

# **REQUEST FOR PROPOSAL**

**For the Provision of  
Non-Emergency Transportation Services for Medicaid**

***HANCOCK COUNTY  
JOB AND FAMILY SERVICES***



**Issued By: The HANCOCK COUNTY JOB & FAMILY SERVICES  
7814 Hancock Co. Road 140  
P.O. Box 270  
Findlay, Ohio 45839**

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## **SECTION I. GENERAL PURPOSE AND PROPOSER INFORMATION**

### **1.1. Purpose of this Request for Proposals**

The purpose of this document is to provide interested parties information on a fair and competitive basis in a manner that will ensure the highest possible quality of services and enable them to prepare and submit a written proposal for the provision of non-emergency transportation services for the Medicaid Program.

### **1.2. Issuing Office**

This Request for Proposals is released by, and the subsequent contract(s) will be led by the Hancock County Job and Family Services (HCJFS). HCJFS will administer the contract(s) and is responsible for the administration of the State of Ohio Medicaid Services Program in Hancock County, Ohio.

### **1.3 Registering for this Request for Proposal**

In order to receive amendments or clarifications regarding this solicitation and written responses to all questions submitted pursuant to section 1.8, it is necessary to register for this RFP. This is accomplished by a simple “expression of interest” submitted by telephone, fax, mail or email to the contact person provided in Section 1.8. Failure to register DOES NOT prohibit any proposer from submitting a proposal in response to this RFP, however, an unregistered proposer may not receive additional information which may be helpful. Expressions of interest should be received by **October 31<sup>st</sup>, 2025**.

### **1.4 Background**

The Hancock County Department of Job and Family Services (HCJFS) is a public agency of Hancock County and operates under the general administrative authority of the Hancock County Board of County Commissioners. HCJFS also has a close relationship with ODJFS from which it receives most of its administrative and program revenues.

HCJFS provides a variety of human, health, child support, workforce development, and employment services to residents of Hancock County. These programs include childcare, unemployment compensation, SNAP benefits, social services, and cash assistance. As part of the implementation of these programs, HCJFS enters into contracts with a variety of public agencies and private organizations. In addition to state funds, these programs are funded in varying degrees by the U.S. Department of Health and Human Services.

ODJFS currently permits the integration of welfare, workforce development, child support, and children services in one agency administered by a county department of job and family services (CDJFS). Counties which elect to integrate all or some of these

services in a single CDJFS are commonly referred to as a “combined agency.” HCJFS has integrated Children Services, Child Support, Public Assistance and Workforce Development, as such, is considered a combined agency. The following are definitions of terms/ acronyms which will be used throughout this solicitation.

**HCJFS** means the Hancock County Job and Family Services.

**ODJFS** means the Ohio Department of Job and Family Services

**County** means the Hancock County Board of County Commissioners.

**Proposer** means an individual or organization submitting a written proposal in response to the RFP.

**Contractor** means the successful proposer(s) awarded the contract(s).

**NET** means Non-Emergency Transportation for Medicaid.

### 1.5 Objective and Overview of the Project

The objective of this project is the transportation of Medicaid recipients (Non-Emergency Transportation and Pregnancy Related Services) and necessary family members or medical attendants to and from physicians, dentists, clinics, hospitals, pharmacies, mental health agencies, and other medical providers.

Our intent is to award contract(s) for the provision of these services.

### 1.6 Anticipated Procurement Timetable

HCJFS Releases RFP to Potential Proposers	Friday, September 19 <sup>th</sup> , 2025
Deadline for proposers to submit written questions to HCJFS.	Friday, October 24 <sup>th</sup> , 2025
Final Day for proposers to Register for RFP / HCJFS sends written responses to proposer questions to all registered proposers	Friday, October 24 <sup>th</sup> , 2025
DEADLINE FOR PROPOSERS TO SUBMIT PROPOSALS TO HCJFS.	Friday, October 31 <sup>st</sup> , 2025
HCJFS issues Letter of Intent to Award Contract(s) and Notifies all Proposers	Friday, November 14 <sup>th</sup> , 2025
Target date for completion of Contract(s)	Thursday, December 18 <sup>th</sup> , 2025
Target date for Implementation	Thursday, January 1 <sup>st</sup> , 2026

HCJFS reserves the right to revise this schedule in the best interest of the State of Ohio and/or to comply with the State of Ohio procurement procedures and regulations and after providing reasonable notice.

### 1.7 Written Questions

Any questions must be submitted in writing. HCJFS will send a written response to all questions to all registered proposers. Questions must be received by HCJFS by 4:00 p.m., Friday, October 24<sup>th</sup>, 2025. Questions must be sent, or emailed to:

Hancock County Job & Family Services  
P O Box 270  
Findlay, OH 45839

Tyler McKinney: Program Administrator  
(419) 429-8037  
tyler.mckinney@jfs.ohio.gov

### 1.8 Communications Prohibited

From the issuance date of this RFP, until an actual subgrant agreement is awarded to a proposer, there may not be communications concerning the RFP between any proposer which expects to submit a proposal and any employee of HCJFS in the issuing office or any other HCJFS employee who is in any way involved in the development of the RFP or the selection of the subgrantee.

The only exceptions to this prohibition are as follows:

1. Communications provided through the submission of written questions (as mentioned in Section 1.8 above), which HCJFS will share with all registered proposers, along with written answers to the questions.
2. In order to make a final selection, HCJFS may decide to interview one or more of the proposers submitting a proposal.
3. If it becomes necessary to revise any part of this RFP, revisions will be sent in writing to all registered proposers as well as to all proposers on the original mailing list for the RFP.

### 1.9 Time Frames

HCJFS is seeking to Contract with Proposer(s) to provide the services identified in Sections 1.4 and 1.5. The contract(s) shall be for a period of twelve (12) months beginning January 1, 2026, and ending December 31, 2026. HCJFS may, at its sole discretion, exercise a renewal option for 2 terms of twelve (12) months. Renewal options will be based on present year's performance, compliance, and the availability of funds.

## **SECTION II. SCOPE OF WORK AND SPECIFICATIONS OF DELIVERABLES**

## 2.1 Specifications of Deliverables

The contracted services shall include, but not necessarily be limited to, the following...

1. Transporting eligible Medicaid clients to and from medical appointments. This includes doctors, dentists, clinics, hospitals, pharmacies, mental health facilities etc.
2. Transportation may be anywhere in Ohio.
3. Transportation may require an attendant to accompany the person to a medical appointment in certain cases. Attendants may be needed for children or severely disabled clients who need care.
4. The time a driver must wait at a medical destination, while an eligible client is receiving treatment. Waiting time can only be claimed for trips outside of Hancock County. Waiting time can be billed in 15-minute increments.

### **HCJFS shall be responsible for:**

- 1) Payment to Contractor for transportation services provided to Medicaid clients in accordance with this contract. Payment will be based on the actual amount of transportation services rendered for the Medicaid Program. These costs will be submitted monthly to the Hancock County Department of Job and Family Services. This program is paid for by Federal Funds. Therefore, HCJFS is not able to pay for no-shows.

## **SECTION 3 OTHER REQUIREMENTS**

### 3.1 State/County Contracts/Subgrant Agreements

It is perfectly acceptable for Proposers to operate under multiple State and/or County contracts/subgrant agreements as long as performance under this solicitation is not negatively impacted.

### 3.2 Interview

Proposers submitting proposals may be requested to participate in an in-depth interview as part of the evaluation process. HCJFS reserves the right to select from responding proposers for interviews and may not interview all proposers. The proposer shall bear the cost of travel to any scheduled interview.

### 3.3 Start Work Date

The selected proposer must be able to begin work on January 1<sup>st</sup>, 2026. The selected proposer(s) will be notified by the HCJFS Program Administrator in writing if there is any delay in starting the contract. Any work begun by the proposer prior to the start date will not be reimbursable by HCJFS.

### 3.4 Proposal Costs

Costs incurred in the preparation of this proposal are to be borne by the proposer, and HCJFS will not contribute in any way to the costs of the preparation. Any costs associated with proposal review interviews will not be the responsibility of HCJFS (see item 3.2 of this section).

### 3.5 Proprietary Information

All proposals submitted shall become the property of HCJFS. All information submitted by the proposer will be considered to be public information unless the proposer specifically demonstrates, in writing, which information it considers to be proprietary. Proprietary information is information which, if made public, would put the proposer at a disadvantage in the marketplace and trade in which the proposer is a part. Consequently, any assertion of proprietary information must be clearly identified, and the basis of the assertion must be included.

It is not adequate for the proposer to simply state that disclosure of the information will put it at a disadvantage in the marketplace. HCJFS will make the final decision as to whether information is public or proprietary.

### 3.6 Contract Requirements

1. Payments for any and all services provided pursuant to the Contract are contingent upon the availability of state and federal funds.
2. All aspects of the contract apply equally to work performed by any and all subgrantees.
3. The Contractor, and any subcontractor(s), will not use or disclose any information made available to them for any purpose other than to fulfill the duties specified in the RFP. The Contractor, and any subcontractor(s), agrees to be bound by the same standards of confidentiality that apply to the employees of HCJFS and the State of Ohio. Any violation of confidentiality will result in an immediate termination of the contract and may result in legal action.
4. As a condition of receiving a contract from HCJFS, the Contractor, and any subcontractor(s), shall certify compliance with any court order for the withholding of child support which is issued pursuant to Section 3113.217 of the Ohio Revised Code.

The Contractor, and any subcontractor(s), must also agree to cooperate with HCJFS and any Ohio Child Support Enforcement Agency in ensuring that the Contractor or employees of the Contractor meet child support obligations established under state law.

5. By signing a contract with HCJFS, a contractor agrees that all necessary insurance is in effect.

### 3.7 Public Release of Records

Public release of any evaluation or monitoring reports funded under this contract will be made only by the Hancock County Department of Job and Family Services.

### 3.8 Confidentiality

All contracts will require that the contractor maintain the confidentiality of information and records which state and federal laws, rules, and regulations require to be kept confidential.

### 3.9 Ethical and Conflict of Interest Requirements

1. No Proposer or individual, company or organization seeking an agreement shall promise or give to any HCJFS employee anything of value that is of such character as to manifest a substantial and improper influence upon the employee with respect to his or her duties.
2. No Sub Recipient or individual, company or organization seeking an agreement shall solicit any HCJFS employee to violate any of the conduct requirements for employees.
3. Any Sub Recipient acting on behalf of HCJFS shall refrain from activities which could result in violations of ethics and/or conflicts of interest. Any recipient or potential recipient who violates the requirements and prohibitions defined here or of Section 102.04 of the Ohio Revised Code is subject to termination of the agreement or refusal by HCJFS to enter into an agreement.
4. HCJFS employees and Sub Recipient who violate Sections 102.03, 102.04 2921.42 or 2921.43 of the Ohio Revised Code may be prosecuted for criminal violations.

## **SECTION IV PROPOSAL FORMAT AND SUBMISSION**

### 4.1 Proposal Submission

The proposal must be prepared and submitted in accordance with instructions found in this Section. **Five (5)** copies of the Proposal, along with **Five (5)** copies of the Cost proposal, must be received by HCJFS **(in a sealed envelope) or emailed**, no later than 4:00 p.m. on **Friday, October 31<sup>st</sup>, 2025**. Proposals received after this date and time will **not** be reviewed. **Faxes will not be accepted.** Proposals must be addressed to:

Hancock County Job & Family Services  
P O Box 270  
Findlay, OH 45839  
Attn: Tyler McKinney: Program Administrator

#### 4.2 Format for Submission of the Proposal

To be accepted and forwarded to the RFP Review Committee, a proposal must include **item 1 (Cover Sheet) item 2 (Proposal) and item 3 (Budget)** as described in this section. The Proposal must contain all the information specified and requested for each of the components listed below. Additionally, the Proposal must meet the requirements of this Section (Proposal Submission) of this RFP to be accepted.

##### 1. Cover Sheet

- a. The Cover Sheet is Attachment A of this RFP.

##### 2. Proposal

**\*\*\*The Proposal must not contain cost information.\*\*\***

- a. Transmittal Letter

Proposer must submit a letter which identifies the proposer; the name, title, address, and telephone number of the proposer's contact person with authority to answer questions concerning the RFP; and the name, title, address, and telephone number of the proposer's contact person with authority to address contractual issues, including a person with the authority to execute an agreement on behalf of the proposer.

- b. Organizational Experience

Proposer should include information on the background of the organization; any prior experience relevant to this RFP, and a list of any similar projects completed by the organization in the past five (5) years

##### 3. Budget

- Proposers must submit a budget for all costs. (Attachment B)
- Narrative on Related Costs
  - Proposers must submit a detailed narrative, which demonstrates how all personnel and fixed costs are related and why they are necessary to the proposed program.

- The narrative must detail the amount of money being requested from HCJFS broken down by unit rate and how many units the Proposers is expecting to provide over the term of the potential contract.
- Proposer must include the percent of the total project cost for each funding source section).

**NOTE:** The billing and reimbursements under the Hancock County Job and Family Services (HCJFS) contract(s) will be made for actual services rendered and actual contract charges. HCJFS will negotiate an actual payment schedule based on deliverables after selection of contractor(s) and prior to executing the contract(s).

***SECTION V CRITERIA FOR PROPOSAL EVALUATION AND SELECTION***

**5.1 Scoring of Proposals**

All proposals will be reviewed and scored by a Proposal Review Committee. The Proposal Review Committee will be comprised of 3 to 5 individuals, with at least one individual familiar with the NET for Medicaid Program, and one individual who has no involvement with the program. Any proposal(s) which fail to address the requirements contained in Sections II, III, and IV of this RFP will not be scored. In scoring the proposals, the Proposal Review Committee will consider the following factors:

**A. Criteria for Scoring Proposal**

The Proposal will be reviewed and scored by the Proposal Review Committee. A maximum of 40 points will be awarded for the Proposal, as outlined in this section. The Proposal will be scored as follows:

HCJFS will review all proposals for completeness and compliance with the terms and conditions of the RFP. Proposals inconsistent with the RFP requirements will be eliminated from consideration. Proposals received after the proposal due date and time shall be rejected and returned to the proposer. Each proposal will be reviewed according to the rating system below. A total of 40 points may be awarded to each proposal. Scoring will be based on a consensus of the proposal evaluators. Proposals will be scored according to the categories listed below:

**A. ORGANIZATION DESCRIPTION**

- Organization Description (How does this fit with the RFP) - 10 points

**B. QUALIFICATION AND EXPERIENCE**

- Prior Experience (Past Performance if applicable) & Qualifications - 10 points

**C. BUDGET AND PRICING**

- Budget (is the unit rate reasonable) - 10 points
- Narrative of Costs (are they reasonable for request services) - 10 points

## 5.2 Final Selection

The Proposal Review Committee will ONLY select proposer(s) that meet the minimum score of 30.

## **SECTION VI PROTEST PROCEDURE**

### 6.1 Protests

Any potential, or actual, proposer objecting to the award of a contract resulting from the issuance of this RFP may file a protest of the award of the subgrant agreement, or any other matter relating to the process of soliciting the proposals. Such a protest must comply with the following guidelines:

1. A protest may be filed by a prospective or actual proposer objecting to the award of a contract resulting from this RFP. The protest shall be in writing and shall contain the following information:
  - a. The name, address, and telephone number of the protestor;
  - b. The name and issuance date of the RFP being protested;
  - c. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
  - d. A request for a ruling by HCJFS;
  - e. A statement as to the form of relief requested from HCJFS; and
  - f. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest.
2. A timely protest shall be considered by HCJFS, if it is received by HCJFS Director within the following periods.
  - a. A protest based on alleged improprieties in the issuance of the RFP or any other event preceding the closing date for receipt of proposals which are apparent or should be apparent prior to the closing date for receipt of proposals shall be filed no later than 4:00 p.m. the closing date for receipt of proposals.
  - b. If the protest relates to the announced intent to award a contract, the protest shall be filed no later than 3:00 p.m. of the tenth (10th) business day after the issuance of the Letter of Intent to Award the contract.
3. An untimely protest may be considered by HCJFS if HCJFS determines that the protest raises issues significant to the agencies procurement system. An untimely protest is one received by the HCJFS Director after the time periods set forth in

Item #2 of this section.

4. All protests must be filed at the following location:

Hancock County Job & Family Services  
P O Box 270  
Findlay, OH 45839  
Fax: (419) 424-7485  
Attention: Randall L. Galbraith, Esq., Director

5. When a timely protest is filed, a contract award shall not proceed until a decision on the protest is issued or the matter is otherwise resolved, unless the Director of HCJFS determines that a delay will severely disadvantage HCJFS. The proposer who would have been awarded the contract shall be notified of the receipt of the protest.
6. The HCJFS Director shall present the protest to the Hancock County Prosecutor's Office and issue written decisions which give due consideration to the opinion provided by that office on all timely protests and shall notify any proposer who filed an untimely protest as to whether or not the protest will be considered.

HCJFS is under no obligation to issue a contract as a result of this solicitation. If, in the opinion of HCJFS and the proposal review team, none of the proposals are responsive to the objectives and needs of the Agency. HCJFS reserves the right to not select any proposer should HCJFS decide not to proceed. Changes in this Request for Proposal of a material nature will be provided to all registered proposers (Section 1.3)

Thank you for your interest in this project.

## Cover Sheet

### Organization Information

Legal Name of organization and address

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

Entity: Non Profit  for Profit  FEIN \_\_\_\_\_

Contact Person \_\_\_\_\_

List the names and titles of the principal officers/administrators of the corporation/agency

Name	Title

1 Number of years operating \_\_\_\_\_

2. Has your organization ever had to repay funds to a governmental unit due to a questioned or disallowed cost? Yes  No  If yes, please explain on separate sheet.

Does your organization have the capability to repay a disallowed or questioned audit cost? Yes  No

3. **Can your organization support the program without an advance?** YES  No

### Signature

\_\_\_\_\_  
**Signature of Authorized Agency Representative**

\_\_\_\_\_  
**Date**

Name \_\_\_\_\_

Title: \_\_\_\_\_

# Budget

Vendor Name: \_\_\_\_\_

Program Period: 1/1/2026 - 12/31/2026

Category	Basis for Calculation/ Inclusion	Total Amount
<b><i>Staff Positions</i></b>		
<b><i>Fringes</i></b>		
<b><i>Operational Costs/ Administrative Costs (Indirect Costs)</i></b>		
Communications		
Utilities		
Travel		
Equipment		
Insurance		
Staff Management		
Shared Staff/Costs (must include method of assessing shared costs to this contract)		
Fiscal Management		
Miscellaneous (please specify)		
<b>Sub-Total</b>		

<b>Category</b>	<b>Basis for Calculation/ Inclusion</b>	<b>Total Amount</b>
<b><i>Program Costs (Direct Costs)</i></b>		
Job Seeker Services		
Software		
Hardware		
Equipment		
Technical Support		
Job Seeker Outreach		
Workshops for Job Seekers		
Outreach to Businesses		
Staff Development		
Supplies		
Advertisement/ Marketing		
Web Site Construction/ Maintenance		
Other (Please Specify)		
<b>Sub-total</b>		
<b>Sub-total from previous page</b>		
<b>Total</b>		