



**TRANSPORTATION SERVICES  
REQUEST FOR PROPOSALS  
RFP # 01-CY19  
QUESTIONS AND ANSWERS  
Revised 05/14/19**

Date Question Received	RFP Section	Question	Answer
05/01/19	Transportation Service Rates (page 14)	How many "No-Shows" were there in 2018?	For 2018, there were a total of 185 "No Shows" (or Dead Runs) for an average of approximately 15 per month.
05/01/19	Agreement to Comply With Delaware County Standard Contract Terms (page 12 and page 20)	Can you simplify the explanation of the insurance requirements represented in Clause 15 of the Sample Contract?	An Insurance Minimum Requirements Checklist dated 08/28/17 has been posted at <a href="https://co.delaware.oh.us/media-room/bids/">https://co.delaware.oh.us/media-room/bids/</a> to give bidders an explanation of insurance requirements. If awarded the contract, the provider must submit a Certificate of Liability Insurance confirming insurance coverage amounts and types.
05/01/19	Final Checklist for Bidders for Proposals (page 15)	The RFP indicates proposals are due on May 22 <sup>nd</sup> in some sections but in the "Final Checklist" section the due date is May 17 <sup>th</sup> . What is correct?	The correct proposal due date is May 22, 2019. The RFP has been corrected. We apologize for the error.
05/08/19	Purpose Section (page 2)	<p>Good morning Steve,</p> <p>[Name Redacted] of the [Organization Redacted] is also copied on this email.</p> <p>The question is: If all contractual conditions were met by each provider, would DJFS consider issuing multiple prime contracts that would allow the multiple providers to coordinate transportation to maximize the utilization of local resources (vehicles and drivers)? If proved to be effective, this should increase efficiency and may provide for future long-term reduction in overall costs.</p> <p>The thought is that each contract would still stand on its own and each provider would still be</p>	<p>Page 2, Purpose Section, of RFP #01-CY19 communicates an intent to award one (1) contract. Delaware County Department of Job and Family Services (DCDJFS) shall follow the proposal scoring methodology outlined in the RFP. The proposal with the highest score shall be awarded the contract (if a contract is awarded). All prospective providers must submit a satisfactory proposal to be considered and evaluated.</p> <p>The provider awarded the contract shall be considered the primary provider. In the event that the service times and/or service coverage areas committed to in the proposal from the primary provider do not fully meet the needs of DCDJFS, DCDJFS shall consider a secondary contract with a secondary provider to fill in the service time or service area gaps not covered by the primary provider.</p>

		<p>responsible for the terms of the contract but the providers would just work together to combine trips and theoretically reduce individual trip costs.</p> <p>Thanks, [Name Redacted]</p>	<p>In the event it is deemed necessary to have two (2) contracts, there shall be no overlap in the services provided by the two providers. There shall be no coordination between the two potential providers.</p>
<p>05/14/19 8:01am</p>	<p>Accommodations for Infants and Small Children (page 9)</p> <p>Agreement to Adhere to DCDJFS Monthly Invoice Format and Process (page 11)</p> <p>NA</p>	<p>Good morning Steve,</p> <p>Hope you are well. Just a couple of questions related to RFP:</p> <p>Are the passengers who have a child small enough for a car seat required to secure the car seat or is it the expectation of the driver? There are so many different models of seats that I am not real comfortable putting that responsibility on our drivers.</p> <p>Is wait time pre-approved on out of county trips regardless if adjacent or not? Is it negotiated in advance or reported after delivery?</p> <p>Are the definitions/descriptions of services that are described in the Supplemental Agreement valid or will they be discussed prior to entering an agreement?</p> <p>Thank you. [Name Redacted]</p>	<p>Car seats owned by the passenger should be secured by the passenger. Car seats owned by the provider should be secured by the provider. The provider shall inform passengers in advance if the provider does not provide car seats.</p> <p>Wait times are not pre-approved by DCDJFS on trip authorization forms, however it is recognized that wait times exist such as for trips to a medical appointment or pharmacy and may be billable. The provider shall quote their standard wait time rates in the proposal. The provider may bill DCDJFS for wait times on actual trips based on actual wait times. Providers are encouraged to have advance visibility of passenger expected wait times by getting estimates from their passengers to enable efficient vehicle fleet and trip planning. Wait times shall be documented and invoiced separately from trip times.</p> <p>Providers are requested to provide as much clarity as possible regarding any content or responses in the proposal. Providers will have an opportunity to discuss contract expectations in the negotiation phase of the contract.</p>