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## 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.



**2. Question:**

**Page 8, Requirements for Transportation for Children's Services consumers**  
**How will the contractor know if a monitor is required during transport?**

Answer: If a monitor is required, it is noted in the trip information.

**3. Question:**

**Page 10, 1.2.2 Service Components**

**A. The current contract states phones are to be accessible and answered from 7AM to 10PM seven days/week with service available from 7AM to 10PM seven days/week. The RFP states phones are to be accessible and answered from 6AM to 11PM seven days/week with service provided from 5AM to 12AM seven days/week. Will the County please clarify the discrepancy between service hours and phone hours?**

**B. How will the contractor receive notification of cancellations before the vehicle arrives at the pick-up location if phones are not operating at all service hours?**

Answer:

A. This RFP is for expanded services based on current need and is different in many aspects from the current contract. Phone service is to be available one hour before and one hour after the vast majority of scheduled transportation service. Expanded transportation service hours accommodate occasional needs to transport long distances, not ongoing or regular transports where cancellations may often arise.

B. Cancellations are provided via email or by phone call. Contractor may opt to staff phones during all scheduled transportation service hours. Expanded transportation service hours are to be the exception, not the rule.

**4. Question:**

**Page 10, 1.2.2 Service Components**

**Historically, how many passengers are transported with a folding wheelchair?**

Answer: None, however, we would want to transport in these circumstances.



**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.



**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.

**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.

