

# REQUEST FOR PROPOSALS

**Date Issued:**

March 16, 2018

**DUE:**

**11:30 a.m. Thursday,  
April 19, 2018**

**Bidders must submit four (5)  
proposal copies in an  
envelope entitled:**

**Customized Ride  
Coordination and  
Transportation Services  
c/o Bev Adzic  
20 S. 2<sup>nd</sup> Street 4<sup>th</sup> Floor,  
Newark, Ohio 43055**

**Faxed or email proposals will  
not be accepted**

## **BIDDERS' CONFERENCE**

**Bidders Conference:  
2:00 p.m March 27, 2018  
OhioMeansJobs|Licking  
County, 998 East Main  
Street, Newark, Ohio 43055**

**Attendance is  
recommended, but not  
required, in order to answer  
questions related to the  
RFP.**

## **CONTACT INFORMATION**

Questions concerning this RFP  
may be directed to:

**Nathan Keirns**  
Licking County Job and Family  
Services  
(740) 670-8726 or  
Nathan.Keirns@jfs.ohio.gov

## **CUSTOMIZED RIDE COORDINATION & TRANSPORTATION SERVICES**

### **Section 1: Introduction**

#### **1.1 Purpose:**

Licking County Job and Family Services (LCJFS) is responsible for a variety of social services, including, but not limited to, public assistance, workforce development, children services, and adult protective services. Through the provision of its services, LCJFS routinely has the need for Customized Ride Coordination and Transportation Services for customers.

Licking County Job & Family Services (LCJFS) is accepting proposals for Customized Ride Coordination and Transportation Services. Curb-to-curb transportation is needed to transport eligible participants to health care appointments, employment, school, childcare facilities, children services visitations, or other locations deemed necessary by LCJFS. Services may be provided through subcontract, paid staff and/or trained and supervised volunteers. Payment is based on a reimbursement for services. Advanced funds will not be provided.

Provider's proposal must demonstrate ability and experience in providing Customized Ride Coordination and Transportation Services. Customized transportation services include:

- Guaranteed access to a ride
- Curb-to-Curb transportation
- Ride coordination and scheduling (**see section 3.1 for details**)
- Extended hours
- Service area must include all of Licking County, transportation to surrounding counties and, when necessary, travel throughout Ohio
- Data collection and documentation of ridership and eligibility status
- Ensuring HIPPA and ADA compliance
- Transportation services during weekends

LCJFS encourages collaborations among providers/entities who offer transportation services. These efforts should be incorporated into the proposal and have duties clearly defined and defined.

#### **1.2 Eligible Populations and Programs:**

The Licking County Job and Family Services administers several programs requiring Customized Ride Coordination and Transportation Assistance. These programs incorporate a combination of eligibility and funding sources including:

##### *Non-Emergency Transportation (NET)*

NET is a statewide program administered by LCJFS for Medicaid eligible consumers. The transportation provided through the NET program is to and from Medicaid eligible appointments/providers. NET is to be cost-effective but also address consumers' medical conditions and timeliness concerns.

##### *Ohio Works First (OWF)/Temporary Assistance for Needy Families (TANF)*

As the name implies, this program emphasizes employment and training for families receiving public assistance. The basic philosophy encourages employment of cash

recipients so families are able to transition to self-sufficiency. Transportation to and from work and training activities are a required and essential component of OWF.

#### *Prevention, Retention, and Contingency Program (PRC)*

This program is designed to provide benefits and services to income eligible families who are in need of help to obtain and/or maintain self-sufficiency. The PRC Program provides counties with the opportunity to develop locally driven, flexible, responsive, and innovative services designed to meet the needs of eligible families.

#### *Food Assistance Employment and Training (FAET)*

This program is designed to help Supplemental Nutrition Assistance Program (SNAP) participants move promptly into unsubsidized employment. Transportation to and from required FAET work and training activities are required in order to meet program participation requirements.

#### *Title XX / Social Service Block Grant*

The grant provides social services to strengthen families by enabling residents of Ohio to restore, maintain, or improve their self-support, self-care, and independent living. This grant allows for transportation services or activities that provide/assist in travel to access services, medical care, or employment.

#### *Workforce Innovation and Opportunities Act (WIOA)*

WIOA offers a similar variety of services to eligible adults, youth, and dislocated workers. In addition, WIOA requires the implementation of core employment services to the general public. Intensive and training services including limited, short-term transportation are available to individuals meeting specific WIOA eligibility requirements. WIOA transportation services may include travel to employment and/or training activities.

#### *Pregnancy Related Services*

Ohio Medicaid's PRS (Pregnancy Related Services) program was developed to improve and maintain the health of the pregnant woman, increase her chances for a healthier baby and promote positive birth outcomes. The enhanced services of the PRS program include referrals, individual pregnancy counseling and education, group education, case management, nutrition intervention, and transportation to Medicaid reimbursable appointments.

#### *Children Services*

Children Services is responsible for providing various services designed to identify, reduce and eliminate child abuse and neglect. Transportation services are utilized by individuals and children involved with Children Services as needed. To protect the safety and security of children involved with children services cases, their transportation services must be provided in dedicated vehicles with no other passengers. Drivers will escort children into the agency and wait with the child until agency staff escorts the children to their visitation. Drivers will also come into the agency to retrieve children after the visitation concludes for transportation back to school, home, or other care setting.

Eligibility for services may vary depending on funding source and are determined by Federal, State and Local regulations. Families and/or individuals must meet specific eligibility guidelines for the corresponding funding source to be determined eligible for services. Provider will be responsible for gathering and requesting eligibility information for every individual requesting transportation **prior** to transporting and should consider such administrative functions when developing the program budget. Final eligibility is determined by the Licking County Department of Job and Family Services.

Issuance of this RFP and subsequent selection of proposals does not imply nor guarantee the availability of funds through any or all of these programs. Selected provider may contract with the Licking County Job and Family Services (LCJFS) pending the availability of funds available to LCJFS.

## **Section 2: Condition of Participation:**

## 2.1 Service providers shall meet these conditions of participation:

1. Be a formally organized business or service agency providing the services applied for, and shall:
  - a. Disclose all entities with a five percent or more ownership, and have a written statement defining the purpose of the business or service agency
  - b. Have a written statement of policies and directives, bylaws, and/or articles of incorporation
  - c. Have a written table of organization that clearly identifies lines of administrative, advisory, contractual, and supervisory authority unless the business is a sole proprietorship
  - d. Operate the business in compliance with all applicable federal, state, and local laws and regulations, and shall have a written statement confirming compliance with:
    - i. Non-discrimination laws, wage and hour laws, workers' compensation laws in the recruitment and employment of individuals
    - ii. Non-discrimination laws in the provision of services
  - e. Have a written affirmative action plan that must be appropriately updated that must be reviewed at least annually
  - f. Comply with all federal, state, and local laws, rules, executive orders and other legal requirements as they apply to public transportation including drug abuse and alcohol misuse requirements as appropriate
2. Have a physical facility(ies) from which to conduct business. The facility should have a telephone with a local phone number, a designated and utilized locked storage space for the maintenance and confidentiality of participant records, separate from other business records and access to secure email to correspond with LCJFS.
3. Have written procedures supporting the operation of the business and provision of service, and shall:
  - a. Have a system to document services delivered, billed, and reimbursed that complies with services specifications outlined in this RFP.
  - b. Provide evidence supporting financial responsibility in the coverage of participant loss due to theft, property damage, or personal injury, and have a written procedure which identifies the steps a participant must take to file a liability claim.
  - c. Have a written procedure for reporting and documenting all participant incidents including significant changes that affect service delivery or imminent health or safety risks
  - d. Maintain records sufficient to document eligibility, services provided, the number of clients served, and any additional demographic data requested by LCJFS
  - e. Obtain written approval from the participant to release participant information
  - f. Retain all participant records for at least **seven (7) years** or until an audit is completed and all exceptions resolved, whichever is later
4. Have written personnel policies and documentation that support personnel practices for Providers which include:
  - a. Job descriptions or statement of job responsibilities including qualifications for each position involved in the delivery of services
  - b. Performance appraisals or a development plan for all employed or contract workers, and volunteers involved in providing service to participants unless the business is a sole proprietorship

- c. Prior to service provision, the Provider will be required to provide documentation showing staff completion of orientation that includes:
  - i. Employee position description and expectations
  - ii. Personnel policies
  - iii. Reporting procedures and policies
  - iv. Table of organization and lines of communication
  - v. A code of ethics which declares that the Provider staff shall not:
    1. Consume alcoholic beverages or use drugs for any purpose while in the presence of the participant or prior to the delivery of service
    2. Smoke, including the use of e-cigarettes or so-called “vape” products, in the presence of the participant with, or without, the participant’s permission
    3. Breach the participant’s privacy or confidentiality, including participant records
5. Assure that all participant information will remain confidential (including addresses)
6. Deliver services in compliance with the specifications detailed in this RFP
7. Sign a contract with the LCJFS for Customized Ride Coordination and Transportation for the requested service area (all of Licking County, transportation to surrounding counties, and when necessary, travel throughout Ohio) in which Provider services are rendered; and the Provider shall:
  - a. Maintain documentation demonstrating that all requirements outlined in Scope of Services have been met when delivered either directly or by sub-contract
  - b. Allow access to LCJFS and to other representatives with a need to access the Provider’s facility, policies, procedures, records and other documents related to the provision of services
  - c. Demonstrate compliance regarding background investigations of direct service workers
8. Ability to submit initial invoice documentation to LCJFS no later than 45 calendar days after the end of each service month.
9. Failure to meet any of the requirements of these conditions may lead to termination of the LCJFS contract with the service Provider.

### **Section 3: Required Services:**

#### **3.1 Ride Coordination and Scheduling:**

The provider will receive most requests for curb-to-curb transportation services from customers and LCJFS via local telephone calls. Calls must be logged, transportation requests must be documented and reviewed, and rides scheduled as needed. Eligibility must be confirmed by LCJFS staff prior to the provision of transportation services. Regular communication with LCJFS staff will be required in order to verify eligibility for transportation services, which will likely occur via telephone, email, or by fax.

While the majority of scheduled trips will be conducted Monday through Friday, transportation services must also be available on the weekends for Medicaid Non-Emergency Transportation (NET) services. This can be provided directly by selected provider or subcontracted and coordinated by the provider. Selected transportation provider must allow LCJFS and its customers to request transportation services no more than 2 business days in advance (i.e., 48-hours prior notice for transportation needs). If the schedule permits, the Provider can schedule a trip on demand. The provider is required to complete and document all requested and scheduled trips and track all trip denials.

The provider will be required to review, revise and produce final schedules. The provider shall refine trip assignment to increase productivity, improve ride quality and adjust individual route schedules to provide resources that match the demand. The Provider will also be responsible to manage daily service operations through effective communication with vehicle operators, and revise schedules to effectively match demand.

Back up vehicles must be available in case of mechanical problems. "On Time" transportation is defined as delivering passengers within 15 minutes prior to the scheduled delivery time, and picking up passengers no later than 15 minutes after scheduled pick up time. Records of unmet and incomplete transportation requests must be kept. LCJFS's expectation for on-time performance is to have 100% commuter trips meeting "on time" delivery and pick up as defined above.

The provider will be responsible for tracking: number of requests made, number of trips scheduled, number of clients served, number of trips completed, number of no shows, number of out of county trips and the passenger hours of service provided to LCJFS riders and total non-LCJFS riders. As stated above, documentation of "on-time" delivery and pick up is also required.

It is important to note that LCJFS cannot be billed for no shows or canceled trips. LCJFS can reimburse for operational expenses through invoicing of successful trips.

### **3.2 Curb-to-Curb Transportation Services**

LCJFS requires that all trips be curb-to-curb services. This entails picking consumers up at their home/place of residence/place of employment and delivering them to the destination address.

Upon arrival at a rider's correct pick up location, the operator is to wait a minimum of three minutes in or beyond the scheduled pick-up window. The Provider will be required to complete all requested and scheduled trips. The Provider is also required to track all trip denials. Productivity levels are based on actual trips provided, excluding no-shows and cancellations.

### **3.3 Children Transportation Service/Seatbelt Requirements**

It is the preference of Licking County Job and Family Services that children are transported using child safety seats (commonly referred to as car seats), and car seats must be used when required by law. Car seats may be provided by the parent, guardian, or adult accompanying the child on the scheduled trip. LCJFS may provide car seats to be used for the transportation of children in its care. At the time of this RFP, children under the age of four (4) years or under 40 pounds must be transported in a child safety seat. Children under 8 years old or less than 4'9" must be secured in a booster seat. (This does not apply to children riding in taxicabs or public safety vehicles as defined in Section 4511.01 & 4511.81 of the Ohio Revised Code).

### **3.4 Attendants**

The Provider is not required to provide attendants, but must allow passengers with disabilities one attendant if the passenger so desires. Most attendants will be noted prior to the trip date. However, should an attendant be required and previously arranged, Providers shall document the need for the attendant.

### **3.5 Personnel**

The Provider shall not directly or indirectly, discriminate against any person due to race, color, disability, sex, national origin, religious creed or any other class.

The Provider shall be solely responsible for the provision and satisfactory work performance of all employees and vendors as described in this RFP or any reasonable performance standards established by LCJFS. The Provider is responsible for ensuring that each driver and dispatcher is familiar with the requirements of the services and his/her responsibilities as a driver or dispatcher.

The Provider will be responsible for payment of all employees and/or subcontractors' wages and benefits. The Provider shall comply with the requirements of employee liability, workers compensation, unemployment insurance, social security/applicable retirement system, taxing authorities, and any child support orders.

All vehicles must be equipped with seat belts, as and when required by law. All passengers (when appropriate) will be required to use them. There may be times, due to medical conditions, that this is not possible. A brief description of why the seat belt was not used must be made on the driver log when applicable.

Drivers will be required to identify each passenger to assure the correct passenger is transported so that no one will be left behind. All vehicles, passengers and trips provided must be documented and accounted for at all times.

### **3.6 Office Staff**

The Provider shall supply a sufficient number of employees to meet the coordination and transportation services requirements. The Provider will be responsible for training employees and assuring that all program policies and procedures are understood and followed.

### **3.7 Drivers**

The Provider shall be required to furnish a sufficient number of qualified drivers to operate the vehicles and provide the services. Drivers must wear uniforms furnished by the Provider. All drivers must be neatly and cleanly dressed, and shall maintain a courteous and cooperative attitude when in contact with the public.

1. Drivers must be at least 21 years of age and properly licensed in the State of Ohio to provide the transportation services
2. Have at least 2 years driving experience
3. Able to understand written or oral instructions and the ability to document service delivered
4. A three-year driving abstract from the Ohio Bureau of Motor Vehicles must be submitted for each driver
5. Drivers and any direct service staff shall undergo a background check conducted in accordance with section 109.572 of the Ohio Revised Code. Those who have ever been convicted or pleaded guilty to an offense listed in divisions (A)(3)(a) to (A)(3)(e) may **not** provide services to clients.
6. Drivers who do not meet the following minimum criteria may not participate in the project:
  - a. No more than one (1) moving violation per year for the past (5) years;
  - b. If the driver's license has ever been suspended, he/she must have two (2) full subsequent years with no moving violations; and,
  - c. Under no condition will a driver convicted of a felony or drug/alcohol offense be allowed to transport participants through this RFP.
7. All drivers must be subject to alcohol and drug testing as required by the Federal Transit Administration.
8. All drivers must receive or have received the following training:
  - a. Defensive Driving
  - b. Preventing Disease Transmission
  - c. CPR and General First Aid

- d. Sensitivity Training
- e. Drug and Alcohol Training
- f. Geographic Familiarity
- g. Hands-on wheelchair transfer technique instructions prior to transporting customers who utilize wheelchairs will include but is not limited to: observation for signs of difficulty, proper way to offer and assist participant, proper assistance techniques, and management of wheelchairs.
- h. The following elements must be met in order to transport children/passengers on behalf of Licking County Job and Family Services, Children Services Division:
  - i. **Screening and Background Checks**  
All drivers transporting children on behalf of Licking County Job and Family Services-Children Services must have acceptable required screening and background checks listed in Section 3.7, as well as a Children Services background check prior to transporting any children for the agency. As required by the Ohio Revised Code, under no condition will a driver convicted of any offense listed in paragraph (1) of rule 5010:2-/-14 of the Ohio Administrative Code be allowed to transport children on behalf of LCJFS-Children Services through this RFP.
  - ii. **Referrals for Children Services Transportation**  
Referrals will be requested by Licking County Job and Family Services-Children Services staff. A referral form will be submitted in order for the transportation to be scheduled. LCJFS will communicate changes as they occur.
  - iii. **Dedicated Transportation Services**  
To protect the safety and security of children involved with children services cases, their transportation services will be provided in dedicated vehicles with no other passengers. Drivers will escort children into the agency and wait with the child until agency staff escorts the children to their visitation. Drivers will also come into the agency to retrieve children after the visitation concludes for transportation back to school, home, or other care setting.
  - iv. **Drop Off/Pick Up**  
Driver will be expected to drop off and pick up approximately 5 minutes prior to the pick up or drop off time.
  - v. **Inclement Weather**  
LCJFS-Children Services will make a determination for each Children Services visit on a case by case basis.

### 3.8 Vehicles

The provider is responsible for maintaining fleet vehicles necessary to meet the demands and requirements (including handicap accessibility) that assure the safety of each customer according to these standards:

1. Vehicles designed for transporting less than five individuals shall:
  - a. Be equipped with seat belts for each individual transported
  - b. Have documentation that an annual safety inspection has been conducted through either the Ohio State Highway Patrol safety inspection unit, or a certified mechanic as outlined in Appendix I-A
2. Vehicles equipped for transporting participants remaining in wheelchairs shall:
  - a. Be equipped with permanently installed floor wheelchair restraints for each wheelchair position used
  - b. Have documentation that an annual vehicle inspection has been conducted by the Ohio State Highway Patrol safety inspection unit or a certified mechanic as outlined in Appendix I-A

- c. Have documentation of daily inspection and testing of the wheelchair lift prior to transporting any participant that day as outlined in Appendix I-B
  - d. Have documentation that each operator has been trained and skill-tested in the proper use of the wheelchair lift and securing mechanisms prior to transporting any customer who uses a wheelchair.
3. Vehicles designed for transporting five or more participants/individuals shall:
- a. Be equipped with functional safety belts for each participant transported, unless the vehicle is exempted by state law
  - b. Be equipped with Fresno lens, or equivalent (any vehicle larger than fifteen passenger van)
  - c. Be equipped with emergency equipment specified in Appendix I-A of these specifications
  - d. Have documentation of at least an annual vehicle inspection by the Ohio State Highway Patrol safety inspection unit or a certified mechanic as outlined in Appendix I-A

#### **Section 4: Provider Requirements**

##### **4.1 Service Providers shall understand, agree with, and comply with the following:**

1. American's with Disabilities Act of 1990
2. Occupational Safety and Health Act of 1970
3. Equal Employment Opportunity Act
4. Clean Air Act, as amended, 42 USC §§ AA 7401 et seq
5. Certify that no funds appropriated by the contract will be used for lobbying as described in 31 USC 1352. If contract amount exceeds \$100,000 the selected Provider shall submit a "Certification Regarding Lobbying" as required by 49 CFR part 20
6. The Provider certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency
7. Any other Federal, State and Local laws regarding the service

##### **4.2 Performance Goals/Regulations**

Providers are expected to track and measure indicators of program performance.

1. Examples of performance goals include:
  - a. Increased ridership
  - b. Expanding service to reach underserved areas of the County
2. Examples of outcome measures Providers may be asked to collect:
  - a. Total number of participants
  - b. Total number of trips
  - c. % of service considered an expansion
  - d. % of participants in any geographic area of the county (e.g. townships)

##### **4.3 Required Documents**

1. Providers shall submit the following with their proposal:
2. Most Recent Professional Financial Report (Prepared according to U.S. General Accepted Auditing Standards)
3. Most Recent Professional Audit
4. Article of Incorporation
5. Proof of Liability Insurance/Other Required Insurance
6. Equal Employment Opportunity - Affirmative Action Plan
7. Professional or Operating licenses
8. Documents used for monitoring goals and outcomes
9. Employee Training Program description



#### **4.4 Program Planning and Development**

Providers must complete descriptions of programs and services, a list of geographical service areas and personnel information. (Attachment B)

1. Program description and proposed service
2. Summary of service
3. Geographic service areas
4. Gaps in service
5. Limitations in meeting conditions of contract
6. Organizational structure
7. Board of Trustees/Advisory Council
8. Job duties of Project Coordinator
9. Job description of project personnel

#### **Section 5: Proposal Format**

To expedite and simplify the process for evaluating proposals, and to assure each proposal receives the same orderly review, it is required that all proposals be submitted in the format as described in this section. Proposals shall contain all the elements of information specified **without exception**. Proposal sections must be numbered corresponding to the following format:

Section 1 - Applicant Information and Program Planning Narrative (Attachments A&B)

Section 2 - Required documents in order listed in Section 4.3

Section 3 -Program Planning and Development documents from Section 4.4 (Attachment B)

Section 4 -Provider Budget/Unit Rate Calculation (Attachment C)

#### **Section 6: RFP Limitations**

This Request for Proposals does not commit Licking County or Licking County Job and Family Services to award a contract or to pay any cost incurred in the preparation of a proposal. Licking County/Licking County Department of Job and Family Services reserves the right to accept or reject any or all proposals received, to negotiate services and costs with proposers, and to cancel in part or in entirety this RFP.

All Proposals submitted will remain the property of Licking County.

Funding for programs shall begin on or after July 1, 2018 contingent upon the availability of funds. This RFP may be cancelled due to a reduction of Federal, State, or Local funds. Contracts awarded shall not be effective beyond June 30, 2019. However, Licking County Job and Family Services, reserves the right to renew contracts on an annual basis for up to two (2) additional, consecutive years through June 30, 2021 based on performance and availability of funds.

Contracts may be amended or terminated during this period if there is a change in Federal, State or Local regulations that apply to the contract; a reduction of Federal, State or Local funds; unsatisfactory performance by the Provider as determined by Licking County Job and Family Services; or upon thirty (30) days written notice by either party.

Issuance of this RFP and subsequent selection of proposals does not imply nor guarantee the availability of funds. Selected providers may contract with Licking County Job and Family Services pending allocation of funds through the Ohio Department of Job and Family Services.

If a contract is awarded, this RFP guideline shall become a part of the contractual agreement.

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## **SUBMISSION INFORMATION**

Proposals must be submitted in strict accordance with proposal submission instructions provided in this section. Any proposal failing to follow the entire proposal acceptance criteria listed below shall be disqualified from consideration.

**Proposals are Due no later than 11:30 AM on April 19, 2018**

**Bidders must submit five (5) proposal copies in a sealed envelope entitled:**

Customized Ride Coordination and Transportation Services  
Licking County Commissioners' Office  
c/o Clerk Bev Adzic  
20 South 2<sup>nd</sup> Street, 4<sup>th</sup> Floor  
Newark, Ohio 43055

Proposals received after the due date and time will not be considered. Unsolicited materials received after the deadline date will not be added to previous submissions and will not be considered.

Faxed or emailed proposals will not be accepted.

Proposals must be **received** by the Commissioners' Office by the date/time listed above.

**A bidders' conference will take place at the OhioMeansJobs | Licking County, 998 East Main Street, Newark, at 2:00 PM on March 27, 2018. Attendance, while not required, is recommended in order to answer questions related to the RFP.**

## **CONTACT INFORMATION**

Questions concerning this RFP may be directed to:

**Nathan Keirns, Program Planner**  
**Licking County Job & Family Services**  
**Nathan.Keirns@jfs.ohio.gov**  
**740.670.8726**

**ATTACHMENT A  
TRANSPORTATION SERVICES RFP  
APPLICANT INFORMATION**

ORGANIZATION  
NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

SERVICE SITE (if different): \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

FEDERAL TAX I.D. NUMBER: \_\_\_\_\_

EXECUTIVE DIRECTOR/DIRECTOR: \_\_\_\_\_

PROGRAM COORDINATOR: \_\_\_\_\_ EMAIL: \_\_\_\_\_

FISCAL CONTACT: \_\_\_\_\_ EMAIL: \_\_\_\_\_

**TERMS AND CONDITIONS**

It is understood and agreed upon by the undersigned authorized individual that : Funds granted as a result of this request are to be expended for the purposes set forth and in accordance with all applicable laws, regulations, policies and procedures of this State, County, and Licking County Job and Family Services (LCJFS). Any proposed changes in the proposal as approved will be submitted in writing by the applicant and upon notification of approval by the LCJFS shall be deemed incorporated into and become a part of this agreement. This request for proposal is being issued on the basis of the presumed availability of funds. LCJFS will not be liable should funds be eliminated or reduced. Completion of a proposal does not imply that LCJFS will fund a proposal. Proposals are subject to review by representatives of LCJFS. At its sole discretion, LCJFS may negotiate the unit price, or any other factors, prior to determining to enter or not to enter a contract based on a proposal.

**NAME, TITLE AND SIGNATURE OF AUTHORIZED INDIVIDUAL**

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

**ATTACHMENT B  
CUSTOMIZED RIDE COORDINATION AND TRANSPORTATION SERVICES**

## PROGRAM PLANNING AND DEVELOPMENT NARRATIVE

Providers must complete descriptions as requested below; each description should be specific and brief, but comprehensive. Providers must complete all sections for consideration.

### 1. Customized Ride Coordination and Transportation Services Narrative

- a. Provide a detailed description of how the program specifications will be fulfilled. The description should demonstrate the proposer understands of the program as described in the RFP. Proposers must describe their monitoring system and list the objectives of the proposed service.
  - b. Provide a projected timeline to implement the project.
  - c. Use Statistics about your past performance (units/clients) to describe the service need. Use census demographics to describe your service area. (If there is a change in planned units of service from past performance statistics, please give rationale for this change.)
  - d. Summary of Service: Provide a summary (in separate paragraphs) of service and description for each of these areas:
    - i. Days and hours service is available. The facilities and addresses from which the service will be provided.
    - ii. How volunteers (if any) will be used for this service. How many volunteers, and number of hours provided annually by volunteers.
    - iii. How the applicant agency will coordinate this service with other programs, services, funding sources, and providers in the area.
  - e. Name sub-contract providers and services to be subcontracted (if applicable).
  - f. What efforts will be made to market the service?
  - g. The level of experience the provider has supplying passenger transportation services.
  - h. Service specification such as (if your current rate structure includes any of the following):
    - i. Definition of a round trip ride
    - ii. When do you start and stop charging a fare (at time of pick-up, leaving, or returning to base, etc.)
    - iii. Where do start and stop charging a fare (at pick-up site, when re-entering the city limits, etc.)
    - iv. What is your definition of "wait time"
    - v. What is your definition of wait time for in-county vs. out of county trips
    - vi. How much wait time is included without charge
    - vii. When does the wait time begin and when does it end
    - viii. What criteria needs to be met for wait time
    - ix. What is your definition of "light time"
    - x. When would light time be used (please include details as to when light time would begin, end, and if there is different criteria for in-county and out of county trips)
    - xi. When a ride is "shared" how do you split the cost
    - xii. Define your service area and define both short and long trips with any fare differences
  - i. Number and description of vehicles used to provide service along with passenger capacity and wheel-chair specifications
  - j. A copy of the license(s) to operate services
2. Geographical Service Area: Provide a list of the geographical service areas where the Provider proposes to provide the service, including areas in which you are not able to serve.
  3. Published or Public Rates: Document the rates charged to the public for the services you provide
  4. SERVICE GAPS: Indicate if any gaps in service exist within the geographical boundaries of your service area. If there are gaps, explain why and what will be done to reach these under served areas.
  5. LIMITATIONS: Describe any limitations the Provider will have in meeting the conditions of participation, service specification standards, and terms of the contract for this service.

6. ORGANIZATIONAL STRUCTURE: State briefly the history of the Provider organization. Include a date of incorporation and include the main source of financial support. (Attach organizational chart)
7. BOARD OF TRUSTEES: State briefly whether or not the Provider organization has a Board of Trustees, and/or an Advisory Council, and how often they meet. (Attach a list of Board and/or Advisory members)
8. JOB DUTIES OF PROJECT COORDINATOR: Document to whom the Providers Project Director reports, list job duties of the Project Director along with percentage of time spent on the proposed project. (Attach job description with minimum education, training, and work experience required)
9. JOB DUTIES OF PROJECT PERSONNEL: Provide a brief description of duties for each position in the proposal along with any specific training required for each. (Attach job descriptions)
10. UNIT RATE CHANGES: Indicate the methodology to be used to calculate increases or decreases in this unit rate should the price of fuel increase or decrease.

- LCJFS requests those submitting proposals complete a budget using the Fully Allocated Cost methodology.
- Complete the Fully Allocated Costs spreadsheets by filling in the highlighted areas of the spreadsheet. The spreadsheet will automatically calculate the unit rate per hour, passenger and mile.
- Worksheets for all three program years must be completed.
- LCJFS has provided estimated data regarding the usage of transportation services in order for providers to calculate a unit rate.
- Budget template can be found in an Excel Spreadsheet at [www.LickingCountyJFS.com](http://www.LickingCountyJFS.com)

***Required Annual Inspection Elements for Vehicles Equipped to Concurrently Transport Five or More Participants, Including the Wheelchair-Bound, includes but is not limited to:***

1. Seating
  - a. All seats must be securely fastened to the floor.
  - b. No broken tubing or protruding pieces of metal should be around seats.
2. Defrosters & Heaters
  - a. Must operate as designed.
  - b. Heater cores must be clean and free of leaks and obstructions to the flow of air.
  - c. Hoses must not have cracks or leaks and must otherwise be in good condition.
  - d. Fan guards must be metal or plastic.
3. Windshield Wipers/Washers
  - a. Must operate as designed.
  - b. Wiper blades in the vehicle operator's field of vision must be clean.
  - c. Wiper blades must not be brittle or badly worn.
4. The Floor Must Be Metal and Intact Without Holes
5. Mirrors
  - a. Must have at least one rear view interior mirror that is properly secured and in proper placement.
  - b. Must have at least one mirror on each side of the vehicle that is properly secured and in proper placement.
  - c. Prismatic lens must be properly installed.
  - d. All mirrors must enable vehicle operators to see a clean image (i.e., without cloudiness, cracks, or other obstacles on the mirror to interfere with reflection).
6. Emergency Equipment
  - a. Three red reflectors must be stored in the vehicle.
  - b. The vehicle must have a five pound dry chemical fire extinguisher with the minimum rating outlined in section 20.b.c. of the Ohio fire code and based on Section 10 of the National Fire Protection Association. The fire extinguishers must be securely mounted near the vehicle operator for easy access.
  - c. The vehicle must be equipped with a first aid kit.
7. Brakes
  - a. Properly located and free of crimps, rust, breaks in integrity, and not in contact with inappropriate vehicle components.
  - b. Tail exhaust pipes are properly secured to prevent dropping on brake lines.
  - c. Vehicles using vacuum-assisted brakes: wheel cylinders, master cylinders, hydro-vac, and hose connections must be free of fluid leaks.
  - d. Vehicles using air brakes: reservoirs, chambers, valves, connections, and lines must be free of air leaks.
  - e. During inspections, brake pads must be checked against the vehicle manufacturer's specifications.
  - f. All moisture ejection valves must be free of leaks and in proper working order.
8. Emergency Brake
  - a. The vehicle must have a functional emergency brake that is capable of stopping or holding the vehicle in an emergency or while parked. The emergency brake shall hold the vehicle on any grade and under all conditions of loading on a surface free of snow, ice, or loose material.
  - b. If the emergency brake is located on the drive shaft, the brakes shall:
    - i. Hold the vehicle in parked position;
    - ii. Be properly mounted; and
    - iii. Have cables that are properly lubricated and not hazardously worn.
9. Steering Gear
  - a. The steering shaft must have no more than one half-inch upward motion when the steering wheel is pulled upwards.

- b. The steering gear assembly, power steering unit, brackets, and mounting bolts must be securely fastened.
  - c. If installed, power steering must be operative, properly mounted, and have correct fluid levels and belt tensions.
  - d. Tie rod ends must function properly.
  - e. Tires must not rub any chassis or body component in any position.
10. The Horn Must Operate As Designed
11. Windshield/Windows
- a. Window glass must be free of chips or cracks and be securely mounted without exposed edges.
  - b. Plexiglas will not be used to replace safety glass.
12. Emergency Door (Applicable To Bus-Type Vehicles)
- a. The door must be able to open to its maximum width without catching or binding.
  - b. All handles must be permanently installed.
  - c. Operating instructions for the emergency door must be lettered or decalced inside the emergency door.
  - d. The safety buzzer must operate as designed, and be placed in the vehicle operator's area to warn passengers that the emergency door is opened.
  - e. The door must be free of temporary or permanent obstructions.
  - f. No padlocks or other added security devices are to be used to secure the door while the vehicle is in motion.
13. Springs/Shocks Must Be Intact and Properly Mounted
14. Tires
- a. Must have no less than two sixteenth inch tread pattern measured anywhere on the tire.
  - b. Retread tires should not be located on the steering axle.
  - c. Must be free of irregular wear, cuts, bruises, and breaks.
  - d. Must be balanced and in proper alignment.
  - e. All lugs must be present and fitted tightly on tires.
  - f. All tread types must match mated tires.
15. Exhaust System
- a. Must be intact and operating as designed.
  - b. All pipe and muffler joints must be properly welded or clamped.
  - c. Exhaust manifolds must be free of cracks and missing bolts.
16. Lights must operate as designed and meet ORC and OAC requirements for vehicle lighting.
17. The vehicle body condition must be intact and free of broken parts that can cause injury.
18. Gas Tank Must
- a. Be free of rust/damage and/or leaks.
  - b. Be securely mounted.
19. The seating area and aisle must be free of debris.



## Required Daily Wheelchair Lift Inspection Elements

For each day services are provided, providers must complete and document an inspection of the wheelchair lift prior to any participant service that day according to these specifications:

1. Run the lift through one complete cycle to be sure that it is operable.
2. Check for any signs of seal leaking or binding of hardware.
3. Check for frayed or damaged lift cables, hydraulic hoses, or chains.
4. Check for physical damage and jerky operation.
5. Check for hazardous protrusions and exposed edges. Assure that all protrusions are adequately padded and protected.
6. Check all fasteners and assure that all bolts are snug.
7. Make sure the lift is properly secured to the vehicle when stored.
8. Clean the lift completely of dirt, mud, gravel, and corrosive elements such as salt.
9. Lubricate the lift in compliance with the manufacturer's requirements.
10. Providers shall not use the lift any time repairs are necessary.