



**AMERICANS WITH DISABILITIES ACT (ADA) COMPLEMENTARY
PARATRANSIT ELIGIBILITY CERTIFICATION SERVICES REQUEST
FOR PROPOSALS (RFP)**

Addendum 1 - Dated January 17, 2020.

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I. Preproposal Meeting Sign-in Sheet & In-person Questions and Answers

a. Pre-proposal meeting sign-in sheet

Ventura County Transportation Commission
 Request for Proposals:
 AMERICANS WITH DISABILITIES ACT (ADA)
 COMPLEMENTARY PARATRANSIT
 ELIGIBILITY CERTIFICATION SERVICES
 10:00AM - JANUARY 7, 2020 PRE-PROPOSAL MEETING
 SIGN-IN SHEET
 VCTC OFFICES, 950 COUNTY SQUARE DRIVE, SUITE 108, VENTURA CA
 93003

NAME	FIRM / AGENCY	E-MAIL	PHONE
David Lee	CARE Evaluators	David@careevaluators.com	949-230-1792
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b. Questions asked during the pre-proposal meeting

Question: We have another RFP (OCTA's) that firms are bidding on that have oral interviews the same week as VCTC's interviews, Thursday (2/20), can the oral interview dates be on another date?

Answer: Yes, we are looking at February 19, 2020 as the date of the potential oral interviews.

Question: There's been discussion about having one localized assessment center. Is there any plan for that?

Answer: No, there are not any plans to consolidate. However, there are tentative plans to move this office, which is one of the sites for interviews (for the Ventura/Oxnard end of the county). There will need to be a new location in the west end of the county identified, but there will be a location in the Ventura or Oxnard area.

Question: Is there information on where the interview sites are located, addresses, etc?

Answer: Yes. The sites will be noted in the written responses.

Question: Is there information about how many days per month, or days per week each location is used? Will any of these locations change?

Answer: (See section II, Written Questions and Answers.)

Question: “On the price description it does not specify where or if there are line items for startup costs and where they are to be reported. And if that’s the case, can the pricing section specify startup costs to be invoiced at the beginning of the first year and then continue with the pricing of specific fixed monthly, as the structure is going forward? (That’s on page 15).”

Answer: (Please see written response to this question #11.)

Question: It’s our understanding that the RFP that renews for clients with permanent certification are performed by updating customer’s information by phone. Is the renewing customer’s responsibility to contact the eligibility office after receiving the 120 expiration notice, or is the contractor responsible to contact the renewing customer by phone? And of course what is the process in the event that they are not contacted within that 120 days of notification?

Answers: The contractor is responsible to send a notice that the information is needed. (CURRENT CONTRACTOR’S RESPONSE: For those at being recertified, when they receive their letters, there are two different categories for those certifications. Some will get a 1-page application with that reminder – those are the [patron’s] that are deemed their disability will not change throughout the years. They have to complete the one page (for the updated information) and send it back to the certification office. That status is permanent. The other typical recertification notice is a letter. But in both cases there are not additional phone calls to remind them to respond to a recertification.)

Regarding phone calls, multiple phone calls may be made to remind initial applicants, for example, of an outstanding medical professional response (i.e. professional evaluation) during an application process. If there is not a response the application can be placed on hold for a maximum of 6 months, but every effort is made to obtain a professional evaluation, or alternative method for the such as in person. Letters are sent to the applicant, phone calls. Current provider does a regular audit of pending applications that are paused for any reason due to lacking information to determine which applicants need to be contacted for more information.

Questions: Once they are renewed and go through that process and are “permanent”, are they mailed a full packet, including rider’s guides etc. do they get a new ID? Or do they use an old ID?

Answer: I think that term permanent might be misused. Every three years, they still need to go through recertification and complete the 1-page short form to update their information. This process is done to confirm future participation/need for the program and verify the eligibility rolls.

Question: Are the recertification numbers inclusive of those that have “permanent” certification?

Answer: Yes, and again it is because there is no real “permanent” it is just a different (recertification) process.

Question: It is our understanding that all applicants (new and recertifying) are given presumptive eligibility within 24hours of receipt of the application until completion of the determination. Please clarify that this is correct? And why this policy is in place?

Answer: Yes. It was decided that this provides good customer service.

Question: On page 18, please help clarify the difference between two sections titled, “budget” (#11) versus, “Price Proposal” (#12). What goes in each section? Because it overlaps, a little bit, or is it something we should create a duplicate of? ... Or is it that the alternative price proposal supposed to go in one place or another?

Answer: See written questions and answers #23.

Question: The RFP specifies a fax machine is required – can it be a multifunction printer-fax-copier?

Answer: Yes.

Question: The RFP notes that there is a desire for the certifications to become more integrated into the operators’ dispatching and reservations systems. And that some operators have Trapeze-Tripspark and some have Econlane. Can we get a breakdown which operators have them and how the volumes apply to those operators, so can know which certifications we’d potentially be pushing, at what kind of volume? And is the level of communication 1-way, sending a notice, or is there access to the systems, is it bi-directional or one directional.

Answers: Operators have either EcoLane and Tripspark, as well one operator utilizes an in-house program. Currently there is not any bi-directional connections with the reservations systems. Static information (rider profiles) come from the certification office, and an access database is available for operators to access and check records via RDP. But the data does not connect via API or anything like that. There is a long-standing desire,

however to have the eligibility records pushed to the operators database electronically so the data can be collocated with reservation/operations data information.

Question: Because there is a range and you want a price sheet for each you may want to include the different levels, and when they change (to clarify the ranges).

Answer: See the RFP for the required price proposal sheet.

II. Written Submitted Questions and Answers

Question #	Question = Q / VCTC Answer = A	Firm	Question
1	Q	CARE Evaluators	What is the annual budget for the paratransit evaluation program currently in place?
	A		<i>Maximum compensation payable to the contractor for July 1, 2019 - June 30, 2020 is \$303,664. This represents the maximum not to exceed, and not a guaranteed payment. Further it does not include internal VCTC administrative costs.</i>
2		CARE Evaluators	Are there any scope differences between the program currently in place and the current RFP? If so, what are they?
	A		<i>It is the bidder's responsibility to familiarize itself with the current RFP Scope of Work and associated materials related to the prior agreement. For more information see the RFP documentation package, including this/any Addenda (RFP).</i>
3		CARE Evaluators	How many staff are on the current program by staff type (manager, evaluator, CSR, other)?
	A		<i>1.5 FTE Evaluators, 0.25 FTE Project Manager(s), 0.50 FTE clerical, 1.0 Lead Admin/Clerical. Bidders shall propose THEIR recommended staffing/organization solution pursuant to the RFP.</i>
4		CARE Evaluators	How many of the staff are dedicated to the program?
	A		<i>A minimum of 2 dedicated FTEs, - one full-time evaluator and one full-time administrative clerical position.</i>
5		CARE Evaluators	What is the FTE (or hours) by staff type on the current program?
	A		<i>8.0 hrs/day, 5 days/wk = 1 FTE</i>

6		CARE Evaluators	What is the address for each of the 5 evaluation locations provided by VCTC? (page 12 paragraph 1)
	A		<i>Goebel Adult Community Center, 1385 East Janss Road, Thousand Oaks, CA 91362; Moorpark Active Adult Center, 799 Moorpark Avenue, Moorpark, CA 93021; Simi Valley Senior Center, 3900 Avenida Simi, Simi Valley, CA 93063, *Ventura County Transportation Commission, 950 County Square Dr, Ventura, CA 93003, Camarillo Public Library, 4101 Las Posas Rd, Camarillo, CA 93010. *The Ventura County Transportation Location may change prior to or during the contract term. A new location in the "western" end of the county, i.e. Ventura or Oxnard areas will be identified.</i>
7		CARE Evaluators	How many days per month is each evaluation location available and during what hours?
	A		<i>Interviews are during normal business hours, ranging anytime between 9AM - 5PM, per demand. Example of days per month: during September 2019, there were a total of 10 interview days, 1 Camarillo, 4 days in Ventura, 1 day in Simi Valley, 2 days in Thousand Oaks, and 2 days in Moorpark. Interview dates are scheduled according to demand with typically at least 1 day per location per month. VCTC (Ventura) often has 4 days a month, i.e. 1 a week. In October 2019, there were also 10 interview days, 1 Camarillo, 5 Ventura, 1 Simi Valley, 2 Thousand Oaks, and 1 Moorpark.</i>
8		CARE Evaluators	Will any of the evaluation locations change under the new contract?
	A		<i>The Ventura County Transportation Location may change prior to or during the contract term. A new location in the "western" end of the county, i.e. Ventura or Oxnard areas will be identified.</i>
9		CARE Evaluators	<p>We wish to confirm that VCTC will provide evaluation space at each of the current evaluation locations including:</p> <ul style="list-style-type: none"> • Private interview space with desk and seating for an evaluator and client with PCA? • Computer connectivity? • Supervised safe waiting room/area for waiting customers? • Desk or table in the waiting area?
			<ul style="list-style-type: none"> • Private interview space with desk and seating for an evaluator and client with PCA? -- YES
	A		

			<ul style="list-style-type: none"> · Computer connectivity? -- There will a power source for a laptop plug. But not necessarily a desktop or any available internet connection. · Supervised safe waiting room/area for waiting customers? -- The waiting areas are in common locations, such as libraries or senior centers. The waiting areas are staffed but not supervised. See list above. · Desk or table in the waiting area? -- Varies by location. But there are seats.
10		CARE Evaluators	What are the requirements under this RFP for participation (if any) with a Second Level appeal? (page 15)
	A		<i>The contractor's participation on the appeal process is limited to referring to VCTC any appellant who mistakenly appeals to the contractor; assisting VCTC in obtaining any required information regarding the initial certification decision; and revising the applicants certification status if changed by the appeal process.</i>
11		CARE Evaluators	The Price description does not specify how Start-up costs are to be reported. Can the pricing section specify Start-up costs to be invoiced at the beginning of Year 1 with the start of the contract outside of the Firm Fixed Price to be billed monthly? (page 15)
	A		<i>Startup costs should be incorporated in the proposed costs as identified in the RFP. It is up to the bidder to determine the model for their proposed pricing.</i>
12		CARE Evaluators	Will VCTC provide any components of the determination letter mail out packet (envelopes, letterhead, inserts etc.)?
	A		<i>Yes, certain items are provided, such as applications and envelopes. See RFP for more detail.</i>
13		CARE Evaluators	What is the current cost of postage or weight of the determination letter packet with ID card and other materials?
	A		<i>The typical cost is \$0.65 per mailing.</i>
14		CARE Evaluators	How many non-Spanish translations are conducted annually?
	A		<i>VCTC's LEP requirement includes English and Spanish translated critical materials and services. Other languages though not required to come up from time to time, e.g. Tagalog. The incumbent firm has available a language translation phone service when necessary.</i>
15		CARE Evaluators	What are the features required for the ID card machine?

	A		<i>To be able to print ID cards, with or without photos. Cards include multiple lines of text on both sides of the card. Currently photos are not required of the ID. This is to expedite processing and avoid need for photography.</i>
16		CARE Evaluators	The pricing model allows for 5 different ranges of the number of determinations processed (pg. 15-16 Section E). What is the process for deciding when a different Firm Fixed Price is applied?
	A		<i>The different price is applied when it is determined that the number of determinations have surpassed the threshold defined by the contract.</i>
17		CARE Evaluators	How many customers with Permanent Eligibility are renewed annually?
	A		<i>Recertifications accounted for 512 or 36% of all certifications last Fiscal Year. This number is inclusive of individuals whose eligibility is permanent.</i>
18		CARE Evaluators	It is our understanding from the RFP that Renewals for clients with “permanent certifications” are performed by updating the customer’s information by phone. Is it the renewing customer’s responsibility to contact the eligibility office after receiving the 120-day expiration notice, or is the contractor’s responsibility to contact the renewing customer by phone? What is the process if they are not contacted within 120 days?
	A		<i>It is the applicant's responsibility to follow up, but we encourage staff to be proactive whenever possible.</i>
19		CARE Evaluators	For Permanently Eligible customers who have received an expiration notice and have had their records updated or confirmed, what is to be mailed to the customer? For example, does the renewing customer receive a letter, new ID card, eligibility packet and/or other materials?
	A		<i>A new ID with any updated information and materials packet is provided with all recertifications.</i>
20		CARE Evaluators	P.2 of the RFP lists the number of Recertification customers. Are the Recertification numbers inclusive of those customers who have Permanent Certification and require an update to their record, or do the Recertification data refer only to those customers submitting an application for an evaluation?
	A		<i>Yes, it is inclusive.</i>
21		CARE Evaluators	In reference to the previous question, if Customers with Permanent Eligibility who need to have their records updated are counted separately, how many Permanent Eligibility Customers were sent an expiration notice during each of the past 2 years?

	A		<i>This number is not tracked separately.</i>
22		CARE Evaluators	It is our understanding from pg. 11 of the RFP that all applicants, both new and recertifying, are given presumptive eligibility from within 24 hours of receipt of the application until completion of the determination. Please clarify if this understanding is correct. If this is correct, what is the reason that this policy implemented?
	A		<i>Yes this is correct. We strive to provide high quality accessible mobility options for Ventura County community.</i>
23		CARE Evaluators	On pg. 18 please clarify the difference between the sections titled Budget, Price Proposal, and Cost Structure. Please provide additional clarification as to what is to be provided in each section.
	A		<i>Budget is to provide narrative detail regarding the items which makeup the Price Proposal. In addition the Cost Structure is to provide a section with information regarding rates for staff, anticipated hours and time for travel, and estimated costs for administration and materials. This section should also support the price submitted in the price proposal.</i>
24		ADARIDE.COM	What are the eligibility ratios for the last year? E.g. % ineligible, % unrestricted, etc.
	A		<i>Please refer to this addendum, Section IV. For an example monthly report.</i>
25		ADARIDE.COM	How many appeals were conducted last year?
	A		<i>One</i>
26		ADARIDE.COM	· Is the current in-person assessment simply a narrative or is there a standardized form? If it is a form, can you please provide a copy, specifically what functional skills are tested and how?
	A		<i>It is the bidder's responsibility to develop the assessment process (including internal documentation) based on the requirements of VCTC..</i>
27		ADARIDE.COM	Can you provide a copy of a "Monthly Certification Report"?
	A		<i>Please refer to this addendum, Section IV.</i>
28		ADARIDE.COM	How are the profiles transmitted to each transit provider now?
	A		<i>Certification information is emailed to all transit operators in the form of a PDF copy of their "Rider Profile".</i>
29		ADARIDE.COM	What is the current percentage of in-persons or how many were in-person assessments were completed last year

	A		<i>During calendar year 2019 there were 217 interviews with functional evaluation and 15 interviews without functional evaluation.</i>
30		ADARIDE.COM	<ul style="list-style-type: none"> • What are the exact locations of the current in-person assessments? • Who are the contacts for all of those locations? • What does the current schedule look like at those community locations? E.g. every Tuesday are assessments days, etc.
	A		<i>See above answer to question 6, 7, 8.</i>
31		ADARIDE.COM	How often were Emergency Certifications performed last year? – Emergency certifications, typically 60 days,
	A		<i>The number of emergency certifications was as follows: 2015-16: 15 2016-17: 7 2017-18: 1 2018-19: 0 July 2019-December 2019: 0</i>
32		ADARIDE.COM	How does VCTC staff monitor the progress of applicants / or their results?
	A		<i>Staff meets regularly with certification staff, receives reports as discussed in the RFP, and has access to a database for all applicants.</i>
33		PARATRANSIT INC.	What is the salary range for the current Project Manager and the current support staff?
	A		<i>This information is unavailable at this time. Bidders should propose their solution with regard to proposed staff payroll expense.</i>
34		PARATRANSIT INC.	Is it permissible for the staff to work from a remote location (i.e., a corporate headquarters) and travel to locations in Ventura County to perform required job duties and attend meetings?
	A		<i>It is. However it is advisable to have local meeting spaces for onsite meetings with VCTC staff. Please refer to the RFP.</i>
35		PARATRANSIT INC.	If telephone support and other operations are handled from an acceptable facility at a remote location, is it acceptable for the contractor to maintain temporary workspace in Ventura County so long as it meets the requirements of the contract?
	A		<i>Please refer to the RFP for the specific workplace requirements.</i>
36		MMP	1) What software platform is VCTC currently using? 2) Can you please provide a cost for me to obtain an additional user license in order to access your system?
	A		<i>1) Trapeze - PASS Version 7, which VCTC is actively looking to upgrade/move away from. 2) Pricing was not available in time for publication.</i>

III. Amendments to the RFP (~~deleted text~~ | new or replacement text)

III. A.

Section C.1. Scope of Services, Management of Operations, (Pg3) shall be amended as follows:

“The Project Manager shall maintain consistent and sufficient contact with VCTC’s ~~Programming Director~~ Public Transit Director (or his/her designee).”

III. B.

Section C. 4. Scope of Services, Ongoing ADA Eligibility Process – In-person Interview (Pg 13) shall be amended as follows:

~~“It is anticipated that due to a restructuring of the Valley Express service, introducing fixed route service, and limiting dial-a-ride eligibility, that there will be an increase in eligibility determinations from this area (Santa Paula, Fillmore, and Piru) especially in the short term.~~

In-Person Functional Assessment Protocol

For in-person assessments, the Contractor may propose its own testing protocols for assessing the functional abilities of persons with disabilities. A Functional Assessment will be performed only after a thorough in-person interview is performed and proper documentation acquired. Functional Assessments should only be performed when needed to further verify information to make a determination of eligibility, and approximately 25% of the in-person assessments. ~~Under VCTC’s current procedure, the Functional Assessment is limited to a cognitive assessment performed within the interview office, and the Contractor is required as condition of this contract to have a cognitive assessment procedure to use if required to determine eligibility based on cognitive disability. However, as part of the new contract VCTC would like to have available the capability to use a full Functional Assessment process.~~ VCTC therefore asks that all proposals include a discussion of how the proposer could perform full Functional Assessments, given the constraints that will require use of the different

certification interview locations and the lack of indoor space at these locations which will require some of the evaluation to occur outdoors in varying weather.”

**IV. Example Documentation related to the administration of VCTC’s ADA paratransit certification program.
October 2019 Monthly Report**

Oct-19								
		Oct.	Sept.	Aug.	July	June	May	
Call Center	Inbound ADA Calls	431	471	560	539	502	601	
	Outbound ADA calls	46	165	128	194	147	151	
	Average hold time (in seconds)	4.9	6	4.96	5.85	4.15	2.89	
	Outbound Area Transmittals	11	7	4	1	8	8	
	Inbound Area Transmittals	9	10	7	2	10	10	
Applications Received	Recertification	56	74	53	63	63	64	
	New Applications	80	38	87	74	68	88	
Applications Received by Service Area	Camarillo Area	17	11	13	10	16	16	
	Gold Coast Area	55	33	38	58	46	52	
	Valley Express Area	3	4	6	4	10	7	
	Moorpark Area	9	7	5	6	6	7	
	Simi Valley Area	25	29	47	29	26	37	
	Thousand Oaks	26	27	29	30	22	31	
	Out of County	1	1	2	0	5	2	
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	24	22	21	16	18	25	
	Complete, Interview w/o Functional Evaluation	1	2	2	1	3	2	
	Complete, Special Circumstance (no Interview)	44	38	35	39	34	40	
	Complete, Over 85+	10	8	19	13	13	17	
	Complete, Phone Interview	5	3	0	1	3	1	
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0	
	Complete, Recertifications	49	35	51	51	58	58	
	Completed Determinations	133	108	128	121	129	143	
Delays in Processing (Cumulative)	Due to incomplete application by client	10	5	12	1	7	9	
	Pending Professional Evaluation (PE)	12	21	20	16	12	14	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting in-person interviews	8	3	8	14	6	15	
Assessments	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK	
	With Physical Assessment	7	0	5	0	1	1	
	With Cognitive Assessment	17	1	12	0	3	1	
	Interview only (at assessment sites)	1	0	0	1	0	0	
	No Shows	2	1	0	0	1	0	
	Total in-person interviews scheduled	27	2	17	1	5	2	
	Total Number of appointment days	10	1	5	1	2	1	
Determinations by Eligibility							Total	%
Unconditional (including S.C., Over 85+, Phone interviews, short-term)							112	84%
Conditional							8	6%
Temporary							12	9%
Denials							1	1%
Short Term							0	0%

Total phone calls inbound/outbound: 477

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 136

Online Applications Received: 6 (4%)

Applications by Language

Evaluations by Age and Determination Type

In-person Interviews by Eligibility and Assessment Type