

Request for Proposal (RFP)

Butler County Board of Developmental Disabilities Non-Medical Transportation

The Butler County Board of Developmental Disabilities (Board) is issuing this *Request for proposal* to determine if there are interested parties capable of providing non-medical transportation (NMT). As described in greater detail, in the attached proposal description, this would include providing transportation for approximately 200 individuals eligible for Butler County Board of Developmental Disabilities services.

Any interested party must complete and return five copies of the attached Statement of Interest packet. The deadline for submitting a Statement of Interest is **3:00 p.m. on September 15, 2017**. Statements of Interest must be mailed or hand-delivered to:

The Butler County Board of Developmental Disabilities
Attention: Hailey Quinn; Business Services Director
282 N. Fair Avenue
Hamilton, OH 45011

Please direct all questions concerning this Request for Interest RFP@butlerrdd.org

Project Description

Butler County Board of Developmental Disabilities

Non-Medical transportation

Goal: To develop a cost contained service delivery system for non-medical transportation in Butler County and contingent counties, so that individuals have cost efficient access to their community.

Design: The Board is seeking an experienced provider of non-medical transportation for approximately 200 individuals with developmental disabilities.

The Board is seeking proposals for the purchase of transportation services utilizing local funds for a two year period from 1/1/2018-12/31/2019. The Board is seeking proposals for door-to-door transportation services but is open to alternative transportation proposals.

Transportation services are needed to transport eligible participants of Butler County Board of Developmental Disabilities to and from any destination within Butler County or to and from destinations outside of Butler County, including but not limited to, any points within Montgomery, Hamilton and Warren counties. Individuals served by the Board may periodically require transportation to/from other County destinations.

It is our intention to award all transportation services to one Provider with the expectation that volume and contract length will result in reduced transportation costs. The Board reserves the right to award contracts to multiple Providers to meet the transportation needs of individuals served by the Board.

This RFP is conditioned upon the availability of federal, state or local funds, which are appropriated or allocated for payment of the proposed services. If, during any stage of this RFP process, funds are not allocated and available for the proposed services, the RFP process will be canceled. The Board will notify registered bidders at the earliest possible time if this occurs.

The Board reserves the right to negotiate, to the extent legally permissible, any terms and requirements asserted in this RFP.

The Board will contract and base the payment system utilizing local funds (non-waiver funds). The Board seeks a provider who is willing to be competitive with the cost and competitive with the service delivery of timely and flexible service. Cost should not be based upon established Medicaid and/or Livery rates.

The chosen provider will work under a management contract with the Board. Funding/payment to the chosen provider will come solely through the Board as reimbursement for services and supports identified in each Individual Service Plan (ISP).

This contract is intended to develop a Board driven, cost effective transportation service delivery system that is flexible to meet the evolving needs of individuals with developmental disabilities.

As such, the Board is particularly interested in hearing from providers who are open to innovation.

Provider Type and Service Delivery:

- Provider shall be an experienced Non-Medical Transportation (NMT) provider.
- Provider shall be available to provide transportation services twenty-four (24) hours per day, seven (7) days per week.
- Timely delivery of transportation service is of the utmost importance. Transportation services shall be executed in a manner as to allow individuals to meet the time constraints of their appointments and/or work schedules. Provider will be required to demonstrate, maintain and report on-time compliance for transportation services.
- Provider shall utilize vehicles that are conducive to integrated community access.
- Provider must be willing to transport Butler County residents in and outside of Butler County.
- Provider must be willing and able to support individuals who may pose a risk to themselves or others; including being willing to utilize safeguards approved by the inter-disciplinary team.
- Provider must be willing to physically assist individuals in/out, on/off vehicle.
- Provider must provide door to door service.
- Provider must be able to accommodate individuals who are not ambulatory.
- Proposal shall include the availability to provide a limited number of “Emergency” transportation services on a daily basis. Emergency transportation is defined as a transportation trip required by an eligible participant that was not scheduled per the scheduling guidelines negotiated between the service Provider and the Board. Emergency transportation trips would be utilized for appointments for unexpected emergencies. The Board may choose to NOT include emergency transportation trips in the final contract. Individuals would need to go through the Board to directly access emergency transportation for said authorization.
- Provider shall maintain a call center operation with a toll-free telephone number, accessible twenty-four (24) hours per day, and seven (7) days per week, to receive phone calls from Board employees, eligible participants or other designated persons for scheduling purposes.
- Provider must be an Individual Options Waiver provider (or willingness/ability to become one).

- Provider must be willing/able to utilize approved technology, as appropriate.
- Provider must be willing to allow routine oversight by the Board.
- Provider will be required to verify participant eligibility and available authorization of services prior to scheduling transportation services.
- Where applicable, Provider will be required to complete “Will Call” (return trip) transportation by where the eligible participant will call Provider upon completion of their community appointment to schedule a return trip, (i.e. “Will Call”). Response time between receipt of Will Call request from eligible participant to vehicle arrival at Will Call pick-up location shall be no more than one (1) hour.

Provider Responsibilities:

- Hiring, scheduling, and supervision of employees.
- Basic orientation and training of employees.
- Willingness to utilize technology as determined in the ISP.
- The Provider must keep confidential all information conveyed by the Board to Provider in the course of work and shall be required to follow all rules and regulations regarding the Health Insurance Portability and Accountability Act (HIPPA) as defined by 42 U.S.C. 130-1130d-9, 45 C.F.R 164.501, 164502(e), 164.504(e), and ORC 3798 & 5101.27.
- The Provider will be required to document and make available to the Board, at regular intervals or upon request, appropriate records for the transportation activity provided under the ensuing contract. Documentation may include, but is not limited to date/time transportation trip was scheduled, client appointment time, completed transportation trip information (client pickup time, client drop-off time, client signature for completed trips), client no-shows, cancelations, accident/incident reports, mileage, and/or unduplicated ridership per program. Specific reporting requirements are subject to change at any time during the contract period. Final details regarding documentation and reporting requirements will be negotiated with the successful bidder.
- The Provider shall obtain and maintain during the contract period, an annually renewable performance bond equal to ten percent (10%) of the total contract amount. The performance bond must be submitted to the Board within ten (10) business days of contract commencement, or within a time period negotiated between the Board and Provider. An escrow account may be established in lieu of the performance bond.
- The Provider shall obtain an insurance certificate for a minimum amount of \$ 1,000,000.00 per occurrence with the Board named as an additional insured.
- Ongoing compliance with all applicable waiver certification rules.

Board Responsibilities:

- ISP development from Service and Support Administrator
- Authorization for payment
- Monitoring
- Prompt and accurate payment for services and supports provided

Transportation Services Statistics

Board transportation statistics are provided on Attachment A. Transportation statistics are being provided as a reference only. The Board does not guarantee transportation referrals in an amount to equal or exceed the volume referenced on Attachment A.

The Board will not release specific address information due to Medicaid and/or HIPAA requirements and/or regulations.

Proposal Timeline

- RFP Advertised – 8/2/2017.
- RFP Issued – 8/2/17.
- Bidders Conference – August 14, 2017 at 2:00 PM local time. Janet Clemmons Center; 282 North Fair Avenue; Hamilton, Ohio 45011
- Final date for RFP clarification requests and/or RFP questions or to register for the RFP – August 24, 2017. All clarifications and questions should be directed to RFP@butlerdd.org
- All questions and clarifications will be answered by e-mail by 8/31/17
- RFP due date – September 15, 2017 at 3:00 PM (local time).
- Bid Opening – September 15, 2017 at 3:00 PM
- RFP Evaluation – September 18, 2017 – September 30 2017.
- Notification to Bidders – October 2017 - November 2017.
- Board approval – November or December 2017
- Contract begin date – January 1, 2018.

Bid Opening

The bid public opening will be conducted by Board personnel.

Bid Evaluation

Contract(s) will be awarded to the lowest and best bidder(s) whose proposal meets the requirements and criteria set forth in the RFP. Factors that determine the lowest and best bid include, but are not limited to the following (ranked in order of relative importance):

- Capability of the bidder to perform the contracted services.
- Price
- Responsiveness to the bid
- References and/or other indicators of satisfactory past performance of service delivery

Evaluation Process:

Stage 1 -- A preliminary review of proposals will be conducted to determine if proposal was submitted timely. Proposals submitted timely will be forwarded to the Stage 2 Evaluation.

Stage 2 -- Proposals that qualify for the Stage 2 evaluation, will be reviewed, evaluated and rated by a review committee comprised of Board staff. Proposals will be evaluated using criteria developed by the Board and documented on a Proposal Review Sheet using the following scale:

(0) Does Not Meet Requirement: RFP requirement not addressed in Proposal

(1) Partially Meets Requirement – Proposal demonstrates some attempt at meeting the RFP requirement, but falls below acceptable level.

(2) Meets Requirement – Proposal meets RFP requirement in all material respects, potentially with only minor, non-substantial deviation.

(3) Excellent Requirement – Proposal fulfills the RFP requirement in all material respects and offers some additional level of quality in excess of Board expectations.

Stage 3 - (Optional) -- The review committee may request additional information from sources other than the written proposal to evaluate Bidders programs or to clarify the proposal. Other sources of information may include, but are not limited to the following:

- Interview and oral presentation from the bidder.
- Site visit.

Statement of Interest

Butler County Board of Developmental Disabilities

Non-Medical Transportation

Section 1: Provider Information

Name of Agency: _____

Address: _____

Telephone: _____ **FAX:** _____

E-mail: _____

Employer Identification Number: _____

Administrator of Chief Executive Officer: _____

Social Security # of Administrator/CEO: _____
(For purposes of checking Abuser and Nurse Aide Registries)

Contact Person: _____

Contact Person Title: _____

Contact Person Telephone: _____

Contact Person E-mail: _____

Section 2: Proposal Content: Experience, Qualifications, and Ability to Meet Requirements

Please submit information addressing the following areas:

1. A narrative describing the ability and experience of the agency to provide non-medical transportation to individuals with developmental disabilities. For example, prior and current experience in the operation of transportation and/or waiver services supporting this population and any innovative programs and services developed for individuals served by you.
2. A Table of Organization with basic job descriptions and experience of key personnel, including persons to be involved in this contract and the primary contact person for this project.
3. Describe what type of initial and on-going training will be required and routinely offered to the staff.
4. Describe how you will provide “substitute” staff to maintain the overall needs of the program components and how you will ensure all staff are oriented to the needs of the individuals, in order to maintain consistency of supports and services.
5. Describe how you will attempt to minimize staff turnover.
6. Letters of reference as follows:
 - Three letters from parents/guardians/family members served by the agency
 - One letter of reference from a county board of a county in which the agency provides services, if possible
 - One letter from an individual served by the agency
7. Documentation that demonstrates fiscal solvency of the agency.
8. A plan to ensure equal employment opportunities.
9. A description of how the agency would develop and maintain an effective working relationship with the Board.
10. A description of how the agency would provide oversight, management and staff support.
11. Bidder shall detail confidentiality policies and procedures.
12. Bidder shall detail their record keeping and reporting policies and procedures.

13. Bidder shall detail their ability to deliver, track and report timely transportation services.
14. Bidder shall detail emergency transportation policy and procedures.
15. Bidder shall detail Will Call policy and procedures to include when and how Bidder communicates with eligible participants regarding Will Calls.
16. Bidder shall detail call center operations.
17. Bidder shall address their ability to provide 24/7 transportation services.
18. Bidder must submit a letter of intent from any subcontractor indicating their commitment, type and volume of service(s) to be provided and three (3) references for subcontractor and a current certificate of insurance for subcontractor. Any subcontractors must be approved by the Board and will be held accountable to the same contract terms as the bidder. If Bidder will utilize subcontractors for the contract and subcontractors are not yet known, submit a plan detailing how your organization will engage the needed number of subcontractors in order to be fully operational by the first service date of any ensuing contract.
19. Bidder must disclose any pending or threatened court actions and/or claims against bidder, parent company or subsidiaries. This information will not necessarily be cause for rejection of the proposal; however, withholding the information may be cause to reject the proposal and/or any ensuing contract
20. Budget and Budget Narrative

Bidders shall furnish a separate line item budget for the contract year, detailing all cost classifications and applicable costs used to determine reimbursement for the proposed services.

The bidder shall include a budget narrative containing a detailed description of the cost and the calculations used to determine the amounts included in the line item budget. Bidders must provide justification for all costs as the basis for determining if all proposed costs are reasonable and necessary.

Bidders shall identify Profit as a separate line item within the budget.

- Profit will be a separately negotiated element of price pursuant to OAC 5101:9-4-07 for all for-profit organizations.
- Reimbursement must be identified as a unit rate and must be supported by the project budget. Bidder shall include a detailed narrative, which demonstrates how the unit rate was derived from the total budget costs.

Section 3: Conditions and Stipulations

1. The agency acknowledges that the Provider Responsibilities outlined in the Project Description as well as the terms of the contract are acceptable to agency.
2. The agency acknowledges that the Board may amend, modify, withdraw, or terminate its Request for Proposal at any time and that agency's Statement of Interest is not an offer to enter into a contract with the Board.

Section 4: Attestation

The undersigned, representing the agency, hereby attests that all the information submitted as part of this Statement of Interest is true and accurate.

Signature

Date

Printed Name

Title

The deadline for submission of five copies of Statement of Interest packet is 3:00 pm on September 15, 2017. Statements of Interest must be mailed or hand delivered to:

**The Butler County Board of Developmental Disabilities
Attention: Hailey Quinn, Business Services Director
282 N. Fair Ave.
Hamilton, OH 45011**

Attachment A

Butler County Board of Developmental Disabilities
Non-Medical Transportation Data for FY16

Individuals that utilized ambulatory services	167
Individuals that utilized non-ambulatory services	16
Individuals that did not utilize services	39
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Total individuals authorized for services	222
Number of no show trips	310
Number of ambulatory trips	25,281
Number of non-ambulatory trips	1,581
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Total number of trips	27,172