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**ADDENDUM # 2**

March 23, 2016

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

To All Registered Providers:

**1. Question:**

Would HCFJS consider moving the due date from RFP# SB01-15R to March? The Children’s Services RFP.

Answer: No

**2. Question:**

- a. What % of trips require a monitor?
- b. What is the current price per trip?

Answer:

- a. Not available
- b. \$31.23 per leg

**4. Can you provide the current pricing for all services outlined in the RFP?**

Answer: See answer to question # 2

**3. Question:**

What is the current trip rate?

Answer: See answer to question #2, b

Adult Services/421-LIFE • Cash Assistance • Child Care Services  
Child Support Services • Children’s Services/241-KIDS • Employment and Training  
Food Stamps • Medicaid •



**4. Question:**

What is the age range of children to be transported?

Answer: Newborn to 18 years of age

**5. Question:**

What is the youngest age?

Answer: Newborn

**6. Question:**

How many vehicles and drivers currently perform this work?

Answer:

Fleet of 80 vehicles, 8 full time and 53 part time drivers, and 1 full time and 28 part time monitors. These resources are shared amongst the Children's Services program and other HCJFS services, so it is not possible to separate the information.

**7. Question:**

How many vehicles are currently used to deliver the services?

Answer: See answer to question # 6

**8. Question:**

How many trips run per day?

Answer: Please refer to Attachment A which contains weekly data in Excel format.

**9. Question:**

What company currently performs the work?

Answer: Ride Right

**10. Question:**

Who currently runs the services?

Answer: See answer to #9

**11. Question**

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

Answer: Yes- as an exception to the rule

**12. Question:**

Can a Provider submit a bid contingent on being awarded RFP SB01-15R

Answer: No

**13. Question:**

If driver has required background checks, and changes Companies, is there a need for another check?

Answer: Yes.

**14. Question:**

Please provide the current call volume, broken down by weekday, Saturday and Sunday to include hourly levels if possible.

- a. Can you provide details of calls related to this transportation program; statistics such as;
  - a. Number of calls per month
  - b. How many reservation calls
  - c. How many cancellation calls
  - d. How many 'where's my ride' calls
  - b. Call length per call type
  - e. Length of reservation calls
  - f. Length of cancellation calls
  - g. Length of 'where's my ride' calls

Answer:

- a. Calls are received by multiple parties (HCJFS, Provider – multiple functions)
- b. Requisitions are received and authorized by HCJFS based on electronic submissions, not calls
- c. Call volume at this level of detail is not available. Cancellations are received by HCJFS and Provider. HCJFS does not capture call "type" requested.

- d. Call volume at this level of detail is not available. "Where's my ride" calls are received by HCJFS and Provider. HCJFS does not capture call "type" requested.
- e. Call length at this level of detail is not available. Not provided
- f. Call length at this level of detail is not available. Not provided
- g. Call length at this level of detail is not available. Not provided

**15. Question:**

Can you please provided details regarding monthly trip data, including;

- a. Number of trips per month that require a monitor
- b. Number of trips per month that require two monitors
- c. Number of trips per month that are completed by a sub-contractor

Answer:

- a. 95% of trips per month require a monitor. Any trip scheduled with more than one child on a van requires a monitor.
- b. None
- c. None, trips must be done by Provider, no subcontracts for this service

**16. Question:**

Please provide a listing of the positions, and corresponding number of FTE for each position, currently provided by the contractor for this operation. Please indicate whether these positions are 100% dedicated to this contract.

Answer: No staff are not dedicated to this contract.

**17. Question:**

Will the provider need to arrange for Emergency Room discharge trips outside the 4am – 10pm window?

Answer: Not applicable to RFP SB-01-16

**18. Question:**

In instances of urgent transportation need, is the ability to utilize a taxi partner an option?

Answer: No

**19. Question:**

Can you provide a one week sample of daily trip log, in Excel format?

Answer: Attachment A

**20. Question:**

How many round trips are scheduled and how many round trips are will call?

Answer: All round trips are scheduled; none are will call.

**21. Questions:**

Section 1.2 Scope of Service, 1. HCJFS shall provide Provider with trip specific service authorizations...

- a. Would you confirm that all trips are authorized trip-by-trip?
- b. Does a round-trip receive two trip authorizations – one for each leg of the trip?
- c. Are any subscription trips approved – for example for recurring trips for dialysis?

Answer:

- a. All trips are authorized by at the trip leg level with a unique trip and leg identification number.
- b. See a.
- c. Yes, on a monthly basis from the visitation provider. No dialysis is in this contract.

**22. Question:**

Section 1.2 Scope of Service 1. An authorization for service will be transferred electronically and encrypted to Provider, who shall then schedule and provide the service.

Is this transfer done via the FTP or via email, fax?

Answer: FTP

**23. Question:**

Section 1.2 Scope of Service, 2. Authorizations shall be made a minimum of 2 days prior to trip:

- a. How far ahead can be trips be authorized?
- b. Are any long-term authorizations made – for example are a series to trips authorized for a number or weeks or months for such services as trips to Dialysis?

Answer:

- a. Trips are authorized any time after the 20<sup>th</sup> of the previous month for the current month. Trips can be authorized within the current month as long as two business day rule is met.
- b. Trip authorizations are limited to a calendar month. Includes requisitions from caseworkers and external authorized requestors.

**24. Question:**

Section 1.2 Scope of Services 4. In cases where more than one minor Consumer not in a sibling set is traveling without an adult, the Provider must provide a monitor, in addition to the driver

- a. How many trips are performed on this basis?
- b. Are these trips allowed to be invoiced on a different basis?

Answer:

- a. See question 15.
- b. No

**25. Question:**

Section 1.2 Scope of Service, Part 15, Page 9. Daily trip sheet needs to include consumer name and signature as well as the driver's name and signature.

Is a device, such as a tablet that can capture a signature electronically acceptable to accommodate this requirement?

Answer: Yes

**26. Question:**

Section 1.2 Scope of Service, 17. A Consumer will not ride longer than (75) minutes per leg:

- a. Does the County have a mileage calculation as part of this determination?
- b. What are the geographic boundaries for "Greater Cincinnati Area?"
- c. Would the I-275 loop broadly define the boundaries?
- d. Are post-authorizations possible in instances of unforeseen conditions such as a traffic-accident that causes significant delays?

Answer:

- a. No
- b. 125 mile radius of HCJFS (222 East Central Parkway, Cincinnati, Ohio)
- c. See b.
- d. No

**27. Question:**

Section 1.2 Scope of Service, 20. Local all service-related records.

Will the HCJFS consider non-local storage of documents for some or all of the 6-year requirement in instances where the Provider has a well-established relationship with a firm specializing in document storage and where document retrieval is timely and efficient?

Answer: No

**28. Question:**

Section 1.2.2. Service Components, 2. Provider shall dedicate an employee(s) to respond to non-medical emergencies....:

May the employee dedicated to this task also have other work functions or is the intention of this section to create a position that solely works on non-medical emergencies? For example, may an employee dedicated to this task also serve as a dispatcher/scheduler?

Answer: Yes

**29. Questions:**

Section 1.3 Qualifications A. Citizenship.

Can an individual with a student visa be hired for work required under this solicitation?

Answer: No

**30. Question:**

Section 1.3 Qualifications, 3.

Would HCJFS consider the following language for Sec. 1.3. 4(a) on p. 15?

“Provider shall ensure that HCJFS may receive a summary of status of records for every above described individual and may inspect, at Provider’s offices on prior notice, during business hours, personnel files to the extent the contents are not protected by privacy laws, and for the sole purpose of assuring compliance with contract terms.”

Answer: No

**31. Question:**

Section 1.3 Qualifications, 7. Qualifications, a.

May drivers be licensed in OH, KY, or IN?

Answer:

Yes as long the driver meets the requirements of the ORC and OAC for the type of vehicle driven and records are available for review.

**32. Question:**

Section 1.3. Technology Requirements, Vehicles and Equipment Requirements.  
How long would HCJFS want to store the footage? Are we able to re-write or destroy memory after how many days/weeks?

Answer:

Files should be uploaded to a secure server when storage space on the equipment reaches capacity. Any data deemed significant must be deleted only on the authorization of the general manager. 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.

**33. Question:**

Section 1.3.1 Vehicles and Equipment Requirements. 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).

- a. Is a cell phone with handsfree capabilities used by the driver exempt from this?
- b. If prohibited by Consumer(s), what enforcement procedures are to be utilized?
- c. Is there a current policy in place, if so, can you provide a copy?
- d. Is there a preferred policy you would like to have in place?
- e. May such a policy include removing the device from the passenger until completion of trip?

Answer:

- a. No.
- b. This should be reported through the Incident Report process.
- c. Yes.
- d. No.
- e. No.



**34. Question:**

Section 1.3.1 Vehicles and Equipment Requirements.

Would HCJFS consider adding the following language to this section?

“In the event that HCJFS or any governmental agency imposes additional equipment requirements other than those set forth in the RFP on Provider’s vehicles during the term of this Agreement, which are specific requirements for the operation of this contract or immediate installation is required for continuing operation of the vehicles, Provider and HCJFS shall negotiate in good faith concerning price increases applicable to such equipment installation and any associated increase in vehicle maintenance costs.”

Answer: No

**35. Question:**

Section 1.4.1 Monthly Staffing Report.

Is this report to cover both the Provider and any subcontractors, or the Provider only?

Answer: Provider only, as this contract has no subcontractors

**36. Question:**

Section 1.4.2 Records of Vehicle Inspection.

Is this report to cover both the Provider and any subcontractors, or the Provider only?

Answer: Provider only, as this contract has no subcontractors

**37. Question:**

Section 1.4.2 Records of Vehicle Inspection.

Are electronic vehicle inspections reports acceptable to satisfy the requirements of this section?

Answer: Yes

**38. Question:**

Trip Data questions:

- a. Please provide the number of reimbursable trips performed by:
  - a. Day of the week – total trips on average
  - b. Hour of day
  - c. Total trips per month –
    1. Scheduled and performed
  - d. Total miles and live miles driven by trip (live miles representing the time a passenger is on a vehicle)
  - e. The average amount of time spent and miles driven per tip
  - f. Total number of authorized passengers transported per day

1. Average number of passengers transported per vehicle hour (productivity)
2. In order for proposers to price correctly, please provide a listing of actual trips by day for a four week period, if possible. Please provide in an electronic or excel format which will allow proposers to properly gauge miles, hours and staffing.
3. Please provide /confirm the estimated number of trips that all proposers should use for developing pricing.

Answer:

- a. Please refer to Attachment A which contains weekly data in Excel format.
- b. Please refer to Attachment A which contains weekly data in Excel format.
- c. For January, we scheduled 1,279 trips and performed 790 trips.
- d. Because these trips are performed in combination with other services for HCJFS, it is not possible to provide this data specific to the Family & Children Services Program.
- e. Because these trips are performed in combination with other services for HCJFS, it is not possible to provide this data specific to the Family & Children Services Program.
- f.
  1. Because these trips are performed in combination with other services for HCJFS, it is not possible to provide productivity specific to the Family & Children Services Program.
  2. Please refer to Attachment A which contains weekly data in Excel format.
  3. HCJFS will not provide a specific estimated number of trips that all proposers should use for developing pricing.

**39. Question:**

Please describe how approved trips are sent to the provider in order for schedules to be completed.

- a. Are all trips sent five days in advance?
- b. Are there any on board electronic tablets or other systems currently on vehicles used to verify trips performed? If no, is this done on hard copy trip sheets?
- c. Please confirm the number of additional equipment, such as car seats or booster seats, are currently required for providing service.

Answer:

Trip requests come to HCJFS via paper/electronic submissions. All authorized trips are entered into the HCJFS transportation database and put out 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.

- a. No

- b. Yes
- c. Each of the contractor's 80 vans is equipped with 5 booster seats. In addition, the contractor has 115 car seats other than booster seats.

**40. Question:**

Section 1.3.1, - Per the RFP: "It is preferred that the Provider utilize cameras in vehicles involving the group 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. Provider's use of a vehicle camera shall be prominently displayed on the interior or exterior of the vehicle."

- a. Please indicate the total number of vehicles that currently provide these services discussed in RFP which have cameras installed.
- b. Please describe the current make and model of the camera system that is used by the service provider(s).
- c. Currently, installs DriveCam (an event triggered device that records sudden stops, aggressive turning, or accidents) on all vehicles in order to manage unsafe driving habits and minimize accidents. On board incidents are also recorded with a manual activation. Intends to provide these cameras on all vehicles. Please confirm that this camera system meets the RFP outline.
- d. Section 1.3.1 indicates the camera system is "preferred." Should this read required?

Answer:

- a. Cameras are currently installed on 80 vehicles.
- b. Idrive D4 Mobile DVR Units
- c. This response also relates do d. While accident prevention and driver habits are of great concern, the original intent was to provide a video/audio record of behavior on the van, including the driver's behavior. Complaints regarding inappropriate interaction between the driver/monitor and a minor are a key consideration for HCJFS. Manual activation by the driver may not meet this consideration.
- d. Preferred

**41. Question:**

Please provide copies of dispatch sheets for a seven (7) day period for both the prime contractor.

Answer: Please refer to Attachment A which contains weekly data in Excel format.

**42. Question:**

For the purposes of insurance and wage costing, please provide the current revenue miles and revenue hours; current total miles and total hours; and current deadhead miles and deadhead hours for the provision of these services .

Answer:

Because these trips are performed in combination with other services for HCJFS, it is not possible to provide this data specific to the Family & Children Services Program.

**43. Question:**

Please provide a copy of the current pull out times and return to yard times for each route.

Answer:

Because these trips are performed in combination with other services for HCJFS, it is not possible to provide this data specific to the Family & Children Services Program.

**44. Question:**

RFP page, 25, Please confirm that for large corporations that can provide audited financial statements, that federal income tax returns are not required.

Answer: A for profit corporation is required to submit 2 most recent year's tax returns.

**45. Question:**

Please verify if trips performed for RFP# SB01-16R can be or are combined with Trips performed servicing RFP SB01-15R by the Primary contractor.

Answer: No

**46. Question:**

Currently the Prime contractor for SB01-15R has the contract for SB01-16R, please confirm that proposers can bid SB01-16R with the qualification of an award for SB01-15R, due to the small size of SB01-16R, in order to provide optimal pricing and oversight to HCJ&FS.

Answer: No such qualifications can be placed on the awarding of either contract

