

ATTACHMENT D

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TRANSPORTATION SERVICE PROVIDER COMPETITIVE PROCUREMENT REQUEST FOR PROPOSAL (RFP) PROGRAM DESIGN REQUIREMENTS

INSTRUCTIONS:

Please use this checklist/outline as a guide to writing your program design. When writing your program design please organize it in the same order as the checklist/outline. You will see the requirement in regular font and in italics we provide you with some guidance. Make sure to include the checklist/outline with your program design submittal.

SERVICE DESIGN FORMAT:

- Cover Page
- Table of Contents - be sure all pages numbered and pages consistent with the Table of Contents
- Face Sheet – include program name, address, office and service hours, the language service will be provided other than English, program capacity, and emergency phone numbers.

PROGRAM DESIGN COMPONENTS:

Include information pertaining to the service including:

- a. Agency Mission/Purpose & Goals
- b. Brief description of services provided
- c. Brief description of agency Background/Experience
- d. Referral Process
- e. Initial Training and Orientation for driver (the initial residential and/or day program may cover some of these topics-records must be in the employee files and within the last year, and First Aid/CPR must be up-to-date)

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|--------------------------------|--------------------------------|
| - First Aid/CPR | - Seizure Management |
| - Regional Center System | - Route Assignment & Dry Run |
| - Developmental Disabilities | - Lift Operation |
| - Sensitivity Training | - Special Incident Reporting |
| - Vehicle Operation & Supplies | - Mandated & Abuse Reporting |
| - Vehicle Communication Device | - Emergency/Disaster Plan |
| - Defensive Driving | - Vendor Policies & Procedures |
| - Passenger Management | - Other |
| - Zero Tolerance | - Risk Mitigation |

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- f. On-Going Training specific to transportation (one session per quarter, one hour per session)
- g. Pick-up Consumer Procedure
- h. Drop-Off/Release of Consumer Procedure
- i. Security of consumer's critical information to prevent HIPAA breaches
- j. Accident/ Mechanical Problem Procedures
- k. Maintenance Program- Describe the facility's Vehicle Safety Program.
 - A statement that prior to beginning their daily routes, each driver shall conduct and record a daily standardized safety inspection of their vehicles and related equipment; please provide an example of the daily standardized safety inspection.
 - Daily vehicle logs are required to be prepared by drivers, to include mileage, time, and attendance; please provide an example of the daily vehicle log.
 - Include a statement that it is the responsibility of the vendor to make sure that the vehicle(s) will be maintained in good working conditions with all safety equipment/parts maintained in good condition and in a manner which ensures consumer safety, such as with air conditioner/heater, working seatbelts, brakes, lights, wipers, and tires.
 - The evaluation of safety equipment/part and preventative maintenance schedule (such as oil changes, brake evaluation, electrical, etc.) will be obtained per the manufacturer's recommendations, and performed by Automotive Service Excellence (ASE) certified mechanics.
 - Include that Emergency Cones, First Aid kit, and a fire extinguisher will be kept on vehicles that transport consumers.
- l. Mode of Transportation - for consumers, including pick - up, and drop off. Also detail whether vehicle(s) will be staff member vehicles, or program vehicles. Also detail whether these vehicles can accommodate consumers in wheelchairs, walkers, and or other adaptive devices. Note: personal automobiles, without wheelchairs lifts can only serve consumers with collapsible wheelchairs.

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- m. Job Description - to include minimum qualifications. No DUI's or reckless driving within the last 10 years.
- Job Title
 - Job Duties
 - Job Qualifications
- n. Consumer Records - what's in them, where are they kept, who has access, must be HIPAA compliant
- o. Employee Records - what's in them, where are they kept, who has access. Describe the requirement for staff to obtain and keep current a license and insurance to drive in California that is consistent with the type of vehicle which transports consumers. Fingerprint clearance, association to the facility, DMV H-6 printout, accident history maintained for each driver, medical and VDDP certificates (if applicable), and annual performance review. Must be HIPAA compliant.
- p. Program Records -The vendor will be required to keep records of all vehicle maintenance, and current DMV registration for the vehicles for at least 5 years or until audit adjustments have been resolved. All service providers shall maintain complete service records to support all billing/invoicing for each regional center consumer in the program. For transportation services, the dates of service, city or county where service was provided, and the number of miles driven or trips provided
- q. Grievance Procedures - Description of internal grievance procedure for families when there is a complaint or issue:
- What happens first, second, third?
 - What is the timeline?
 - Who do they talk to, etc.?
 - Regional center can be brought in as a member of the IPP team when there is a disagreement, but the agency is responsible for solving the issue.

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r. Describe SIR process- include 24-hour verbal notice to regional center- 48 hours written.

- Include a statement that within 6 months upon being vendored that you will attend SIR training with NLACRC.
- What to do with reports, how often will you review reports to know level of risk

s. Risk Mitigation - *Per Title 17 § 54327.2 (b) (2) and the Welfare and Institutions Code 4697*, vendors will minimize consumer risk by identifying and developing a risk mitigation plan based on consumer assessment. Indicate your mitigation plan and be sure to include the following:

- Describe how your organization will create a culture of safety by implementing policies and procedures that convey; Communication, Training, Timely responsiveness.
- Describe how your agency will identify potential risk i.e.: communication, training etc.
- How often do you plan to monitor and review the potential risk i.e.: daily, weekly, monthly, annually.
- Include policies/procedures related to your Incident Weather & Hydration Policy
- Include policies/procedures related to your Disaster/Emergency Plan
- Include policies/procedures related to medication administration and medical emergencies (per Title 17 section 30750)
- Include policies/procedure related to your Pandemic Plan: Screening, testing, PPE, use of quarantine.