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March 5, 2018

**HCJFS REQUEST FOR PROPOSAL  
NON-EMERGENCY TRANSPORTATION FOR  
MEDICAID ADULTS AND  
GROUP TRANSPORTATION  
FOR MEDICAID MINORS  
RFP SC13-17R**

**ADDENDUM 5**

**Questions asked before RFP Conference:**

**Q1.** Please indicate the County would consider renewal of the option years to be based on mutual consent between the contractor and the County.

**A:** No.

**Q2.** Please provide the year, make, model, and seating capacity for the vehicles being used in the service today.

**A:** The vehicles utilized by the current contracted Provider are Dodge Caravans (6 passenger) and extended 10 passenger vans. HCJFS does not maintain a current listing of all vehicles utilized by the Provider, nor the sub-contracted Providers.

**Q3.** Please indicate if additional questions may be submitted and by what date.

**A:** Yes. The deadline to submit additional questions is March 6, 2018, no later than 12:00 p.m.



- Q4.** Please provide the average daily, Saturday, and Sunday vehicle pullouts in the morning for children transportation.
- A:** HCJFS does not track vehicle pullouts. For the child population, on a typical day, roughly 275 children are scheduled for transportation to 11 day treatment program locations.
- Q5.** Please indicate how many vehicles transport children in groups.
- A:** HCJFS does not track the number of vehicles utilized. We expect contracted Providers to determine the number of vehicles needed to meet service demands.
- Q6.** Please provide the average daily, Saturday, and Sunday vehicle pullouts in the morning for adult transportation.
- A:** HCJFS does not track vehicle pullouts. For the adult population, an average of 1,880 adults are transported monthly (based on data from December 2016 – November 2017).
- Q7.** Please indicate how many vehicles transport adults in groups.
- A:** HCJFS does not track the number of vehicles utilized. We expect contracted Providers to determine the number of vehicles needed to meet service demands.
- Q8.** When children are picked up in the morning, please provide the average time they spend at day treatment/partial hospitalization Medicaid services.
- A:** 2-1/2 – 3-1/2 hours are best estimates.
- Q9.** Please provide the average daily number of monitors used in the service.
- A:** HCJFS does not track this information. Per section 1.2 Scope of Service (H), monitors are only required at the request of JFS, in limited circumstances.
- Q10.** Please provide the average hours worked per day for monitors.
- A:** HCJFS does not track this information. Per section 1.2 Scope of Service (H), monitors are only required at the request of JFS, in limited circumstances.



**Q11.** Please indicate whether the requirements for monitors in the new RFP have changes from the current requirements. If yes, please provide/describe the changes.

**A:** Yes, requirements have changed. Under the current contract, monitors are used for groups of children under 8 years old who are unaccompanied by an adult, and in limited circumstances for behavioral concerns. Under this RFP, section 1.2 Scope of Service (H), a monitor may be required at the request of HCJFS for behavioral concerns or for groups of children 6 years old or young traveling together. HCJFS' intent is to require very limited use of monitors.

**Q12.** Please confirm transportation for Adults will be curb to curb service.

**A:** Yes. All transportation in this RFP is curb-to-curb service. See 1.2 Scope of Service (I).

**Q13.** Please indicate whether the services operate during all holidays.

**A:** Yes.

**Q14.** Please provide the average daily, Saturday and Sunday cancellations/confirmations that are sent to the contractor between 5:00 A.M. through 8:00 P.M, seven (7) days per week.

**A:** Cancellations reported via email are tracked. For February, the daily average during the week was 8 per day; on the weekend, on average, 1 cancellation is received, but it is for service in the next week.

**Q15.** Please indicate whether consumers pay a fare for the trips. If yes, please provide a description of how fares are managed.

**A:** Consumers do not pay a fare for trips.

**Q16.** Please indicate whether the vehicles for Day Treatment/Partial Hospitalization should solely be dedicated to this service.

**A:** HCJFS does not require dedicated vehicles.

**Q17.** Please provide the current number of vehicles for 1) Children Transportation and 2) Adult Transportation.

**A:** HCJFS does not track the number of vehicles utilized. We expect contracted Providers to determine the number of vehicles needed to meet service demands.



**Q19.** Please indicate which portion of the service is subcontracted and who operates as the subcontractor.

**A:** The adult portion of this service can be subcontracted. HCJFS does not select subcontractors. However, HCJFS must approve subcontractors.

**Q20.** Please provide the number of vehicles used by subcontractors.

**A:** JFS does not track the number of vehicles utilized.

**Q21.** Please indicate whether the subcontractor vehicles are solely dedicated to this service.

**A:** No.

**Q22.** Please indicate whether there is an age or mileage limitation on the vehicles.

**A:** See section 1.3.1 Vehicles and Equipment Requirements. There are no age or mileage limitations.

**Q23.** Please provide the annual miles for the children transportation services.

**A:** JFS does not track mileage as payment is based on trip leg.

**Q24.** Please indicate whether there is a complaint tracking in place and the average number of complaints per month for the last 6 months.

**A:** See attachment L for the current complaint process. HCJFS and the contracted Provider are copied on all complaints. Complaints are tracked by the contracted provider and reported out in a monthly quality report. For the second half of 2017, the average number of monthly complaints was 225.

**Q25.** "The RFP indicates "". 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." Please indicate whether a 6% margin is reasonable for this bid which will not be subject to negotiation. If no, please provide an acceptable profit margin bidder should contemplate in their bid."

**A:** Federal and State law requires all profit is negotiated. Profit will be negotiated as a separate element.



**Q26.** Would HCJFS consider adding language that would allow HCJFS and the contractor to renegotiate rates for a 15% increase/decrease in the number of trips provided?

**A:** No.

**Q27.** Please provide the anticipated award date for this contract.

**A:** Anticipated service start date is July 1, 2018.

**Q29.** Please indicate whether taxi's can be used for adult transportation.

**A:** No, unless the taxi company is an approved subcontractor.

**Q30.** Please indicate whether a third-party company is used to obtain consumer feedback regarding the service.

**A:** This is not a requirement.

**Q31.** Please provide the make and model of the cameras that are currently on the vehicles. Please indicate how many days the recording should be saved. Please indicate whether all recordings must be saved.

**A:** Cameras on vehicles are preferred, but not required, for this RFP. 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, and the ability to view the driver, any monitor, and Consumer, and have capacity for storage which allows HCJFS to review video of an incident. Incidents requiring video footage are generally addressed within 24-48 hours of the incident. Provider's use of a vehicle camera shall be prominently displayed on the interior or exterior of the vehicle.

**Q32.** Please indicate whether there are mobile data terminals (MDTs) on the vehicle that is used to track the vehicles and notify consumers when the vehicle is about to arrive.

**A:** This is not a requirement of this RFP.

**Q33.** Please provide the method used today to notify consumers about pick up times.

**A:** Verbal communication and/or a 24 hour call ahead phone number to confirm pick up time.



- Q34.** Please provide the average wait time to receive a Central Registry background check.
- A:** Ohio Department of Job & Family Services (ODJFS) conducts Central Registry checks. HCJFS cannot control or influence the wait times.
- Q35.** If a trip arrives at an appointment time 10-15 minutes early, is that trip considered on time?
- A:** Yes. However, keep in mind minors must be released to an adult.
- Q36.** Please provide the cost proposal form in an Excel workbook.
- A:** The unlocked Excel budget will be emailed to registered Providers in an upcoming Addendum.
- Q37.** Please indicate whether any penalties have been assessed against the current provider. If yes, please provide the amount of penalties assessed against the current service provider within the last 12 months. Please list by category if available.
- A:** There have been none.
- Q38.** Please provide the current on time performance for children and adult transportation separately.
- A:** This information is not currently tracked. On time performance is monitored via the complaint process.
- Q39.** Please provide the annual revenue hours for children transportation.
- A:** JFS does not track this information.
- Q40.** Would Hamilton County consider an additional one or two weeks extension to the proposal due date.
- A:** No.

