

# Muskingum County Job and Family Services Human Services Division

445 Woodlawn Avenue/P.O. Box 100 - Zanesville, OH 43702-0100  
Troy McCollister, Director

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## REQUEST FOR PROPOSALS

### Non-Emergency Transportation Services (NET)

**Date Issued:** May 10, 2019  
**Date Due:** Proposals must be received by the Muskingum County  
Job and Family Services  
No later than 4:00 p.m. on Friday, May 31, 2019

***Proposals are to be submitted to:***

Katie Lee, Administrative Assistant  
Muskingum County Job and Family Services  
445 Woodlawn Avenue  
P.O. Box 100  
Zanesville, OH 43702-0100

## INTRODUCTION

The Muskingum County Job and Family Services is the local agency responsible for the administration of the Non Emergency Transportation Program in Muskingum County.

Ohio “Non Emergency Transportation (NET) program” is a statewide program that assures transportation for Medicaid recipients to and from Medicaid Title XIX providers providing Medicaid-reimbursable services identified in rule *5101:3-24-05* of the Administrative Code.

The Non Emergency Transportation Program will assist eligible Medicaid recipients throughout the County with transportation to and from medical appointments **outside** Muskingum County.

Our agency is currently seeking proposals to provide Non Emergency Transportation services on a contractual basis. In order to be considered as a potential service provider, a Proposal must be submitted to the Department, within the designated time frame, that outlines program/service delivery and costs.

## **LIMITATIONS**

Contract award will be promulgated based on Ohio Revised Code Section 307.90 (A).

This Request for Proposals does not commit the County to award a contract or to pay any cost incurred in the preparation of a Proposal. The County reserves the right to accept or reject any or all Proposals received to negotiate services and costs with proposers, and to cancel in part or in entirety this Request for Proposals.

All Proposals submitted will remain the property of MCJFS.

The Muskingum County Job and Family Services and Muskingum County reserve the right to award contract transportation services to one (1) or multiple providers. The awarding of a contract or contracts does not guarantee a specific service level with one or several providers.

Contracts awarded shall be effective for one year. However, contracts may be amended or 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 the Muskingum County Job and Family Services; or upon thirty (30) days written notice by either party. In addition, we reserve the right to renew the contract for two (2) additional years upon mutual agreement of both parties following review of the previous year's contract performance. Renewal agreement(s) for each additional year will be required.

## **CLIENT ELIGIBILITY REQUIREMENTS**

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 by the Muskingum County Department of Job and Family Services.

Therefore, eligible clients utilizing the transportation services will be referred to the selected Provider(s) staff. Selected Provider(s) cannot provide Non Emergency Transportation services reimbursable through this RFP to clients who have not been referred directly by the Muskingum County Department of Job and Family Services.

## **CONTRACT SELECTION CRITERIA**

Prospective Providers are advised that an offer for a contract is made after a review of all proposals received by the Muskingum County Job and Family Services.

Proposals will be reviewed for acceptability with emphasis on various factors according to the type of service to be provided. Proposals of past providers will be evaluated and are not guaranteed acceptance.

All Proposals will be evaluated on the following criteria:

- 1) Meeting the specifications outlined in the Non Emergency Transportation RFP;
- 2) The Provider's proposal;

- 3) The Provider's projected performance for providing transportation services (e.g., ability to provide timely transportation services, ability to provide services at a competitive cost, ability to provide services with experienced, licensed, insured employees, etc.);
- 4) Cost factors as compared to Providers with similar proposals;
- 5) Past performance, quality of service, reports of customer satisfaction or previous evaluation (if applicable/available);
- 6) Previous experience in service area with target population; and,
- 7) Any other pertinent areas as selected by the Muskingum County Job and Family Services.

## **REQUEST FOR PROPOSALS**

A suggested format for responses is attached to this RFP. Respondents may complete the attached form and submit any additional information, as needed, or may disregard the attached format and submit a separate proposal.

### **I. SERVICES TO BE PROVIDED**

Bids are to be provided on the following basis:

- a. Trips outside the County are limited: cost per client per mile

Providers must be able to provide transportation to all the required service areas indicated above.

### **II ABILITY TO PROVIDE SERVICES**

Potential providers must outline the ability to provide transportation services in an effective and timely manner. Potential providers should state their time frame for notification by Muskingum County Job and Family Services for scheduled required services (i.e. 24, 36, 48, 60, etc., hours notification prior to required service). Potential providers should list their three (3) most recent similar contractual services for reference purposes.

Potential providers must describe all types of vehicles to be used to provide client transportation. Potential providers must provide information about comprehensive and liability insurance coverage on vehicles and provider's employees, driver license requirements, driver safety training, and provider vehicle inspection policy.