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Children's Services • Child Support • Social Services • Income Maintenance • Workforce Development

REQUEST FOR PROPOSALS

Madison County Department of Job & Family Services
Transportation Services
RFP #: 01-CY21

For Service Provision
July 1, 2021 to June 30, 2023

Offered by
**The Madison County Commissioners on behalf of:
Madison County Department of Job & Family Services
200 Midway St.
London, Ohio 43140
740-852-4770**

**Deadline for Proposal Submission is May 28, 2021
REQUESTS TO EXTEND DEADLINE WILL NOT BE GRANTED**

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MADISON COUNTY DEPARTMENT OF JOB & FAMILY SERVICES
Transportation Services
RFP# 01-CY21

SECTION I. GENERAL PURPOSE & PROVIDER INFORMATION

1.1 Purpose

Madison County Department of Job and Family Services (MCDJFS) releases this Request for Proposals (RFP) for the purpose of obtaining provider(s) to provide a non-fixed route, demand responsive, point-to-point transportation service for the clients of our agency.

The provider will transport Madison county participants to medical and other miscellaneous appointments (outpatient, testing, etc.). Contracts will be open to any providers with regular vehicles, wheelchair accessible vehicles, ambulatory services, etc. MCDJFS is seeking providers who have the capacity to provide trips to accommodate the demand from customers in need of such trips.

1.2 Background/Overview of the Project

Lack of reliable transportation has been identified as one of the most frequent barriers to both health and self-sufficiency. Many people have difficulty reaching their destinations during evening and weekends, as well. Similarly, destinations in the county or outside of the county are also difficult to reach.

The purpose of this program is therefore to provide transportation options for low-income people. This program shall serve as a curb-to-curb transportation system that will transport low-income people to and from employment, work activities, medical appointments, childcare, or other social service programs.

Currently, eligibility is determined by MCDJFS. Once transportation is authorized, the transportation coordinator at MCDJFS contacts a centralized scheduler/dispatcher to arrange transportation. Transportation is also accessible for individuals that have disabilities. Through this system, the transportation provider serves as the lead transportation entity with a coordinated program.

1.3 Objectives of the Project

Because trips are scheduled based on customers' appointments or work schedules, it is critical that customers arrive at their destinations in a timely manner. For this reason, the on-time performance standard for this program will be 90%. Delivery to destination will be performed and reported using this standard. On-time is defined as arrival within 15 minutes prior to or 15 minutes after the scheduled time of delivery. Delivery to employment or work activities on time or early for the beginning of customers' shift is critical.

1.4 Target Population

Customers have a variety of needs for which transportation services are provided through this program:

- Customers need transportation to and from medical appointments- (i.e., dialysis appointments) multiple times a week.
- Customers need transportation to and from work.
- Customers need transportation to a variety of other activities, such as, childcare, or other social service program.
- Additionally, there is a certain percentage of the total population needing transportation services that require ADA accessible vehicles in order to utilize the services. Providers must describe their capacity to accommodate this population.

1.5 Anticipated Procurement Timetable

<u>Date</u>	<u>Event/Activity</u>
May 11, 2021	MCDJFS releases RFP to potential providers; Q&A period opens - RFP becomes active. - Proposers may submit inquiries for RFP clarification.
May 21, 2021	Proposer Q&A Period Closes 9 a.m. (for inquiries for RFP clarification). No further inquiries for RFP clarification will be accepted.
May 24, 2021	MCDJFS provides Final Proposer Question & Answer document.
May 28, 2021	Deadline for Proposers to Submit Proposals (12 p.m.).
June 7, 2021	Letter of intent to award contract issued by MCDJFS
June 22, 2021	Contract submitted to County Commissioners for approval.
July 1, 2021	Service provision begins.

MCDJFS reserves the right to revise this schedule in the best interest of MCDJFS and/or to comply with the county procurement procedures and regulations and after providing reasonable notice.

1.6 Reporting Requirements

The chosen provider(s) shall provide monthly invoices to the MCDJFS Fiscal Office. Monthly invoices shall include the following information: name of individual served, service date, total miles transported on service date, mileage cost for service date, hours used in transportation for service date, hourly rate for service date, combined cost for service date for individual, vehicle used, starting location for service date, ending location for service date, and notations as applicable when client cancels or does not attend appointment as scheduled (see Attachment G, Example of Invoice Supporting Documentation). Quarterly reconciliation reports will be required for auditing purposes. Reconciliation reports should display the cost structure utilized for invoicing, including hourly rates for drivers, cost for cancelations, cost per mile, etc.

Providers should, in their proposals, provide assurances that reporting requirements will be met. Additionally, providers must describe methods and mechanisms in place to provide adequate tracking of contracted outcome measurements.

1.7 Internet Question & Answer Period; RFP Clarification Opportunity

Providers may ask clarifying questions regarding this RFP via email during the Q&A Period as outlined in Section 1.5, Anticipated Procurement Timetable. To ask a question, providers must submit all questions in writing, via email, to Marlene.Abshear@ifs.ohio.gov prior to the closing time and date for the Question & Answer Period.

Questions about this RFP must reference the relevant part of this RFP, the heading for the provision under question, and the page number of the RFP where the provision can be found. The provider must also include the name of a representative of the provider, the company name and business phone number. MCDJFS may, at its option, disregard any questions which do not appropriately reference an RFP provision or location, or which do not include identification for the originator of the question. MCDJFS will not respond to any questions submitted after 9 a.m. on the date the Q&A period closes.

MCDJFS responses to all questions asked via email will be posted on the Internet website dedicated to this RFP, for reference by all providers. Providers will not receive personalized or individual email responses. Clarifying questions asked and MCDJFS responses to such questions comprise the “MCDJFS Q&A Document” for this RFP.

Provider proposals in response to this RFP are to take into account any information communicated by MCDJFS in the Final Q&A Document for the RFP. **It is the responsibility of all providers to check this site on a regular basis for responses to questions, as well as for any amendments or other pertinent information regarding this RFP.**

Accessibility to the MCDJFS Q&A Document will be clearly identified on the website dedicated to this RFP, **once that document is made available.**

IMPORTANT: Requests from providers for copies of previous RFPs, past provider proposals, score sheets or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not clarification questions regarding the present RFP. PRRs submitted in accordance with directions provided in Section 1.8, Communication Prohibitions will be honored. The posted time frames for MCDJFS responses to email questions for RFP clarification do not apply to PRRs.

Providers are to base their RFP responses, and the details and costs of their proposed projects, on the requirements and performance expectations established in this RFP for the future contract, NOT on details of any current or past related contract. Requirements under a current project may or may not be required by MCDJFS under any future contract, and so may not be useful information for providers who choose to respond to the RFP. If providers ask questions about existing or past contracts using the Q&A process, MCDJFS will use its discretion in

deciding whether to provide answers. Interested providers should also refer to RFP Section 1.9, Contract Period and Funds Available, for related information.

There is an established time period for the Internet Q&A process (see Section 1.5, Anticipated Procurement Timetable, above). MCDJFS will only answer those questions submitted within the stated time frame for submission of provider questions, and which pertain to issues of RFP clarity, and which are not requests for public information. MCDJFS is under no obligation to acknowledge questions submitted through the Q&A process if those questions are not in accordance with these instructions.

Should providers experience technical difficulties accessing either the MCDJFS website where the RFP and its related documents are published, they may contact Marlene Abshear at Marlene.Abshear@jfs.ohio.gov.

1.8 Communication Prohibitions

From the issuance date of this RFP until an actual contract is awarded to a provider, there may be no communications concerning the RFP between any provider that expects to submit a proposal and any employee of MCDJFS, or any other individual regardless of their employment status, who is in any way involved in the development of the RFP or the selection of the provider.

The only exceptions to this prohibition are as follows:

1. Communications conducted pursuant to Section 1.7, Internet Q&A Period.
2. As necessary in any pre-existing or on-going business relationship between MCDJFS and any provider that could submit a proposal in response to this RFP.
3. As part of any provider interview process or proposal clarification process initiated by MCDJFS, which MCDJFS deems necessary in order to make a final selection.
4. If it becomes necessary to revise any part of this RFP, MCDJFS will post those revisions, amendments, etc., to the website dedicated to this RFP*; and
5. Any Public Records Request (PRR) made through MCDJFS.

***Important Note:** Amendments to the RFP or to any documents related to it will be accessible to interested providers through the original web page established for the RFP. All interested providers must refer to that web page regularly for amendments or other announcements. MCDJFS may not specifically notify any provider of changes or announcements related to this RFP except through the website posting. It is the affirmative responsibility of interested providers to be aware of and to fully respond to all updated information posted on this web page.

MCDJFS is not responsible for the accuracy of any information regarding this RFP that was obtained or gathered through a source other than the Internet Q&A process described in this RFP. Any attempts at prohibited communications by providers may result in the disqualification of those providers' proposals.

1.9 Contract Period and Funds Available

MCDJFS is seeking to contract with a provider for transportation services for the period July 1, 2021 to June 30, 2023.

The transportation program is supported by a variety of federal, state, and local funding sources.

Potential providers should be aware that MCDJFS may, at its sole discretion, negotiate with all technically qualified providers for a revised cost proposal if the cost proposals of all technically qualifying providers are in excess of the available funding for this project. Section 6.1 C, Phase III. Review—Criteria for Considering the Cost Proposal, of this RFP establishes further information on MCDJFS procedures to be implemented if this occurs.

1.10 Renewal Clause

Upon negotiated agreement of the provider and MCDJFS, any contract entered into may be renewed for one additional one-year contract without the release of another RFP.

1.11 Termination Clause

MCDJFS may terminate any contract entered into when it is determined by MCDJFS in its best interest to do so, by giving at least 30 days advance notice, in writing, to the provider. The Provider shall be entitled to receive just and equitable compensation for any services satisfactorily performed hereunder through the date of termination.

SECTION II. PROVIDER EXPERIENCE AND QUALIFICATIONS

2.1 Demonstration of Experience

The proposer's previous experience in operating a demand response transportation system should be demonstrated. References should be included.

SECTION III. SCOPE OF WORK & SERVICES TO BE PROVIDED

3.1 Scope of Work

In the delivery of this service, it is expected that the provider will operate a program which accomplishes all of the following:

1. Provides a demand-responsive transportation system sufficient to accommodate customers described in Section 1.4, Target Population, of this RFP.

- a. The program will operate from 5:00 a.m. until 12:00 midnight, Monday through Friday and 6:00 a.m. until 12:00 midnight, Saturday, and Sunday. On federal holidays trips may be scheduled.
 - b. Providers should demonstrate their capacity to expand or reduce the program to accommodate the increase or decrease in demand.
 - c. At least 90% of all customers will reach destinations within the prescribed time standard.
2. Ensures staff sufficient to perform the service, including provision of:
- a. Schedulers and dispatchers for the MCDJFS staff calling the telephone number provided.
 - b. Drivers either hired or retained through other agreements. Providers shall indicate the approximate number of drivers to be used for this program.
 - c. Administrative staff sufficient to provide agreed upon reports develops and implement needed policies and procedures, perform monthly invoicing and accounting functions.
 - d. An “ombudsman” functions to ensure good customer service and quick resolution of complaints.
3. Provides sufficient number of primary vehicles to meet the demand specified in Section 1.4, Target Population, of this RFP, including provision of:
- a. Suitable back-up vehicles during such times that the primary vehicles are not in service.
 - b. Vehicles to serve disabled customers.
 - c. Vehicles that are in good mechanical order.
 - d. Vehicle maintenance in accordance with a regular inspection and maintenance program.
 - e. The capability for continuous two-way communication with all vehicles.
 - f. Provider shall indicate the number of primary vehicles, back-up vehicles, and ADA accessible vehicles to be used for this program.
4. Assumes all other operational costs, including:
- a. Provision of a scheduling system that performs client registration, trip reservations, routing and scheduling, dispatching and reporting.
 - b. Provision of all other equipment and facilities necessary to support the program.
5. It is expected that the provider maintain a local presence to facilitate ease of service delivery. Providers shall indicate in their proposals their capacity and willingness to establish/maintain a local presence to coordinate the transportation program.

3.2 Services to be Provided

The contracted services shall include the following:

1. Transportation program will operate from 5:00 a.m. until 12:00 midnight, Monday through Friday and 6:00 until 12:00 midnight, Saturday and Sunday. On federal holidays, trips may be scheduled.
2. Compensate and administer all employees' wages, benefits, workers' compensation and taxes.
3. Provide suitable back-up vehicles during such times that the primary vehicles are not in service.
4. Dispatch transportation for those clients that are scheduled and referred from MCDJFS.
5. Maintain continuous two-way communications with all vehicles.
6. Provide all participating entities with monthly summary reports and other reports as needed.
7. Assume all other operational costs.
8. Respond within 48 hours to any customer concerns about service.
9. Maintain adequate phone lines to ensure that customers can reach the provider in a timely manner.
10. Maintain an "ombudsman" position, the purpose of which is to ensure good customer service and a quick resolution of complaints.

3.3 Selected Provider Compensation Structure

Payment to the Provider shall be made on a unit cost, fee for service, reimbursement basis. Payment shall consist of the mileage cost per trip and the hourly rate cost per trip. The unit cost represents a true measure of the actual cost of providing the contracted number of units of service.

3.4 Responsibilities Madison County Department of Job & Family Services

As the lead public agency in this partnership, MCDJFS provides a number of services, included but not limited to the following:

1. Determine eligibility of customers to receive transportation services.
2. MCDJFS completes transportation referral form for customer and submits to provider for services.
3. Using data provided by the Provider, provide all reporting to the Ohio Department of Job and Family Services for compliance with regulations.
4. Provide fare system for longtime, non-Medicaid customers as a strategy for (a) encouraging existing riders to find other sources of transportation to meet their non-Medicaid needs, and (b) defraying some of the costs of the transportation services.

SECTION IV. LIMITATIONS AND OTHER REQUIREMENTS

4.1 Limitations

This RFP does not commit MCDJFS to award a contract or to pay any cost incurred in the preparation of a proposal. MCDJFS reserves the right to accept or reject any or all proposals received, to negotiate services and cost with proposers, and to cancel in part or in its entirety this RFP.

MCDJFS will review each proposal with respect to price, proposer's administrative and programmatic capabilities, and conformance to the RFP criteria. MCDJFS may reject all responses if proposed rates are unreasonable or if the proposers do not meet the RFP acceptance criteria.

All proposals submitted in response to the RFP will become the property of MCDJFS.

4.2 Interview

Providers submitting proposals may be required to participate in an in-depth interview as part of the evaluation process. The interview, if necessary, may include participants from MCDJFS and/or other county agency staff or other representatives it may appoint, as appropriate. MCDJFS reserves the right to select from responding providers for interviews and may not interview all providers submitting proposals. The provider shall bear all costs of any scheduled interview.

4.3 Proposal Cost

Costs incurred in the preparation of this proposal are to be borne by the provider and MCDJFS will not contribute in any way to the costs of the preparation. Any costs associated with interviews will be borne by the provider and will not be MCDJFS's responsibility (see Section 4.2, Interview, above).

4.4 Certifications

Any provider responding to any MCDJFS RFP, or any other procurement opportunity, is required to provide certification of insurance. The following are the standard requirements of insurance for providers who hold contracts with Madison County. Providers must provide, in their proposals, assurances regarding the items outlined below:

- a. Worker's Compensation Insurance as required by Ohio law and any other state in which work will be performed, or letter of exemption.
- b. Commercial General Liability Insurance for a minimum of \$1,000,000 per occurrence with an annual aggregate of at least \$2,000,000, including coverage for subcontractors, if any is used.

- c. Umbrella or Excess Liability insurance (over and above Commercial General Liability) with a limit of at least \$2,000,000.
- d. Auto Liability Insurance covering all owned, non-owned and hired vehicles used in connection with the work of Madison County, or its departments, with limits of at least \$300,000 (Combined Single Limit) or, \$100,000 per person and \$300,000 per accident for Bodily Injury and \$100,000 per accident for property damage.
- e. The Board of Madison County Commissioners (not the Department of Job & Family Services) must be named as “Additional Insured” on the policies listed in paragraphs b, c, and d above. The Board of Madison County Commissioners must also be named as the Certificate Holder at 1 N. Main St., PO Box 618, London, Ohio 43140.
- f. Professional liability or errors and omissions insurance (if applicable) for a minimum of \$1,000,000 per incident. Note: The type of coverage will vary based on the profession or service of the provider. Normally, at least errors and omissions coverage should be obtained with a minimum of \$1,000,000 per incident liability limit with the County named as additional insured. (“Additional insured” designation may be unavailable for some professions.)

See Section 5.2, Format for Organization of the Proposal/Proposal Content, of this RFP for specific instructions regarding inclusion of these documents in proposals. Failure to provide proper certifications as part of the proposal submitted to MCDJFS may result in the disqualification of the provider’s proposal from consideration.

4.5 Declaration of Material Assistance Requirements

Any provider responding to any MCDJFS RFP, or any other procurement opportunity, is required to provide certification that the provider has not provided material support or resources to any organization listed on the “Terrorist Exclusion List” (TEL) maintained by the U.S. Department of State. The Declaration of Material Assistance Form, which can be accessed at <https://jfs.ohio.gov/RFP/R89010878/Attach-C--DMA-Form.pdf> must be printed, completed, and signed by the interested proposer’s authorized representative, and returned to MCDJFS as a component of the provider technical proposal/bid. Failure to properly complete the form or to provide it as part of the proposal submitted to MCDJFS may result in the disqualification of the provider’s proposal from consideration.

Providers may access the TEL from the Ohio Homeland Security Office website, located at https://www.epa.ohio.gov/portals/28/documents/dwaf/terrorist_exclusion_list.pdf or via e-mail to dma-info@dps.state.oh.us for the current list of excluded organizations and additional information.

4.6 Campaign Contribution Declaration

As part of the submitted proposal, providers must include the attached notarized Affidavit in Compliance with Section 3517.13 of the Ohio Revised Code form (Campaign Contribution Declaration – HB694). Amended Substitute House Bill 694 (“_{HB} 694”) limits solicitations of and

political contributions by owners and certain family members of owners of businesses seeking or awarded public contracts.

All providers interested in responding to this RFP must include the completed Campaign Contribution Form in their proposals (included in this RFP as Attachment D).

4.7 Personal Property Tax Statement

As part of the submitted proposal, providers must include the attached notarized Personal Property Tax Statement. Failure to include this statement as part of the proposal submitted to MCDJFS may result in the disqualification of the provider's proposal from consideration (included in this RFP as Attachment E).

4.8 Subcontractor Identification and Participation Information

Any providers proposing to use a subcontractor for any part of the work described in this RFP must clearly identify the subcontractor(s) and their tasks in their proposals. The proposal must include a letter from the proposed subcontractor(s), signed by a person authorized to legally bind the subcontractor, indicating the following:

1. The subcontractor's legal status, federal tax ID number, and principal business address.
2. The name, phone number, and fax number of a person who is authorized to legally bind the subcontractor to contractual obligations.
3. A complete description of the work the subcontractor will do.
4. A commitment to do the work, if the provider is selected.
5. A statement that the subcontractor has read and understands the RFP, the nature of the work, and the requirements of the RFP.

There may be no dollar amounts of any kind included with subcontractor's information; inclusion of dollar amounts will result in the disqualification of the primary provider's entire proposal.

4.9 Waiver of Minor Proposal Errors

MCDJFS may, at its sole discretion, waive minor errors or omissions in provider's Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

4.10 Proposal Clarifications

MCDJFS reserves the right to request clarifications from providers of any information in their Technical and/or Cost proposals/forms and may request such clarification as it deems necessary at any point in the proposal review process.

SECTION V. PROPOSAL FORMAT & SUBMISSION

5.1 Proposal Submission Information

The proposal must be prepared and submitted in accordance with instructions found in this Section. The providers' total proposal submissions (both the technical and cost proposals and all required copies) must be received no later than 12 p.m. on Friday, May 28, 2021.

Hand deliver, courier, email or mail proposals to:

**Madison County Department of Job & Family Services (MCDJFS)
Attn: Marlene Abshear
200 Midway St.
London, OH 43140
Madison_fiscal@jfs.ohio.gov**

All proposal submissions require that the Bidders' name and the Proposal Number be clearly marked on the exterior envelope/package. Bidders are not to bind or place document hardcopies in 3-ring binders or GBC type binders. Documents, including any amendments/clarifications applicable to the proposal, may be secured by using paper clips, binder clips or rubber bands to keep them orderly. All hardcopy documents must be on 8.5-inch x 11-inch paper, brochures should be copied to the same format. Bidders are to submit the completed original bid packet. Bidders are to submit two (2) paper copies of Appendixes B, C, D, and E.

If a bidder uses an express mail or courier service, the proposal number must be clearly marked on the express mail or courier envelope or must be enclosed in a sealed envelope inside the express mail or courier service envelope. A proposal that is not properly and clearly marked and is inadvertently opened before the scheduled proposal opening time may be disqualified without additional consideration.

If a bidder sends proposal via email, the proposal number must be clearly stated in the subject line along with the bidder's name. All attachments are to be in PDF.

Faxed proposal submissions are not acceptable.

By submitting a proposal, the bidder will be held accountable to know the specifications and conditions under which the resulting contract will be accomplished. This includes the contents of all proposal documents, regulations, and applicable laws.

Bidders assume the risk of the method of dispatch chosen. MCDJFS will not assume responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt.

Proposals must be complete at the time of submission. All proposals and accompanying documents will become the property of the MCDJFS and the Madison County Commissioners and will not be returned.

Providers' original technical and cost proposals must contain all the information and documents specified in Section 5.2, Format for Organization of the Proposal/Proposal Content. All copies of the original proposal must include copies of ALL information, documents, and pages in the original proposal.

All proposal submissions must be received, complete, at the above address, via mail or hand delivery by the above date and time. Materials received separately from a provider's proposal submission (e.g., letters of recommendation from past customers of the provider's services) will not be added to the proposal nor considered in the review and scoring process. Materials received after the date and time as stated above will not be included in any previous submissions, nor will they be delivered. MCDJFS is not responsible for proposals incorrectly addressed or for proposals delivered to any location other than the address specified above.

5.2 Format for Organization of the Proposal/Proposal Content

A. Technical Proposal

A sample Technical Proposal Evaluation Score Sheet is provided as **Attachment B** of this RFP. **Providers are strongly encouraged to use the Score Sheet to check their proposals for quality, compliance, and completeness prior to submission.**

The provider's Technical Proposal must contain the following components, organized in the format described below:

Section 1 *Identifying Information*: The name of the proposing organization, address, name of contact person, telephone number, e-mail address, etc. should be clearly identified.

Section 2 *Provider Experience & Qualifications*
Demonstration of Experience (Section 2.1)

Section 3 *Services to be Provided*: This section must address each of the items that appear in Section III. Scope of Service & Services to be Provided. The following format should be utilized:

- a. Design and organization of the system.
- b. Proposed staffing plan, including table of organization and job descriptions.
- c. Number and description of vehicles that will be provided. Providers must also specify the number of ADA accessible vehicles that will be provided.
- d. Description of scheduling, dispatching, and reporting capabilities.
- e. Description of other facilities and equipment that will be provided.

Section 4 *Reporting:* Provide assurances with regard to the ability to meet all reporting requirements outlined in Section 1.6, Reporting Requirements, of this RFP.

Section 5 *Commitment to customer responsiveness:*

- a. Description of complaint resolution process, including complaints from riders, partners, or the general public.
- b. Ability to meet standards of performance as described in the scope of work and the assurances as described in Attachment F.

Section 6 *References:* Provide the names and contact information for up to two entities for which the provider has performed similar large-scale projects in the past five years.

Section 7 *Other Pertinent Information:* This section may include additional information not requested elsewhere.

Section 8 Provider Assurances Form

Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization

Campaign Contribution Declaration Form

Personal Property Tax Statement

Assurances and Certifications

A copy of the most recently completed financial audit

All pages in the Technical Proposal must be sequentially numbered, with the exception of Section 8 contents.

IMPORTANT: Any provider Technical Proposals found to contain any prohibited cost information shall be disqualified from consideration. Prohibited cost information is defined as any dollar amounts which MCDJFS might find indicative of the relative cost or economy of the proposed project. However, information on the assets, value, or historical business volume of the provider is NOT considered to be such prohibited cost information, and MAY be included in any provider's technical proposal. Any prohibited cost information must be submitted with the proposal. The Technical Proposal is defined as any part of the provider's proposal (either as required by MCDJFS or sent at provider's discretion, such as work plan, resumes, letters of recommendation, letters of cooperation from any subcontractors, etc.) which is not specifically identified by MCDJFS as a required component of the Cost Proposal. Should a provider feel it is important to include any documents containing such prohibited cost information in the technical proposal, the cost information in those documents must be made unreadable by the provider before submission of the proposal to MCDJFS.

B. Cost Proposal

A sample Cost Proposal Evaluation Score Sheet is provided as **Attachment C** of this RFP. **Providers are strongly encouraged to use the Score Sheet to check their proposals for quality, compliance, and completeness prior to submission.**

Two (one signed original and one copy) copies of the Cost Proposal must be submitted. The Cost Proposal must include a statement that the prices quoted are firm.

Providers are to use the format outlined below to submit their cost proposal for the period July 1, 2021 to June 30, 2023. At the provider's discretion, additional documentation may also be included with the proposal, as explanatory information, but when making the provider selections and when executing the contract, MCDJFS will consider only the rate amounts displayed.

Provider may propose three rates, according to the following:

- a. A *mileage rate* for all trips;
- b. A *hourly rate* for all trips;
- c. A *per trip rate* for each trip within Madison County outside of the hours specified in the Scope of Work. (More than one rate may be proposed.)

SECTION VI. CRITERIA FOR PROPOSAL EVALUATION & SELECTION

6.1 Scoring of Proposals

MCDJFS will contract with a provider that best demonstrates the ability to meet requirements as specified in this RFP. Providers submitting a response will be evaluated based on the capacity and experience demonstrated in their Technical and Cost Proposal. All proposals will be reviewed and scored by a Proposal Review Team (PRT), comprised of staff from MCDJFS and their designees. Providers should not assume that the review team members are familiar with any current or past work activities with MCDJFS. Proposals containing assumptions, lack of sufficient detail, poor organization, and lack of proofreading and unnecessary use of self-promotional claims will be evaluated accordingly. PRT members will have no personal or financial interest in the outcome of the proposal review and provider selection process.

Selection of the provider will be based upon the criteria specified in Sections II., III., IV., and V. of this RFP. Any proposals not meeting the requirements contained in those sections of this RFP will not be scored or may be held pending receipt of required clarifications. The PRT reserves the right to reject any and all proposals, in whole or in part, received in response to this request. The review team may waive minor defects that are not material when no prejudice will result to the rights of any provider or to the public. In scoring the proposals, MCDJFS will score in three phases:

A. Phase I. Review—Initial Qualifying Criteria:

In order to be fully reviewed and scored, proposals submitted must pass the following Phase I. Review. **Any “no” answer to the questions listed below may eliminate a proposal from further consideration.**

1. Was the proposal received by the deadline as specified in Sections 1.5, Anticipated Procurement Timetable, and 5.1, Proposal Submission Information?
2. Did the provider submit two paper copies of their Technical Proposal, as well as their Cost Proposal?
3. Does the provider’s proposal include all required affirmative statements and certifications, signed by the provider’s responsible representative, including the following:
 - Provider Assurances Form, Attachment A
 - Declaration of Material Assistance Form (see Section 4.5 of this RFP)
 - Campaign Contribution Declaration (see Section 4.6 of this RFP)
 - Personal Property Tax Statement (see Section 4.7 of this RFP)
 - Certifications (see Section 4.4 of this RFP)
 - Copy of the most recently completed financial audit
4. According to those certifications, does the provider affirmatively indicate that it is not on the federal debarment list; that it is fiscally solvent; that it will meet all Federal, State, and Local compliance requirements; and that the person signing the form is authorized to enter into a contract with MCDJFS?
5. Does MCDJFS’ review of the Auditor of State website verify that the provider is not excluded from contracting with MCDJFS by ORC Section 9.24 for an unresolved finding for recovery (i.e., the proposal of any provider whose name appears on the Auditor’s website as having an unresolved finding for recovery will be eliminated from further consideration.)?

B. Phase II. Review—Criteria for Scoring the Technical Proposal:

The PRT will then score those qualifying technical proposals, not eliminated in Phase I. Review by assessing how well the provider meets the requirements as specified in Sections II, III, IV, V, and VI of this RFP. Using the score sheet for Phase II scoring (see **Attachment B.** of this RFP for specific evaluation criteria), the PRT will read, review, discuss and reach consensus on the final technical score for each qualifying technical proposal.

A maximum of 80 points will be awarded for the Technical Proposal. A technical proposal must achieve a total of at least 60 points (a score which represents that the provider can successfully perform the resulting contractual duties) out of the possible 80 points to qualify for continued consideration. Any proposal which does not meet the minimum required

technical proposal points will be disqualified from any further consideration and its cost proposal will neither be opened nor considered.

IMPORTANT: Before submitting a proposal to MCDJFS in response to this RFP, providers are strongly encouraged to use the Technical Proposal Evaluation Score Sheet (**Attachment B.**) and the above technical performance scoring information to review their proposals for completeness, compliance, and quality.

All remaining qualified Technical Proposals will proceed to the next level of review, which is consideration of the Cost Proposal. Any other proposals will be disqualified from further consideration, and the corresponding Cost Proposals will neither be opened nor will be scored.

C. Phase III. Review—Criteria for Considering the Cost Proposal

The Cost Proposal will be reviewed by MCDJFS. The grand total of each technically qualified provider's Cost Proposal is divided by that provider's Technical Proposal score. This compares the cost with the quality of the Technical Proposal, which will provide an average cost-per-quality point earned on the Technical Proposal.

A maximum of 50 points will be awarded for the Cost Proposal. A cost proposal must achieve a total of at least 38 points (a score which represents that the provider can successfully perform the resulting contractual duties) out of the possible 50 points to qualify for continued consideration. Any proposal which does not meet the minimum required cost proposal points may be disqualified from any further consideration.

6.2 Review Process Caveats

MCDJFS may, at its sole discretion, waive minor errors or omissions in providers' Technical and/or Cost proposals/forms when those errors do not unreasonably obscure the meaning of the content.

MCDJFS reserves the right to request clarifications from providers to any information in their Technical and/or Cost proposals/forms and may request such clarification as it deems necessary at any point in the proposal review process. Any such requests for proposal clarification when initiated by MCDJFS, and providers' verbal or written response to those requests, shall not be considered a violation of the communication prohibitions contained in Section 1.8 of this RFP. Such communications are expressly permitted when initiated by MCDJFS but are at the sole discretion of MCDJFS.

Should MCDJFS determine a need for interviewing providers prior to making a final selection, results to interview questions shall be scored in a manner similar to the process described in Section 6.1, Scoring of Proposals, above. Such scored results may be either added to those providers' proposal scores, or will replace certain criteria scores, at the discretion of MCDJFS.

The standards for scoring the interviews and the method used for considering the results of the interviews shall be applied consistently for all providers participating in the interview process for that RFP.

MCDJFS reserves the right to negotiate with providers for adjustments to their proposals should MCDJFS determine, for any reason, to adjust the scope of the project for which this RFP is released. Such communications are not violations of any communications prohibition, and are expressly permitted when initiated by MCDJFS, but are at the sole discretion of MCDJFS.

Any provider deemed not responsible, or any submitting a proposal deemed not to be responsive to the terms of this RFP, shall not be awarded the contract.

6.3 Final Provider Recommendation

The PRT will recommend to the Director of MCDJFS the technically qualified provider offering the proposal most advantageous to MCDJFS, as determined by the processes and requirements established in this RFP.

SECTION VII. PROTEST PROCEDURE

7.1 Protests

Any potential, or actual, provider objecting to the award of a contract resulting from the issuance of this RFP may file a protest of the award of the contract, or any other matter relating to the process of soliciting the proposals. Such a protest must comply with the following guidelines:

- A. A protest may be filed by a prospective or actual provider objecting to the award of a contract resulting from this RFP. The protest shall be in writing and shall contain the following information:
 1. The name, address, and telephone number of the protestor.
 2. The program name of the RFP being protested.
 3. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents.
 4. A request for a ruling by MCDJFS.
 5. A statement as to the form of relief requested from MCDJFS; and
 6. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest.
- B. A timely protest shall be considered by MCDJFS, if received within the following periods:
 1. A protest based on alleged improprieties in the issuance of the RFP or any other event preceding the closing date for receipt of proposals which are apparent or

should be apparent prior to the closing date for receipt of proposals shall be filed no later than 4 p.m. the closing date for receipt of proposals, as specified in Section 1.5, Anticipated Procurement Timetable of this RFP.

2. If the protest relates to the announced intent to award a contract, the protest shall be filed no later than 9 a.m. of the seventh (7th) calendar day after the issuance of the Letter of Intent to Award the contract.
- C. An untimely protest may be considered by MCDJFS if it determines that the protest raises issues significant to MCDJFS' procurement system. An untimely protest is one received by MCDJFS after the time periods set forth in Item B. of this section.
 - D. All protests must be filed at the following location:

Director
Madison County Department of Job & Family Services
200 Midway St.
London, Ohio 43140
 - E. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless the MCDJFS Director determines that a delay will severely disadvantage MCDJFS. The provider(s) who would have been awarded the contract shall be notified of the receipt of the protest.
 - F. MCDJFS shall issue written decision on all timely protests and shall notify any provider who filed an untimely protest as to whether the protest will be considered.

7.2 Caveats

MCDJFS is under no obligation to issue a contract as a result of this solicitation if, in the opinion of MCDJFS and the proposal review team, none of the proposals are responsive to the objectives and needs of MCDJFS. MCDJFS reserves the right to not select any provider should MCDJFS decide not to proceed. Changes in this RFP of a material nature will be provided via the Madison County website. All providers are responsible for obtaining any such changes without further notice by MCDJFS.

SECTION VIII. ATTACHMENTS AND THEIR USES

- A. **Provider Assurances Form**
(To be completed and included in the proposal as specified in Section 5.2)
- B. **Technical Proposal Evaluation Score Sheet**
(For provider self-evaluation purposes...do not submit)
- C. **Cost Proposal Evaluation Score Sheet**
(For provider self-evaluation purposes...do not submit)

- D. Campaign Contribution Declaration Form *(To be completed and included in technical proposal packet as specified in Section 5.2)***
- E. Personal Property Tax Statement *(To be completed and included in technical proposal packet as specified in Section 5.2)***
- F. Program Assurances *(For provider reference)***
- G. Example of Invoice Supporting Documentation *(For provider reference)***

ATTACHMENT A
Provider Assurances Form

Purpose: Madison County Department of Job & Family Services (MCDJFS) requires the following information on providers who submit proposals or bids in response to Requests for Proposals (RFPs) or other competitive opportunity in order to facilitate the development of the contract (or finalization of a purchase) with the selected provider. MCDJFS reserves the right to reject any proposal if this information is not provided fully, accurately, and by the deadline set by MCDJFS. Further, some of this information (as identified below) **must** be provided in order for MCDJFS to accept and consider a proposal/bid. **Failure to provide such required information will result in the proposal's immediate disqualification.**

Instructions: Provide the following information regarding the provider submitting the proposal or bid. Providers must print this attachment, complete and sign it and include it in their proposals. It is mandatory that the information provided is certified with an original signature from a person with authority to represent the provider. Providers are to provide this completed and signed form as a component of their original proposal, according to instructions in the RFP for proposal/bid composition.

Providers must provide all information

1. MCDJFS RFP #:	2. Proposal Due Date:
3. Provider Name: (legal name of the provider – person or organization – to whom contract/purchase payments would be made)	4. Provider Federal Tax ID #: (this number MUST correspond with the name in Item #3)
5. Provider Corporate Address:	6. Provider Remittance Address: (or “same” if as same as Item #5)
7. Print or type information on the provider representative/contact person <u>authorized to answer questions on the proposal/bid:</u> Provider Representative: Representative’s Title: Address: Phone #: Fax #: E-Mail:	
8. Print or type the name of the provider representative <u>authorized to address contractual issues, including the authority to execute a contract on behalf of the provider, and to whom legal notices regarding contract termination or breach, should be sent</u> (if not the same individual as in #7, provide the following information on each such representative and specify their function): Provider’s Representative: Representative’s Title: Address: Phone #: Fax #: E-Mail:	

I recognize that I must give assurances for each item below. If I cannot, I will explain why the assurances were not met or this proposal will be automatically rejected. The assurances are:

1. I am authorized by my Board of Directors, Trustees, other legally qualified officer, or as the owner of this agency or business to submit this proposal.
2. We are not currently on any Federal, State of Ohio, or local Debarment List.
3. We included in our proposal a copy of our most recently completed financial audit confirming that we are fiscally solvent.
4. We have or will have all of the fiscal control and accounting procedures needed to ensure that contract funds will be used as required by law and contract.
5. We have additional funding sources and will not be solely dependent on any funds awarded through a contract as a result of this RFP.
6. **We will meet all applicable Federal, State and Local compliance requirements.** These include, but are not limited to:
 - Records accurately reflect actual performance.
 - Maintaining record confidentiality, as required.
 - Reporting financial, participant, and performance data, as required.
 - Complying with Federal and State non-discrimination provisions.
 - Meeting requirements of **Section 504 of the *Rehabilitation Act of 1973*.**
 - Meeting all applicable labor laws, including Child Labor Law standards.
 - Drug Free Workplace

We will not:

- Use contract funds to assist, promote or deter union organizing.
- Use contract funds in the construction, operation, or maintenance of any part of a facility to be used for sectarian instruction or religious worship.

I hereby assure that all the above are true:

Signature

Date

Name (printed)

Title

ATTACHMENT B

Technical Proposal Evaluation Score Sheet				
80 points possible				
Weighted Criteria UNDERSTANDING	Poor 1-6 points	Fair 7-13 points	Good 14-20 points	Score 20 points possible
Provider has demonstrated a thorough understanding of its role and responsibilities.	Notes:			
Weighted Criteria EXPERIENCE	Poor 1-9 points	Fair 10-17 points	Good 18-25 points	Score 25 points possible
Provider demonstrated experience with demand response systems, including experience with real-time transportation management systems.	Notes:			
Weighted Criteria DESIGN	Poor 1-9 points	Fair 10-17 points	Good 18-25 points	Score 25 points possible
Provider has created a comprehensive plan that includes fleet, call management, personnel, supervision and system design.	Notes:			
Weighted Criteria PRESENTATION AND PROPOSAL	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Proposal was organized and responsive to all areas contained in the RFP. Provider exhibited knowledge of all aspects of the proposed operation.	Notes:			
Comments:				Final Score

ATTACHMENT C

Cost Proposal Evaluation Score Sheet				
50 points possible				
Weighted Criteria RATES	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's proposed rates permit the maximum number of trips within the amount available.	Notes:			
Weighted Criteria DETAIL	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider included each proposed rate, including how the rates were calculated.	Notes:			
Weighted Criteria COSTS	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's cost proposal included all necessary cost elements to operate a transportation program.	Notes:			
Weighted Criteria COST REASONABLENESS	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's costs are necessary and reasonable.	Notes:			
Weighted Criteria COMPUTATIONS	Poor 1-3 points	Fair 4-7 points	Good 8-10 points	Score 10 points possible
Provider's cost proposal computations are all correct.	Notes:			
Comments:				Final Score

ATTACHMENT D
Campaign Contribution Declaration
AFFIDAVIT IN COMPLIANCE WITH SECTION 3517.13
OF THE OHIO REVISED CODE

STATE OF OHIO

COUNTY OF _____ SS:

Personally appeared before me the undersigned, as an individual or as a representative of

_____ for a contract for _____
(Name of Entity) (Type of Product or Service)

to be let by the County of Madison, who, being duly cautioned and sworn, makes the following statement with respect to prohibited activities constituting a conflict of interest or other violations under Ohio Revised Code Section 3517.13, and further states that the undersigned has the authority to make the following representation on behalf of himself or herself or of the entity (corporation, business trust, partnership, other unincorporated business [including labor unions], association [including professional associations], estate, or trust):

1. That none of the following has individually made within the previous 24 months and that, if awarded a contract for the purchase of goods or services in excess of \$10,000 (aggregated) in a calendar year, none of the following individually will make, beginning on the date the contract is awarded and extending until one year following the conclusion of the contract, as an individual, one or more campaign contributions (on or after April 4, 2007) totaling in excess of \$1,000, to any member of the Madison County Board of Commissioners or their individual campaign committees:
 - a. myself;
 - b. any partner or owner or shareholder of the partnership (or other unincorporated business);
 - c. any shareholder of the association;
 - d. any administrator of the estate;
 - e. any executor of the estate;
 - f. any trustee of the trust;
 - g. any owner of more than 20% of the corporation or business trust (if applicable);
 - h. each spouse of any person identified in (a) through (c) of this section;
 - i. each child seven years of age to seventeen years of age of any person identified in divisions (a) through (g) of this section (only applicable to contributions made on or after January 1, 2007).

2. That none of the following have collectively made within the previous 24 months, and that, if awarded a contract for the purchase of goods or services in excess of \$10,000 (aggregated) in a calendar year, none of the following collectively will make, beginning on the date the contract is awarded and extending until one year following the conclusion of the contract, one or more campaign contributions (on or after April 4, 2007) totaling in excess of \$2,000, to any member of the Madison County Board of Commissioners or their individual campaign committees:
 - a. myself
 - b. any partner or owner or shareholder of the partnership (if applicable);
 - c. any shareholder of the association;
 - d. any administrator of the estate;
 - e. any executor of the estate;
 - f. any trustee of the trust;
 - g. any owner of more than 20% of the corporation or business trust (if applicable);
 - h. each spouse of any person identified in (a) through (c) of this section;
 - i. each child seven years of age to seventeen years of age of any person identified in divisions (a) through (g) of this section.

Signature: _____

Title: _____

Sworn to before me and subscribed in my presence this _____ day of _____, 20____

Notary Public: _____

My Commission Expires: _____

ATTACHMENT E
Personal Property Tax Statement

BIDDER'S PERSONAL PROPERTY TAX STATEMENT

(See Section 5719.042, ORC)

STATE OF _____,

COUNTY OF _____, SS:

_____ having been duly sworn, state that I am competent to testify to the following:

(COMPLETE APPLICABLE STATEMENT)

On _____, I submitted a bid to Madison County, Ohio to provide the County with _____. On said date, I owed no personal property tax to the Madison County Taxing District, and after checking with said District, I have personal knowledge that I have not been charged with having any delinquent personal property tax owed to said District.

OR

On _____, I submitted a bid to Madison County, Ohio to provide the County with _____. I presently am delinquent in the payment of personal property tax to the Madison County Taxing District, and, after checking with said District, I have personal knowledge that my name appears upon the records of said District as delinquent in the payment of personal property tax as follows:

_____ owed in delinquent taxes, and _____ owed as penalties assessed against said delinquency. As part of the consideration for a contract to perform the above stated bid, I hereby agree that this form be incorporated into said contract to perform work, and further agree that proceeds from said contract shall be paid to Madison County Taxing District in the amount of said delinquent tax and said assessed penalty prior to any payments being made to the bidder or other person under the contract.

DATE

BIDDER

Sworn to and subscribed before me, a Notary Public, on this

_____ day of _____, _____.

NOTARY PUBLIC

My commission expires: _____, _____

(SEAL)

ATTACHMENT F
Program Assurances

As part of the proposal, the potential provider must provide assurances that:

1. It is prepared to accommodate infants, children, and adolescents, and shall furnish proper safety restraints and specific training to driver/operators.
2. At a minimum, each driver/operator will be trained in passenger assistance, CPR, defensive driving, first aid, and blood born pathogens. Credentials for such training will be kept current, where applicable.
3. Upon arrival at the destination, each driver/operator will ensure that customer is properly received by an assigned representative, parent, or guardian.
4. Rules will be in place to prohibit passengers from smoking, eating and drinking, use of profanity, and threatening or coercing other passengers or drivers.
5. It will develop and implement various policies and guidelines as approved by MCDJFS for inclement weather, crucial trip management (i.e. dialysis), unusual incident reporting, incident reporting, as well as general operational issues that exist and/or may exist throughout the course of this agreement.
6. It will ensure that adequate personnel are on-duty to ensure prompt response to the customers' needs.
7. It will provide at least two lines linked to a primary telephone number.
8. All drivers/operators will be expected to adhere to a specific dress code that exhibits commitment and professionalism; and at all times display a photo identification that affirms they represent their organization.
9. All drivers/operators shall have a Criminal Background Report, Bureau of Motor Vehicle Report, and Alcohol/Drug Screen not less than once per year. If applicable, the Provider shall properly notify in writing MCDJFS when adding or deleting a driver from the program.
10. All vans including reserve type vehicles will have signage prominently displayed.
11. The vehicles are understood to be in good mechanical order and shall be free of any deficiencies that would result in non-working order.
12. All vehicles within the operating fleet shall be routinely washed. Interiors of the vehicle shall be vacuumed, disinfected, and windows cleaned, as needed.

13. Daily safety inspections shall be performed in each operating vehicle. Any vehicle that is deemed substandard with regards to safety shall be placed out-of-service until the deficiency or deficiencies are corrected. Provider shall maintain on file safety inspections throughout the term of the contract period.
14. It will maintain a vehicle reserve that will be utilized for periodical maintenance, unscheduled failures, accidents, and other related incidents. These vehicles shall be available for immediate dispatch if so warranted.
15. It shall provide an all-inclusive periodical maintenance program. The program that is to be utilized shall have been previously time tested with documented satisfactory results in the maintenance of a transportation fleet. The maintenance program as designed shall have the ability to meet the recommended manufacturer guidelines for preventative maintenance schedules.

