



JOB AND FAMILY SERVICES

Jodi Tudor , Director HCDJFS

REQUEST FOR PROPOSALS FOR:

NON-EMERGENCY MEDICAID TRANSPORTATION (N.E.M.T) FOR MEDICAID RECEPIENTS AND ALL AGENCY APPROVED TRANSPORTAION

- Request for Proposals Issued: **April 19, 2023**
- **Mandatory** Pre-Proposal Conference: **May 3, 2023 @ 1:00pm**
- Deadline for Vendors to Email Questions: **May 5, 2023 @ 2:00pm**
- Deadline for HCDJFS Responding to RFP Questions(NO questions will be responded to after this deadline) **May 12, 2023 @ 2:00pm** To: jordan.bailey@jfs.ohio.gov
- Deadline for Notice of Intent to Propose by email to the above by: **May 19, 2023 @ 2:00pm**
- Deadline for Proposal Submission: **May 26, 2023 @ 2:00pm**

Sealed Hard Copies and Flash Drive to:

Hardin County Job and Family Services
C/O: HCDJFS Non-Emergency Transportation Services (NET)
ATTN: Jordan Bailey, Fiscal Specialist
175 West Franklin Street, Ste. 150
Kenton, Ohio 43326

HARDIN COUNTY DJFS RFP for NEMT SERVICES AND ALL AGENCY APPROVED TRANSPORTAION

Table of Contents

1. REQUIREMENTS AND SPECIFICATIONS	3
Overview and Purpose of the RFP	3
Funding Overview	4
Budget Period and Amount	4
NEMT Transportation Expenditures	4
Administrative Costs	5
Scope of Services	5
Confidentiality and Security	6
Financial Requirements	6
Availability of Funds	6
Policy Changes	7
System and Fiscal Administration Components	9
Insurance Certification	9
3. PROPOSAL GUIDELINES	11
Timeline	11
RFP Contact Person	11
Notice of Intent to Propose	11
Respondents' Questions	11
RFP Questions	12
Addenda to RFP	12
Proposal Withdrawal	12
Prohibited Contacts	12
Existing or Pending Legal Action Disclosures	12
4.SUBMISSION OF PROPOSAL	13
Proposal Submission	13
Preparation and Number of Copies	13
Proposal Content	14
Cost of Developing Proposal	15
False or Misleading Statements	15
Deadline for Submittal	15
Acceptance and Rejection of Proposals	15
Proposal Evaluation	16
Proposal Selection	18

1. REQUIREMENTS AND SPECIFICATIONS

Overview and Purpose of the RFP

As the local agency for Hardin County, it is the Agencies responsibility to provide the Non-Emergency Medicaid Transportation Program under the direction of the Ohio Department of Medicaid and the Ohio Department of Job and Family Services. The Hardin County Job and Family Services is issuing this Request for Proposal (RFP) to solicit proposals from vendors interested in serving as a NEMT vendor as well as any other agency approved transportation on a contractual basis.

“Non-Emergency Transportation (NET) Program” is a statewide program that assures transportation for Medicaid recipients to and from providers that are providing Medicaid-coverable Services. A Medicaid-coverable service is defined in the Administrative Code 5160-15-01 as a service or procedure, other than transportation, that either is itself payable under the Ohio Medicaid program or is intrinsically related to a payable service or procedure.

The goal of this RFP is to secure the best possible transportation vendor(s). Respondents must propose to provide Medicaid recipients through the County with transportation to and from medical appointments both inside and outside of Hardin County, Ohio. They will transport qualified Medicaid recipients anywhere in the state of Ohio. Services are to be provided to all consumers of all ages that are Medicaid eligible, with a variety of medical needs or disabilities, to and from Medicaid reimbursable services/appointments.

To be considered as a potential service provider, a Proposal must be submitted, within the designated time frame that outlines program/service delivery and cost.

Respondents must propose to provide both NEMT services as well as any other agency approved transportation.

Therefore, Respondents are required to propose to provide both NEMT services as well as any other agency approved transportation Services under this RFP; however, at its sole discretion, the Hardin County Job and Family Services may choose to select:

- (1) different vendor(s) to serve as both the NEMT services as well as any other agency approved transportation Services or,
- (2) choose a single or multiple vendor(s) to serve as both NEMT services as well as any other agency approved transportation Services. The Hardin County Department of Job and Family Services will accept and consider proposals from for-profit entities and non-profit organizations, including but not limited to governmental entities or community agencies.

This Request for Proposal does not commit HCDJFS to award a contract or to pay any cost incurred in the preparation of a Proposal. HCDJFS reserves the right to reject any proposal in which the offeror takes exception to the terms and conditions of the request for proposals; or fails to meet the terms and conditions of the request for proposals, including but not limited to, the standards, specifications, and requirements specified in this request for proposals; or submits prices that HCDJFS considers to be excessive, compared to existing market conditions, or determines the proposal exceeds the available funds of HCDJFS. HCDJFS reserves the right to reject, in whole or in part, any proposal that the HCDJFS has determined, using the factors and criteria the contracting authority develops pursuant to § 307.863(A)(1) of the Ohio Revised Code, which would not be in the best interest of the agency. HCDJFS may conduct discussions with offerors who submit proposals for the purpose of clarifications or corrections regarding a proposal to ensure full understanding of, and responsiveness to, the requirements specified in the request for proposal.

HCDJFS may negotiate services and costs with proposers and cancel in part or its entirety at any time during the Proposal.

HARDIN COUNTY DJFS RFP for NEMT SERVICES AND ALL AGENCY APPROVED TRANSPORTATION

Hardin County Board of County Commissioners on behalf of HCDJFS reserves the right to award contract transportation services to one or multiple providers. The awarding of a contract or contracts does not guarantee a specific service level with one or several providers.

Contracts awarded should be effective July 1, 2023 to June 30, 2025. However, contracts may be amended by mutual agreement of both parties to extend for another year (June 30, 2026) with no increase in rate or change in services provided. The contract may also be terminated during this period if there is a change in Federal, State, or Agency regulations that apply to the contract; a reduction of Federal, State, or local funds; unsatisfactory performance by the Provider as determined by HCDJFS; or upon thirty (30) days written notice by either party.

Funding Overview

- The approximate funding that will be available for the NEMT Program services is \$300,000.00 for the program year. HCDJFS estimates that the total one-way trips in one year will be approximately 9,000.

For the purposes of this RFP, Respondents should base their budgets on the following figures:

Service	Cost per "Live Mile"	Minimum one-way transport cost	Idle Time Cost (per Hour)	No Shows (for non NEMT transport)
NEMT	\$	\$	\$	\$
All other Agency approved transport	\$	\$	\$	\$

*Idle Time should only be used when beneficial, such as when waiting is more cost effective than traveling back and forth
Example: **acceptable idle time**- client transported to appointment and then has pharmacy pick up. Vendor waits 45minutes at appointment and then 10minutes at the pharmacy. Total billable idle time is 60minutes due to total idle time equaling 55minutes. This cannot be broken into 2 separate idle times.

***HCDJFS is not permitted to pay for NEMT no show appointments under 2 CFR 200.405 (a).**

The goal of this RFP is to secure the best possible transportation vendor(s)

Budget Period and Amount

The Total Project Expenses of the Vendor(s) line-item budget for the services beginning July 1, 2023, must be less than or equal to the estimated total funding available for this RFP as outlined in Section 1.2.

NEMT Transportation Expenditures

The Hardin County Department of Job and Family Services will be responsible for determining client eligibility. All liability will remain with the Hardin County Department of Job and Family Services for any payments determined to be disallowed for any reason.

Therefore, eligible clients who utilize the transportation service will be scheduled by HCDJFS. Selected vendors(s) cannot be reimbursed through the Non-Emergency Medicaid Transportation program under this RFP unless the required eligibility is met.

In order to offer Non-Emergency Transportation services to clients, the client must be determined eligible based upon criteria established by the State of Ohio and in accordance with OAC Rule 5160-15-11. Transportation for those eligible individuals as determined by HCDJFS is to be provided, at minimum, within the proposer's hours of operation. Proposers are to transport clients from any point within Hardin County to any destination within the State of Ohio.

Administrative Costs

The selected transportation vendor(s) will be responsible for tracking and reporting costs per Federal, State, and Local regulations. Administrative costs include the following:

- General administrative functions such as accounting, financial and cash management, procurement, property management, personnel management, and payroll;
- Audit functions and those duties associated with coordinating the resolution of findings originating from audits, monitoring, incident reports, or other investigations;
- General legal services;
- Oversight and monitoring of administrative functions;
- Goods and services used for administrative functions

Scope of Services

Transportation Vendor(s)

The HCDJFS has determined that the role of the Transportation vendor(s) be focused on providing Medicaid recipients through the County with transportation to and from medical appointments both inside and outside of Hardin County, Ohio as well as all other agency approved transportation.

Duties associated with the transportation service include, but are not limited to the following:

- a. Transportation for those eligible individuals as determined by HCDJFS is to be provided, at minimum, within the Providers hours of operation, from any point in Hardin County to any destination in the State of Ohio.
- b. Quality service must be provided with a guarantee of high degree regularity in a positive, courteous, and professional manner.
- c. All route making functions, including but not limited to estimated client pick-up and drop-off time, taking into consideration the needs of the individual being transported, must be on a time performance route schedule.
- d. Display the ability to facilitate changes in routes, scheduling, etc., to meet consumer's needs.
- e. Ensuring that compliance is met with all applicable Federal, State, and Local guidelines
- f. Managing fiscal requirements and preparing monthly invoices/ reports;
- g. Ensuring data integrity and maintaining confidentiality

The transportation vendor(s) is prohibited from invoicing the HCDJFS for any NON approved agency transportation services under this RFP.

Vendor(s) Requirements

In order for proposals to be considered, vendor(s) shall meet all of the following requirements and **must** provide supporting documentation of such with this RFP:

Duties associated with the transportation services include, but are not limited to the following:

- a. Vendor(s) must be able to provide the facility and the fleet of vehicles
- b. Vendor(s) must provide special equipment: infant seat, vans, cars, and buses as specific needs demand and as required by Federal, State, and local Regulations.
- c. There must be available back-up vehicles for immediate dispatch in the event of a breakdown or accident. All vehicles must display the company logo.
- d. Vendor(s) must keep records that clearly show the name of client, starting point, ending point, and total mileage of trip and provide to HCDJFS each month with invoice.
- e. All drivers must carry identification which identifies them as authorized operators.
- f. Vendor(s) **must be able to provide if awarded a contract individual driver documentation for each of the following within the first (30)thirty days of the start of the contract** and keep in accordance with OAC Rule 4766-3-13 all drivers must be CPR and First Aid Certified, have satisfactory completion of a passenger assistance training course every 3 years, and passed a drug and alcohol test.
- g. All drivers must have a valid driver's licenses and cannot have 6 or more points on their driving abstract. Vendor(s) **must be able to provide if awarded a contract individual driver documentation for each of the following within the first (30)thirty days of the start of the contract individual driver documentation of such.**
- h. Vendor(s) **must be able to provide if awarded a contract individual driver documentation for each of the following within the first (30)thirty days of the start of the contract** and keep in accordance to OAC Rule 173-39-02 all providers must have a minimum of one million dollars in commercial liability insurance, which includes coverage for individuals' losses due to theft or property damage. In lieu of commercial liability insurance, a non-agency provider may have a minimum of one million dollars in professional liability insurance, which includes coverage for individuals' losses due to theft or property damage.
- i. All vehicles must be equipped with the appropriate safety restraining devices and equipment and must have regular preventative maintenance and **submit with this RFP most recent maintenance logs with their proposal.**
- j. Provide Cost of "Live Mile" of transportation. "Live Mile" of transportation is defined as being actual distance traveled by consumer/client from start to the end point of their destination.

***If vendor(s) fail to provide all supporting documentation noted in this section, their proposal shall be rejected.**

*** If vendor(s) failed to attend the MANDATORY Pre-Proposal Conference their proposal will be rejected. ***

Confidentiality and Security

Any selected Vendor(s) engaging in any service for HCDJFS requiring them to meet confidential information will be required to hold confidential such data.

Financial Requirements

The selected provider shall comply with the uniform guidance at 2 CFR part 200, subpart F (audit requirements)

Availability of Funds

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 and resulting contracting process, funds are not allocated and available for the proposed services as projected here within, the contract will terminate concurrent with the notice of reduction/termination of funding. The HCDJFS will notify the Vendor(s) at the earliest possible time if this occurs.

Policy Changes

This RFP is conditioned upon federal, state, and/or local policy and regulation. If, during any stage of this RFP and resulting contracting process, policy changes occur that would impact how and what services are provided, the HCDJFS reserves the right to terminate concurrent with the notice of the policy change. The HCDJFS will notify the Vendor(s) at the earliest possible time if this occurs.

2. PROVIDER PROPOSAL

Narrative Proposal

Respondents must include responses to the following items. Use the category titles and listed numbering schemes and include each question/statement prior to the response.

Organization's Demonstrated Ability 50 POINTS

1. Describe your organization. Include a discussion of the history of your organization as well as a description of any transportation services similar to or relevant to your proposed program design. Be specific and identify projects, dates, services performed and results. Vendor(s) must describe its ability to provide, at a reasonable cost, the services offered in the proposal. The Vendor(s) must address at a minimum the following criteria to be eligible for selection:
 - Potential vendor(s) must outline the ability to provide transportation services in an effective and timely manner. Potential vendor(s) should state their time frame for notification by HCDJFS for scheduled required services.
 - The capability to adequately administer and report the expenditure of funds.
 - The capability to adequately track and report on client transports and outcomes; and
 - The experience and qualifications of drivers assigned to each transport.
 - Potential vendor(s) **must include with this RFP** a description of all types of vehicles to be used to provide client transportation. This **must** include the vehicles year, make, model and the purchase date.
 - Potential vendor(s)) **must be able to provide if awarded a contract for each of the following within the first (30)thirty days of the start of the contract** information about comprehensive and liability insurance coverage on vehicles and provider's employees, driver license requirements, copy of valid driver's license, driver safety training, background checks, and all pre-employment screening conducted by vendor(s), and vendor(s) vehicle inspection and maintenance policy **must** be attached.
2. Describe your organization's structure. List the name(s) and title(s) of all the owners of the corporation or business. Indicate owners, and employees currently participating in any transportation related services; or are related to such individuals. Include your organization's efforts to ensure transparency with the proposed services and to avoid conflict of interest.
3. Describe how the situation was remedied if your organization was ever placed under a correction action plan pending the results of a required monitoring in the past five (5) years.
4. Include two organizational charts **as attachments to the original proposal**: (1) the Vendor(s) overall organizational structure and (2) the vendor(s) proposed structure for transportation services. Vendor(s) must delineate staffing between NEMT clients and all other transportation clients, as applicable. Additionally, vendor(s) must show staffing by county location(s).

HARDIN COUNTY DJFS RFP for NEMT SERVICES AND ALL AGENCY APPROVED TRANSPORTATION

5. Include resumes and job descriptions for key transportation personnel **must be able to provide if awarded a contract for each of the following within the first (30)thirty days of the start of the contract** Skills, and experience of staff related to the requirements of this RFP.
6. Provide three (3) references **as an attachment to the original proposal** for current or past projects that are similar to scope and size to the services your organization is applying for under this RFP. Include organization name, location, key representative's name, and contact information (email and phone) and a brief description of services provided.

Transportation Operations

1. Describe how appropriate staffing for NEMT and NON-NEMT transportation will be ensured to meet client's needs.
2. Describe how Internal Operational Policies for transportation will be developed and implemented.
3. Describe how client feedback will be captured and reported.
4. Describe how your organization will utilize technology to enhance and improve transportation services to clients.
5. Describe how Equal Employment Opportunity (EEO) and Americans with Disabilities Act (ADA) compliance will be ensured.
6. Describe how your organization will monitor the selected transportation services for compliance.
7. Describe how your organization will coordinate staff training in transportation services to ensure the ability to adequately perform assigned roles, functional knowledge of the policies, procedures and unique characteristics of all services listed in this RFP.
8. Describe how your organization will track and report transportation performance to the HCDJFS. Include how it will ensure data integrity and maintain confidentiality.
9. Describe how your organization will ensure transportation services, achieve, and maintain full certification.

Transportation Services

1. Describe how a client's specific need for transportation services will be identified.
2. Describe your organization's approach to offering a wide range of transportation services to clients.
3. Describe any applicable past or current experience participating in transportation services, including the specific sectors that were targeted.
4. Describe how your organization will work with the HCDJFS to support the goals of the transportation services programs.

HARDIN COUNTY DJFS RFP for NEMT SERVICES AND ALL AGENCY APPROVED TRANSPORTATION

5. Describe how your organization will utilize technology to enhance and improve transportation services to clients.
6. Describe the methods to manage performance of employees. Include how performance will be reviewed, including data validation and recording, customer service, required performance goals, etc.
7. Describe how your organization will ensure that transportation funds are tracked and reported to HCDJFS according to Local, State, and Federal rules and regulations.

System and Fiscal Administration Components

Insurance Certification

Vendor(s) **must be able to provide if awarded a contract** for each of the following within the first (30)thirty days of the start of the contract and keep in accordance to OAC Rule 173-39-02 all providers must have a minimum of one million dollars in commercial liability insurance, which includes coverage for individuals' losses due to theft or property damage. In lieu of commercial liability insurance, a non-agency provider may have a minimum of one million dollars in professional liability insurance, which includes coverage for individuals' losses due to theft or property damage.

During the contract and for such additional time as may be required, the selected vendor(s) shall provide, pay for, and maintain in full force and effect the insurance specified in the contract, for coverage at not less than the prescribed minimum limits covering vendor(s) activities, those activities of any and all subcontractors or those activities anyone directly or indirectly employed by Vendor(s) or subcontractor or by anyone for whose acts any of them may be liable.

Audits

The selected Provider shall comply with the Uniform Guidance at 2 CFR Part 200, Subpart F (Audit Requirements).

Assurances and Certifications

The Respondent shall agree to the items listed in **Attachment 2 of this RFP** - Assurances and Certifications. This Assurances and Certifications document shall be signed and dated and attached to the Vendor(s) proposal as indicated Section 4.3 Proposal Content.

Cost Proposal 50 points

Respondents must include responses to the following items. Use the category titles and listed numbering schemes and include each question/statement prior to the response.

1. Use the Budget Forms included in this RFP to provide a Cost Proposal for the services proposed in the Narrative Proposal. As shown, the Budget Forms include formats for vendor(s) proposing to provide transportation services. (1) NEMT services only, or (2) NON-NEMT services only, or (3) both NEMT and NON-NEMT services. Vendor(s) bidding on both NEMT and NON-NEMT services must submit a combined budget as well as a separate, standalone budget for NEMT services only, and NON-NEMT services only.
2. Provide a narrative which describes each line item included in the budget. Include a description of the how costs were calculated.

HARDIN COUNTY DJFS RFP for NEMT SERVICES AND ALL AGENCY APPROVED TRANSPORTATION

3. Discuss your organization's primary funding sources and how cash flow is sufficient to operate the program on a cost reimbursement basis. Discuss the adequacy of the primary funding so that the organization is not dependent on HCDJFS funds alone for ongoing operations.
4. Discuss how your organization's fiscal control and accounting procedures are in accordance with generally accepted accounting procedures.
5. Describe the type of accounting system your organization uses.
6. Describe what internal controls are in place to compare actual expenditures with the contract budget and to ensure required expenditure levels are met.
7. Describe how your organization will handle costs that may be disallowed.
8. Describe how HCDJFS funds will not supplant other state or federal funds.
9. If applicable, list all federally funded programs, including funding levels, that your organization has administered since January 1, 2020. Briefly state whether all funds were spent in a timely manner and in accordance with program purposes and requirements. List the dollar amount of any disallowed costs and how they were reimbursed.

3. PROPOSAL GUIDELINES

Timeline

RFP Milestone	Date
RFP is issued	April 19, 2023
MANDATORY Pre-Proposal Conference	May 3, 2023 @ 1:00pm
Deadline for Receiving RFP Questions	May 5, 2023 @ 2:00pm
Deadline for Responding to RFP Questions	May 12, 2023 @ 2:00pm
Deadline for Notice of Intent to Propose	May 19, 2023 @ 2:00pm
Deadline for Proposals Received	May 26, 2023 @ 2:00pm
RFP Evaluation (sealed proposals opened)	May 30, 2023 @ 10:00am
Selection of Provider	May 31, 2023
Contract Negotiation	June 1, 2023 – June 9, 2023
Transition Period	June 10, 2023- June 30, 2023
Start Date of Contract	July 1, 2023

RFP Contact Person

The Contact Person for this RFP is as follows:

Jordan Bailey, Fiscal Specialist

Jordan.bailey@jfs.ohio.gov

Notice of Intent to Propose

Respondents must email their written notice of intent to propose by providing company name, contact name, contact title, company address, telephone number, and e-mail address along with a statement of the services being applied for, to RFP Contact Person no later than 2:00pm on May 19, 2023.

Respondents' Questions

Vendors may email questions to jordan.bailey@jfs.ohio.gov by May 5, 2023 @ 2:00pm.

Respondents are encouraged to prepare as many questions as possible in writing by May 5, 2023. Questions must be submitted via email to the RFP Contact Person. Each should include a reference to the applicable page number and section of the RFP.

RFP Questions

Any prospective vendors desiring an explanation or interpretation of the RFP or its specifications must email their questions to the RFP Contact person. Each question should include a reference to the applicable page number and section of the RFP. The deadline for questions is May 5, 2023 @ 2:00pm. Answers to questions will be emailed to all the distribution list of potential vendors and posted on the Hardin County website by May 12, 2023 by 2:00pm. The HCDJFS maintains the right to require a MANDATORY Pre-Proposal Conference on May 3, 2023 @ 1:00pm.

Addenda to RFP

During the proposal process HCDJFS may modify this RFP by the issuance of one or more addenda, up to ten (10) business days preceding the proposal due date. Any modification or amendment will be issued as an addendum to the RFP and will become a part of the contract document. Any addenda issued for this RFP will be posted on the Hardin County website.

Proposal Withdrawal

Vendors may withdraw their proposal(s) at any time before the HCDJFS makes its selection of vendor(s) by providing written notice to the HCDJFS. Withdrawal of a proposal after the selection exposes a vendor to legal liability for sanctions, including costs for re-procurement, or may result in a contract being awarded to the next selected Vendor.

Prohibited Contacts

The integrity of the RFP process is very important to the HCDJFS and the County in the administration of our business affairs, in our responsibility to the residents of our communities, and to the vendor(s) who participate in the process in good faith.

Behavior by Vendor(s) which violates or attempts to manipulate the RFP process in any way is taken very seriously. Neither Vendor nor their representatives should communicate with individuals associated with the RFP process. If the Vendor attempts any unauthorized communication, the Vendors proposal is subject to rejection.

Individuals associated with this program include, but are not limited to the following:

- A. Public officials; including but not limited to the Hardin County Commissioners
- B. HCDJFS members and employees

Examples of unauthorized communications are:

- A. Telephone calls;
- B. Prior to the award being made, telephone calls, letters and faxes regarding the RFP process, interested Vendors, the program or its evaluation made to anyone other than the RFP Contact Person as listed in Section 3;
- C. Visits in person or through a third party attempting to obtain information regarding the RFP; and
- D. E-mail except to the RFP Contact Person, as listed in Section 3.

Existing or Pending Legal Action Disclosures

Vendors must disclose any existing or pending or threatened court actions and/or claims against the Vendor, 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 contract.

4.SUBMISSION OF PROPOSAL

Proposal Submission

By submitting a proposal, the Vendor certifies the proposal and pricing will remain in effect for 180 calendar days after the proposal submission date. Additionally, the Vendor will be held accountable to know the specifications and conditions under which the resulting contract will be accomplished, including, but not limited to the contents of all proposal documents, regulations, and applicable laws.

Materials received constitute public information as a matter of statutory law and will be made available for public inspection and copying upon request by members of the public pursuant to Ohio Revised Code (ORC) 149.43. Any portion of the proposal to be held confidential should be marked "PROPRIETARY" in the upper right corner and will not be considered public record if it clearly falls within an exemption enumerated in ORC 149.43. Cost proposal pages of the document shall be considered public information.

Preparation and Number of Copies

A. Hard Copy Requirements

Vendors must submit one (1) original proposal and four (4) exact copies of the original proposal. The original proposal must be marked "Original" on the cover and must bear the actual original signature(s) of the person(s) authorized to sign the proposal.

Print all narratives on 8.5" x 11" plain white paper with margins of 1" on each side. All narratives must be printed in single space with Arial (or similar) font, 12-point type. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness, and clarity of content.

Each page of the proposal must be numbered sequentially at the bottom of the page. Any narrative must contain a heading which clearly indicates the subject matter. Vendors may use only paper clips or other removable fasteners to secure their proposal. Do not use staples, specialized bindings or coverings of any type or form.

Each proposal should not exceed a total of 50 pages, excluding required attachments.

B. Electronic Requirements

Original proposal on a flash drive in a pdf format and the pages must be numbered.

Hard Copy and Electronic Copy are both required when submitting RFP

Proposal Content

The proposal must be organized separately into a (1) Narrative Proposal and (2) Cost Proposal as outlined in the chart on the following page:

1. Narrative Proposal	
Cover Page	Cover Page form is provided as Attachment 1 . Must be signed and dated.
Table of Contents	Description of the information contained in proposal and the related page number.
Narrative Proposal	Responses to the items included in Section 2. Narrative Proposal. Must include each question and a response. If certain services are not being applied for, then include “n/a” as the response.
Required Attachments	Required attachments as detailed in Section 2. Narrative Proposal, questions 4, 5, and 6: - Organizational Charts - List of Three References Required attachments as outlined in Section 2. System and Fiscal Administration Components: - Assurances and Certifications – Section 2. (Attachment 2)
2. Cost Proposal	
Budget	Budget form is provided. (Attachment 3)
Budget Narrative	Responses to the items included in Section 2. Cost Proposal, including the Budget Narrative. Must include each question and a response.

HARDIN COUNTY DJFS RFP for NEMT SERVICES AND ALL AGENCY APPROVED TRANSPORTATION

Cost of Developing Proposal

No costs will be paid to the Vendor to cover the cost of preparing a proposal or procuring a contract for services or supplies pursuant to this RFP. All materials submitted in response to the RFP will become the property of the HCDJFS and may be returned only at the HCDJFS option and at the Vendors expense.

False or Misleading Statements

If, in the opinion of the HCDJFS, information included within Vendors proposal was intended to mislead the HCDJFS in its evaluation of the proposal, **the proposal will be rejected.**

Deadline for Submittal

Copies of this RFP will be available for public viewing on the bulletin board in the HCDJFS offices lobby at the HCDJFS address listed herein and copies of this RFP may be obtained at the second floor window during HCDJFS normal business hours of 8:00 a.m. through 4:30 p.m. Monday-Thursday and 8:30 a.m. through 2:30 p.m. on Friday.

If you have any questions in regards to this notice or the Request for Proposals, please contact Jordan Bailey, Fiscal Specialist at the Hardin County Department of Job and Family Services. You may reach her by phone at 567-295-6724 or via email at Jordan.Bailey@jfs.ohio.gov.

In order to be considered valid, the entire proposal must be hand delivered; or delivered via U.S. Postal Service or other mail delivery service; and received by the HCDJFS no later than 2:00pm on May 26, 2023. The mailing address is as follows:

Hardin County Department of Job and Family Services

Attn: Jordan Bailey, Fiscal Specialist

C/O: RFP for NEMT Services and all Agency approved transportation

175 W. Franklin St., Ste 150 Kenton, Ohio 43326

Proposal packets are to be **sealed** and each shall bear on its face the Name and Address of the Vendor. Timely submission is the sole responsibility of the Vendor. Late proposals will **not** be considered for contract award. **No** email, fax or telephone proposals will be accepted.

It is essential that the Vendor carefully review all elements in its final proposal. Once received, proposals cannot be altered; sealed proposals received will be opened on May 30, 2023 @ 10:00am and read in a manner that prevents the disclosure of contents of competing offers to competing offerors. However, the HCDJFS reserves the right to request additional information as may be required for clarification purposes.

Acceptance and Rejection of Proposals

HCDJFS reserves the right to award contract transportation services to one or multiple providers. The awarding of a contract or contracts does not guarantee a specific service level with one or several providers.

- A. award a contract for one or more of the proposed services;
- B. award a contract for the entire list of proposed services;
- C. reject any proposal, or any part thereof; and
- D. waive any informality in the proposals.
- E. do what is in the best interest of its constituents.

HARDIN COUNTY DJFS RFP for NEMT SERVICES AND ALL AGENCY APPROVED TRANSPORTAION

The decision by the full HCDJFS, and the approval by the County Board of Commissioners shall be final. Waiver of an immaterial defect in the proposal shall in no way modify the RFP documents or excuse the Vendor from full compliance with its specifications if Vendor is awarded the contract.

Proposal Evaluation

The review process shall be conducted in four steps. Although it is hoped and expected that a Vendor will be selected as a result of this process, HCDJFS reserves the right to discontinue the procurement process at any time.

Step 1: Preliminary Review

All responses received by the required due date will be reviewed to ensure the Vendor submitted all required proposal documents and attachments as specified in the RFP. Proposals missing **any** of the required paperwork will **not** be considered. Moreover, proposals that were not received at the designated location by the specified due date will **not** be considered.

Step 2: Evaluation Committee Review

Proposals will be evaluated and rated by a Review Committee established by the HCDJFS.

All Proposal Evaluations completed by the Review Committee will be maintained on file by the HCDJFS. To be considered for award, Vendors must achieve a **minimum acceptable score of 75%** of the point total within each evaluation category.

Step 3: Other Information

Review Committee members will determine if additional information is required to complete the evaluation process. Any information obtained during Step 3 will be evaluated using the scale set forth in the Step 2 Evaluation Committee Review and incorporated into the overall rating for the proposal. The Review Committee may request information from sources other than the written proposal to evaluate Vendors programs or to clarify its proposal. Examples of other information may include but are not limited to the following:

- A. Written responses from Vendor to clarify questions posed by Review Committee. Such information requests by Review Committee and Vendors responses must always be in writing.
- B. Site visits to review the location(s) where the services will be provided.

Step 4: Recommendation to the HCDJFS

The Review Committee will make its recommendation to the HCDJFS.

If the above conditions are met, the proposal will be rated with the following evaluation criteria:

EVALUATION CRITERIA

Listed below are the criteria that will be used to evaluate the proposals and the points assigned to each section.

Vendor Name:	Maximum Number of Points	Points Allocated to Proposer
Organizational Capacity/Experience Working with Proposed Population (NARRATIVE PROPOSAL) • Demonstrated experience in operating the type of program being proposed (10 points) • Demonstrated the ability to work collaboratively with HCDJFS and/or other social services providers that work collaboratively with HCDJFS (10 points) • Capability to adequately administer and report expenditures of funds and provide HCDJFS with accurate/detailed reports each month regarding rides and costs (10 points) • Experience and qualifications of staff (10 points) • Demonstration of recent contractual services similar to this RFP (5 points) • Software program(s) used for schedule of clients (5 points)	50	
COST PROPOSAL • Includes cost per live mile of transportation (15 points) • One-way minimum cost (15 points) • HCDJFS will not be charged for "no shows" (10 points) • Clear description of all costs and fees (10 points)	50	
TOTAL	100	

Comments: _____

Evaluator's Printed Name:	
Evaluator's Signature:	Date:

Proposal Selection

Proposal selection does not guarantee that a contract for services will be awarded. The selection process includes:

- A. All proposals will be evaluated in accordance with Section 4 Proposal Evaluation.
- B. Based upon the results of the evaluation and the Review Committee's recommendation(s), HCDJFS will select the Vendor(s) for the services that it determines is(are) most advantageous, with price and other factors being considered.
- C. On behalf of the HCDJFS, the Agency will work with the selected Vendor(s) to finalize details of the contract to be executed between the HCDJFS and Vendor.
- D. If the HCDJFS and selected Vendor(s) are able to successfully agree with the contract terms, the HCDJFS and the County Board of Commissioners has final authority to approve and award contracts. The contract is not final until both HCDJFS and County Board of Commissioners have approved the documents.
- E. If the HCDJFS and selected Vendor(s) are unable to come to terms regarding the contract in a timely manner as determined by HCDJFS then the HCDJFS will terminate the contract discussions with the Vendor(s). In such event, the HCDJFS reserves the right to (1) select another Vendor(s) from the RFP process, (2) cancel the RFP altogether, or (3) reissue the RFP as deemed necessary.

ATTACHMENT 1: Proposal Cover Sheet/Signature Page
RFP for NEMT Transportation and all Agency approved Transportation

Hardin County Department of Job and Family Services
175 W. Franklin St. Ste 150
Kenton, Oh 43326

Vendor Name: _____

Street Address: _____

City, State, Zip: _____

Contact Name, Title: _____

Email and Phone Number: _____

In the charts below, please list the budget totals for the services being applied for. Please note “n/a” as applicable.

NEMT SERVICES ONLY

Service	Cost per “Live Mile”	Minimum one-way transport cost	Idle Time Cost (per Hour)	No Shows (for non NEMT transport)
NEMT	\$	\$	\$	\$

NON-NEMT SERVICES ONLY

Service	Cost per “Live Mile”	Minimum one-way transport cost	Idle Time Cost (per Hour)	No Shows (for non NEMT transport)
All other Agency approved transport	\$	\$	\$	\$

NEMT SERVICES AND NON-NEMT SERVICES

Service	Cost per “Live Mile”	Minimum one-way transport cost	Idle Time Cost (per Hour)	No Shows (for non NEMT transport)
NEMT	\$	\$	\$	\$
All other Agency approved transport	\$	\$	\$	\$

Name and Title of Person Authorizing this Proposal: _____

Signature of Person Authorizing this Proposal: _____

ATTACHMENT 2: Assurances and Certifications

Hardin County Department of Job and Family Services
175 W. Franklin St. Ste 150
Kenton, Oh 43326

1. Federal Debarment Requirements – Respondent certifies that neither it nor any of its principals or subcontractors are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in covered transactions by any Federal department or agency, as set forth in 29 CFR 98. Respondent also affirms that within 3 years preceding this agreement neither it nor any of its principals or subcontractors:
 - a. Have been convicted of, or had a civil judgment rendered against them for commission of fraud or other criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; for violation of federal or state antitrust statutes; for commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements; or for receiving stolen property;
 - b. Are presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) for the commission of any of the offenses listed in this paragraph and have not had any public transactions (federal, State, or local) terminated for cause or default.
2. Mandatory Disclosures – Pursuant to 2 CFR 200.113, Respondent must disclose in writing all violations of federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the federal award.
3. Qualifications to Conduct Business – Respondent affirms that it and any and all subcontractors have all of the approvals, licenses, or other qualifications needed to conduct business in Ohio and all are current. If at any time during the Agreement period, the Respondent or its subcontractors, for any reason, becomes disqualified from conducting business in the Ohio, Respondent assures it will immediately notify the Board in writing and will take measures to ensure that the disqualified party immediately ceases performance of contracted activities.
4. Unfair Labor Practices – Respondent affirms that neither it, nor its principals or any of its subcontractors, are on the most recent list established by the Ohio Secretary of State, pursuant to ORC 121.23, which would identify the Respondent as having more than one (1) unfair labor practice contempt of court finding.
5. Finding for Recovery – Respondent affirms that it, its principals, and subcontractors are not subject to a finding for recovery under ORC 9.24; or it has taken the appropriate remedial steps required, or otherwise qualifies under ORC 9.24 to contract with the State of Ohio.
6. Americans with Disabilities – Respondent, its officers, employees, members, and subcontractors hereby affirm current and ongoing compliance with all statutes and regulations pertaining to The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.
7. Fair Labor Standards and Employment Practices.
 - a. Respondent certifies that it is in compliance with all applicable federal and state laws, rules, and regulations governing fair labor and employment practices.

- b. Respondent does not discriminate against any employee or applicant for employment because of race, color, religion, gender, national origin, military status, disability, age, genetic information, or sexual orientation, in making any of the following employment decisions: hiring, layoff, termination, transfer, promotion demotion, rate of compensation, and eligibility for in-service training programs.
 - c. Respondent certifies that it posts notices affirming compliance with all applicable federal and state non-discrimination laws in conspicuous places accessible to all employees and applicants for employment.
 - d. Respondent certifies that it collects and maintains data necessary to show compliance with the foregoing nondiscrimination provisions and will incorporate these requirements.
- 8. Ethics Laws – Respondent certifies that it has reviewed, knows, and understands the State of Ohio’s ethics and conflict of interest laws, which includes the Governor’s Executive Order 2011-03K pertaining to ethics. Respondent further affirms that it will not engage in any action(s) inconsistent with Ohio ethics laws or the aforementioned Executive Order.
- 9. Conflict of Interest –Respondent affirms it complies with the following, as applicable:
 - a. Respondent certifies that it has refrained from promising or giving to any HCDJFS employee or its County Commissioners anything of value that could be construed as having a substantial and improper influence upon the employee with respect to the employee’s duties. Respondent further certifies that it did not solicit any Board employee to violate ORC Sections 102.03, 102.04, 2921.42, or 2921.43.
 - b. Respondent certifies that it, its principals, and its subcontractors, have not nor will acquire any interest, whether personal, business, direct or indirect, that is incompatible, in conflict with, or would compromise the discharge and fulfillment of its functions and responsibilities under this proposal. The Respondent further certifies that it will immediately disclose any potential incompatible, conflicting, or compromising interest to the HCDJFS Director. The Respondent affirms that the person(s) cited as having a conflicting interest will not participate in any activities hereunder until the HCDJFS determines that participation would not be contrary to public interest.
 - c. Respondent affirms that it has established safeguards to prohibit its employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
- 10. Lobbying Restrictions.
 - a. ORC 121.60 to 121.60 - Respondent certifies compliance with the Ohio executive agency lobbying restrictions contained in ORC 121.60 to 121.69.
- 11. Child Support Enforcement – Respondent certifies to cooperate with the Board and any child support enforcement agency in ensuring that the Respondent, its employees, and subcontractors meet child support obligations established by state and federal law including present and future compliance with any court or valid administrative order for the withholding of support issued pursuant to the applicable sections of ORC Chapters 3119, 3121, 3123, and 3125.
- 12. Pro-Children Act – If any activities funded hereunder call for services to minors, Respondent affirms that it will comply with the Pro-Children Act of 1994 (45 CFR 98.13) that requires smoking to be banned in any portion of any indoor facility owned, leased, or contracted by an entity that will routinely or regularly

use the facility for the provision of health care services, day care, library services, or education to children under the age of 18.

13. Drug-Free Workplace – Respondent, its principals, and subcontractors, certify that it complies with 29 CFR 94 and all other applicable state and federal laws regarding a drug-free workplace and to make a good faith effort to maintain a drug-free workplace. Respondent will make a good faith effort to ensure that none of its officers, employees, members, or subcontractors will purchase, transfer, use, or possess illegal drugs or alcohol or abuse prescription drugs in any way while working or while on public property.
14. Environmental Protections – Respondent affirms it will comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 12511387). Violations must be reported to the Federal awarding agency and the Regional Office of the United States Environmental Protection Agency (USEPA) and ODJFS. Respondent affirms it will comply with all applicable standards, orders or regulations issued pursuant to the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act in accordance with 42 U.S.C. 6201.
15. The Transparency Act (2 CFR 170) - Respondent affirms it will comply with the reporting requirements found in Appendix A of The Transparency Act (2 CFR 170).
16. Increasing the Use of Seat Belts in the United States (Presidential Executive Order 13043 on April 16, 1997) - The Respondent affirms it has in place, or will explore adopting and enforcing, on-the-job seat belt policies and programs for its employees when operating vehicles, whether organizationally owned or rented or personally owned.
17. Text Messaging While Driving by Government Contractors, Subcontractors, and Recipients and Subrecipients (Presidential Executive Order 13513: Section 4) – Respondent affirms it has in place, or will explore adopting and enforcing policies that ban text messaging while driving company-owned or rented vehicles or government owned or government-leased, or government-rented vehicles when on official government business or when performing any work for or on behalf of the government, and to conduct initiatives of the type described in Section 3(a) of the Executive Order.
18. Civil Rights Assurance – The Respondent affirms that it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq.) and the Age Discrimination Act of 1975 (42 U.S.C. § 6101 et seq.).
19. Certification of Compliance – The Respondent certifies that it is in compliance with all other applicable federal and state laws, regulations, and rules and will require the same certification from its subcontractors.

On behalf of _____, I hereby agree to the listed Assurances and Certifications.

Name and Title of Authorizing Individual: _____

Signature of Authorizing Individual: _____

Date: _____

ATTACHMENT 3:

ORGANIZATION NAME: _____

NEMT SERVICES ONLY

Service	Cost per “Live Mile”	Minimum one-way transport cost	Idle Time Cost (per Hour)	No Shows (for non NEMT transport)
NEMT	\$	\$	\$	\$

NON-NEMT SERVICES ONLY

Service	Cost per “Live Mile”	Minimum one-way transport cost	Idle Time Cost (per Hour)	No Shows (for non NEMT transport)
All other Agency approved transport	\$	\$	\$	\$

NEMT SERVICES AND NON-NEMT SERVICES

Service	Cost per “Live Mile”	Minimum one-way transport cost	Idle Time Cost (per Hour)	No Shows (for non NEMT transport)
NEMT	\$	\$	\$	\$
All other Agency approved transport	\$	\$	\$	\$