PUBLIC NOTICE
REQUEST FOR PROPOSALS (RFP)

The Montgomery County Department of Job and Family Services (MCDJFS) is soliciting Request for Proposals (RFPs) for the following services on the date and time as listed below:

Title XIX Medicaid Transportation Services
Non-Emergency Transportation (NET): Transport Broker Services and/or Transportation Provider Services

The Live Virtual Bidder’s Conference, which is highly encouraged to attend, will be held on Monday, September 14, 2020 at 10 a.m. via Microsoft Teams using the following link.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTQxN2ZiZDMtOTM2ZS00OGU3LTljYmMtMjYxZWJ4MTJiODBh%40thread.v2/0?context=%7b%22Tid%22%3a%22%3a%2250f8fcc4-94d8-4f07-84eb-36ed57c8a2%22%2c%22Oid%22%3a%22%3a%2247b168b3-8563-4479-be54-a7a3439783f9%22%2c%22IsBroadcastMeeting%22%3atrue%7d

Bids will be received via e-CImpact until 12:00 p.m. (noon, EDT) Friday, September 25, 2020 for Non-Emergency Transportation (NET) Transport Broker Services and Transportation Provider Services. Use the following link to register your company and submit a proposal:

**Accessing e-CImpact**
Requirements: All you need to access e-CImpact is a computer with an internet connection and current version of web browser (example: Internet Explorer, Firefox, Chrome, Safari)
To access the e-CImpact website, please go to:
Please bookmark the address to easily access e-CImpact at your convenience.

**Description of Services**
To contract with service provider(s) who can provide Non-Emergency Transportation (NET) Broker and/or Transportation Services to eligible Montgomery County NET customers for Medicaid reimbursable appointments only within Montgomery County, surrounding counties and within the State of Ohio.

There are two (2) components to this proposal – providing Broker (or call center) services and transportation services. Broker Services will take calls from NET approved customers and schedule rides with transportation providers. Transportation Providers must be able to transport customers to reimbursable Medicaid appointments safely based on the level of mobility and carry the required insurance and licensure.

**Target Population:**
Such services are to be provided to Medicaid eligible customers with NET approved applications. NET provides transportation for Medicaid recipients to and from Medicaid reimbursable appointments. Transportation cannot be provided or arranged through other Medicaid transportation or community resource for NET customers.

**Funding:** $3,000,000.00
All Bidders of services specified in this RFP must:

- Have a history of providing Transportation Broker Services and/or Transportation Services.
- Transport Broker:
  - Demonstrate an in-depth understanding and ability of how to provide these services effectively with the designated target population
  - Operate call center services Monday through Friday, 6am until 6pm with a message service available to take messages outside of these hours.
  - Have the organizational capacity to provide the proposed services.
  - Collaborate with other transportation companies for coordinated services.
  - When appropriate, provide ADA services and have practices in place to be ADA compliant.
  - Provide accurate and detailed invoicing of broker and reimbursable Medicaid transportation services.
- Transportation Provider
  - Provide transportation for all MCDJFS NET eligible customers to and from Medicaid reimbursable appointments in Montgomery County and various locations throughout the region and within the State of Ohio.
  - Maintain licensed, adequate vehicles based on the customer’s level of mobility with services available seven (7) days a week from 5am to 7pm or until customers are returned home.
  - Maintain required licensure and insurance based on the level of services provided.
  - Maintain adequate documentation as outlined: in OAC 4766-3-13 Driver training and certification; and ORC 109.572 – Criminal Records Check.
  - Provide transportation services in a professional, confidential manner treating each customer and facility employee with courtesy and respect.
  - Maintain vehicles in a clean, safe, reliable and fully operational manner
  - Some vehicles must have special lift equipment to accommodate non-ambulatory customers.
  - Collaborate with other transportation companies for coordinated transportation.
- Have the organizational capacity to provide the proposed services immediately following contract approval.
- Have the necessary skills to develop and utilize various methodologies to track program results and specific outcomes.
- Provide, at its expense, the following minimum Insurance Requirements or greater when required by Laws and Regulations:

**Insurance Requirements:**
Selected Bidder shall provide, at its expense, the following coverage for not less than the following amounts or greater when required by Laws and Regulations:

1. **Commercial General Liability**
<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Aggregate</td>
<td>$3,000,000</td>
</tr>
<tr>
<td>Products – Completed Operations Aggregate</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Personal and Advertising Injury</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Each Occurrence</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Physical/Sexual abuse &amp; molestation, each occurrence</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>Physical/Sexual abuse &amp; molestation aggregate</td>
<td>$3,000,000</td>
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2. **Automobile Liability** – with a limit of a combined single limit of: $1,000,000

3. **Workers’ Compensation and Employer’s Liability**
   - Workers’ Compensation: Statutory
   - Employers’ Liability:
     - Each Accident: $1,000,000
     - Disease – Each Employee: $1,000,000
     - Disease – Policy Limit: $1,000,000

4. **Professional Liability (Errors and Omissions Liability)**
   - The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the Scope of Services of this contract.
     - Each Claim: $1,000,000
     - Annual Aggregate: $3,000,000

5. **Fidelity Bond or Crime Insurance**
   - Bond or Policy Limit: $100,000

6. **Cyber Liability Coverage**
   - Information/Security & Privacy: $1,000,000 claim/aggregate
   - Regulatory Action (Defense & Penalties): $1,000,000 claim/aggregate
   - Website-Media Content: $1,000,000 claim/aggregate
   - Privacy Breach Response: $1,000,000 claim/aggregate
   - Extortion: $1,000,000 claim/aggregate

The Insurance shall be issued by an insurance company authorized to conduct business in the State of Ohio and having an AM Best rating of “A-VII” or better. Current certificates of all policies required to be maintained by Provider pursuant to this article shall be provided to the Board. In addition, the Board shall be named as additional insured and coverage must be on a primary and non-contributory basis. General Liability additional insureds should be on CG 2010 10 01 or 04 13 and CG 2037 0704 or an equivalent. All insurance policies required by this article shall be subject to a sixty (60) day written notice of cancellation or diminution of coverage to MCDJFS Contracting Unit, 1111 South Edwin C. Moses Blvd., Dayton, Ohio 45422. Cancellation of insurance will constitute a default, which, if not remedied within the thirty (30) day notification period shall cause immediate termination by MCDJFS.

One or more contract(s) will be awarded as a result of this bid process and will become effective **January 1, 2021 through December 31, 2021**. The contract may have two (2) extension options at the discretion of the Director of MCDJFS: Option 01: January 1, 2022 through December 31, 2022; and Option 02: January 1, 2023 through December 31, 2023. All funding is contingent upon the continued availability of funding and is subject to State and Federal regulations, including Title VI of the Civil Rights Act and Section 504 of the Rehabilitation Act.

Questions concerning this Request for Proposal or the Virtual Live Bidder’s Conference may be directed to:

Barbara Centers, CPA, Contractor Evaluator Negotiator
Montgomery County Department of Job and Family Services
1111 S. Edwin C. Moses Blvd., Contracting Unit
Dayton, Ohio 45422
Telephone: (937) 225-5523
E-mail: MCDJFS-CD@jfs.ohio.gov