

COUNTY OF ROCKLAND
Department of General Services
Purchasing Division

Contract Award Notification

Title: **Transportation Management Services for Pre-K/Early Intervention Program-Children with Special Needs**

Contract Period: October 16, 2020 through October 15, 2021 w/3-1 year options
Extended through 10/15/2022 w/2-1 year options **eXT THRU 12/31/22**

Original Date of Issue: September 17, 2020

Date of Revision: 11/10/22

RFP No: **RFP-RC-2020-023**

Catalog: **Transportation**

Authorized Users: County Agencies

Address Inquires To:

Name: Sabrina Samuels
Title: Purchaser II
Phone: 845-364-3807
Fax: 845-364-3809
E-mail: samuelss@co.rockland.ny.us

Description

This Contract is for Transportation Management Services for Pre-K/Early Intervention Program-Children with Special Needs.

Contract #	Vendor Number	Contractor & Address	Telephone No.
RFP 20-023	0000007109	VMC Group 9701 Niagara Falls Blvd. Suite 1A Niagara Falls, NY 14304 Contact: Charles C. Ganim ccganim@vmcgroup.com	716-285-6000 Ext. 4 FAX: 716-285-1000

Edwin J. Day, County Executive

TITLE: Transportation Management Services for Pre-K/Early Intervention Program- Children with Special Needs
RFP NUMBER: RFP-RC-2020-023
COST PROPOSAL

VMC CONSULTANTS

 Updated pricing for
 Oct 16, 2021- Oct 15, 2022

Service Description	Estimated Quantity	Unit Price	Extended Price
Vehicle Routing Services 91896000001	12/Month	\$ 4,220.84	\$ 50,650.08
Point of Contact and Response Service (Call Center) 91896000002	12/Month	\$ 2,110.41	\$ 25,324.92
Attendance Tracking Services 91896000008	12/Month	\$ 4,558.50	\$ 54,702.00
Field Related Tasks 91896000011	520 hours	\$ 81.04	\$ 42,140.80
Total			\$ 172,817.80

***Monthly and hourly quantities are estimates and may be greater or less**

Cost Proposals are to be uploaded as a separate attachment to your RFP response. Please refer to the separate attachment titled: Proposal Submittal Procedures for instructions on submitting your proposal electronically. Inclusion of any cost or pricing data within the technical proposal may result in your proposal being judged as non-responsive.

Scope of Services and Pricing

Rockland County, New York TMS

I COST CONTROL*		Session	Required	Optional
a	Collection & Initializing of Software		Included	Additional Cost
	Routing Information	Summer & Fall		
b-1	Start-Up Routing for a Single Jurisdiction	Summer & Fall	50,000**	13,000***
b-2	Start-Up Routing for a Two or more Jurisdictions		n/a	
c	Start-Up Coordination & Route Approval		Included	
d	On-going Routing Review		Included	
e	Passenger Data Maintenance		Included	
f	Ridesharing			shared savings
g	Facility Requirements - COVID-19			Hourly
h	Transporter Negotiations - COVID 19			Hourly
II Attendance*		Session	Required	Optional
a	Attendance Review - Face Review		\$ 18,000.00	
b	Attendance Tracking - Students		\$ 6,000.00	
III Invoicing*		Session	Required	Optional
a	Invoice Review		\$ 18,000.00	
b	Vehicle Days of Service		\$ 6,000.00	
IV Cost Accounting*		Session	Required	Optional
a	Student Cost Calculations		\$ 6,000.00	
b	Student Reimbursement Calculation	Preschool		\$ 12,000.00
c	Student Reimbursement Calculation	Early Intervention		\$ 12,000.00
d	Integrated Invoice Reconciliation			\$ 24,000.00
e	Download into McGinnis & Trouble Shooting			\$ 18,000.00
V Call Center Services*		Session	Required	Optional
a	Communication Log		Included	
b	Full Point of Contact		\$ 25,000.00	
c	Partial Point of Contact		n/a	
d	Passenger Data Maintenance		included	
e	Parent Handbooks			\$ 5,000.00
VI Field Related Tasks*		Session	Required	Optional
a	Regular Field inspections (\$80hr for 468hrs		\$ 37,440.00	
b	Partial Field Inspections		n/a	
c	COVID Field Inspections (\$80hr for 52hrs)		\$ 4,160.00	
d	Video Review			
e	1 incident (\$200/hr)			\$450/occurrence
f	2 random (\$100/hr)			\$125/incident
VII Enhanced Services		Session	Required	Optional
a	Resident Manager		n/a	
b	Resident Manager Partial		n/a	
c	Miscellaneous Consulting Services			\$200/hour
Total			\$ 170,600.00	



Terms and Conditions

- *. A Cost of Living Adjustment is required each year
- ** VMC Reviews the transporters routes is the required method
- *** transporter reviews VMC's routes is the optional method.

NOTE 1 - 5% discount on any optional services selected at this time.
N/A not applicable to this client

NOTE -2 all prices are annual prices. Although the method payment is to spread the payments over a 12-month period, the actual work varies considerably from month to month. Therefore, if at any point VMC's contract is terminated, the basis of determining VMC's final payment would be based on the actual work it performed in the prior period.

Edwin J. Day, County Executive**TITLE: Transportation Management Services for Pre-K/Early Intervention Program- Children with Special Needs****RFP NUMBER:
RFP-RC-2020-023****DETAILED SCOPE OF WORK**

The County of Rockland and the Rockland County Department of Health seek to enter into a one-year contract with a contractor to manage a Transportation Management Program for the transportation of Children with Special Healthcare Needs (CSHCN) 0-5 years of age. The County shall require the services of a Transportation Consultant.

The Consultant shall utilize routing software to determine efficient vehicle paths to control the number of vehicles by minimizing the number of trips. The Consultant will be the point of contact addressing issues with transportation services. The Consultant will provide inspections and random checks to ensure all contractual requirements and mandates are being met. The Consultant will provide Attendance Tracking Services.

The County anticipates requiring Field Related Tasks of approximately 8 - 10 hours per week on a flexible working schedule.

PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS**Requirements**

The Consultant shall have a minimum of five (5) years' experience in Passenger Transportation Management; and the ability to supervise, monitor and inspect bus personnel activities and credentials.

The Consultant will provide the history of the agency and describe professional qualifications, prior experience in similar projects, and demonstrated capabilities; including demonstrated ability to work effectively with other service and system providers, history of regulatory compliance, and history of compliance with regulations for Transportation of Pre K/ Early Intervention Children with Special needs.

The Consultant shall comply with the CDC guidance and New York State Education Department Office of Special Education Provision of Services.

Consultant Responsibilities**Vehicle Routing Services:**

- Utilize software with manual intervention resulting in the determination of efficient vehicle paths, controlling the number of vehicles by minimizing the number of required trips.
- Routes created shall be no longer than one hour and fifteen minutes per one-way trip and comply with CDC guidance.
- Input all data, such as transportation records for each student to be used for routing and enrollment.
- Create the startup routing for the Summer and Fall programs.

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- Perform the continuous changes in the passenger database (i.e.: new transportation authorizations, children no longer in programs, changes in program attended, changes in pick-up or drop-off locations, etc.)
- Regenerate bus rosters to be provided to the transporter(s) as result of the changes.
- Coordinate with the transporters as to the number of buses and/or trips (i.e. runs and routes) that should occur as opposed to the number of buses and/or trips that the transporter requests to utilize.
- Annual creation of a Run/Route and Driver Direction Manual that represents the bus paths, bus stops and the bus times as related to the enrolled children requiring these transportation services. This manual shall represent the transportation activities and can be used for Medicaid audit.
- Update all tables, such as but not limited to, program provider bell times (session times), program provider locations, maximum travel times and other transportation parameters.
- Update the electronic map as required.
- Perform file maintenance tasks to prevent unlawful access to the data and/or file corruption. Perform data backup as to secure the data for the future.
- Generate monthly transportation reports utilizing student enrollment and related routing information, showing cost per transport, per program provider, preschool district, cost per student for EI and preschool.
- Meet with the Department of Health when requested to review progress and results obtained from utilizing the Vehicle Routing System Software. Provide knowledge and training of the Transportation Routing Software used to transport the handicapped children to their schools to the Department of Health.

Point of Contact and Response Service (Call Center):

- Call Center shall become the Rockland County Department of Health's agent in connection with normal communications between and among the program provider sites, the transporters and the parents of the Program's participants with respect to all transportation related matters.
- Receive telephone calls from parents and program provider sites related to schedule and location changes that impact child's transportation.
- Receive transportation related questions and complaints by or concerning the transporters, transportation services and parents.

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- Investigate the complaints (or incidents), reconcile differences, report incidents and outcomes to the Department of Health authorized personnel.
- Parents, transporters, and program providers shall have a single point of contact for their transportation concerns to minimize misunderstandings and to initiate action to alleviate a concern or complaint. A "Complaint Log" shall be maintained to track concerns and resolution of issues addressed.
- County of Rockland Health Department shall receive a copy of the complaint log on a monthly basis or provided access to documents electronically to generate report.

Attendance Tracking Services:

- Maintain a daily log of students picked up and dropped off, to and from County of Rockland Department of Health authorized school programs, with logs made readily available to Rockland County Department of Health.
- Ensure that the manual attendance sheets are appropriately completed and signed by the driver.
- Electronically store individual students' attendance on specific vehicles/routes, along with original manual attendance sheets prepared by the drivers.

Field Related Tasks:

- Provide updates on CDC and New York State guidance and ensure compliance.
- Check the efficiency of the transportation routes being serviced, verify and approve all new requests for adding or subtracting routes.
- Perform random physical evaluations of routes being serviced.
- Perform inspection activities to include, but not limited to, all contractual requirements related to all vehicle and driver requirements, including guidance related to COVID-19
- Ensure transportation provided adheres to all contractual mandates.
- Perform random checks on vehicle departures and arrivals at the sites of center-based programs.
- Work with the parents and providers on all matters of transportation company complaints. Parents and providers shall be directed to the consultant's contact for matters regarding the transportation of children in these programs. Consultant and Consultant's contact would work closely with each interested party in finding answers, resolving problems and communicating with parents on all transportation issues, late arrivals, complaints, etc.

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- Consultant's contacts shall be available via phone, cell phone or beeper during the hours that transportation services are being provided to the County of Rockland and the County of Rockland Department of Health.
- Consultant and/or authorized staff shall be available to respond onsite to all bus incidents within thirty minutes when notified by the transportation service provider and/or the County of Rockland Department of Health.
- Consultant shall provide a list of staff that will perform tasks under this contract and their respective duties.
- Consultant shall work under the supervision of the Child Program Coordinator, the Deputy Commissioner of Health and the Fiscal Administrator.
- Consultant shall be responsible for all incidents and complaint resolution as follows:
 - Receive all complaints and reports of incidents which include but not limited to, accidents, drivers or monitor problems, issues between the schools and the transportation providers.
 - Resolve all complaints and incidents in a satisfactory way meeting all concerns for the parties involved.
- Consultant shall maintain a bus log for the school year including scheduled pickup and drop off times, and locations which shall be signed by the school and the transporter's monitor.
- Consultant shall be responsible for invoice reconciliation which shall include but not limited to reviewing transportation providers invoices against the contractual payment obligations.
- Complaint Log shall be one source that shows the activity and resolution of the issues responded to.
- Field site inspections reports shall show the degree of compliance with the transporter's contract and state regulations for safety purposes.
- Verification of the number of trips being requested for payment by the transporter invoice.

Business Associate Agreement:

- Firm shall agree to all terms and conditions as listed in the Business Associates Agreement included in this solicitation. Awarded Contractor shall be required to execute the Business Associates Agreement at time of contract. In addition, each contract year a newly signed Business Associates Agreement shall be needed.

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Program Information:

- In 2019-2020, there were an estimated 124 Early Intervention Students and 518 Pre-K Students being transported.
- The County of Rockland is currently contracted with one bus company servicing Transportation of Pre-School and Early Intervention Children with Special Needs.

DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION

Dr. Robert L. Yeager Health Center
50 Sanatorium Rd, Building A
Pomona, New York 10970
Phone: (845) 364-3820 Fax: (845) 364-3809
Email: purchasing@co.rockland.ny.us

Paul Brennan, FNIGP, CPPO
Director of Purchasing

RFP-RC-2020-023

Transportation Management Services Pre-K/Early Intervention

The information in this addendum supersedes any contradictory information set forth in the contract documents. Acknowledge receipt of this addendum in the space provided on the signature page of the bid proposal. Failure to do so, may subject the bidder to disqualification. This addendum forms a part of the contract documents.

A Pre-Proposal meeting was held on Wednesday July 29, 2020 at 11:00am. The below are questions and responses that were addressed during this call. All information that requires additional follow up will be posted in a separate Addendum.

Attendees

Peggy Poole – VMC Consulting
Charles Ganim- VMC Consulting
Marlaina Koller- MC Logistics
Jack Hayes- Cedar Bus Company
Donna Bogin – Rockland County Department of Health
Tracy McMahon – Rockland County Department of Health
Sabrina Samuels- Rockland County Purchasing Division

Note to all parties on the call- Governor Cuomo is scheduled to provide guidance for the upcoming school year August 1, 2020- August 7, 2020.

Question #1: Is the Management company able to use a proprietary software or is it required to be a software that is compatible to the Bus Company?

Response #1: This information must be verified and will be confirmed. An addendum will be issued with a response.

Question #2: How are parent complaints handled?

Response #2: Minor complaints go directly to the Bus Company. Larger complaints must be addressed by the Management Company. The Management Company will notify the Rockland County Department of Health. All steps of the resolution must be documented.

Question #3: Are Complaints done in an electronic system?

Response #3: Yes, all complaints are done in an electronic log. The Management Company must follow up by emails that are HIPAA complaint using route #'s and no names to the Department of Health. If response is needed on site for a complaint or incident, a 30-minute response is required by the management company. (Example: if there is an accident it is required that a responder be at the site)

Question #4: Will Identification be provided for Police in case there is an accident?

Response #4: Employee ID for the company is sufficient or a letter from the Management company stating you are required to be at the site.

Question # 5: Are any Certifications required for Responders?

Response #5: This information must be confirmed. A separate addendum will be uploaded with a response.

Note: Management Company Liaisons are required to be readily available early in the morning during the route and later in the evening in case there is a delay.

On site responders are required to be available between 7:15am -5:30pm

Question # 6: If the main location of the Management Company is greater than a 20-minute response time is it possible for the consultant to set up a satellite office within the County offices?

Response #6: This information must be confirmed. A separate addendum will be uploaded with a response.

Question # 7: Is a marked vehicle required when responding to on-site calls?

Response #7: A marked vehicle is not required.

Question #8: Can the Management Company provide suggestions to the bus company such as changing drivers?

Responses #8: The Bus Company is open to suggestions that may be necessary for service. The Rockland County Department of Health will arrange a call with the Bus Company and the Management Company to discuss any changes they may feel are necessary and in the best interest of the contract.

Question #9: Who is responsible for drug or alcohol testing if necessary due to an accident?

Response #9: The Bus Company

Question #10: Is software currently used for attendance? Can an iPad be used with software to keep attendance?

Response # 10: Currently attendance is done by a paper log. If iPad is an option that can be discussed with the bus company and training and devices will need to be provided.

Question #11: What is the Routing software currently used?

Response #11: Transfinder

Question #12: Can the same vehicle be used for different routes, and different school entry times twice in the day? If there is a pickup at 9am can the same bus and driver pick up a different route at 9:30 or 2pm and 3pm?

Response #12: The same driver and monitor will be used for the same route to limit exposure. Routes in Rockland County may not be able to accommodate the same bus for times so close together due to the locations of pickups and drop offs. Average route time is 75 minutes.

Question # 13: When will routing information be provided?

Response #13: At the time of award

Question # 14: How are changes to routes done?

Response #14: TRFs are filled out by the school and parent then they will be sent directly to the Management Company. The Management Company then sends the TRF to the Bus Company. Changes must be done in a 5-day turnaround time. Due to new regulations this may take longer for the upcoming school year. Changes are often and occur on a weekly basis.

Question # 15: How is attendance handled?

Response #15: The Bus Company must send the attendance records to the Management Company on a monthly basis for verification.

Question #16: With approximately 600-700 Students can you confirm:

- 1. The number of buses**
- 2. The number of drivers/ monitors**
- 3. The number of AM/PM runs**
- 4. The number of pickups**

Response #16: This information will be confirmed and verified and uploaded in a separate addendum.

SIGNED:

Paul J. Brennan

**PAUL J. BRENNAN, FNIGP, CPPO
DIRECTOR OF PURCHASING**

ADDENDUM

7/31/20

DEPARTMENT OF GENERAL SERVICES, PURCHASING DIVISION

Dr. Robert L. Yeager Health Center
50 Sanatorium Rd, Building A
Pomona, New York 10970
Phone: (845) 364-3820 Fax: (845) 364-3809
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Paul Brennan, FNIGP, CPPO
Director of Purchasing

ADDENDUM # 2

RFP-RC-2020-023

Transportation Management Services Pre-K/Early Intervention

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The below questions and responses are based upon questions that required follow up information during the July, 29, 2020 Pre-Proposal Meeting.

Question #1: Is the Management company able to use a proprietary software or is it required to be a software that is compatible to the Bus Company?

Response #1: Yes a proprietary software can be used, there no requirement to use the same software as the Bus Company. Currently, a list of stops is sent to the Bus Company that will be transposed the system. NO data sharing occurs

Question # 2: If the main location of the Management Company is greater than a 20-minute response time is it possible for the consultant to set up a satellite office within the County offices?

Response #2: Yes this can be arranged.

Question #3: With approximately 600-700 Students can you confirm:

- 1. The number of buses**
- 2. The number of drivers/ monitors**
- 3. The number of AM/PM runs**
- 4. The number of pickups**

Response #3: This information is based upon 2019 numbers with a comparable number of children.

- 1. 60 buses plus 7 spare buses**
- 2. 63 AM Drivers/Monitors and 62 PM Drivers and Monitors**
- 3. Total Trips 61 AM and 62 PM**
- 4. Five (5) after school pick up times**
 - a. 2:00pm, 2:30pm, 2:40pm, 3:00pm, 3:30pm**

Question # 5: Are any Certifications required for Responders?

Response #5: There are no certification requirement for the responder, however prior safety experience in public transportation or school transportation is required.

SIGNED:

Paul J. Brennan

**PAUL J. BRENNAN, FNIGP, CPPO
DIRECTOR OF PURCHASING**

ADDENDUM

8/4/20