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**ADDENDUM # 8**

March 17, 2016

RFP# SB01-15R – Transportation for Non- Emergency Medicaid, Pregnancy Related & Healthchek Services

To All Registered Providers:

**1. Question:**

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

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
- e. Call length per call type
- f. Length of reservation calls
- g. Length of cancellation calls
- h. Length of 'where's my ride' calls

Answer:

- a. Calls are received by multiple parties (HCJFS, Provider – multiple functions)
- b. In 2015, 85,003 calls came into the HCJFS Call Center. This represents total call volume for all call types coming into HCJFS Transportation Services only. Only



HCJFS can authorize request for service.

- 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

**2. Question:**

Would HCJFS be willing to determine projected annual trips totals for each service type for the purpose of developing a budget with comparable unit rates? For example: is it accurate to assume that because the total contract amount annually is \$11,000,000 and the current trip rate is 31.23 per leg the total trips would be as follows:

Total Trips	352,225
Group Trips (48%)	169,069
NET	183,156
And additional annual trips for PRS	
PRS (actual percentage TBD)	7,000
Grand Total Trips	359,255

Answer:

We do not project trip information but the following information is provided to assist in developing a budget with comparable trip rates. The following shows the actual reimbursement by Calendar Year for NET & PRS.

Year	NET	PRS
2012	\$ 4,647,255	\$121,167
2013	\$ 9,468,822	\$246,207
2014	\$10,097,109	\$122,531
2015	\$ 8,725,974	\$ 69,393

### **3. Question**

Section 1.2 Scope of Services H. Provider shall provide an additional driver/monitor at the request of HCJFS, in some very limited circumstances, based on risk to other riders and/or group transportation of children under eight (8) years old who are unaccompanied by an adult.

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

Answer:

- a. The number of children assigned a monitor on an individual basis has averaged eight (8) at any given time over the past 6 months. Based on a round trip with a five day/week program, the average trips per week is 80.
- b. No

### **4. Question:**

Section 1.2 Scope of Service R. Local document storage.

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

### **5. Question:**

Section 1.2.1 Population A. – 48% trips for minor Consumers:

Please describe any current or historical experiences with minor Consumer elopement during the course of NEMT transportation and the efforts taken to ensure elopement attempts are minimized.

Answer:

Unauthorized exits from a vehicle are recorded by the Provider as a critical incident and must be reported to the Transportation Services Supervisor/Section Chief within one hour with a written report within 24 hours. Report is copied to the requestor of the service. Repeat occurrences may result in suspension from cab/van service.

**6. Question:**

Section 1.2.2 Service Components D. Provider shall pick up and drop off Consumers only at locations authorized by HCJFS.

- a. How often does the list of authorized locations change, and in the event of changes, how are updates communicated to the Transportation Provider?
- b. If a trip authorization comes through for a location not on the list, is the trip to be performed or not?
- c. What mechanism is in place to confirm that we should perform a trip to a location that is authorized but is not on the authorized location list?
- d. Does Authorized Location refer to the location cited on each trip approval or some sort of list of authorized locations? If the latter, does this list change and how often?

Answer:

- a. There is no current list of authorized locations given to the Provider. All authorizations are based on verification by HCJFS that consumer is going to a Medicaid covered service. As many locations have multiple providers at the same drop off point, we do not presume that all medical offices will meet the criteria, thus the trip authorization is the only basis for determining the location is authorized. The driver may not take a consumer to a location not on the trip authorization.
- b. See a.
- c. See a.
- d. See a

**7. Question:**

Section 2.2.2.J, pg. 27 - Per the RFP: "Provider Brochures - A copy of the Provider's brochures which describe the services being proposed, including a rider's guide."

Please confirm that the service provider is not responsible for providing passengers with a riders guide.

Answer:

Provider is responsible for providing this guide to adult passengers and facilities requesting transportation services for minors.

## 8. 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 hands-free 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.

Policy below:



212 Township Ave.  
Cincinnati, OH 45216  
PH: 513-242-0092

**From:** KARLA HUNTER, GENERAL MANAGER  
**To:** ALL FACILITIES  
**Re:** ELECTRONIC DEVICES

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All passengers must securely put away all electronic devices while on Ride-Right vehicles. This includes, but is not limited to, cell phones, gaming devices, I-pads, tablets, music devices, headphones, etc.

This policy is enacted to provide a clear and consistent approach which applies to all Ride Right transportation under the contract with Hamilton County Job and Family Services. The policy was developed in response to incident reports in which devices were stolen, used inappropriately, etc.

Thank you for your cooperation.

**9. Question:**

Section 1.3.1 Vehicles and Equipment Requirements.

- a. How long would HCJFS want to store the footage?
- b. Are we able to re-write or destroy memory after how many days/weeks?

Answer: a. and b.

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.

**10. Question:**

Section 2.2.1 Program Components B. Describe your organization's ability to have transportation available for Consumer twenty-four (24) hours, seven (&) days a week regardless of holidays or inclement weather: Section 1.2.2 B states that Provider shall deliver transportation services 4:00 A.M. through 10:00 P.M., seven days a week.

Can you clarify if services are to be 24/7 or 4am to 10pm/7 days?

Answer: 4 AM to 10 PM/ 7days per week

**11. Questions:**

Section 1.2.2.B, pg. 11 – "Provider shall be available to provide transportation services 4:00 A.M. through 10:00 P.M., seven (7) days a week." –

Please confirm that this is 365 days a year, and that there are no holidays when service is not offered.

Answer: That is correct.

**12. Question:**

Section 2.2.1.B, pg. 24 - Per the RFP: "Describe your organization's ability to have transportation available for Consumers twenty-four (24) hours, seven (7) days a week regardless of holidays or inclement weather."

This statement conflicts with 1.2.2.B which states that service is from 4 a.m. to 10 p.m. Please confirm that that the service runs from 4 a.m. to 10 p.m.

Answer: Service is from 4 AM to 10 PM/ 7days per week

**13. Question:**

Add #3, Q&A #19 - Question: What percentage of trips are no-shows? Answer:  
No shows are not tracked separately from cancelations as to payment. For the period  
07/01/12-10/31-15 1,817,075 scheduled trips, 1,043,555

- a. Is there any data to represent the amount of trips that were cancelled prior to a driver leaving the yard vs. when a driver shows up for the pickup and no one is available?
- b. Please describe the reimbursement process for performed trips as it relates to an approved pick up not being available for transport when a driver shows up to provide the pick-up. In these cases, will the contractor be reimbursed for the trip?

Answer:

- a. No
- b. Cancellations and no shows are not reimbursed by HCJFS

**14. Questions:**

Section 1.2, pg. 7 - Per the RFP: "The Provider understands and agrees that the following are applicable to the services described herein: (A) Provider shall schedule, coordinate and monitor the transportation. Provider services shall comply, at a minimum, with the requirements set forth in Ohio Administrative Code effective April 4, 2016.(OAC 5160—15-01 and 5160-15-11 through 13,) any other applicable federal, state, local laws, rules and regulations and any applicable requirements for each particular program area described in this RFP."

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?

Answer:

Trip requests come to HCJFS via calls or 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 five business day notice and many are authorized on a monthly basis.

- a. No
- b. Yes

**15. Question:**

Section 1.3.1, pg. 19 - 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 (SB01-15R) 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, uses 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. We 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

**16. Question:**

Section 2.3.A, pg. 28 - Per the RFP: "In the event a fuel surcharge is included in Provider's proposal, please submit the following: (1) The proposed base price of fuel per gallon used in calculating the Unit Rate, as well as the methodology used to determine the Unit Rate. (2) Average miles per gallon fuel consumption per vehicle type. (3) The following method will be used to determine when the fuel surcharge will apply. NOTE: HCJFS will only allow fuel surcharge compensation if the price per gallon of fuel exceeds the base price of fuel per gallon used by Provider in calculating the Unit Rate by 10% or more ("fuel surcharge threshold price").

Would HCJ&FS consider providing a base fuel rate per gallon to give all proposers the same base rate in calculating costs?

Answer: No

**17. 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. For February, roughly 7,917 trips required a monitor.
- b. Two monitors are not requested on a trip.
- c. For January, Meda Care had 9,785 trips and UTS had 1,679 trips.

**18. Question:**

What is the current productivity for the services (passengers per hour)?

Answer: Not available

**19. Question:**

Has this service experienced any problems due to driver shortages? If so, please explain.

Answer:

Yes. There have been delays with the Central Registry clearance and criminal checks clearance processing that resulted in temporary shortages of drivers.

**20. Question:**

According to the RFP, schedules are approved by HCJ&FS. Please provide four weeks' worth routes/schedules.

Answer:

HCJFS does not provide transportation schedules. We authorize trips and the vendor determines the transportation routes and schedule.

**21. Question:**

Please specify the number of telephone lines required and specify the type of data lines (T-1, TDD, dial-up, etc.) required, if any.

Answer:

HCJFS does not determine the number/type of data lines. Expectations are described in 1.3.3 Technology Requirements. Provider must have capacity to handle multiple data transmissions per day and accurately transfer data to meet the trip needs of HCJFS and the public served

**22. Question:**

Please describe the exact methodology used to determine on-time performance.

Answer: Arrival at the appointment time as requested.

**23. Question:**

At this time, what are the three biggest challenges of this services?

Answer:

- a. Continuous improvement of on time performance (arrival at appointment time)
- b. Keeping up with a consumer base which is prone to frequent changes in address, posing continuous challenges to routing.
- c. Providing quality service to a significant minor consumer base with behavioral challenges. Ability to manage these additional challenges and provide safe transportation for all.

**24. Question:**

In the next 10 years, what are the three most important things that HCJ&FS wants to accomplish/change with the proposed services?

Answer:

Predicting future challenges is difficult due to potential rule changes, potential changes in demographics/size of consumer base and unknown emerging technologies.

The goals are to utilize technology to maximize productivity and communication and to continue to build better understanding between transportation services and community requestors of the services.

**25. Question:**

Section 1.2.2.F, pg. 11 - Per the RFP: "Based on the age, height and weight of the Consumer transported, Provider shall have vehicles equipped in accordance with all federal, state, local laws, rules and regulations (i.e., car seats, booster seats, etc.)."

Please confirm the number of additional equipment, such as car seats or booster seats, are currently required for providing service.

Answer: The 80 vans in the dedicated fleet are each equipped with booster seats. In addition to the booster seats, there are 115 other car seats in service.

**26. Question:**

Please provide a current organization chart for the current service provider.  
How many of these positions are dedicated to RFP (SB01-15R)?

Answer: 110 positions are dedicated to the current RFP. An organizational chart and staffing table is provided below.



Job Title	FT/PT Status	Pay Range	Avg Seniority
Administrative Assistant	2 FT	\$11.00-12.30	4.5
CSR	4 FT	\$10.50-\$12.45	2.5
Dispatch	4 FT	\$12.67-\$13.80	5
Road Supervisors	6 FT	\$12.30-\$14.79	4.8
Scheduler	1 FT	\$17.00	1
Utility	1 PT	\$10.00	1
Drivers	8 FT, 53 PT	\$11.61-12.99	3.2
Monitors	1 FT, 28 PT	\$8.50-\$10.07	2.66
General Manager	1 FT	Confidential	Confidential
Operations Manager	1 FT	Confidential	Confidential

**27. Question:**

Provider intends to hire as many of the existing employees as possible. To ensure that employees are compensated at current rates, if not more when possible, please provide a seniority list for the current employees for this contract. Please include the position, full time or part time status, length of services, and current rate of pay for each employee.

Answer: See answer to question 26.

**28. 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: See answer to question 26.

**29. Question:**

Please confirm how maintenance is currently being completed on the vehicles for the current service providers. For example, is maintenance done in house by the contractors or is the maintenance outsourced to independent maintenance shops?

Answer:

Maintenance is outsourced to independent maintenance shops.