



Deschutes County

SOLICITATION

For

NON-MEDICAL TRANSPORTATION SERVICES

Proposals must be received no later than 12:00 p.m. PST
Thursday, January 27, 2021

Deschutes County Health Services
2577 NE Courtney Drive
Bend, Oregon 97701
(541) 322-7697

An Equal Opportunity Employer

Deschutes County Health Services Department

Deschutes County encompasses 3,055 square miles located in the central portion of Oregon. In the last several years, Deschutes County has been the fastest growing county in the state. As the population in the county has grown, the Deschutes County government has grown as well. Currently, there are more than 900 people employed by the county operating in facilities throughout the county.

Deschutes County is governed by the Board of County Commissioners (BOCC). The BOCC consists of three (3) elected, at-large commissioners responsible for establishing policies and setting priorities for the county. The County Administrator oversees the daily functions and activities of many of the various county departments.

Deschutes County Health Services Department provides public health and behavioral health programs and services that benefit residents countywide. The department includes more than three hundred (300) employees located at eight (8) primary sites. The annual budget for DCHS is about \$50 million. Funding for the department is primarily from federal, state and local payments and grants.

Deschutes County Health Services Department is releasing a solicitation to secure one (1) or more contractor(s) for non-medical transportation services for clients in need of transportation to appointments or to Deschutes County Health Services Stabilization Center.

Deschutes County is an Equal Opportunity Employer and reserves the right to negotiate with any and all individuals or firms that submit proposals as per the requirements of the Solicitation. Minority Business Enterprises, Small Business Enterprises, Women Business Enterprises, and labor surplus area firms are encouraged to submit proposals.

For more information, please visit www.deschutes.org

DESCHUTES COUNTY HEALTH SERVICES DEPARTMENT

INFORMAL SOLICITATION FOR

NON-MEDICAL TRANSPORTATION SERVICES

January 15, 2021

Deschutes County, a political subdivision of the State of Oregon, acting by and through the Deschutes County Health Services Department, consisting of Public Health and Behavioral Health Divisions (DCHS), is releasing this solicitation to secure one (1) or more contractor(s) for non-medical transportation services for clients in need of transportation to appointments or to Deschutes County Health Services Stabilization Center.

Specific goals of the program are:

- Provide timely, courteous, safe, and cost-effective transportation services;
- Ability to schedule transportation services in a manner that minimizes both wait and drive times;
- Reimburse with a method of payment that is both efficient and consistent;

Deschutes County's decision in selecting a vendor/contractor shall be based on pricing, ease of appointment scheduling, and invoicing methods.

NOTE: All proposals submitted in response to this Solicitation shall become the property of Deschutes County and may be utilized in any manner and for any purpose by Deschutes County. **Be advised that proposals and all documents submitted in response to this Solicitation are subject to public disclosure as required by applicable state and/or federal laws.** If you intend to submit any information with your proposal which you believe is confidential, proprietary or otherwise protected from public disclosure (trade secret, etc.), you must separately bind and clearly identify all such material. The cover page of the separate binding must be red, and the header or footer for each page must provide as follows: "Not Subject to Public Disclosure." Where authorized by law, and at its sole discretion, Deschutes County will endeavor to resist disclosure of properly identified portions of the proposals.

Candidate shall submit one (1) proposal electronically with a subject line: NON-MEDICAL TRANSPORTATION SERVICES, and addressed to: grace.evans@deschutes.org.

Proposals must be received no later than **12:00 p.m., on Thursday, January 27, 2021** to be eligible for consideration. All costs associated with preparing and submitting a proposal is solely the responsibility of the proposer. This solicitation does not obligate Deschutes County to select any single proposer and Deschutes County reserves the right to cancel the procurement, reject any and all proposals, to retain all proposal materials in accordance with ORS 279B.100, and to use any material included in the proposal regardless of whether it is selected.

Questions concerning the proposal and/or the proposal process may be directed to Grace Justice Evans via email to grace.evans@deschutes.org.

1. INTRODUCTION

The purpose of this Solicitation is to secure one (1) or more contractor(s) for non-medical transportation services for clients in need of transportation to appointments or to Deschutes County Health Services Stabilization Center.

Contingent upon approval by the Department Director, and/or designated official, Deschutes County Health Services (DCHS) may award one (1) or more contracts to the Proponent(s) whose proposal is determined to be the most responsive to the requirements of this Solicitation. The term of the resulting contract(s) is estimated to begin on or about February 15, 2021 and terminate February 14, 2022, with possible annual extensions, subject to DCHS Department approval. DCHS retains sole discretion to renew for additional terms, without a competitive bid process, subject to contractor performance and continued funding.

Proponent will be expected to furnish current insurance certificates as required by Deschutes County Risk Management and provide a copy of applicable certifications. In some circumstances an insurance waiver may apply, subject to Deschutes County Health Services approval.

2. PREFERRED SCOPE OF SERVICES

Successful Proponent shall provide non-medical transportation services to clients referred by DCHS who are in need to transportation to appointments or Deschutes County Health Services Stabilization Center. The following requirements and scope of services may be incorporated into the contract as agreed upon between the parties. Proposal responses will be considered acceptance of these requirements unless expressly stated otherwise.

Proponents with the ability to meet or exceed the following service level specifications shall be preferred:

- A. Availability to provide services twenty-four (24) hours a day, seven (7) days a week, including all holidays.
- B. Ability to provide a response time or response minute window within twenty-five (25) to thirty (30) minutes of receiving transportation request. If a vehicle arrives more than forty (40) minutes after receipt of call, customer will ride free of charge and County will not be billed for any portion of the trip.
- C. Vehicles will offer curb-to-curb services. In instances where riders cannot walk out to the curb but can walk as far as the driveway, driver will pull into the driveway to pick them up. Instances where rider is disabled, driver will, if necessary, help disabled riders negotiate their exit from their dwelling by taking such actions as holding open a door, stepping a short way inside the dwelling to help with a wheelchair, or carrying a small package or handbag.
- D. Services Area. Services may be requested from Bend, Redmond, or La Pine.
- E. Offer monthly billing upon receipt of a complete and correct invoice. Proponent shall provide a monthly report and will indicate the following for each ride: pickup time, passenger name, trip origin address, destination address, and authorizing party, cab/car number, actual fare amount.
- F. Keep all insurance, licenses and certificates (as applicable) current as required by state and federal governments. Upon request, provide DCHS with copies of licenses and certificates of insurance.
- G. Maintain confidentiality of all client information.
- H. Contractor shall work closely with DCHS point of contact to make service as responsive, cost effective, and complaint-free as possible.
- I. Contractor shall provide all management and operational functions necessary for the provision of transportation services. Contractor must provide all vehicles, dispatch, drivers, insurance, fuel, and maintenance.
- J. Contractor Qualifications: must be an experienced transportation organization; be privately owned transportation company; ability to commit enough vehicles to handle the highs and lows of the referral demands.
- K. Driver Qualifications: be legally licensed to operate a vehicle; be alert, clean, careful, courteous, sober, drug-free and competent in their driving skills; dress in a conservative manner.
- L. Contractor shall conduct ongoing drug and alcohol testing program which shall meet state and federal standards and include a driving test, test on incident or accident, test on reasonable suspicion, random testing, and training of supervisors to recognize drug and alcohol symptoms.
- M. Contractor shall have an ongoing safety program that promotes and rewards safe driving.
- N. Equipment. Vehicles shall be easily recognized and marked as rides. Vehicles shall be maintained on a regular schedule with a regular preventative maintenance inspection. Wheelchair accessible vehicles shall be available within the same service parameters as regular sedan service. Each vehicle shall be equipped with a fire extinguisher, ride meter, and a device for alerting authorities in case of emergencies. Vehicles shall be washed; interiors shall be cleaned daily.
- O. Contractor shall provide a dedicated telephone number for dispatching twenty-four (24) hours per day. Dispatchers shall be courteous and patient and respond to phone calls within a timely manner.

3. PAYMENT PROVISIONS AND RATES

Consideration shall be given to the Proponent who, in the sole determination of Deschutes County, provides the best value to Deschutes County, including but may not be limited to: pricing, invoicing, capacity, and availability.

4. TENTATIVE SCHEDULE OF EVENTS

Proponents must follow the instructions and conditions detailed in this Solicitation. Proposals that do not conform may be excluded from further review.

- Solicitation is released. January 15, 2021
- Proposals are due. January 27, 2021
- Proposals are evaluated. January 28 through February 4
- Discussions are conducted with top ranking candidates, if needed. January 28 through February 4
- Contract for services is negotiated and signed. February 5 through February 14
- Contracted services commence. February 15, 2021

DCHS anticipates that it will announce the results of this Solicitation process February 5, 2021. DCHS and the selected Proponent(s) will then negotiate terms and sign a legally-binding contract by February 15, 2021. Proposals must be submitted as described above no later than 12:00 p.m. on January 27, 2021 ("Due Date"). Proposals received after that time will be considered late.

Immediately following the receipt date, a list of the submitting proposers will be available by request. A register of all proposals received will be prepared and available for public inspection after a contract is awarded.