522.12			522.12
				0.00
				0.00
TOTAL OCCUPANCY COSTS	3,154.70	0.00	0.00	3,154.70

Occupancy Costs Narrative

UTS rents space for its operations and for the parting area for UTS vehicles which includes basic utilities. The maintenance and repairs, telephone and janitorial expense relates to costs for these individual services at the UTS offices. These expenses were apportioned to the program based on UTS' historical cost per trip for these services multiplied by the number of projected trips under the program contract.

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
F.TRAVEL COSTS				
GASOLINE & OIL	45,698.47			45,698.47
VEHICLE REPAIR	31,660.50			31,660.50
VEHICLE LICENSE				0.00
VEHICLE INSURANCE	32,980.57			32,980.57
OTHER (PARKING)				0.00
MILEAGE REIMBURSE.@ PER MILE				0.00
CONFERENCES & MEETINGS, ETC.				0.00
PURCHASED TRANSPORTATION				0.00
TOTAL TRAVEL COSTS	110,339.54	0.00	0.00	110,339.54

Travel Costs Narrative

The travel costs consist of the fuel cost, vehicle repair and maintenance cost and auto liability cost for the UTS vehicles attributed to this contract. These amounts are based on UTS' historical cost per trip multiplied by the number of expected trips attributable to the program. UTS will use its own vehicles and employees to perform the trips and anticipates no purchased transportation services.

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
G. INSURANCE COSTS				
LIABILITY	1,063.55			1,063.55
PROPERTY				0.00
ACCIDENT				0.00
OTHER				0.00
TOTAL INSURANCE COSTS	1,063.55	0.00	0.00	1,063.55

Insurance Costs Narrative

Liability insurance represents expense not directly related to the automobile liability, including general liability and sexual molestation policies attributed to the program, based on UTS' historical cost per trip for these services multiplied by the number of expected trips attributable to the program.

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SERV	TOTAL EXPENSE
II.EQUIPMENT COSTS				
SMALL EQUIPMENT (items costing under $5,000.00, which are to be purchased during budget period should be listed)				
				0.00
				0.00
				0.00
TOTAL SMALL EQUIPMENT COSTS	0.00	0.00	0.00	0.00
EQUIPMENT MAINTENANCE & REPAIR (DETAIL)				0.00
				0.00
				0.00
				0.00
TOTAL EQUIPMENT & REPAIR	0.00	0.00	0.00	0.00
TRANSPORTATION VEHICLES	18,283.92			
OFFICE COPIERS AND COMPUTER EQUIP	622.00			622.00
				0.00
				0.00
TOTAL LEASE COSTS	18,905.92	0.00	0.00	622.00
TOTAL COST DEPRECIATION OF LARGE EQUIPMENT ITEMS (detail on page 7)	1,948.03	0.00	0.00	1,948.03
TOTAL EQUIPMENT COSTS	20,853.95	0.00	0.00	2,570.03

Total Equipment Costs Narrative (Small Equipment, Equipment Maintenance & Repair, Equipment Lease, Equipment Depreciation)

Lease costs have been included for transportation vehicles to be used under the program. The lease cost represents the UTS' historical lease cost per trip for these vehicles multiplied by the number of projected trips under the program contract. The lease expense for office copiers and computer has also been allocated to the program based on a historical cost per trip. Depreciation expense has been included only for the period covered by the contract.

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

LARGE EQUIPMENT DEPRECIATION COSTS

Any individual equipment item costing $5,000 or more at time of purchase may be included in the budget and must be depreciated. The exception to the "individual equipment item" is for computer components which are purchased as a group, i.e. hard drive, monitor, keyboard, printer, etc. If the total cost for all the components is $5,000 or greater, the equipment must be depreciated. Any item which was full depreciated on the agency's books prior to the beginning date of the contract may not be used as a basis for determining costs of the program proposed for a contract, even though that item of equipment is used by the program. Any items of equipment used by the Management and Indirect activities of the Agency for which costs are included in this budget must also be itemized on this sheet. If needed, extra copies may be made and numbered 7A, 7B, & 7C.

ITEM(S) TO BE DEPRECIATED	NEW OR USED	DATE OF PURCHASE	TOTAL ACTUAL COST	SALVAGE VALUE	TOTAL TO DEPRECIATE	USEFUL LIFE	CHARGEABLE ANNUAL DEPRECIATION	*PERCENT USED BY CONTRACT PROGRAM	AMOUNT CHARGED TO CONTRACT PROGRAM	WHICH CONTRACTED PROGRAM
Computer Equipment		07/21/2017	10,000.00	0.00	10,000.00	5	2,000.00	3.14%	62.84	
Novus Software		07/21/2017	300,000.00	0.00	300,000.00	5	60,000.00	3.14%	1,885.19	
Total			310,000.00		310,000.00		62,000.00		1,948.03	

* Enter as a decimal.

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IMAGE 4868

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
I. MISCELLANEOUS COSTS				
COMMUNICATION	6,218.32			6,218.32
INTEREST EXPENSE ON EQUIP & WORKING CAP	6,523.04			6,523.04
LICENSES & PERMITS	1,345.08			1,345.08
PRE-EMPLOYMENT SCREENING	2,195.78			2,195.78
RECRUITING	1,545.42			1,545.42
SOFTWARE - QUALTRICS CUSTOMER SURVEYS	833.85			833.85
SOFTWARE - NOVUS MAINTENANCE	5,601.02			5,601.02
SOFTWARE - VIEWPOINT NOTIFICATION	4,731.98			4,731.98
TRAINING OF UNHIRED DRIVERS	330.92			330.92
UNIFORMS	590.01			590.01
				0.00
				0.00
				0.00
TOTAL MISCELLANEOUS COSTS	29,915.43	0.00	0.00	29,915.43
J. PROFIT MARGIN (For profit entities only)	36,770.19			36,770.19
K SUB-TOTAL OF EXPENSES BEFORE MGMT INDIRECT ALLOCATION	772,173.98	0.00	0.00	753,890.07

Miscellaneous Costs Narrative.

The various miscellaneous cost categiries included have been allocated based on UTS' historical cost per trip multiplied by the number of projected trips attributable to the program. These expenses include software maintenance expense for the Qualitics customer survey system, providing client feedback regarding customer satisfaction, Novus scheduling and routing systems and Viewpoint notification software providing client notification of scheduling and vehicle arrival times in real time.

A rationale or basis for the allocation of Mgmt Indirect cost which details how the amount charged to the proposed service was determined must be included. Some agencies allocate these types of costs on staff salaries, total personnel costs, total direct cost of service proposed, and/or time studies. Records substantiating development of the means of these costs must be provided with your budget submittal and also maintained by your agency.

Mgmt/Indirect Cost Narrative.

UTS has not allocated any additional management or overhead expenses to thee contract. The contract will be performed by the direct employees and resources included in the direct cost summery.

Profit Margin Narrative (for profit entities only).

UTS has included a profit margin of 5% for this contract. This profit margin takes into consideraton the ratre of relum on equity capital as well as the operational risk under the contract. Based on the volume of trips under the contract and our existing presence in Hamilton county, UTS is pleased to be able to perform this contract with our existing resources without any significant start up expenses and, as a result, are able to offer these services at a lower rate. While we realize that the additional two-year extensions under the contract are at the sole option of Hamilton County Department of Jobs & Family Services, we are anticipating we will perform this contract under the initial two-year term as well as both option periods allowing us to look at these expenses over a longer period of time.

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

REVENUES BY PROGRAM/SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL REVENUES
A. GOVERNMENTAL AGENCY FUNDING (specify agency & type)				
HAMILTON COUNTY JOBS & FAMILY SERVICES	772,173.98			772,173.98
				0.00
B.OTHER FUNDING				0.00
FEES FROM CLIENTS				0.00
CONTRIBUTIONS				0.00
				0.00
				0.00
				0.00
AWARDS & GRANTS				0.00
				0.00
OTHER (specify)				0.00
				0.00
TOTAL REVENUE	772,173.98	0.00	0.00	772,173.98

Revenue Narrative

The revenue reported under this contract is entirely fee for service revenue from the Hamilton County Jobs and Family Services base on the per-trip rate multiplied by the number of completed trips under the agreement.

EXHIBIT IV

TRANSPORTATION SERVICES PROCEDURAL MEMO

TSPM #:	011-C	**OAC Reference:**	5160-15-11
Effective Date:	Immediately	**COA Reference:**	None
Approved By:	Judy Leonard	**Cross Reference:**	TS Procedural Memo #002, 007, County Transportation Plan
Approval Date:	12/27/17	**Obsoletes:**	NET Policy Memo 011-A, TSPM 011-B

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IMAGE 4610

No Responsible Party at Home

Background

This memo establishes guidelines for instances in which a minor child using NET/Non-NET transport is unable to be dropped off at home, as a responsible adult is not present to receive the child. A responsible adult is defined through the consent and requisition process. The consent is completed by the parent/guardian and, when applicable, by the Children's Services caseworker.

Consent, Requisition and Alternative Drop Offs

Prior to authorizing Non-Emergency Transportation (NET) and Non-NET Transportation Services for minor children, the parent/guardian or Children's Services worker (on custody cases) must:

- Complete and sign an HCJFS 3305 – Transportation Services Consent Form to:
  - Authorize the use of transport; and
  - Confirm the parent or guardian understands the transportation rules and the procedures to be followed by the driver if a responsible adult is not home at the time of the drop off.

The consent form provides multiple options for listing alternative drop off names, addresses and phone #'s for those times that the parent/guardian cannot be at home for the drop off. All individuals listed on the consent must be 18 or older. The expectation is that all are made aware they are listed on the consent and agree to serve as an alternative drop off.

The alternative drop off cannot be a library, recreation center, etc. in which there is no party available to complete a legal transfer of custody. We do not transport to the parent/guardian's place of work.

Ongoing **planned** alternative drop off names and locations are provided through the requisition for services. As well, the caseworker (in custody cases) lists pre-authorized individuals on the requisition.

No Responsible Adult to Receive Child

If no responsible party is available at the time of the child's drop-off, the transportation provider will attempt to reach the following parties in the order listed below :

- Parent/guardian by phone
- All alternate phone numbers listed for the parent/guardian or other caregivers authorized to receive the child in lieu of the parent/guardian
- Emergency contact for the site, if this is a Day Treatment (DT)/Partial Hospitalization (PH) transport
- 241-KIDS and the NET Supervisor or Section Chief (within one hour as a critical incident)

The transportation provider will advise the parent/guardian of the steps taken and the drop off location of the child. An HCJFS 3303 – Transportation Incident Report will be submitted within 24 hours to Transportation Services and the DT/PH facility.

Suspension and/or Termination of Contracted Services

Cab/van transportation may be suspended if there are **three** occasions within a school year in which no responsible party is home for the return of the child. In the case of suspended cab/van service, Transportation Services will request that the caseworker and/or the DT/PH site staff develop workable solutions with the parent/guardian to restore service. Additional infractions, occurring after restoration of services, may result in termination of cab/van services.

Transportation Services may:

- Suspend the child from cab/van transportation (until the parties named above provide a workable solution to have a responsible party present upon the child's arrival);
- Assess eligibility for mileage reimbursement or bus tokens/passes (for both child and adult) for subsequent transportation needs

Prior to suspending cab/van service, the Transportation Services Supervisor will notify the Children's Services worker/supervisor of the proposed suspension and change in transportation mode for any children in HCJFS custody.

Waiver for 13-17 Year Old Youth

A parent/legal guardian may request waiver of the drop off which would allow the contracted vendor to drop off youth, ages 13-17, at home with no adult present. The waiver is initiated by the parent/legal guardian who must complete the waiver in the presence of a staff member of the DT/PH location requesting transportation for the child. The staff member must also sign the waiver as a witness to the signature. If the youth is in the custody of HCJFS, no witness signature is required at the DT/PH location. The signature of the caseworker will be obtained internally.

The waiver is sent to TransportationServices@jfs.hamilton-co.org. The waiver is scanned to the OnBase document imaging system and emailed to the contracted vendor with notification of an effective date no later than five days from the date of receipt.

This waiver applies only to the child in question. This does not apply to siblings under the age of thirteen (13). A minor child cannot serve as the responsible adult for the siblings.

The HCJFS 3305 – Transportation Services Consent Form is still required for the child, as the consent also includes emergency contacts and signature of the parent/legal guardian indicate acceptance of the terms of behavior on van transport.

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EXHIBIT V

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NAME OF CONTRACT PROGRAM: FAMILY & CHILDREN'S SERVICES

EXPENSES BY PROGRAM SERVICES	FAMILY & CHILDREN'S SERVICES	MGMT INDIRECT	OTHER DIRECT SER	TOTAL EXPENSE
EXCESS MILEAGE COST CALCULATION				
DRIVER SALARIES (PAGE 2)	207,047.41			207,047.41
PAYROLL TAXES - FICA 7.65%	15,839.13			15,839.13
PAYROLL TAXES - WORKER'S COMP. 5.09%	10,538.71			10,538.71
PAYROLL TAXES - UNEMPLOYMENT 3.26 %	6,749.75			6,749.75
BENEFITS - HOSPITAL CARE 2.42%	5,010.55			5,010.55
BENEFITS - INCENTIVE SAFETY BONUS 0.82%	1,697.79			1,697.79
GASOLINE & OIL (PAGE 5)	45,698.47			45,698.47
VEHICLE REPAIR (PAGE 5)	31,660.50			31,660.50
LEASE COST - TRANSPORTATION VEHICLES (PAGE 6)	18,283.92			18,283.92
TOTAL INCREMENTAL TRANSPORTATION COST	342,526.22			342,526.22
TOTAL NUMBER OF TRIPS	16,340.00			16,340.00
AVERAGE MILES PER TRIP	10.6			10.6
ESTIMATED PROGRAM MILEAGE	173,204.00			173,204.00
INCREMENTAL TRANSPORTATION COST PER MILE	1.98			1.98
ESTIMATED NUMBER OF TRIPS EXCEEDING 25 MILES	100			100
ESTIMATED MILEAGE PER TRIP > 25 MILES	75.0			75.0
INCREMENTAL TRANSPORTATION COST PER MILE	1.98			1.98
TOTAL EXCESS MILEAGE COST	14,850.00	0.00	0.00	14,850.00

Addendum Narrative.

UTS is proposing to include a stop-loss provision to include reimbursement for excess mileage for trips of greater than 25 miles. Between July 2016 and June June 2017 there were approximately 30 trips outside of the Greater Cincinnati area. Hamilton County Job & Family Services anticipates this number will increase with the removal of the 125 mile radius restriction on travel in the current contract. UTS is proposing to be reimbursed their incremental cost for trips exceeding 25 miles during the contract period. The direct incremental costs include driver salaries and benefits, gasoline and oil, repairs and maintenance and vehicle lease costs. These amounts have been accumulated from the attached budget schedules and divided by UTS' anticipated mileage per trip based on historical information to arrive at an incremental cost per mile which we are proposing for the contract period for mileage in excess of 25 miles per trip. This stop loss provisions ensures UTS is reimbursed its incremental cost for trips with a distance significantly outside of the normal service distance. In order to estimate the two-year program cost, we assumed an average trip length of 100 miles for trips that exceed the 25 mile threshold (where the excess 75 miles is reimbursed in addition to the base trip rate) and a volume of 100 trips for the contract period, which represents a 67% increase over the current number of trips as provided by the Hamilton County Job & Family Services in Addendum #3 to the RFP.

EXHIBIT VI

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IMAGE 4873

For the purposes of this RFP, "unallowable" program costs (detailed list is located in 2 CFR Part 200 Subpart E) include:

1. cost of equipment or facilities procured under a lease-purchase arrangement unless it is applicable to the cost of ownership such as depreciation, utilities, maintenance and repair;
2. bad debt or losses arising from uncorrectable accounts and other claims and related costs;
3. contributions to a contingency(ies) reserve or any similar provision for unforeseen events;
4. contributions, donations or any outlay of cash with no prospective benefit to the facility or program;
5. entertainment costs for amusements, social activities and related costs for staff only;
6. costs of alcoholic beverages;
7. goods or services for personal use;
8. fines, penalties or mischarging costs resulting from violations of, or failure to comply with, laws and regulations;
9. gains and losses on disposition or impairment of depreciable or capital assets;
10. cost of depreciation on idle facilities, except when necessary to meet Contract demands;
11. costs incurred for interest on borrowed capital or the use of a governmental unit's own funds, except as provided in OAC 5101:2-47-25(n);
12. losses on other Contracts';
13. organizational costs such as incorporation, fees to attorneys, accountants and brokers in connection with establishment or reorganization;
14. costs related to legal and other proceedings;
15. goodwill;
16. asset valuations resulting from business combinations;
17. legislative lobbying costs;
18. cost of organized fund raising;
19. cost of investment counsel and staff and similar expenses incurred solely to enhance income from investments;
20. any costs specifically subsidized by federal monies with the exception of federal funds authorized by federal law to be used to match other federal funds;

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21. advertising costs with the exception of service-related recruitment needs, procurement of scarce items and disposal of scrap and surplus;
22. cost of insurance on the life of any officer or employee for which the facility is beneficiary;
23. major losses incurred through the lack of available insurance coverage; and
24. cost of prohibited activities from section 501(c)(3) of the Internal Revenue Code.

If there is a dispute regarding whether a certain item of cost is allowable, HCJFS' decision is final.