



# Ventura County Transportation Commission

ADDENDUM NO.1

REQUEST FOR PROPOSALS (RFP)

RFP 2025-01

AMERICANS WITH DISABILITIES (ADA) PARATRANSIT ELIGIBILITY CERTIFICATION SERVICES

ISSUED February 05, 2025

The Ventura County Transportation Commission issues this addendum to inform proposers of revisions to the Requests for Qualifications (RFQ) package and is hereby made a part of the RFQ documents. The following changes, additions, and/or clarifications shall be made to the requirements for the above-mentioned project. In case of a conflict between the original RFQ package and this Addendum, this Addendum shall govern.

All requirements contained in the RFQ package shall apply to this Addendum, and the general character of the project called for in this Addendum shall be the same as originally set forth in the applicable portions of the RFQ documents, unless otherwise specified under this Addendum. All incidental work necessitated by this Addendum, as required to complete this project, shall be included in the RFQ, although not specifically mentioned in this addendum. The balance of the RFQ documents shall remain unchanged.

**The proposer shall acknowledge receipt of this Addendum as part of the RFQ submittal.**

Question #	Question	Response
1	What are the eligibility ratios for the last two years? E.g. % ineligible, % unrestricted, etc.	In-person assessments were not conducted through June 30, 2024. In March 2020, due to the COVID-19 pandemic, VCTC decided to pause in-person interviews to help mitigate contact with the public. The statistics presented here reflect that period. A hybrid assessment system resumed on July 1, 2024. The majority of this time frame did not involve in-person interviews; therefore, there were no instances of denials from January 2023 to December 2024. The eligibility ratios for this period were as follows: January 2023-Dec 2024 Unconditional 89.50%, Conditional 6.75%, Temporary 3.58%, Ineligible 0%. January 2024-Dec 2024 Unconditional 88.75%, Conditional 6.58%, Temporary 4.66%, Ineligible 0%.
2	How many appeals were conducted last year?	During the majority of last year, in-person interviews were not conducted; consequently, there were no instances of denials or appeals.
3	What annual percentage of applications are processed through an in-person assessment? b. What are the statistical results of in-person assessments and are they available? c. Can you provide a copy of the in-person assessment being performed?	A hybrid system which included in person assessments resumed on July 1, 2024. The data available is through October 2024 and will only be inclusive of those 4 months of data. A ratio of approximately 1.6% were conducted in person through that period.
a	Why are those individuals required to have an in-person or what is the criteria?	In April of 2024 the ADA AD Hoc Committee consisting of Ventura County operators made a final recommendation to the Transit Operators Committee (TRANSCOM) to return to in-person assessments (where applicable) and allow in-person interviews to be scheduled only as a final step when remote determinations are not sufficient. The following criteria for the in person assessments were determined to be the following: <b>Transit Use:</b> Frequent current use of public transit by applicant <b>Condition:</b> Some conditions are harder to determine over the phone such as mental health, cognitive, developmental delays. <b>Missing Documentation:</b> When no Professional Evaluation (PE) Evaluation /related documentation is received (no records, applicant currently does not have a health professional they see on a regular basis) <b>Age:</b> Minors, where the determination may be based on the abilities of the 'team' (child and accompanying adult)
b	What are the statistical results of in-person assessments and are they available?	A hybrid system which included in person assessments resumed on July 1, 2024. The data available is through October 2024 and will only be inclusive of those 4 months. 100% of the in-person assessments were approved for eligibility.
c	Can you provide a copy of the in-person assessment being performed?	Yes, VCTC will provide an example form as part of the Addendum.

4	Can you provide a copy of the previous six invoices from the current vendor?	The monthly costs for VCTC's current contract are fixed at \$23,496.08.
5	What are the current staffing ratios for the program?	The annual ratios of staff time allocated to the program, expressed as a percentage of a full-time work year, are as follows: Project Administrator: 12% Project Director/Mobility Supervisor: 92% ADA Eligibility Specialist: 100% Mobility Coordinator: 100% CSR Staff: 62% Eligibility Support Staff: 19% Quality Assurance Specialist: 15%
6	What are the exact locations of the current in-person assessments?	VCTC will provide this as part of the Addendum.
7	How often were Emergency Certifications performed last year?	There were two emergency certifications performed last year.
8	The RFP requests that the Vendor provide <b>RideCo</b> software.	
a	Are we expected to purchase a license from RideCo for this RFP or would we utilize VCTC license?	No. VCTC holds the license. The successful bidder will not have to purchase a license.
b	If the vendor has to purchase RideC, how much is it for VCTC to purchase another user license?	
c	Will VCTC consider another software platform that is available to maintain the entire eligibility list for the region?	No. VCTC is working to have a regionally maintained software systems for eligibility and scheduling through the RideCo system that was recently implemented.
9	The Scope of Work on Page 14 of 20 (A. Eligibility Determination) does not indicate In-person assessments however, the price sheet reflects an in-person charge? Are in-person assessments still a requirement for this RFP?	Yes, VCTC will provide this as part of the Addendum.
10	Please clarify if there is any page limit for submitted proposals.	Twenty-Five Pages
11	Please verify that the applicant will be responsible for having the Professional Verification form completed rather than the Contractor:	Proposer is responsible for having the Professional Evaluation (PE) form completed.
12	Please clarify if the Applications and Professional Verification forms will also be required to be available on the Contractor's website	Applications and Professional Evaluations will not be required to be hosted on the contractor's website. Applicants should be directed to VCTC's website instead
13	Please clarify if the contractor can still assist with filling out the actual application for applicants at their request, who cannot physically complete the application without assistance and that this will not violate any terms in the contract	Yes, contractor should continue to assist potential applicants who require it
b	Please clarify if Short Term/Emergency Eligibility has been eliminated (It is listed in the Eligibility Flow Chart provided at the end of the RFP)	No. Short term/emergency certifications are not eliminated.

15	Please clarify that Contractor will now be allowed to use "Trip By Trip" as an official determination:	No. Trip by trip will not be available as a condition.
16	Please clarify if having a licensed/Certified Health Professional on staff is required:	No having a licensed certified health professional on staff is not required.
17	Please clarify if Contractor does not have Staff who speak languages other than English and Spanish, will VCTC provide an interpreter, or will the Applicant need to provide an interpreter?	VCTC will provide an interpreter on a case by case basis when required for languages other than English and Spanish.
b	Would VCTC allow Contractor to provide interpreter (Subcontractor) and list as an expense in Cost Proposal?	A listed expense for a subcontractor to provide translation services will be accepted, but is not a requirement of this RFP.
18	Please clarify if the Contractor will be required to maintain a separate database for the Eligibility Process or will the RideCo Portal be exclusively used for Eligibility Certifications.	No separate database is required to be kept. RideCo can be exclusively used.
19	Please clarify if the Contractor will be able to offer In-Person Interviews should the need arise for a Functional or Cognitive Assessment or will telephone interviews be the sole option available?	Yes, VCTC will provide this as part of the Addendum.
20	Please clarify what VCTC considers a Complete Application? Will this depend upon receipt of the Professional Verification form as part of the total application, or will there be exceptions allowed?	Application will be considered complete when Professional Evaluation (PE) has been completed.
21	Please clarify that the difference between the 21 day rule mentioned in this section and the 17 day rule mentioned in Section 12B is: the 21 day rule refers to submitting completed determination documentation to VCTC and the 17 day rule refers to processing and making a determination recommendation, documenting , preparing and transmitting all required documentation to the applicant within 17 days.	The 17 day rule should not have been included. There is only the 21 day rule that needs to be followed for final eligibility determination
22	Please clarify if forms will be submitted electronically to VCTC or will VCTC directly access the Contractor's files in order to review completed documentation.	VCTC will have direct access to the contractors files via RideCo
23	Please confirm if In-Person Assessments will be included in this contract as part of the cost proposal, as listed below, and as an option for completing an eligibility determination.	Yes. In person assessment swill be included as part of the cost proposal.

## Ventura County ADA Eligibility Interview

Evaluator:	Interview Site:	Date:	ADA ID#	TEST:
			<input type="checkbox"/> New Applicant	<input type="checkbox"/> Recertification
Applicant's Name:			Date of Birth:	

Photo ID  Yes  No, Type:

Eligibility:

### Background Information

Disability/Medical Condition	Mobility Devices
	Mobility device used at interview: <input type="checkbox"/> Yes <input type="checkbox"/> No
	<input type="checkbox"/> Power wheelchair
	<input type="checkbox"/> Manual wheelchair
Onset date:	<input type="checkbox"/> Scooter
Currently in treatment? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Walker
If yes, explain:	
	<input type="checkbox"/> Service Animal
Currently taking medication? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Crutches
If yes, taken today <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> White cane
If yes, list side effects:	<input type="checkbox"/> Cane
Are effects of disability variable? <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Prosthesis
If yes, explain:	
Temperature Sensitivity? <input type="checkbox"/> Yes <input type="checkbox"/> No	Other Equipment? :
If yes, heat temp $\geq$ cold temp $\leq$	Device Size: <input type="checkbox"/> Standard <input type="checkbox"/> Oversized

### Transportation Needs and Usage

Destinations of Interest:	Current transportation:
Do you travel with a PCA? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Currently using public transit? <input type="checkbox"/> Yes <input type="checkbox"/> No	Able to do transfers on public transit? <input type="checkbox"/> Y <input type="checkbox"/> N
If not, explain why:	If yes, how many?
Knowledge of community public transit system? <input type="checkbox"/> None <input type="checkbox"/> Some <input type="checkbox"/> Confident	
Closest Bus Stop to your home? _____	
Can you access this bus stop? _____	
Currently has a Bus Pass card? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Response to answers:  Verbal (appropriate)  Verbal (inappropriate)  Non Verbal  No Response

# Ventura County ADA Eligibility Interview

Applicant's Name:	ADA ID #
-------------------	----------

Interview Summary:

## Current Interview Site Locations

### Camarillo

Mobility Management Partners

4036 Adolfo Rd. Camarillo

### Moorpark

Moorpark Active Adult Center

799 Moorpark Ave. Moorpark, room

### Simi Valley

Simi Valley Senior Center

3900 Avenida Simi, Simi Valley Room 101

### Thousand Oaks/Newbury Park/Oak Park

Goebel Adult Community Center

1385 E. Janss Rd, Thousand Oaks Room

### Ventura/Oxnard/Ojai/Port Hueneme

Arc of Ventura (Arcade)

295 S. Arcade Drive,

Ventura 93003

### Santa Paula/Fillmore/Piru

Arc of Ventura (Santa Paula)

116 N. 10th Street, (front room)

Santa Paula, CA. 93060