



Request for Letter of Interest (RFLOI) #0615-058
Department of Health & Social Services, Division of Office of Children Services
Transportation and Escorted Travel Services for OCS Referred Families and Children

The Office of Children's Services (OCS) is seeking letters of interest from qualified parties capable and interested in providing Transportation and Escorted Travel Services for OCS Referred Families and Children within the greater Anchorage and Eagle River area and the Chugiak and Mat-Su Boroughs.

Transportation and Escorted Travel Services for OCS Referred Families and Children Background

The Office of Children's Services (OCS) is in need of Transportation and Escorted Travel Services for OCS Referred Families and Children within the greater Anchorage and Eagle River area and the Chugiak and Mat-Su Boroughs. Transportation is essential to promote the successful engagement of parents and children in OCS services. While public transportation is limited and difficult to access in many areas of the State, the OCS will secure transportation resources to directly support parents and children fully engaged in OCS case and safety planning and family contact services.

Scope of Work and Project Deliverables

Services provided by the vendor(s) will increase a family's access to the services and supports needed to enhance parental protective capacities, parental protective factors and facilitate increased contact between children and their parents. The availability of transportation services will also allow the OCS caseworker to use time otherwise spent transporting to provide direct, one-on-one services to children and families.

1. **Transportation Services:** The vendor will provide transportation to clients of the Office of Children's Services (OCS). Transportation is needed on a daily basis for children and parents working toward their goals developed with OCS. Transports will be available for children of all ages. Transporting children under age 10 through this program requires a travel escort be available.

Transportation is primarily ground transportation. It is preferred that the vendor has a variety of vehicles available, including ADA accessible vehicle and vehicles to transport large groups. The vendor must indicate the availability of car seats and/or any equipment needed to transport the population being proposed to serve.

Transportation will be requested and approved directly by OCS staff. A client cannot request transportation services through this program directly. Any transports of OCS clients without prior OCS approval will not be paid through this program.

2. **Escorted Travel Services:** Escorted travel services are provided for children under the age of 10 years old and for children and youth age 11-21 with complex needs or those experiencing a disability. Vendors who propose to transport children under age 10 must also propose to provide travel escort services and ensure all children under age 10 have a travel escort present during transports. This could be one individual who provides both the transport and travel escort services, or it may be two individuals separately conducting the transport and travel escort service. Children and Youth age 11-21 do not require an escort unless there are special or extenuating circumstances.

A travel escort must ensure that the child or youth they are escorting is with them at all times. Travel escorts are required to be physically present with the child or youth at all times during the transport. The travel escort and/or transporter may not transport others during any transport of OCS clients served by this program. The travel escort must assure that the individual being escorted is brought to the requested location and must verify the individual arrives to the appropriate person on the other end.

Any travel escort should have a baseline understanding of working with children and/or individuals with a disability and should indicate the appropriate training and/or certification they have received to work with specific special needs.

Additional Requirements

- The vendor will be required to attend an OCS sponsored training prior to performing any transportation or escorted travel service under this program. Training will outline OCS office locations and typical transport destinations; documentation and billing; referral process; reporting any issues or concerns that may arise; reporting child abuse and a basic overview of working with OCS families and children.
- It is expected that the vendor will provide an individual from the contracting entity that will be the train-the-trainer and will train other transporters and escorts providing services through this program. OCS will provide the training directly and will provide training support for individuals hired when needed through the life of the program.
- Any individual providing services through this program should also have current CPR and First Aid certification.
- All individuals providing services through this program as a transporter or a travel escort must pass the appropriate background check. Compliance with AS 47.05.300-390 and 7 AAC 10.900-990. Compliance includes ensuring that each individual associated with the grantee in a manner described under 7 AAC 10.900(b) has a valid criminal history check from the Department of Health and Social Services, Division of Public Health, Background Check Program (“BCP”) before employment or other service unless a provisional valid criminal history check has been granted under 7 AAC 10.920 or a variance has been granted under 7 AAC 10.935. For specific information about how to apply for and receive a valid criminal history check please visit <http://dhss.alaska.gov/dhcs/Pages/cl/bgcheck/default.aspx> or call (907) 334-4475 or (888)362-4228 (intra-state toll free).

- Any emergencies or safety concerns during the provision of services must be reported to the Regional Administrative Officer of OCS immediately. An outline of how the vendor will document and respond to any immediate or potential safety issues that may arise with clients and/or other incidents during the provision of services. The outline should indicate the individuals responsible to respond and how they will respond in the event of a conflict or compromised safety.
- The vendor must indicate the plan for back up transporters and travel escorts to ensure no break in services. All individuals providing back up must have the same required certifications, skills and/or training required through this solicitation.
- Vehicle Maintenance and Response
 - All vehicles used to transport through this program must be thoroughly described, with any modifications and/or special equipment clearly identified. Any routine maintenance schedule should be outlined. Costs for routine maintenance of vehicles allocated to this program are allowable and should be clearly identified in the proposed budget.
- The application must outline any plan to respond to vehicle malfunctions or emergencies that occur during transports. The plan should describe the following:
 - Emergency response in the event of an accident
 - Road side service in the event of a vehicle malfunction
 - Passenger instructions in the event that the transporter is injured or incapacitated
 - Any structured plan currently in place relating to a vehicle malfunction or emergency in transit
- The applicant should be thorough and include any written instruction or guides provided to the transporter or travel escort.
- The vendor must identify any insurance coverage relating to the vehicles used and staff providing escort services. Any existing policies should be included as an attachment to the application.
- Reporting and Billing

An outline for reporting, which will be submitted through each billing cycle, will be negotiated with the program or to ensure appropriate reporting of program or activities.

Project Timeline and Budget

The length of the project will be from the date of award through March 31, 2015.

Budget

The estimates a budget of between **\$100,000 and \$500,000** for completion of this project.

Experience and Minimum Qualifications

Interested parties must demonstrate the following minimum prior experience requirements in their letter of interest:

- current, valid driver's license and any license/certification required to operate the commercial vehicle(s) in the proposed service areas
- requires Two (2+) years' experience providing transportation services in the proposed service areas
- current CPR and First Aid certification

- Two (2) years escorted travel services experience is preferred.

How to Participate

Interested firms must indicate their interest by submitting an electronic response (.pdf format is preferable) with the following information:

- Firm Name;
- Individual authorized to sign contracts;
- Mailing address;
- Physical address;
- Phone number;
- Fax number;
- Email address;
- Address how applicant meets or exceeds the experience requirements;
- Confirmation that the firm can provide the project deliverables within the budget and timeline provided

This Request for Letters of Interest does not constitute a formal solicitation. The State of Alaska is not responsible for any costs associated with the preparation of responses. The issuance of the Request for Letters of Interest provides no guarantee that the State of Alaska will proceed with a formal solicitation. However, in order to participate in a future procurement, interested parties must have submitted a response to this RFLOI to Alaska DHSS.

Submit an electronic response no later than 4:00 pm, Alaska Prevailing Time, February 2, 2015, to the attention of:

Jennifer Mullins
Procurement Specialist II
Alaska Department of Health and Social Services
907.465.2338
Jennifer.Mullins@alaska.gov

BIDDERS/OFFERORS WITH DISABILITIES: The State of Alaska complies with Title II of the Americans with Disabilities Act of 1990. Individuals with disabilities who may need auxiliary aids, services, and/or special modifications to submit a Letter of Interest should contact the Procurement Officer named above, no later than January 30, 2015.