



**5805 School Ave
Henrico, VA. 23228
804-261-7388**

September 30, 2020

To Whom It May Concern, etc.,

Due to the extended length of the COVID-19 shutdowns, Van Go, Inc. of Richmond will be discontinuing our operations on December 31, 2020. Some of our staff will remain available through a portion of the first quarter of 2021 to assist with contract transitions, consolidate assets, and help any additional customers find transportation service in the area.

Since 1990, our company has provided high-quality low-cost transportation services throughout the area by implementing the most efficient shared-ride routes for our clients. Additionally, we have always taken pride in offering a significantly better standard-of-living for our employees by providing better wages, health insurance, vacation pay, uniforms, paid holidays and bonuses, and other benefits that most of our competitors still do not offer.

Because of the significant reduction in group transportation, the complete lack of certainty of a vaccine or re-opening, and our relatively generous fixed-cost structure mentioned above, we do not see a path to continue providing our services any longer. We believe it is better to shut down consciously while we are able to assist with the transition rather than waiting until we are forced to close and do not have the time or energy to help.

If you have any questions, you may call our office at the above number, or email me directly.

Yours Very Truly,

A handwritten signature in black ink, appearing to read "J. Sid del Cardayre", written over a horizontal line.

J. Sid del Cardayre
President



VCU Procurement Services

April 24, 2020

Van Go, Inc.
5805 School Avenue
Richmond, VA 23228

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #: 7385698EC-02
Renewal No.:3 of 4

Dear Mr. Sid del Cardayre:

Your firm's contract with Virginia Commonwealth University (VCU) for (Patient Transportation Services) expires on (June 11, 2020). VCU intends to exercise the renewal of this contract in accordance with the same price, terms and conditions.

Your signature constitutes your firm's acceptance of this renewal, to include the optional use language and the eVA registration requirement provisions below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities identified on a purchase order issued against this contract do not represent a purchase commitment by VCU. Services shall be provided in accordance with the contract for the renewal period: (June 12, 2020) through (June 11, 2021).

- Pricing remains the same as the previous contract period.
- Attached is the revised pricing in accordance with the contract terms.
- By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Please return this document to me no later than (April 28, 2020). Email your response to me at ewcharity@vcu.edu. If you have any questions, please contact me at (804) 828-0904.


Sincerely,
Earlene W. Charity
Earlene Charity, CUPO
Senior Buyer

Contract#: 7385698EC-02

RESPONSE:

**Van Go Inc. of Richmond
5805 School Ave.
Henrico, VA. 23228**

Name of Firm


Signature

J. Sid DeCardayre,
Name Printed

President
Title

4-30-20
Date



Procurement Services

April 15, 2019

Van Go, Inc.
5805 School Avenue
Richmond, VA 23228

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #: 7385698EC-02
Renewal No.:2 of 4

Dear Mr. Sid del Cardayre:

Your firm's contract with Virginia Commonwealth University (VCU) for (Patient Transportation Services) expires on (June 11, 2019). VCU intends to exercise the renewal of this contract in accordance with the same price, terms and conditions.

Your signature constitutes your firm's acceptance of this renewal, to include the optional use language and the eVA registration requirement provisions below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities identified on a purchase order issued against this contract do not represent a purchase commitment by VCU. Services shall be provided in accordance with the contract for the renewal period: (June 12, 2019) through (June 11, 2020).

- Pricing remains the same as the previous contract period.
- Attached is the revised pricing in accordance with the contract terms.
- By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Please return this document to me no later than (April 18, 2019). Email your response to me at ewcharity@vcu.edu. If you have any questions, please contact me at (804) 828-0904.

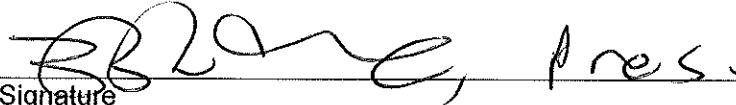
Sincerely,

Earlene Charity
Earlene Charity, CUP®
Senior Buyer

Contract#: 7385698EC-02

RESPONSE:

Van Go, Inc. of Richmond
Name of Firm

 Pres.
Signature

J. Sid DelCardayre, President
Name Printed

President
Title

4-15-19
Date



VCU Procurement Services

May 17, 2018

Van Go, Inc.
5805 School Avenue
Richmond, VA 23228

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #: 7385698EC-02
Renewal No.: 1 of 4

Dear Mr. Sid del Cardayre:

Your firm's contract with Virginia Commonwealth University (VCU) for (Patient Transportation Services) expires on (June 11, 2018). VCU intends to exercise the renewal of this contract.

Your signature constitutes your firm's acceptance of this renewal, to include the optional use language and the eVA registration requirement provisions below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities identified on a purchase order issued against this contract do not represent a purchase commitment by VCU. Services shall be provided in accordance with the contract for the renewal period: (June 12, 2018) through (June 11, 2019).

Pricing remains the same as the previous contract period. ✓

Attached is the revised pricing in accordance with the contract terms. ✓

By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance ✓
coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Please return this document to me no later than (May 22, 2019). Your response may be emailed to me at ewcharity@vcu.edu. If you have any questions, please contact me at (804) 828-0904.

Sincerely,

Earlene Charity
Earlene Charity, Senior Buyer

Contract: #7385698EC-02

RESPONSE:

Van Go, Inc. of Richmond
Name of Firm

[Handwritten Signature]
Signature

J. Sid DeKardayre, President
Name Printed

President
Title

5-21-18
Date



VCU

Make it real

**COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT**

Contract Number: 7385698EC 02

This contract entered into date by Van Go, Inc. hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Commonwealth University, called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

PERIOD OF THE PERFORMANCE: From June 12, 2017 through June 11, 2018 with four (4) successive one (1) renewal options.

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the Purchasing Agency as set forth in the Contract Documents.

The contract documents shall consist of:

- (1) This signed form;
- (2) The Request for Proposals # 7385698EC dated March 21, 2017 including Addendum 1 dated April 11, 2017, clarifications dated May 5, 2017; and BAFO dated June 1, 2017;
- (3) The Contractor's Proposal dated April 21, 2017; and
- (4) The Negotiated Modification dated June 1, 2017.

All of which documents are incorporated herein by reference.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

Van Go, Inc. of Richmond

By: [Signature]

Name Printed: J. Sid DelCardayre

Title: president

Date: 6-19-17

PURCHASING AGENCY:

Virginia Commonwealth University

By: [Signature]

Name Printed: Brenda Mowen
Director of Procurement Services

Title: _____

Date: 6/19/17

Final



VCU

Request for Proposals

RFP #: 7385698EC

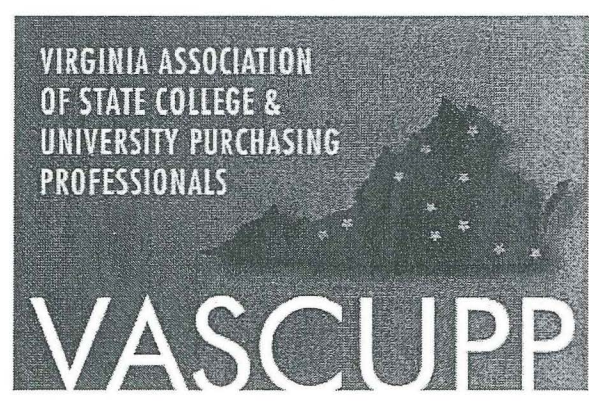
RFP Title #: Patient Transportation Services

Issuing Agency: Virginia Commonwealth University

Using Dept.: Infectious Disease Department

Issue Date: March 21, 2017

Closing Date: April 21, 2017, 2:00 P.M.



A VASCUPP Member Institution

Request for Proposals RFP #7385698EC

Issue Date: March 21, 2017

Title: Patient Transportation Services

Send all Proposals To: Virginia Commonwealth University
RFP #7385698EC
Attention: Earlene Charity
912 W Grace St, 5th floor
Richmond, Virginia 23284-0327

Proposals Shall Be Received Until: April 21, 2017 at 2:00 p.m.

Direct ALL inquiries concerning this RFP to: Earlene Charity, Senior Buyer
ewcharity@vcu.edu

Questions concerning this RFP must be received via email no later than: April 3, 2017@ 2:00PM

This Request for Proposals & any Addenda are posted on the eVa website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE HAND DELIVERED OR SENT BY FEDEX, UPS, OR ANY OTHER PRIVATE COURIER, DELIVER TO THE ADDRESS NOTED ABOVE: VIRGINIA COMMONWEALTH UNIVERSITY, RFP #7385698EC, ATTENTION: Earlene Charity, 912 W. GRACE ST., 5TH FLOOR, RICHMOND, VA 23284-0327. IF USING US MAIL (NOT RECOMMENDED): IF PROPOSALS ARE MAILED VIA US MAIL ONLY, MAIL TO VIRGINIA COMMONWEALTH UNIVERSITY, RFP#7385698EC, ATTN: Earlene Charity, PO BOX 980327, RICHMOND, VA 23298-0327. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University's Department of Procurement Services. Any Work Relative To This Request for Proposals Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University.

Signature below constitutes acknowledgement of all information contained through links referenced herein.

NAME AND ADDRESS OF COMPANY:

_____ Date: _____

_____ By (Signature In Ink): _____

_____ Zip Code _____ Name Typed: _____

_____ E-Mail Address: _____ Title: _____

Telephone: () _____ Fax Number: () _____

Toll free, if available **Toll free, if available**

DUNS NO.: _____ FEI/FIN NO.: _____

REGISTERED WITH eVA: () YES () NO SMALL BUSINESS: () YES () NO

VIRGINIA DSBSD CERTIFIED: () YES () NO MINORITY-OWNED: () YES () NO

DSBSD CERTIFICATION #: _____ WOMEN-OWNED: () YES () NO

A Pre-Proposal conference will be held. See Section IV herein.

THIS SOLICITATION CONTAINS 28 PAGES.

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I. PURPOSE:

The intent and purpose of this Request for Proposals (RFP) is to seek proposals for Patient Transportation Services.

The initial contract term shall be One (1) year, with the option of up to Four (4) - (1) year renewal periods, to be executed upon mutual signed agreement of both parties.

It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement, at the contractor's discretion. Accordingly, any public body, public or private health or educational institution or lead-issuing institution's affiliated foundations may access any resulting contract(s) if authorized by the contractor.

Additional information on cooperative procurement is available at:

http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_Cooperative_Procurement.pdf

II. GOVERNING RULES:

This solicitations is issued in accordance with the provisions of:

A. Purchasing Manual for Institutions of Higher Education and their Vendors
(<https://vascupp.org/hem.pdf>)

B. Governing Rules (<https://vascupp.org/rules.pdf>)

III. THE UNIVERSITY:

Information is available at:

http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_The_University.pdf

IV. PRE-PROPOSAL CONFERENCE:

An optional pre-proposal conference will be held at 1:00 p.m. **March 30, 2017** at the:

Procurement Department, 912 West Grace Street, 5th floor, Richmond, VA 23298

The purpose of the conference is to allow Offerors an opportunity to ask questions and obtain clarification relative to any facet of this solicitation.

While attendance at this conference is optional, Offerors who intend to submit a proposal are highly encouraged to attend and to have a copy of this solicitation to reference. Any questions and answers that are presented during the conference or any changes to the solicitation resulting from this conference will be issued in a written addendum to the solicitation.

Firms may participate in the pre-proposal conference via conference call. Dial in information is below:

- "Dial-In" numbers:
866-842-5779 (United States and Canada)
832-445-3763 (International)

- Conference Code # 8291055716, Enter when prompted followed by the # sign.
- "Dial-In" at the scheduled date and time.

V. STATEMENT OF NEEDS:

This Section describes VCU's requested goods and/or services and the areas to be addressed in Offeror's Proposal. **The areas to be addressed are italicized and in bold.** Proposal response must be written in the same order as outlined below. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities. Emphasis should be placed on completeness and clarity of content. Failure to submit all information requested may result in the elimination of the Proposal from consideration. Proposals that are substantially incomplete or lack key information may be rejected by VCU.

VCU Ryan White program's overall objective is to obtain a Contractor, or multiple Contractors, to provide transportation management to our program's patients in and around the Central Health District in the Commonwealth of Virginia. This Contractor should be capable of transporting patients 24 hours a day, ensuring the safety of our patients with proper driver and vehicle licensure and insurance, delivering appropriate confirmations and invoicing, and appropriately price services to keep in VCU Ryan White's \$150,000 annual budget.

C. BACKGROUND INFORMATION

1. Overview

VCU Ryan White Programs provides transportation to selected patients in the program as an enabling service through the Ryan White CARE Act. Enabling services are non-clinical services that do not include direct patient services that enable individuals to access health care and improve health outcomes. VCU Ryan White Program provides transportation services for an eligible individual to access HIV-related health services, including services needed to maintain the client in HIV/AIDS medical care. The program's case managers speak with patients, and create transport. These requests are funneled through administration, and will be delivered to The Contractor.

2. Travel Statistics

Based upon previous transportation request, the program estimated the average number of transportation requests to be 11 daily and 76 weekly. However, VCU Ryan White Programs has received as many as 21 referrals in one day.

Furthermore, the program estimated 453 patients were transported with 2,708 trips one-way transport during 9 months of the 2016 year. Based upon the trends of that data, the program estimates for twelve full months of service 375 patients would be transported, with 3600 of those trips one-way.

D. SCOPE OF WORK

1. General

a) *Collaboration*

The Contractor or its authorized representatives shall meet periodically with VCU Ryan White Program when requested, to discuss all services.

The Contractor and VCU Ryan White may mutually establish routine procedures for handling the services described herein. Such procedures are subject to VCU Ryan White Program's approval.

b) *Coverage Area*

Figure 1 below displays the area The Contractor shall cover and offer the majority of transportation services for. This "Central Health District", designated by the Virginia Department of Health, encompasses Hanover, Chesterfield, Piedmont, Crater, and Southside counties. A full map of these regions in relation to the state of Virginia can be found in Appendix A.

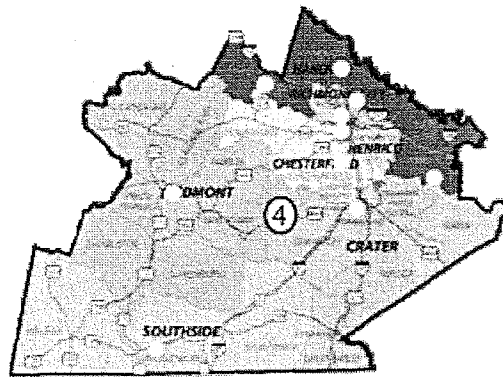


Figure 1 Coverage Area Map

1. *Exceptions*

Certain transportation services for selected clients will be exceptions to staying within the coverage area. These exceptions will be submitted by VCU Ryan White Programs, and The Contractor shall ensure these transportation services are met despite operating outside the usual coverage area.

c) *Patients*

The Contractor will provide transport for up to 25 patients per day.

d) *Times*

The Contractor will provide transport services 24 hours a day, but typical travel hours occur between 5a.m. and 7p.m. EST.

e) *Pricing*

The Contractor shall secure the lowest available rate and/or fare for any services within the scope of this contract.

f) *Approved Stops*

The Contractor must only provide transportation to and from pick-up and drop-off locations. No other stops will be allowed unless preapproved by VCU Ryan White Program staff as relating to enabling services specific to health care coverage.

g) *Approved Riders*

Patients require pre-approval to have another individual or individuals transported with them. If note of another passenger is not included in the transportation request, the Contractor will not provide transportation services for these unknown passengers.

2. Vehicles and Accessibility

a) *Safety*

The Contractor will ensure each transportation vehicle contains up to date Virginia Inspection documentation.

The Contractor will provide proof that each vehicle is properly insured in the State of Virginia annually.

The Contractor will provide first aid kits in each transport vehicle, and ensure each vehicle meets Virginia standard safety regulations.

b) *Fleet*

The Contractor shall have a minimum fleet size of 15.

c) *Handicap Accommodations*

If patient is handicapped, The Contractor will provide handicap accessible transportation. The Contractor may contract out for this service if they are unable to provide an appropriate vehicle.

3. Drivers

a) *Same Driver*

The Contractor will assign the same driver for round-trip transport for a patient.

b) *Licensure*

The Contractor will ensure each driver is properly licensed in the Commonwealth of Virginia.

c) *HIPAA Regulation*

The Contractor will assure drivers abide by HIPAA Privacy Regulations, which establish protection for patients' personal health information. Drivers will not discuss patients' appearance, name, pick-up location, drop-off location, medical conditions, or any other confidential information to parties apart from the patient, The Contractor, and VCU Ryan White Programs. The driver will treat patients with compassion and respect while transporting them.

d) *Language Option*

If a patient speaks a primary language other than English, and it is clearly stated in the referral, the Contractor will attempt to accommodate that patient with a driver who speaks the same language. A phone app that translates language is acceptable.

e) *Wait Time*

Drivers will wait at the pick-up location for 30 minutes for a patient to arrive, and will then notify the appropriate case manager/requester before leaving if patient does not arrive or make contact within those 30 minutes. This patient trip will be designated a "no-show".

4. Scheduling

The Contractor must be capable of scheduling transport up to three weeks in advance of transportation date.

5. Contact

a) *Emergency Contact*

If The Contractor cannot perform any transportation due to inclement weather or another unforeseen circumstance, The Contractor is to contact West Hospital's ID Clinic phone line 804-628-0153 to inform. The Contractor will also contact Matthew Bare, Assistant Program Director of Ryan White Programs at 804-828-4407. The Contractor is not responsible for arranging later travel to replace this cancelled travel, VCU Ryan White Staff will arrange and request replacement travel at a later date.

b) *Case Managers/Requesters*

The Contractor must establish that each driver will call the case manager who requested service if patient does not arrive to pick-up location within 30 minutes of designated time. Contact information for all case managers will be provided by VCU Ryan White Programs. If case manager name does not appear in the "Case Manager/Requester" box on "VCU Medical Transportation Form", the Contractor is not obligated to make contact to notify of patient no-show. A complete blank "VCU Medical Transportation Form" can be viewed in Appendix B.

c) *Inability to Transport*

The Contractor must notify VCU Ryan White Programs of inability to transport immediately upon receiving request. The Contractor shall notify VCU Ryan White Program's Program Assistant to state this inability.

E. DELIVERABLES

1. List of Deliverables

The Contractor shall provide VCU Ryan White Programs with:

- a. Daily fax confirmations of each individual transport request
- b. Daily confirmation fax listing all requested transport of previous day or confirmed transport scheduled for that day
- c. Weekly Invoicing

2. Confirmations

a) *Daily Individual Confirmations*

The Contractor will supply VCU Ryan White Programs with fax confirming transportation request was received and arranged. This will be indicated at the bottom of each request form in the "To Be Completed By Transportation Company" box with a noted signature, date, and time. This box and a full blank "VCU Medical Transportation Form" can be viewed in Appendix B.

b) *Daily List Confirmations*

The Contractor will supply VCU Ryan White Programs with a fax containing a list of all requested transportation arranged the day before or arranged for the day the list fax is sent. This list should include: Patient Name, Appointment Date, Appointment

Time, and Case Manager/Requester.

3. Invoices

a) *Invoice Inclusions*

On a weekly basis, The Contractor will submit an invoice including patient name, pick-up and drop-off locations, total mileage per trip, price per trip, and any notes regarding that trip. An acceptable invoice format can be viewed in Appendix C.

b) *Total Invoice Amount*

The Contractor will review the total invoice amount noted on the front page and confirm the total is equal to the sum of the fare prices of all transport indicated in that invoice. If the calculated total sum does not match the total sum on the front page, the invoice will be sent back and payment will not be received until error is corrected.

c) *No Shows*

If patient does not arrive at pick-up location within 30 minutes of designated time, or make contact within those 30 minutes of vehicle arrival, The Contractor will indicate the patient's absence in the notes section of the invoice.

F. TERM OF CONTRACT

1. Contract Dates

The anticipated start date of this contract is May 1, 2017. The term of the contract is one (1) year with four (4) optional one year renewal periods.

2. Renewal Options

If VCU Ryan White Program chooses to continue partnering with The Contractor, the contract will be re-examined by representatives of each party, revised, and updated to fit new or existing needs.

3. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew should be provided approximately 60 days prior to the expiration date of each contract period:

If the Commonwealth elects to exercise the option to renew the contract for an additional one (1) year period, the contract price(s) for the additional one (1) year shall not exceed the contract price(s) of the previous contract period increased/decreased by more than the percentage increase/decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

G. BUDGET AND PAYMENT

1. Method of Payment

VCU Ryan White Program may pay for transportation purchased through the Contractor by mailed check funded by the Ryan White Program.

a) *Tax-Exemption*

As a non-profit 501c3 tax-exempt non-profit organization (Federal Taxpayer Identification Number: 54-6001758 and Sales Tax Exemption Number: 01-220-1761), the payment made to the Contractor will be tax-exempt.

2. Estimated Budget

VCU Ryan White Program sets an annual transportation budget of \$150,000 annually.

3. Patient Billing

The Contractor shall construct a mechanism in which to bill patients if VCU Ryan White Programs deems them ineligible; and, in effect, unable to receive transport services under the program. In this instance, VCU Ryan White Programs would notify the Contractor of this patient's ineligibility, and it would be the responsibility of the Contractor to confer with the patient to receive payment.

4. Refunds

The Contractor shall not award refunds for transportation to the individual patient, but to VCU Ryan White Programs.

H. SPECIFIC REQUIREMENTS

Proposals should be as thorough and detailed as possible so that VCU Ryan White Program may properly evaluate the Offeror's capabilities to provide the required goods or services.

a) ***Plan for Providing Services:***

1. Provide specific plans for providing service to VCU Ryan White Program's patients located throughout the state. Include plans for delivering tickets, costs or such delivery, express mail costs, toll free phone numbers if available, and plan for obtaining the PO / TA from the departments.
2. Describe your approach to securing the lowest rates available to meet the patient's transportation needs.
3. Provide suggestions that the Contractor could provide VCU Ryan White Program to improve its transportation services.
4. If applicable, identify and list the amount of fees (transaction, processing, service charge, etc.) that may be charged.
5. Identify the location of the office that will provide services and its proximity to VCU Ryan White Programs.

b) ***Qualifications and Experience:***

1. Describe the experience and variety of services provided by your agency.
2. Describe the expertise of your staff and a description of your training and development program, which will assure that all personnel assigned to them perform under any resultant contact, shall be capable and qualified in the work assigned to them.
3. Provide evidence of financial stability
4. Describe service enhancements unique to your agency including franchise agreement
5. Are you a member of a consortium? If so, which one and why did you select that one? Provide a list of services that the consortium provides to your agency.
6. Provide three (3) recent references, either educational or governmental, for who you have provided the type of services described herein. Include the date(s) the services were furnished, the client name, address and the name and phone number of the individual VCU Ryan White Program has your permission to contact.

c) ***Equipment, Systems, Automation:***

Describe your degree of automation, procedures for electronically transferring data, and plans for future enhancements that may provide efficiencies for processing information at VCU Ryan White Program.

d) ***Participation of Small, Women-owned and Minority-owned Business (SWaM Business)***

If your business can not be classified at SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified at SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the DSBSD website at <http://www.sbsd.virginia.gov/>.

I. SAMPLE FORMS

Offerors will provide completed sample forms with completed proposal including:

- Proof of up-to-date inspection of vehicles involved in transport
- Proof of driver licensure
- Invoices
- Daily individual confirmations
- Daily list confirmations
- Customer reports
- Internal forms such as procedures and policies, which your staff is required to follow.
- Rules stating what patients are/are not permitted to do while being transported

The Offeror will attach these forms with proposal in addition to initial meeting to discuss services.

VI. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. Proposal Submission Instructions:

1. Complete and return page 2 of the RFP. Proposals shall be signed by an authorized representative of the Offeror.
2. Complete and return signed addenda acknowledgments (if applicable).
3. Utilization of the words "shall" or "must" indicates a mandatory requirement. Offerors should respond to each mandatory requirement listed, acknowledging compliance with that mandatory requirement. Additional relevant information may also be provided in response to each item.
4. Submit one (1) original hard copy (paper) document and four (4) copies of the entire Proposal, including all attachments and so designating all proprietary information. The original Proposal must be clearly marked on the outside of the Proposal. Submit one (1) unsecured, electronic copy (on a disc or flash drive) of the entire Proposal including all attachments and EXCLUDING ANY PROPRIETARY INFORMATION. This disc or flash drive must be clearly marked on the outside that it excludes proprietary information.

5. Submit an unsecured electronic copy (on a disc or flash drive) of the entire Proposal, including all attachments and proprietary information.
6. If applicable, the outside of the Proposal must be marked to clearly denote proprietary information is contained in the documents. **Written notice of proprietary information must be submitted as the first page of the Offeror's Proposal.** Notice must specifically identify the applicable portions of the Offeror's Proposal that contain data or materials to be protected and shall state the reasons why protection is necessary. In addition, the specific (i.e. specific words, figures or paragraphs) proprietary or trade secret material submitted, must be identified on the applicable page(s) within the Offeror's Proposal, by some distinct method, such as highlighting, underlining, etc. **The classification of an entire Proposal document, line item prices and/or total Proposal prices as proprietary or trade secrets is not acceptable and will result in rejection and return of the Proposal.**
7. Communications regarding this Request for Proposals (RFP) shall be formal from the date of the issuance for this RFP, until either a Contractor has been selected or the University Procurement Services Department rejects all proposals. Formal communications shall be directed to the University Procurement Department only. Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than Procurement Services Department representative may result in the offending Offeror's Proposal being rejected.
8. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to conduct an oral presentation of their proposal to VCU. Oral presentations are an option and may or may not be required. Should an oral presentation be required, VCU will designate the date and location for the presentation; the date is critical and alternative dates will not be available. Offerors who are invited to conduct an oral presentation shall include the individual(s) who would be the primary point of contact for VCU, on the Offerors presentation team. VCU reserves the right to rescore proposals following oral presentations.

Additional information is available at: <http://go.vcu.edu/procurement-purchasing>

VII. PRICING SCHEDULE:

Offerors shall submit pricing in accordance with "APPENDIX F: "PRICING SCHEDULE."

VIII. EVALUATION AND AWARD CRITERIA:

Proposals will be evaluated based upon the information provided in the Offeror's Proposal using the following criteria: Offeror's qualifications and experience; quality of products and services offered; methodology/approach to providing the requirements stated herein; pricing schedule; and the Offeror's status as a Virginia certified SWaM Business or the Offeror's plans to utilize Virginia DSBSD-certified SWaM Businesses in the Offeror's performance of the contract. Negotiations shall be conducted with Offerors so selected. After negotiations have been conducted with each Offeror so selected, the VCU shall select the Offeror which, in its opinion, has made the best offer, and shall award the contract to that Offeror. The University may cancel this Request for Proposals or reject Proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular Proposal was not deemed to be the most advantageous (Governing Rules Section 49.D). Should the University determine in writing and in its sole discretion that only one Offeror has made the best proposal, a Contract may be negotiated and awarded to that Offeror. The award document will be a Contract incorporating by reference all the requirements, terms and conditions of the RFP, and the Offeror's response thereto. VCU reserves the right to award to multiple offerors, should such an award benefit the University.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov>.

A. SELECTION CRITERIA

Proposals will be evaluated using the following:

<u>Criteria:</u>	<u>Maximum Point Value:</u>
1. Qualifications and experiences of Offeror in providing goods/services	15
2. Quality of products/services offered and suitability for intended purposes	20
3. Specific plans of methodology to be used to provide the services	20
4. Cost (or Price)	25
5. Participation of Small, Women-owned, and Minority (SWAM) Business	20

IX. REPORTING AND DELIVERY REQUIREMENTS:

By submitting a Proposal, Offerors certify that all information provided in response to the Request for Proposals is true and accurate. Failure to provide information required by this Request for Proposals will ultimately result in rejection of the Proposal.

It is the policy of the Commonwealth of Virginia that 42% of its purchases be made from small businesses to contribute to the establishment, preservation, and strengthening of small businesses, and businesses owned by women and minorities, and to encourage their participation in VCU procurement activities. The Commonwealth encourages Contractors to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts or other contractual opportunities.

Use of Subcontractors: If the Offeror intends to use subcontractors to perform any portion of the work described in this RFP, the Offeror must clearly so state. VCU is placing an increased emphasis on its SWaM (Small, Women, and Minority Owned) business program and is interested in identifying any potential opportunities that may be available to engage SWaM vendors to be certified by the Virginia Department of Small Business and Supplier Diversity (DSBSD) through new or existing contracts. **Identify and list any such opportunities that your firm would commit to if awarded this Contract in Appendix 1- Participation in VCU Procurement Transactions Small Businesses and Businesses Owned by Women and Minority.** The Offeror's response must include a description of which portion(s) of the work will be sub-contracted out and the names and addresses of potential Subcontractor(s) under the Contract.

**REPORT ON THE PARTICIPATION OF SMALL BUSINESSES AND BUSINESSES
OWNED
BY WOMEN AND MINORITIES**

Unless the Contractor is a DSBSD certified small business, the Contractor shall submit quarterly reports on the direct involvement of Virginia Department of Small Business and Supplier Diversity (DSBSD) certified SWaM Businesses in the performance of the Contract. The report shall specify the actual dollars spent to date with Small Businesses, Women-Owned Businesses, and Minority-Owned Businesses based upon the Contractor's commitment for utilization of DSBSD SWaM Businesses.

The Contractor shall provide this information to:

Virginia Commonwealth University
Procurement Services Office
Attn: SWaM Coordinator
912 W. Grace Street, POB 980327
Richmond, VA 23284
Email: swamreporting@vcu.edu

Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly. In addition, failure to submit the required information will result in invoices being returned without payment.

X. GENERAL TERMS AND CONDITIONS:

- A. PURCHASING MANUAL: This RFP is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the VCU Procurement Services Office. In addition, the manual may be accessed electronically at <http://procurement.vcu.edu/> or a copy can be obtained by calling VCU Procurement Services at (804) 828-1077.
- B. APPLICABLE LAW AND COURTS: This RFP and any resulting Contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. ANTI-DISCRIMINATION: By submitting their Proposals, Offerors certify to the Commonwealth and to VCU that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and Section 2.2-4311 of the *Virginia Public Procurement Act*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1).

In every Contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this Contract, the Contractor agrees as follows:
 - a) Virginia Commonwealth University is an equal opportunity/affirmative action institution providing access to education and employment without regard to age, race, color, national origin, gender, religion, sexual orientation, veteran's status, political

affiliation or disability. As such, the Contractor will not discriminate against any employee or applicant for employment because of age, race, color, national origin, gender, religion, sexual orientation, veteran's status, political affiliation or disability or any other basis prohibited by state law related to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

- b) The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
 - c) Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The Contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

D. ETHICS IN PUBLIC CONTRACTING: By submitting their Proposals, Offerors certify that their Proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer or subcontractor in connection with their Proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By submitting their Proposals, Offerors certify that they do not and will not during the performance of this Contract employ illegal alien workers or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986.

F. DEBARMENT STATUS: By submitting their Proposals, Offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

G. ANTITRUST: By entering into a Contract, the Contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of the action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.

H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS: Failure to submit a Proposal on the official VCU Form provided for that purpose may be a cause for rejection of the Proposal. Modification of, or additions to, the General Terms and Conditions of the solicitation may be cause for rejection of the Proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a Proposal.

I. PAYMENT:

1. To Prime Contractor:

- a) Invoices for items ordered, delivered and accepted shall be submitted by the Contractor directly to the payment address shown on the purchase order/Contract. All invoices shall show the VCU Contract number and/or purchase order number; social security number (for individual Contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b) Any payment terms requiring payment in less than thirty (30) days will be regarded as requiring payment thirty (30) days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than thirty (30) days, however.
- c) All goods or services provided under this Contract or purchase order, that are to be paid for with public funds, shall be billed by the Contractor at the contract price, regardless of which public institution is being billed.
- d) The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e) Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, VCU shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A Contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this Section do not relieve VCU of its prompt payment obligations with respect to those charges that are not in dispute (Code of Virginia, § 2.2-4363).

2. To Subcontractors:

- a) Contractor awarded a contract under this RFP is hereby obligated:
 - i. To pay the Subcontractor(s) within seven (7) days of the Contractor's receipt of payment from VCU for the proportionate share of the payment received for work performed by the Subcontractor(s) under the contract; or
 - ii. To notify VCU and the Subcontractor(s), in writing, of the Contractor's intention to withhold payment and the reason.
- b) The Contractor is obligated to pay the Subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the Contractor that remain unpaid seven (7) days following receipt of payment from VCU, except for amounts withheld as stated in 2. above. The date of mailing of any payment by U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier Contractor performing under the primary contract. A Contractor's obligation to pay an interest charge to a Subcontractor may not be construed to be an obligation of VCU.

J. PRECEDENCE OF TERMS: Paragraphs A-J of these General Terms and Conditions shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions

and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

- K. QUALIFICATIONS OF OFFERORS:** VCU may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the services/furnish the goods and the Offeror shall furnish to VCU all such information and data for this purpose as may be requested. VCU reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capabilities. VCU further reserves the right to reject any Proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy VCU that such Offeror is properly qualified to carry out the obligations of the Contract and to provide the services and/or furnish the goods contemplated therein.
- L. ASSIGNMENT OF CONTRACT:** A Contract shall not be assignable by the Contractor in whole or in part without the written consent of the VCU Director of Procurement Services.
- M. CHANGES TO THE CONTRACT:** Changes can be made to the Contract in any one of the following ways:
1. The parties may agree in writing to modify the scope of the Contract. An increase or decrease in the price of the Contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the Contract.
 2. The VCU Procurement Services Department may order changes within the general scope of the Contract at any time by written notice to the Contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The Contractor shall comply with the notice upon receipt. The Contractor shall be compensated for any additional costs incurred as the result of such order and shall give VCU a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a) By mutual agreement between the parties in writing; or
 - b) By agreeing upon a unit price or using a unit price set forth in the Contract, if the work to be done can be expressed in units, and the Contractor accounts for the number of units of work performed, subject to the VCU's right to audit the Contractor's records and/or to determine the correct number of units independently; or
 - c) By ordering the Contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the Contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The Contractor shall present VCU with all vouchers and records of expenses incurred and savings realized. VCU shall have the right to audit the records of the Contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to VCU within thirty (30) days from the date of receipt of the written order from VCU. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the Contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this Contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and Their Vendors. Neither the existence of a claim or a dispute resolution process, litigation or any other provision of this Contract shall excuse the Contractor from

promptly complying with the changes ordered by the VCU Procurement Service Office or with the performance of the Contract generally.

- N. DEFAULT: In case of failure to deliver goods or services in accordance with the Contract terms and conditions, VCU after due oral or written notice, may procure them from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which VCU may have in law or equity.
- O. INSURANCE: By signing and submitting a Proposal under this RFP, the Offeror certifies that if awarded the Contract, it will have the following insurance coverages at the time the Contract is awarded. For construction contracts, if any Subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The Offeror further certifies that the Contractor and any Subcontractors will maintain these insurance coverages during the entire term of the Contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

Minimum Insurance Coverages and Limits Required for Most Contracts:

1. Worker's Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify VCU of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the Contract shall be in noncompliance with the Contract.
 2. Employers Liability - \$100,000.
 3. Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. VCU must be named as an additional insured and so endorsed on the policy.
 4. Automobile Liability - \$1,000,000 per occurrence. (Only used if motor vehicle is to be used in the contract.)
- P. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract as a result of this RFP, VCU will publicly post such notice electronically at <http://www.eva.virginia.gov> for a minimum of ten (10) days.
- Q. DRUG-FREE WORKPLACE: During the performance of this Contract, the Contractor agrees to (i) provide a drug-free workplace for the Contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the Contractor that the Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every Subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each Subcontractor and/ or Vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific Contract awarded to a Contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the Contract.

- R. NONDISCRIMINATION OF CONTRACTORS: A Bidder, Offeror, or Contractor shall not be discriminated against in the solicitation or award of this Contract because of race, religion, color, sex, national origin, age, disability, or against faith-based organizations or any other basis prohibited by state law relating to discrimination in employment. If the award of this Contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this Contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- S. eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS: The eVA Internet electronic procurement solution, website portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in VCU. The eVA portal is the gateway for vendors to conduct business with VCU Institution and other public bodies. All Vendors desiring to provide goods and/or services to VCU shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration. All Bidders or Offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Vendor Transaction Fees are determined by the date the original purchase order is issued and are as follows:

1. For orders issued July 1, 2014 and after, the Vendor Transaction Fee is:
 - a) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
 - b) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.
2. For orders issued July 1, 2014 the vendor transaction fees can be found at www.eVA.virginia.gov

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, approximately thirty (30) days after the corresponding purchase order is issued and payable thirty (30) days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.

- T. FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA). The Selected Offeror/Vendor acknowledges that for the purposes of this Contract it will be designated as a "school official" with "legitimate educational interests" in the University education records, as those terms have been defined under FERPA and its implementing regulations, and the Selected Firm/Vendor agrees to abide by the limitations and requirements imposed on school officials. Selected Firm/Vendor will use the education records only for the purpose of fulfilling its duties under this Contract for University's and its students' benefit, and will not share such data with or disclose it to any third party except as provided for in this Contract, required by law, or authorized in writing by the University.

XI. SPECIAL TERMS AND CONDITIONS:

- A. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to Virginia Commonwealth University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
- B. **AUDIT:** The Contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- C. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- D. **AWARD OF CONTRACT:**

1. **AWARD TO MULTIPLE OFFERORS:** Selection can be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (*Governing Rules Section 49-D*). Should the Commonwealth determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov> for a minimum of 10 days.

- E. **BEST AND FINAL OFFER (BAFO):** At the conclusion of negotiations, the Offeror(s) may be asked to submit in writing, a best and final offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the Offeror(s). The Offeror(s) proposal will be re-evaluated to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.
- F. **PROPOSAL ACCEPTANCE PERIOD:** Any proposal in response to this solicitation shall be valid for sixty (60) days. At the end of the sixty (60) days, the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.
- G. **PROPOSAL PRICES:** Proposal prices shall be in the form of a firm unit price for each item during the contract period.
- H. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the Contractor. In the event the initial contract period is for more than twelve (12) months, the resulting contract may be terminated by either party, without penalty, after the initial twelve (12) months of the contract period upon 60 days written notice to the other party. Any contract

cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

- I. **EXTRA CHARGES NOT ALLOWED:** The proposal price shall be for complete installation ready for Commonwealth's use, and shall include all applicable freight and installation charges; extra charges will not be allowed.
- J. **IDENTIFICATION OF PROPOSAL:** The proposal package should be identified as follows:

From: _____

Name of Offeror	Due Date	Time
_____	_____	_____
Street or Box Number	RFP No.	
_____	_____	
City, State, Zip Code +4	RFP Title	
_____	_____	

Patient Transportation Services / Purchase Officer or Buyer: Earlene Charity.

The package should be addressed as directed on Page 2 of the solicitation.

If a proposal is not clearly identified, the Offeror takes the risk that the proposal may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intrauniversity mail system. It is the sole responsibility of the Offeror to insure that its proposal reaches the issuing office by the designated date and hour.

- K. **INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods, or equipment delivered.
- L. **PREVENTIVE MAINTENANCE:** The Contractor shall provide necessary preventive maintenance, required testing and inspection, calibration and/or other work necessary to maintain the equipment in complete operational condition.
- M. **ADDITIONAL USERS OF CONTRACT:** It is the University's intent to provide other Virginia Association of State College and University Purchasing Professionals (VASCUPP) with access to the University's Agreements and to provide Contractors with opportunities to do business with other VASCUPP institutions of higher education.

To that end and if agreeable with the Contractor, the following Colleges and Universities listed are the VASCUPP institutions and may have access to any agreement resulting from this solicitation: College of William and Mary, University of Virginia, George Mason University, Virginia Military Institute, James Madison University, Old Dominion University, Virginia Polytechnic Institute & State University and Radford University. Upon written request from a VASCUPP institution, the

Contractor may allow access to the Contract. Although the University desires to provide access on such contract to VASCUPP, the Contractor is not required to provide such access. A firm's willingness to provide this access to VASCUPP members will not be a consideration in awarding this contract. Although the VASCUPP Agencies may have access to any resulting Agreement, VASCUPP is not bound to use the Agreement and any use of the Agreement is strictly optional.

If the VASCUPP institutions choose to access the Agreement and the Contractor agrees to such access, the terms and conditions of the Agreement will be in full force and effect as between the VASCUPP institutions and the Contractor. VCU will have no responsibility for the resolution of any contractual disputes, or for payment for services rendered which may arise from a VASCUPP institution accessing the Agreement. The Contractor understands and agrees that it shall not have any recourse against VCU with respect to any claim it may have against another VASCUPP institution that accessed this Agreement.

- N. COMMUNICATIONS: Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University Purchasing Department rejects all proposals. Formal communications shall be directed to the University Purchasing Department.

Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than a Purchasing Department representative may result in the offending Offeror's proposal being rejected.

- O. CONTRACT SUMMARY:

The Contractor must provide to the University within fourteen (14) days after award of contract, an unsecured electronic summary of the contract. All the main features of the contract, including pricing, must be summarized. The contract summary will provide information for authorized users that choose to access the contract.

- P. GRAMM-LEACH-BLILEY ACT:

The Contractor shall comply with the Act by implementing and maintaining appropriate safeguards to protect and prevent unauthorized release of student, faculty and staff nonpublic information. Nonpublic information is defined as social security numbers, or financial transactions, bank, credit and tax information.

- Q. CRIMINAL BACKGROUND CHECK:

The Contractor is required to comply with Virginia Commonwealth University's ("VCU") employment policies on criminal conviction investigations.
<http://www.policy.vcu.edu/sites/default/files/Criminal%20Conviction%20Investigations.pdf>The Contractor shall perform criminal conviction investigations on all prospective candidates for full time or part time placement at VCU, including newly hired, re-hired, seasonal, and or temporary employees.

XII. CONTRACT ADMINISTRATION:

Upon award of the contract VCU shall designate, in writing, the name(s) of the Contract Administrator(s) who shall work with the contractor in formulating mutually acceptable plans and standards for the delivery, installation and on-going service and/or maintenance that may be required.

- A. The Contract Administrator shall use all powers under the contract to enforce its faithful performance. The Contract Administrator shall determine the amount, quality and acceptability of work and shall decide all other questions in connection with the work.

- B. All direction and orders from VCU shall be transmitted through the Contract Administrator, or his designee. However the Contract Administrator shall have no authority to order changes in the work which alter the concept or scope of the work or change the basis for compensation to the contractor.

XIII. METHOD OF PAYMENT:

The Contractor shall submit a fully itemized invoice to Virginia Commonwealth University, Accounts Payable and Support Services, P. O. Box 980327, Richmond, VA 23298-0327, that, at minimum, includes the following information: the Virginia Commonwealth University purchase order number; a description of the goods or services provided; quantities; unit prices; extended prices; and total prices. Payment will be made thirty days after receipt of a proper invoice for the amount of payment due, or thirty days after receipt of the goods or services, whichever is later, in accordance with the Commonwealth of Virginia Prompt Payment Legislation.

XIV. SWaM Form

Appendix I: SWaM Form

http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_Appendix_1.pdf

Appendix II: Invoicing and Payment Form

http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_Appendix_2.pdf

XV. APPENDICES

a. **Appendix A: Virginia Regions Map**

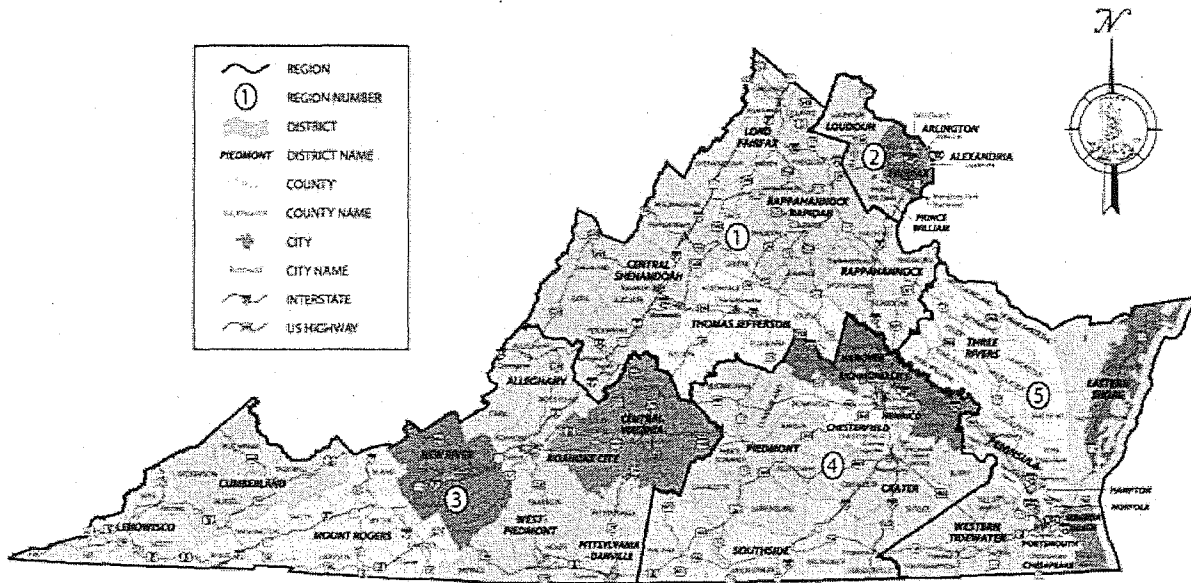
Full Map of Commonwealth of Virginia Health Planning Regions, including the "Central Health District" labeled "4".

Commonwealth of Virginia - Department of Health

Health Planning Region

① Northwest | ② Northern | ③ Southwest | ④ Central | ⑤ Eastern

	REGION
①	REGION NUMBER
	DISTRICT
	DISTRICT NAME
	COUNTY
	COUNTY NAME
	CITY
	CITY NAME
	INTERSTATE
	US HIGHWAY



MAPS AND INFORMATION SERVICES DIVISION, VIRGINIA DEPARTMENT OF HEALTH, 11/10/01

b. Appendix B: VCU Transport Request Form
Blank VCU Medical Transportation Request Form,

VCU Medical Transportation Request Form	
Request Date: <input type="text"/>	
Patient Name: <input type="text"/>	
Sex: <input type="text"/>	
<input checked="" type="checkbox"/> Medical Transportation Request to IDB	Funding Source: <input type="text"/>
Date of Appointment: <input type="text"/>	Time of Appointment: <input type="text"/>
How many additional people will accompany patient? <input type="text"/>	
Patient Home Address: (address, city, state, zipcode):	
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
*Special Instructions (blind, deaf, address change, etc.):	
<input type="text"/>	
Patient Contact Number:	<input type="text"/>
Secondary Contact Number:	<input type="text"/>
Appointment Location: <input type="text"/>	
If other location, please specify:	
<input type="text"/>	
Case Manager/Requester: <input type="text"/>	
Fax #:	<input type="text"/>
Phone #:	<input type="text"/>
TO BE COMPLETED BY TRANSPORTATION COMPANY:	
Confirmed by: _____	
Date: ___/___/___	Time: _____AM/PM
This referral will be received by _____ All confirmations should be faxed to fax # listed above.	
Updated on 12/01/16	

c. Appendix C: Front Page and Summary Price Page of Invoice

An example of acceptable format for title page and one summary price page of invoice. The summary page includes one normal ride passenger, one one-way ride passenger, one "no-show" passenger, and one cancelled passenger.

INVOICE

TO: VCU Ryan White Program Project
Coordinator
Sanger Hall, P.O. Box 980326
1101 East Marshall Street
12th Floor, Room 12-018
Richmond, Virginia, 23298

FROM: Taxi Company Example
1101 Transport Lane
Taxi City, Virginia 23456
Phone: (555) 123-4567

INVOICE NO: YMCA1978

INVOICE DATE: DEC. 20, 2016

Invoice for transportation services provided December 1st through December 8th, 2016. (for a breakdown of services rendered, please see attached sheets)

MCV/ID CLINIC	\$250.15
SPNS/MIH	\$0.00
TOTAL INVOICE AMOUNT	\$250.15

TERMS: DUE UPON RECEIPT

THANK YOU FOR YOUR BUSINESS

TAXI COMPANY EXAMPLE
 1101 TRANSPORT LANE
 TAXI CITY, VIRGINIA 23456
 TELEPHONE: (555) 123-4567 FAX: (555) 123-4568
 Date: December 20th, 2016
 VCU ID CLINIC

NAME	Pick up time	Drop off time	Notes	Miles	Rate
VCU/IDC 12/01/2016 Jane Doe 500 Red Panda Street Richmond, VA 804-852-9630	0700	0750		50.5	\$100.00
Jane Doe 1200 E. Broad Street Richmond, VA	1150	1210		50.5	\$100.00
VCU/IDC 12/01/2016 John Doe 1200 Orange Peel Lane Richmond, VA 555-012-7412	1625	1710	One way home only	31.6	\$40.15
John Doe 1200 E. Broad Street Richmond, VA	N/A	N/A		-0-	-0-
VCU/IDC 12/02/2016 Marion Cotillard 4500 Roundabout Drive Richmond, VA 804-456-1230	N/A	N/A	Driver arrived, unable to reach Ms. Cotillard by phone or at the door. S/w (Case Manager) whom released driver.	-0-	\$10.00
Marion Cotillard 4500 Roundabout Drive Richmond, VA	N/A	N/A		-0-	-0-
VCU/LINC 12/05/2016 James Bond 123 Secret Agent Street Richmond, VA 500-951-7536	N/A	N/A	CANCELLED Per Mr. Bond @ 2:05pm	-0-	-0-
James Bond 123 Secret Agent Street Richmond, VA	N/A	N/A		-0-	-0-

d. Appendix F: Pricing Schedule

APPENDIX F - PRICING SCHEDULE

Pricing Schedule: Offeror's to complete pricing schedule for Part A through Part C listed below:
 (Note that the lower the price the higher the score)

Part A: Mileage rate (Weight 20 points):

A. Contract Price:	\$ -
B. Discount From Contract Price:	\$ -
C. Total Cost:	\$ -

Part B. Fixed Cost for Handicap Vehicle use (Weight 5 points):

A. Contract Price:	\$ -
B. Discount From Contract Price:	\$ -
C. Total Cost:	\$ -

Part C. Exceptions

*****Note***** Should you charge or bill at a higher rate based on a specific distance, indicate the distance and the cost per mile.

A. Contract Price:	\$ -
B. Miles exceeding :	

OFFERORS DO NOT FILL OUT THIS SECTION:

SCORING PROCEDURES FOR EVALUATING PRICE (OFFERORS DO NOT FILL IN THE BLANKS):

Pricing Scenario: Scores for price are based on the following method:

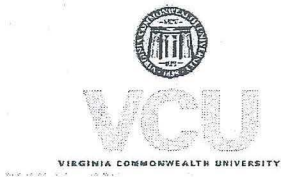
(Note that the lower the price, the higher the score.)

SCORE= LOWEST PRICE X WEIGHT VALUE / OFFEROR'S PRICE

Scoring Criteria:

25 total points possible (PART A=20 points + PART B=5 points)

	Total Prices	Weighted Value (Lowest Price to receive full weight):	Scores
Total for Part A:		20	
Total for Part B:		5	
		25	
		TOTAL SCORE (A+B)=	



RFP 7385698EC- Addendum #1

ADDENDUM NO.1 TO ALL OFFERORS:

Date: April 11, 2017
Reference - Request for Proposals: RFP# 7385698EC
Title: Patient Transportation Services
Issue Date: March 21, 2017
Proposal Due: April 21, 2017 at 2:00 PM, EST.

The Addenda includes the following information:

Questions and Answers

Question #1

Would we be able to consolidate patient pickups to reduce error?

Answer #1

No.

Question #2

Based on the need for 24/7 pickup, how many pickup were after hours?

Answer #2

I do not have record of after-hour pickups. However, we know that patient may be at the clinic/hospital after the clinic has closed at 6PM.

Question #3

Is the need based on 5am - 7pm Mon-Fri or Sat-Sun?

Answer #3

Monday-Friday

Question #4

Average distance between trips?

Answer #4

Average ranges from <5 miles and >60 miles.

Addendum 1

Question #5

Eligibility of the patient to receive VCU trans. service?

Answer #5

Patient must meet certain annual/six month qualifications that require proof of income, residency, and insurance. Other eligibility factors include HIPAA protected information.

Question #6

Is there a current contractor(s) for this service? If so, please state name of contractor(s)?

Answer #6

We have used local taxi/cab companies in the past such as Veterans Cab Company, Hampton's Transportation Company, Your Taxi, Grace Transportation and others. This is the first RFP for this service.

Question #7

What are the current rates for the trips being provided by the current provider(s)?

Answer #7

Below the maximum allowable rate per mile as defined by the Commonwealth of Virginia Department of Transportation.

Question #8

p.5 V.C.2. We understood in the pre-bid conference that additional trip data may be unavailable. However, it will be extremely helpful in reducing the cost if we can see more details about the times, locations, and length of trips. If all we have are averages or totals, but with the possibility of very long/short or late after-hours trips, it will be more challenging to present the lowest cost that would be possible knowing the details. If available, please provide the most recent 90 days of trip data including as many of the following fields as possible. If you do not have all of these fields, the most important are (a) - (d):

- a. Trip Date
- b. Pick-Up Time
- c. Pick-Up Address (including street name, city, zip - specific address not required)
- d. Drop-Off Address (including street, city, zip)
- e. Drop-Off Time
- f. Mileage
- g. Number of riders on vehicle

h. Was trip a No-Show

i. Was trip paid by VCU

Answer #8

Unable to pull this information due to data storage/ sharing restrictions.

Question #9

How many No-Shows have occurred in the past 90 days of completed service?

Answer #9

On average, no more than four per week.

Question #10

In the past 90 days, how many trips were provided on weekends between 7pm Friday and 5am Monday?

Answer #10

Unable to pull this information however, this is not a common occurrence, if at all.

Question #11

In the past 90 days, how many trips were provided between 7pm and 5am on weekdays?

Answer #11

Unable to pull this information however, this is not a common occurrence, if at all.

Question #12

p.7 V.D.3.a) As suggested in the pre-bid meeting, assigning the same driver for both legs of the trips will sometimes be logistically difficult. This may significantly add to the cost of the trips due to D.O.T. regulations, driver schedules, and other trips in the system. Will VCU consider removing this requirement for a contractor that provides uniformed, trained, drivers with photo identification badges, and vehicles that all have the same color scheme and logo, as long as important patient information is clearly communicated to the second driver?

Answer #12

Contractor should attempt to provide continuity. It is not a requirement. When evaluating proposals a factor that will be considered is the contractor's ability to accommodate patient requests for the same driver.

Question #13

p.7 V.D.3.e) Please specify the following information:

- a. Will the contractor be allowed to decide the pick-up time and communicate that time to the customer to make sure that the customer is picked-up and delivered to their destination in time for their appointment?
- b. 30 minutes of "Wait Time" is expensive, and we would like to provide an affordable, efficient service to VCU with reduced wait times. When does the 30 minutes of "Wait Time" start?
- c. If the vehicle arrives 30 minutes before the scheduled Pick-Up Time, can the vehicle be permitted to depart at the Pick-Up Time and be paid for a No-Show?
- d. If the vehicle arrives at or after the scheduled Pick-Up Time, does the vehicle still need to wait 30 minutes before departing and being paid for a No-Show?

Answer #13

- A. Yes
- B. From the time the driver has communicated he/she will pick up the customer or as soon as the driver arrives, if late.
- C. The contractor should attempt to arrive at the time communicated to the customer.
- D. A no show can be charged if the patient refuses service and/or does not within 30 minutes of the scheduled pick up time or driver arrival.

Question #14

p.8 V.E.1.b. Does this refer to different lists (1. List of requests for previous day and 2. Confirmed transport scheduled for that day)?

Answer #14

Two separate faxes are being discussed here. 1. A confirmation that the faxed transportation request was received and scheduled that goes back to the requestor. 2. A list of all transportation faxed for the previous day that goes directly to the transportation coordinator.

Question #15

p.8 V.E.1.b. By what time does VCU require that the list(s) be faxed?

Answer #15

Confirmation should be faxed immediately. Daily list of transportations arranged should be sent prior to 9:00AM, the following day.

Question #16

p.8 V.E.2. a) and b) These appear to be redundant with p.8 V.E.1.b. above. If VCU is requesting a different report/list than in p.8 V.E.1.b. above, please state difference in reports/lists and/or times they are due

Answer #16

V.E.1.a-c lists each deliverable. The sections immediately break down each deliverable with more detail.

Question #17

p.9 V.F.3. The CPI-W does not consider the price of fuel. If the CPI-W stays flat, but fuel prices spike or drop, the CPI-W does not accurately reflect the change in cost of the service. A responsive provider may need to 'hedge' the trip pricing to compensate for possibility of a spike in fuel, and VCU could lose the opportunity to receive a reduction in pricing if the fuel price drops. Will VCU consider choosing another CPI index that accounts for fuel, like the "CPI-U sub-item Transportation Services, not seasonally adjusted"?

Answer #17

No. However, participating VASCUPP institutions can elect the index that best meets their needs.

Question #18

p.9 V.F.3. Will VCU consider allowing a "Fuel Adjustment" mechanism that will adjust the trip costs up OR down on a weekly, monthly, or quarterly basis based on a contract start-date base line and a fuel index like the U.S. Energy Information Administration's petroleum/propane index? This is one used for Henrico, Chesterfield, and the V.A. Medical Center:

http://www.eia.gov/dnav/pet/pet_pri_spt_s1_d.htm

Answer #18

No. However, participating VASCUPP institutions can elect the index that best meets their needs.

Question #19

p.10 V.G.3. Patient Billing In the pre-bid conference, VCU stated that there had been 25 - 40 patients in the last year that had been retroactively denied payment, i.e. that VCU had faxed a trip request/authorization form, the provider completed the trip, but later VCU deemed that the client was ineligible for payment by VCU. This is very concerning and costly for potential contractors for

obvious reasons. If VCU maintains this requirement, a responsible contractor may need to increase the trip rate to cover the cost of the lost trips.

- a. Will VCU consider removing this requirement, and instead agree to pay for trips requested by their case managers and provided by the contractor?
- b. Please verify and state the total number of trips and no-shows in the last 12 months that were completed by a contractor but were NOT paid by VCU?
- c. If VCU does not remove this requirement, will contractor have right to refuse transportation for any client that owes trip fees?

Answer #19

- a. No.
- b. VCU paid all trips.
- c. Yes.

Question #20

p.11 V.I. Sample Forms: One of the requirements listed here is for company forms, policies, and procedures. Many providers' forms, policies & procedures are very large documents. Ours would add over 100 pages to each proposal copy. Will VCU please remove the requirement of including internal forms, procedures, and policies in the proposal, and change this to requiring that these documents must be turned in before a contract is signed or awarded?

Answer #20

All sample forms included with the proposal will be reviewed as part of the proposal process.

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Very truly yours,


Earlene Charity, Senior Buyer
Procurement Services

I hereby acknowledge receipt of Addendum #1 for RFP# 7385698EC- Patient Transportation Services

Name of Firm

Signature/Title

Date



Earlene W Charity <ewcharity@vcu.edu>

RFP# 7385698C Patient Transportation Services

4 messages

Earlene W Charity <ewcharity@vcu.edu>
To: "J. Sld DelCardayre" <sid@vangorichmond.com>

Fri, May 5, 2017 at 11:42 AM

Good morning,

We are evaluating your proposal and I am requesting that your firm provide information, answer questions, and clarify your proposal. Please answer the following questions and return a response to me no later than **Tuesday, May 9, 2017 at 4:00 p.m.**

1. Please complete and return Appendix I: SwaM Form and Appendix II: Invoicing and Payment form. The links to the forms are on page 23 of 28 of the RFP.

2. Please provide pricing based on the following mock data. Please prepare a response that will allow us to determine all costs and fees as well as a total cost for each scenario.

1. Mock Patient #1 lives at 607 Sullivan Street, Blackstone, VA 23824. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

2. Mock Patient #2 lives at 71 Ellington Street, Emporia, VA 23847. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

3. Mock Patient #3 lives at 720 Hamilton Avenue, Colonial Heights, VA 23834. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

4. Mock Patient #4 lives at 970 Lovetown Road, Buffalo Junction, VA 24529. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

5. Mock Patient #5 lives at 220 Jade Road, Richmond, VA 23236. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

6. Mock Patient #6 lives at 11105 Arbor Green Drive, Chesterfield, VA 23831. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

7. Mock Patient #7 lives at 5900 Gate House Drive, Glen Allen, VA 23059. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

Thank you,

Earlene Charity
Earlene Charity, Senior Buyer
Procurement Services
Virginia Commonwealth University

Mailing Address:
P.O. Box 980327
Richmond, VA 23298-0327

Direct Phone Number: (804) 828-0904
Fax: (804) 828-7837
Email Address: ewcharity@vcu.edu

A yellow rectangular sticky note is placed on the right side of the page. It contains the word "Clarifications" written in a cursive, handwritten style.

Help us continue to improve our services by completing our micro-survey



J. Sid DelCardayre <sid@vangorichmond.com>
To: Earlene W Charity <ewcharity@vcu.edu>

Sun, May 7, 2017 at 2:24 PM

Ms. Charity,

Would you like us to assume that the client is ready when we arrive, i.e. there is NO wait time on either leg of the trips? 30 minutes of wait time on the long trips would be \$22.50, but would be less on the shorter ones.

We believe that we can prevent the No-Shows and Wait Time with clear, consistent communication to the client before we dispatch a vehicle as well as 15 minutes before we arrive. Therefore, you would usually not have Wait Time.

Sid
804-387-1600

J. Sid del Cardayre
President
VAN GO, Inc. of Richmond
(804) 261-7388
[Quoted text hidden]

Earlene W Charity <ewcharity@vcu.edu>
To: "J. Sid DelCardayre" <sid@vangorichmond.com>

Mon, May 8, 2017 at 8:20 AM

Good morning,

Please quote based on the information as provided.

Thank you,

Earlene Charity
Earlene Charity, Senior Buyer
Procurement Services
Virginia Commonwealth University

Mailing Address:
P.O. Box 980327
Richmond, VA 23298-0327

Direct Phone Number: (804) 828-0904
Fax: (804) 828-7837
Email Address: ewcharity@vcu.edu

Help us continue to improve our services by completing our micro-survey



[Quoted text hidden]

J. Sid DelCardayre <sid@vangorichmond.com>
To: Earlene W Charity <ewcharity@vcu.edu>

Mon, May 8, 2017 at 6:12 PM

Ms. Charity:

Please see our responses below, highlighted. Please call or email with further questions.

1. Please complete and return Appendix I: SwaM Form and Appendix II: Invoicing and Payment form. The links to the forms are on page 23 of 28 of the RFP.

**Attached, although Appendix I states to complete only if we are not SWaM certified. We are SWaM certified:
SBSD# 006719 expires Feb 9, 2019**

I completed it anyway, as best as I understood to do so.

2. Please provide pricing based on the following mock data. Please prepare a response that will allow us to determine all costs and fees as well as a total cost for each scenario.

The following answers assume there is no wait time, that clients are ready when vehicle arrives, and vehicle returns to other service after drop-off

Mock Trip #5 and #6 assume some traffic delay due to location:

1. Mock Patient #1 lives at 607 Sullivan Street, Blackstone, VA 23824. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

2.75 hours = \$123.75; Round-Trip total = \$247.50

2. Mock Patient #2 lives at 71 Ellington Street, Emporia, VA 23847. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

2.75 hours = \$123.75; Round-Trip total = \$247.50

3. Mock Patient #3 lives at 720 Hamilton Avenue, Colonial Heights, VA 23834. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.5 hours = \$67.50; Round-Trip total = \$135.00

4. Mock Patient #4 lives at 970 Lovetown Road, Buffalo Junction, VA 24529. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

4.25 hours = \$191.25; Round-Trip total = \$382.50

5. Mock Patient #5 lives at 220 Jade Road, Richmond, VA 23236. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.00 hours = \$45.00; Round-Trip total = \$90.00

6. Mock Patient #6 lives at 11105 Arbor Green Drive, Chesterfield, VA 23831. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.25 hours = \$56.25; Round-Trip total = \$112.50

7. Mock Patient #7 lives at 5900 Gate House Drive, Glen Allen, VA 23059. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.00 hours = \$45.00; Round-Trip total = \$90.00

Total cost for all trips = \$1,305.00

Total miles driven is 1,306; Total 'Loaded Miles' (client in vehicle) is 644.

The average cost of these 7 mock trips is less than \$2.03 per loaded mile.

J. Sid del Cardayre

President

VAN GO, Inc. of Richmond

5805 School Ave.

Henrico, VA. 23228

804-261-7388

From: Earlene W Charity [mailto:ewcharity@vcu.edu]

Sent: Monday, May 08, 2017 8:20 AM

To: J. Sid DelCardayre <sid@vangorichmond.com>

Subject: Re: RFP# 7385698C Patient Transportation Services

Good morning,

Please quote based on the information as provided.

Thank you,

Earlene Charity

Earlene Charity, Senior Buyer

Procurement Services

Virginia Commonwealth University

Mailing Address:

P.O. Box 980327

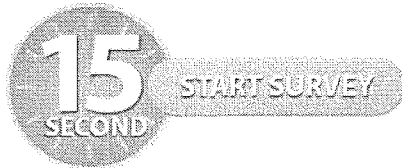
Richmond, VA 23298-0327

Direct Phone Number: (804) 828-0904

Fax: (804) 828-7837

Email Address: ewcharity@vcu.edu

Help us continue to improve our services by completing our micro-survey



On Sun, May 7, 2017 at 2:24 PM, J. Sid DelCardayre <sid@vangorichmond.com> wrote:

Ms. Charity,

Would you like us to assume that the client is ready when we arrive, i.e. there is NO wait time on either leg of the trips? 30 minutes of wait time on the long trips would be \$22.50, but would be less on the shorter ones.

We believe that we can prevent the No-Shows and Wait Time with clear, consistent communication to the client before we dispatch a vehicle as well as 15 minutes before we arrive. Therefore, you would usually not have Wait Time.

Sid

804-387-1600

J. Sid del Cardayre***President******VAN GO, Inc. of Richmond******(804) 261-7388***

----- Original message -----

From: Earlene W Charity <ewcharity@vcu.edu>

Date: 5/5/17 11:42 AM (GMT-05:00)

To: "J. Sid DelCardayre" <sid@vangorichmond.com>

Subject: RFP# 7385698C Patient Transportation Services

Good morning,

We are evaluating your proposal and I am requesting that your firm provide information, answer questions, and clarify your proposal. Please answer the following questions and return a response to me no later than **Tuesday, May 9, 2017 at 4:00 p.m.**

1. Please complete and return Appendix I: SwaM Form and Appendix II: Invoicing and Payment form. The links to the forms are on page 23 of 28 of the RFP.

Attached, although Appendix I states to complete only if we are NOT SWaM certified. We ARE SWaM certified SBSD# 006719

2. Please provide pricing based on the following mock data. Please prepare a response that will allow us to determine all costs and fees as well as a total cost for each scenario.

Attached

The following answers assume there is no wait time, that clients are ready when vehicle arrives, and vehicle returns to other service after drop:

1. Mock Patient #1 lives at 607 Sullivan Street, Blackstone, VA 23824. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

2.75 hours = \$123.75

2. Mock Patient #2 lives at 71 Ellington Street, Emporia, VA 23847. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

2.75 hours = \$123.75

3. Mock Patient #3 lives at 720 Hamilton Avenue, Colonial Heights, VA 23834. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.5 hours = \$67.50

4. Mock Patient #4 lives at 970 Lovetown Road, Buffalo Junction, VA 24529. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

4.25 hours = \$191.25

5. Mock Patient #5 lives at 220 Jade Road, Richmond, VA 23236. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.00 hours = \$45.00

6. Mock Patient #6 lives at 11105 Arbor Green Drive, Chesterfield, VA 23831. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.25 hours = \$56.25

7. Mock Patient #7 lives at 5900 Gate House Drive, Glen Allen, VA 23059. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.00 hours = \$45.00

Thank you,

Earlene Charity

Earlene Charity, Senior Buyer

Procurement Services

Virginia Commonwealth University

Mailing Address:

P.O. Box 980327

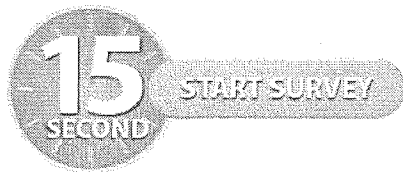
Richmond, VA 23298-0327

Direct Phone Number: (804) 828-0904

Fax: (804) 828-7837

Email Address: ewcharity@vcu.edu

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 VCU RFP Appendix I and II.pdf
244K

BAFO



Earlene W Charity <ewcharity@vcu.edu>

Van Go

3 messages

J. Sid DelCardayre <sid@vangorichmond.com>

Thu, Jun 1, 2017 at 8:23 AM

To: Earlene Charity <ewcharity@vcu.edu>

Ms. Charity,

Have they finalized the contract details yet? We are trying to plan our staffing and equipment needs for June/July.....

Sid
804-387-1600

J. Sid del Cardayre
President
VAN GO, Inc. of Richmond
(804) 261-7388

Earlene W Charity <ewcharity@vcu.edu>

Thu, Jun 1, 2017 at 8:40 AM

To: "J. Sid DelCardayre" <sid@vangorichmond.com>

Good morning,

Per our conversation the other week, we are meeting today, June 1, 2017 to finalize this award. You indicated you would send me an email to confirm your best and final offer. Please forward the confirmation.

Thank you,

Earlene Charity
Earlene Charity, Senior Buyer
Procurement Services
Virginia Commonwealth University

Mailing Address:
Box 980327
Richmond, VA 23298-0327

Direct Phone Number: (804) 828-0904
Fax: (804) 828-7837
Email Address: ewcharity@vcu.edu

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[Quoted text hidden]

J. Sid DelCardayre <sid@vangorichmond.com>

Thu, Jun 1, 2017 at 8:51 AM

To: Earlene W Charity <ewcharity@vcu.edu>

Ms. Charity:

Without knowing the volume, location, or times of the trips, we are not able to reduce our current offer from the proposal. We will be happy to discuss it later in the contract term, especially if we see an unexpected positive change in the trips volume/density.

Sid

J. Sid del Cardayre

President

VAN GO, Inc. of Richmond

5805 School Ave.

Henrico, VA. 23228

804-261-7388

From: Earlene W Charity [mailto:ewcharity@vcu.edu]
Sent: Thursday, June 01, 2017 8:40 AM
To: J. Sid DelCardayre <sid@vangorichmond.com>
Subject: Re: Van Go

[Quoted text hidden]



Earlene W Charity <ewcharity@vcu.edu>

RFP# 7385698C Patient Transportation Services

4 messages

Earlene W Charity <ewcharity@vcu.edu>
To: "J. Sld DelCardayre" <sid@vangorichmond.com>

Fri, May 5, 2017 at 11:42 AM

Good morning,

We are evaluating your proposal and I am requesting that your firm provide information, answer questions, and clarify your proposal. Please answer the following questions and return a response to me no later than **Tuesday, May 9, 2017 at 4:00 p.m.**

1. Please complete and return Appendix I: SwaM Form and Appendix II: Invoicing and Payment form. The links to the forms are on page 23 of 28 of the RFP.

2. Please provide pricing based on the following mock data. Please prepare a response that will allow us to determine all costs and fees as well as a total cost for each scenario.

1. Mock Patient #1 lives at 607 Sullivan Street, Blackstone, VA 23824. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

2. Mock Patient #2 lives at 71 Ellington Street, Emporia, VA 23847. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

3. Mock Patient #3 lives at 720 Hamilton Avenue, Colonial Heights, VA 23834. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

4. Mock Patient #4 lives at 970 Lovetown Road, Buffalo Junction, VA 24529. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

5. Mock Patient #5 lives at 220 Jade Road, Richmond, VA 23236. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

6. Mock Patient #6 lives at 11105 Arbor Green Drive, Chesterfield, VA 23831. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

7. Mock Patient #7 lives at 5900 Gate House Drive, Glen Allen, VA 23059. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

Thank you,

Earlene Charity
Earlene Charity, Senior Buyer
Procurement Services
Virginia Commonwealth University

Mailing Address:
P.O. Box 980327
Richmond, VA 23298-0327

Direct Phone Number: (804) 828-0904
Fax: (804) 828-7837
Email Address: ewcharity@vcu.edu

A yellow rectangular sticky note is placed on the right side of the page. It contains the word "Clarifications" written in a cursive, handwritten style in black ink.

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J. Sid DelCardayre <sid@vangorichmond.com>
To: Earlene W Charity <ewcharity@vcu.edu>

Sun, May 7, 2017 at 2:24 PM

Ms. Charity,

Would you like us to assume that the client is ready when we arrive, i.e. there is NO wait time on either leg of the trips? 30 minutes of wait time on the long trips would be \$22.50, but would be less on the shorter ones.

We believe that we can prevent the No-Shows and Wait Time with clear, consistent communication to the client before we dispatch a vehicle as well as 15 minutes before we arrive. Therefore, you would usually not have Wait Time.

Sid
804-387-1600

J. Sid del Cardayre
President
VAN GO, Inc. of Richmond
(804) 261-7388
[Quoted text hidden]

Earlene W Charity <ewcharity@vcu.edu>
To: "J. Sid DelCardayre" <sid@vangorichmond.com>

Mon, May 8, 2017 at 8:20 AM

Good morning,

Please quote based on the information as provided.

Thank you,

Earlene Charity
Earlene Charity, Senior Buyer
Procurement Services
Virginia Commonwealth University

Mailing Address:
P.O. Box 980327
Richmond, VA 23298-0327

Direct Phone Number: (804) 828-0904
Fax: (804) 828-7837
Email Address: ewcharity@vcu.edu

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[Quoted text hidden]

J. Sid DelCardayre <sid@vangorichmond.com>
To: Earlene W Charity <ewcharity@vcu.edu>

Mon, May 8, 2017 at 6:12 PM

Ms. Charity:

Please see our responses below, highlighted. Please call or email with further questions.

1. Please complete and return Appendix I: SwaM Form and Appendix II: Invoicing and Payment form. The links to the forms are on page 23 of 28 of the RFP.

**Attached, although Appendix I states to complete only if we are not SWaM certified. We are SWaM certified:
SBSD# 006719 expires Feb 9, 2019**

I completed it anyway, as best as I understood to do so.

2. Please provide pricing based on the following mock data. Please prepare a response that will allow us to determine all costs and fees as well as a total cost for each scenario.

The following answers assume there is no wait time, that clients are ready when vehicle arrives, and vehicle returns to other service after drop-off

Mock Trip #5 and #6 assume some traffic delay due to location:

1. Mock Patient #1 lives at 607 Sullivan Street, Blackstone, VA 23824. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

2.75 hours = \$123.75; Round-Trip total = \$247.50

2. Mock Patient #2 lives at 71 Ellington Street, Emporia, VA 23847. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

2.75 hours = \$123.75; Round-Trip total = \$247.50

3. Mock Patient #3 lives at 720 Hamilton Avenue, Colonial Heights, VA 23834. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.5 hours = \$67.50; Round-Trip total = \$135.00

4. Mock Patient #4 lives at 970 Lovetown Road, Buffalo Junction, VA 24529. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

4.25 hours = \$191.25; Round-Trip total = \$382.50

5. Mock Patient #5 lives at 220 Jade Road, Richmond, VA 23236. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.00 hours = \$45.00; Round-Trip total = \$90.00

6. Mock Patient #6 lives at 11105 Arbor Green Drive, Chesterfield, VA 23831. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.25 hours = \$56.25; Round-Trip total = \$112.50

7. Mock Patient #7 lives at 5900 Gate House Drive, Glen Allen, VA 23059. Appointment is at 1200 East Broad Street, will need round trip transportation. Driver should not wait while patient is at appointment.

1.00 hours = \$45.00; Round-Trip total = \$90.00

Total cost for all trips = \$1,305.00

Total miles driven is 1,306; Total 'Loaded Miles' (client in vehicle) is 644.

The average cost of these 7 mock trips is less than \$2.03 per loaded mile.

J. Sid del Cardayre

President

VAN GO, Inc. of Richmond

5805 School Ave.

Henrico, VA. 23228

804-261-7388

From: Earlene W Charity [mailto:ewcharity@vcu.edu]

Sent: Monday, May 08, 2017 8:20 AM

To: J. Sid DelCardayre <sid@vangorichmond.com>

Subject: Re: RFP# 7385698C Patient Transportation Services

Good morning,

Please quote based on the information as provided.

Thank you,

Earlene Charity

Earlene Charity, Senior Buyer

Procurement Services

Virginia Commonwealth University

Mailing Address:

P.O. Box 980327

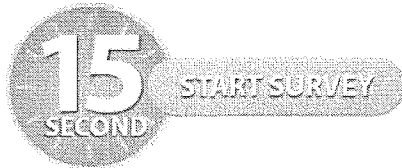
Richmond, VA 23298-0327

Direct Phone Number: (804) 828-0904

Fax: (804) 828-7837

Email Address: ewcharity@vcu.edu

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On Sun, May 7, 2017 at 2:24 PM, J. Sid DelCardayre <sid@vangorichmond.com> wrote:

Ms. Charity,

Would you like us to assume that the client is ready when we arrive, i.e. there is NO wait time on either leg of the trips? 30 minutes of wait time on the long trips would be \$22.50, but would be less on the shorter ones.

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Sid

804-387-1600

J. Sid del Cardayre***President******VAN GO, Inc. of Richmond******(804) 261-7388***

----- Original message -----

From: Earlene W Charity <ewcharity@vcu.edu>

Date: 5/5/17 11:42 AM (GMT-05:00)

To: "J. Sid DelCardayre" <sid@vangorichmond.com>

Subject: RFP# 7385698C Patient Transportation Services

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Attached, although Appendix I states to complete only if we are NOT SWaM certified. We ARE SWaM certified SBSD# 006719

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Attached

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2.75 hours = \$123.75

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2.75 hours = \$123.75

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1.25 hours = \$56.25

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1.00 hours = \$45.00

Thank you,

Earlene Charity

Earlene Charity, Senior Buyer

Procurement Services

Virginia Commonwealth University

Mailing Address:

P.O. Box 980327

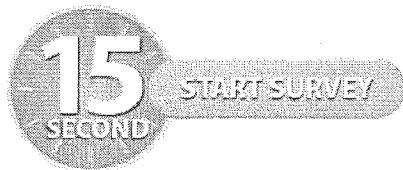
Richmond, VA 23298-0327

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Email Address: ewcharity@vcu.edu

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BAFO



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Van Go

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To: Earlene Charity <ewcharity@vcu.edu>

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Earlene Charity, Senior Buyer
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Virginia Commonwealth University

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Direct Phone Number: (804) 828-0904
Fax: (804) 828-7837
Email Address: ewcharity@vcu.edu

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[Quoted text hidden]

J. Sid DelCardayre <sid@vangorichmond.com>

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To: Earlene W Charity <ewcharity@vcu.edu>

Ms. Charity:

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Sid

J. Sid del Cardayre

President

VAN GO, Inc. of Richmond

5805 School Ave.

Henrico, VA. 23228

804-261-7388

From: Earlene W Charity [mailto:ewcharity@vcu.edu]
Sent: Thursday, June 01, 2017 8:40 AM
To: J. Sid DelCardayre <sid@vangorichmond.com>
Subject: Re: Van Go

[Quoted text hidden]



Built on **Service.**
Powered by **Technology.**
Driven by **Safety.**
State-of-the-Art **Equipment.**



VIRGINIA COMMONWEALTH UNIVERSITY



VCU

Request for Proposals

RFP #: 7385698EC

RFP Title #: Patient Transportation Services

Issuing Agency: Virginia Commonwealth University

Using Dept.: Infectious Disease Department

Virginia Commonwealth University
Attention: Earlene Charity
912 W Grace St, 5th Floor
Richmond, Virginia 23284 0327

DATE AND TIME DUE: APRIL 21 AT 2:00 PM

Van Go, Inc. of Richmond
5805 School Avenue
Richmond, VA 23228
Ph (804) 261 7388
Fax (804) 261 7392
J. Sid del Cardayre, President
DSBSD certified no. 006719



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Cover Letter

April 21, 2017

Virginia Commonwealth University
Attn: Earlene Charity
912 W Grace St, 5th Floor
Richmond, Virginia 23284-0327

Re: RFP #7385698EC

Dear Ms. Charity:

NOTE: We understand that this RFP has been designed for taxi companies. However, as VCU has probably learned, local taxi companies can be problematic because of many issues including training, communication, poor control of subcontracted drivers, and safety. Non-Emergency Medical Transportation Companies like Van Go have a different cost structure because we provide a much higher level of training, communication, safety, and expertise.

Due to the lack of any trip data, our pricing that is fitted into the required format on Appendix F must be 'hedged' upward to account for many unknowns. Therefore, to provide a more fair and accurate price to VCU, we are submitting an Alternate Pricing Proposal that is inserted into Appendix F after the RFP pricing 'tables'.

On behalf of Van Go, Inc. of Richmond ("Van Go"), I am pleased to submit the attached proposal to Virginia Commonwealth University (VCU) for Patient Transportation Services for the above referenced RFP. The attached document details our exceptional transportation qualifications, resources, and level of service to be provided.

Van Go, Inc. of Richmond is incorporated and headquartered in the State of Virginia and will be the prime and only sub-contractor on this bid. Van Go has the understanding, resources, commitment, personnel and qualifications to provide our customer and its clients with exceptional service and maximum value. This document provides a comprehensive plan for achieving this value that exceeds the requirements of the project. As an integral part of this service program, Van Go offers to go further, working with you in a team environment towards additional project improvements throughout the term of your project. We look forward to discussing this information with you in the near future.

Sincerely,

J. Sid del Cardayre, President
Van Go, Inc. of Richmond

Request for Proposals RFP #7385698EC

Issue Date: March 21, 2017

Title: Patient Transportation Services

Send all Proposals To: Virginia Commonwealth University
RFP #7385698EC
Attention:
Earlene Charity
912 W Grace St,
5th floor
Richmond, Virginia 23284-0327

Proposals Shall Be Received Until: April 21, 2017 at 2:00 p.m.

Direct ALL inquiries concerning this RFP to: Earlene Charity, Senior Buyer
ewcharity@vcu.edu

Questions concerning this RFP must be received via email no later than: April 3, 2017@ 2:00PM

This Request for Proposals & any Addenda are posted on the eVa website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE HAND DELIVERED OR SENT BY FEDEX, UPS, OR ANY OTHER PRIVATE COURIER, DELIVER TO THE ADDRESS NOTED ABOVE: VIRGINIA COMMONWEALTH UNIVERSITY, RFP #7385698EC, ATTENTION: Earlene Charity, 912 W. GRACE ST., 5TH FLOOR, RICHMOND, VA 23284-0327. IF USING US MAIL (NOT RECOMMENDED): IF PROPOSALS ARE MAILED VIA US MAIL ONLY, MAIL TO VIRGINIA COMMONWEALTH UNIVERSITY, RFP#7385698EC, ATTN: Earlene Charity, PO BOX 980327, RICHMOND, VA 23298-0327. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University's Department of Procurement Services. Any Work Relative To This Request for Proposals Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University.

Signature below constitutes acknowledgement of all information contained through links referenced herein. NAME AND ADDRESS OF COMPANY:

<u>Van Go, Inc. of Richmond</u>	<u>Date: April 21, 2017</u>
<u>5805 School Avenue</u>	<u>By (Signature In Ink):</u>
<u>Richmond, VA</u>	<u>Name Typed: Sid del Cardayre</u>
<u>Zip Code</u> <u>23228</u>	<u>Title: President</u>
<u>E-Mail Address: sid@vangorichmond.com</u>	<u>Fax Number: (804) 261-7392</u>
<u>Telephone: (804) 261-7388</u>	<u>Toll free, if available</u>
<u>Toll free, if available</u>	<u>FEI/FIN NO.: 54-1514401</u>
<u>DUNS NO.: 782716823</u>	<u>REGISTERED WITH eVA: (x) YES () NO</u>
<u>REGISTERED WITH eVA:</u>	<u>SMALL BUSINESS: (x) YES () NO</u>
<u>VIRGINIA DSBSD CERTIFIED:</u>	<u>MINORITY-OWNED: () YES (x) NO</u>
<u>DSBSD CERTIFICATION # <u>006719</u></u>	<u>WOMAN OWNED () YES (x) NO</u>

ACKNOWLEDGEMENT OF ADDENDA

I hereby acknowledge receipt of Addendum #1 for RFP# 7385698EC- Patient Transportation Services

Name of Firm Van Go, Inc. of Richmond

Signature/Title _____ President _____

Date April 21, 2017

RFP #:7385698EC

D. SCOPE OF WORK

1. General

a) Collaboration

The Contractor or its authorized representatives shall meet periodically with VCU Ryan White Program when requested, to discuss all services.

Van Go will comply. In addition, Van Go will exceed expectations in the delivery of service on this project. As the premier human services transportation provider in the Richmond Metro area, Van Go has a long history of collaboration, coordination, and communication with our public and private sector partners. Our managers are all local, and will easily schedule meetings on short notice if needed.

The Contractor and VCU Ryan White may mutually establish routine procedures for handling the services described herein. Such procedures are subject to VCU Ryan White Program’s approval.

Van Go will comply. Van Go's technologies and operating systems often offer service improvements to our clients that were unforeseen by the client during the RFP process. Van Go will bring its state of the art industry protocols' and procedures to this service and will provide long-term quality to VCU.

b) Coverage Area

Figure 1 below displays the area The Contractor shall cover and offer the majority of transportation services for. This “Central Health District”, designated by the Virginia Department of Health, encompasses Hanover, Chesterfield, Piedmont, Crater, and Southside counties. A full map of these regions in relation to the state of Virginia can be found in Appendix A.

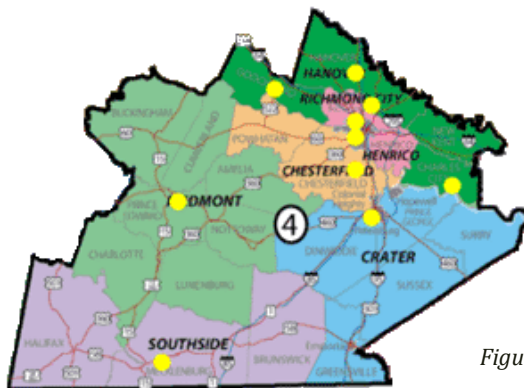


Figure 1 Coverage Area Map



1. Exceptions

Certain transportation services for selected clients will be exceptions to staying within the coverage area. These exceptions will be submitted by VCU Ryan White Programs, and The Contractor shall ensure these transportation services are met despite operating outside the usual coverage area.

Van Go will comply.

c) Patients

The Contractor will provide transport for up to 25 patients per day.

Van Go will comply. We have over 55 vehicles operating in the area, with the ability to add more if demand increases.

d) Times

The Contractor will provide transport services 24 hours a day, but typical travel hours occur between 5 a.m. and 7 p.m. EST.

Van Go understands and will comply.

e) Pricing

The Contractor shall secure the lowest available rate and/or fare for any services within the scope of this contract.

Van Go will offer our lowest rate possible for this contract.

f) Approved Stops

The Contractor must only provide transportation to and from pick-up and drop-off locations. No other stops will be allowed unless preapproved by VCU Ryan White Program staff as relating to enabling services specific to health care coverage.

Van Go will comply.

g) Approved Riders

Patients require pre-approval to have another individual or individuals transported with them. If note of another passenger is not included in the transportation request, the Contractor will not provide transportation services for these unknown passengers.

Van Go will comply.



2. Vehicles and Accessibility

a) Safety

The Contractor will ensure each transportation vehicle contains up to date Virginia Inspection documentation.

Van Go will comply. The next section under Specific Requirements covers all of Van Go's safety procedures.

The Contractor will provide proof that each vehicle is properly insured in the State of Virginia annually.

Van Go will comply.

The Contractor will provide first aid kits in each transport vehicle, and ensure each vehicle meets Virginia standard safety regulations.

Van Go will comply. All Van Go vehicles are configured, supplied, and inspected as Non-Emergency Medical Transport vehicles.

b) Fleet

The Contractor shall have a minimum fleet size of 15.

Van Go will comply. See Fleet information in the Specific Requirements section that follows. Our current fleet has over 55 vehicles, including 18 wheelchair accessible vans.

c) Handicap Accommodations

If patient is handicapped, the Contractor will provide handicap accessible transportation. The Contractor may contract out for this service if they are unable to provide an appropriate vehicle.

Van Go will comply. Van Go is the largest private sector provider of accessible services in the Richmond region and will not sub-contract out any accessible services. We currently operate 18 wheelchair accessible vehicles.



3. Drivers

a) Same Driver

The Contractor will assign the same driver for round-trip transport for a patient.

Based on answer #12 of Addendum #1, Van Go fully understands the need for continuity, the value of the passenger/driver relationship, and the need to meet the rider's level of security and expectation. Van Go will comply with this requirement whenever a client requests the same driver, except in unforeseen events such as a vehicle breakdown, driver illness, or unavoidable scheduling conflict.

b) Licensure

The Contractor will ensure each driver is properly licensed in the Commonwealth of Virginia.

Van Go will comply and will meet or exceed contract specifications. All Van Go drivers are currently licensed, insured, background checked for criminal and sex-offender data, and drug tested.

c) HIPA Regulation

The Contractor will assure drivers abide by HIPAA Privacy Regulations, which establish protection for patients' personal health information. Drivers will not discuss patients' appearance, name, pick-up location, drop-off location, medical conditions, or any other confidential information to parties apart from the patient, The Contractor, and VCU Ryan White Programs. The driver will treat patients with compassion and respect while transporting them.

Van Go will comply. For the past 27 years, Van Go has been Richmond's largest private provider of transportation to Medicaid, Veterans, Mental Health, and other recipients with disabilities, as well as to the regions' many other Non-emergency medical passengers

d) Language Option

If a patient speaks a primary language other than English, and it is clearly stated in the referral, the Contractor will attempt to accommodate that patient with a driver who speaks the same language. A phone app that translates language is acceptable.

Van Go will comply. We have Spanish speaking drivers and have the ability to have the Google Play Translator installed on any of our Android tablets:

<https://play.google.com/store/apps/details?id=com.greenleaf.android.translator.enes.a&hl=en>



e) Wait Time

Drivers will wait at the pick-up location for 30 minutes for a patient to arrive, and will then notify the appropriate case manager/requester before leaving if patient does not arrive or make contact within those 30 minutes. This patient trip will be designated a “no-show”.

Van Go will comply. In addition, we will call clients to confirm pick-up time as well as calling them when vehicle is dispatched to alert them to be ready. By doing this we will reduce wasted vehicle time and provide the best experience for the client.

4. Scheduling

The Contractor must be capable of scheduling transport up to three weeks in advance of transportation date.

Van Go will comply. Van Go's call center technology and routing and scheduling capabilities far exceed this requirement.

5. Contact

a) Emergency Contact

If The Contractor cannot perform any transportation due to inclement weather or another unforeseen circumstance, The Contractor is to contact West Hospital's ID Clinic phone line 804-628-0153 to inform. The Contractor will also contact Matthew Bare, Assistant Program Director of Ryan White Programs at 804-828-4407. The Contractor is not responsible for arranging later travel to replace this cancelled travel, VCU Ryan White Staff will arrange and request replacement travel at a later date.

Van Go will comply. Van Go operates in all weather conditions except the most extreme snow and ice.

b) Case Managers/Requesters

The Contractor must establish that each driver will call the case manager who requested service if patient does not arrive to pick-up location within 30 minutes of designated time. Contact information for all case managers will be provided by VCU Ryan White Programs. If case manager name does not appear in the “Case Manager/Requester” box on “VCU Medical Transportation Form”, the Contractor is not obligated to make contact to notify of patient no-show. A complete blank “VCU Medical Transportation Form” can be viewed in Appendix B.

Van Go will comply. In addition, we will work with VCU Case Managers to create standard procedures and protocols that will make this requirement seamless and add value to the current service.



c) Inability to Transport

The Contractor must notify VCU Ryan White Programs of inability to transport immediately upon receiving request. The Contractor shall notify VCU Ryan White Program's Program Assistant to state this inability.

Van Go will comply.

E. DELIVERABLES

1. List of Deliverables

The Contractor shall provide VCU Ryan White Programs with:

- a. Daily fax confirmations of each individual transport request**
- b. Daily confirmation fax listing all requested transport of previous day or confirmed transport scheduled for that day**
- c. Weekly Invoicing**

Van Go will comply.

2. Confirmations

a) Daily Individual Confirmations

The Contractor will supply VCU Ryan White Programs with fax confirming transportation request was received and arranged. This will be indicated at the bottom of each request form in the "To Be Completed By Transportation Company" box with a noted signature, date, and time. This box and a full blank "VCU Medical Transportation Form" can be viewed in Appendix B.

Van Go will comply.

b) Daily List Confirmations

The Contractor will supply VCU Ryan White Programs with a fax containing a list of all requested transportation arranged the day before or arranged for the day the list fax is sent. This list should include: Patient Name, Appointment Date, Appointment Time, and Case Manager/Requester.

Van Go will comply.

3. Invoices

a) Invoice Inclusions

On a weekly basis, The Contractor will submit an invoice including patient name, pick-up and drop-off locations, total mileage per trip, price per trip, and any notes regarding that trip. An acceptable invoice format can be viewed in Appendix C.



Van Go will comply.

b) Total Invoice Amount

The Contractor will review the total invoice amount noted on the front page and confirm the total is equal to the sum of the fare prices of all transport indicated in that invoice. If the calculated total sum does not match the total sum on the front page, the invoice will be sent back and payment will not be received until error is corrected.

Van Go will comply.

c) No Shows

If patient does not arrive at pick-up location within 30 minutes of designated time, or make contact within those 30 minutes of vehicle arrival, The Contractor will indicate the patient's absence in the notes section of the invoice.

Van Go will comply. In addition, we will create calling and advance notice procedures to reduce the level of No-Shows.

F. TERM OF CONTRACT

1. Contract Dates

The anticipated start date of this contact is May 1, 2017. The term of the contract is one (1) year with four (4) optional one year renewal periods.

Van Go will comply.

2. Renewal Options

If VCU Ryan White Program chooses to continue partnering with The Contractor, the contract will be re-examined by representatives of each party, revised, and updated to fit new or existing needs.

Van Go will comply.

3. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew should be provided approximately 60 days prior to the expiration date of each contract period:

Van Go will comply.



If the Commonwealth elects to exercise the option to renew the contract for an additional one (1) year period, the contract price(s) for the additional one (1) year shall not exceed the contract price(s) of the previous contract period increased/decreased by more than the percentage increase/decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

Van Go will comply.

G. BUDGET AND PAYMENT

1. Method of Payment

VCU Ryan White Program may pay for transportation purchased through the Contractor by mailed check funded by the Ryan White Program.

a) Tax-Exemption

As a non-profit 501c3 tax-exempt non-profit organization (Federal Taxpayer Identification Number: 54-6001758 and Sales Tax Exemption Number: 01-220- 1761), the payment made to the Contractor will be tax-exempt.

Van Go will comply

2. Estimated Budget

VCU Ryan White Program sets an annual transportation budget of \$150,000 annually.

Van Go will comply

3. Patient Billing

The Contractor shall construct a mechanism in which to bill patients if VCU Ryan White Programs deems them ineligible; and, in effect, unable to receive transport services under the program. In this instance, VCU Ryan White Programs would notify the Contractor of this patient's ineligibility, and it would be the responsibility of the Contractor to confer with the patient to receive payment.

Based on and in accordance with Answer #19 in Addendum #1, Van Go will comply.

4. Refunds

The Contractor shall not award refunds for transportation to the individual patient, but to VCU Ryan White Programs.

Van Go will comply.



H. RFP #:7385698EC - Specific Requirements

a) *Plan for Providing Services*

- 1. Provide specific plans for providing service to VCU Ryan White Program's patients located throughout the state. Include plans for delivering tickets, costs or such delivery, express mail costs, toll free phone numbers if available, and plan for obtaining the PO / TA from the departments.**

Work Plan/Service Provision

Van Go will seamlessly implement this contract into its current operation. No learning curve will be necessary. The services required by VCU under this contract are exactly the type of services that Van Go has been providing in the Greater Richmond area for decades. We can assimilate this work directly into our existing operation, with only a minimum amount of time needed to ramp up.

The sections to follow provide detail on our plan for managing this service. In addition and as a way of overview, we are pleased to provide the assurance that our operation of this service will include all components of the project general services including but not limited to:

- Daily transportation requirements. All existing and new participants. Routing and scheduling rules and section below on Call Center, Scheduling and Dispatch and also "Minimum Scheduling Standards" for additional detail.
- Complete adherence to and understanding of the American with Disabilities Act (ADA), as well as all other appropriate regulation.
- Standards of performance and quality service.
- All vehicles undergo all required inspections.
- Wheelchair service availability. Provision of appropriate wheelchair accessible vehicles for clients in need of this mode.
- Supervision requirements, including safety reporting and investigation requirements.
- Billing and reporting procedures to comply with project general requirements. Please see additional reporting capabilities of Van Go and our routing systems.
- All other requirements and law including Equal Opportunity, non-discrimination, Drug-Free Workplace, records retention, insurance, etc.

We comply with all applicable laws, including having authority to operate the vehicles under the State Motor Carrier Laws Irregular Route Common Carrier Certificate, and filing of insurance form MC-11.



Our service for VCU will be available 24 hours a day. This generally meets and/or exceeds hours mandated in a project, and moreover extended hours are available. A manager and/or dispatcher will be on duty, monitoring trips, and always available by phone when clients are on the vehicles.

Our telephones are consistently covered by full-time staff members as well as a professional answering service for after hours. With our extensive increase in Customer Service Representatives (CSRs) and CSR training, we have almost a 0% call drop, very low hold times, and the telephone is usually answered within 2 rings. We purposely use live CSRs instead of ANY computer phone routing because of the personal assistance that we wish to provide to each and every client. Please feel free to call our Customer Service office at any time and see for yourself (804-261-7388). The dispatch office is always staffed with not only a dispatcher, but also an additional *assistant dispatcher* in order to ensure all transports, information, and requests are handled effectively. In addition to reservations, Van Go will always accept calls from customers inquiring about their trip ("Where's my ride" calls).

All CSR personnel are trained for customer service responsibilities. This includes, if necessary, the taking and logging of complaints per procedures.

2. Describe your approach to securing the lowest rates available to meet the patient's transportation needs.

Van Go fully understands that VCU is interested in securing the lowest reasonable price for this service. With this understanding, the reason for utilizing specialized transportation for these type clients is the level of expertise and quality that a company like Van Go can provide for vulnerable clients.

Taxi companies or services like Uber/Lyft provide needed service to the general public, sometimes at a reduced rate. However, their drivers are rarely trained in advanced Passenger Assistance Techniques, Patient Sensitivity, 1st Aid/CPR, or any of the extensive Safety Training procedures in the same way that drivers at Van Go are trained.

We believe that you get what you pay for: While untrained sub-contract drivers may offer a lower basic rate, they often create hidden/future costs such as re-dispatched trips, customer complaints, case-manager phone time, No-Shows, and increased insurance claims.

Van Go's pricing structure is industry competitive, and is designed to offer our clients value for their budget dollars. We will provide our lowest cost, highest efficiency transportation model. While our hourly/mileage rate may not be as low as a small or inexperienced company, we make up for the difference with high efficiency and expert customer service. A client may pay us a little more, but the value is much higher-per-dollar to the riders and their families, and there will not be any hidden costs (as mentioned above) that accrue over time.



3. Provide suggestions that the Contractor could provide VCU Ryan White Program to improve its transportation services.

VAN GO will work diligently with VCU project and case managers to create protocols and routes with the highest level of efficiency and productivity (lowest amount of vehicle time to transport the largest number of clients). We will call all clients to verify their pick-up times, and then call them again to alert them that the vehicle is enroute to reduce No-Shows. If requested (for an additional fee), Van Go will implement our "Where's My Ride" Application (see following page) for clients that have smart phones. In addition, we have over 25 years of experience in providing this specific type of service. Our General Manager, Operations Manager, Routers, and Admin Manager all have years of understanding, and hands on knowledge and proficiency at maximizing contract/client value and satisfaction.

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Where's My Ride Tracking App



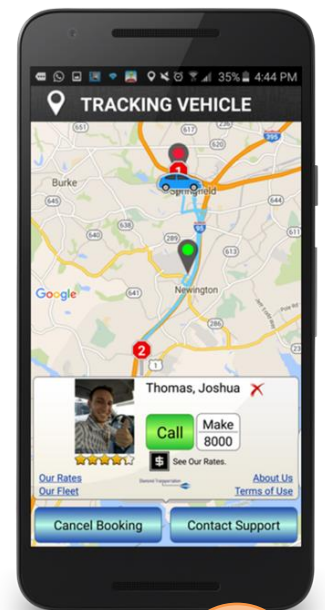
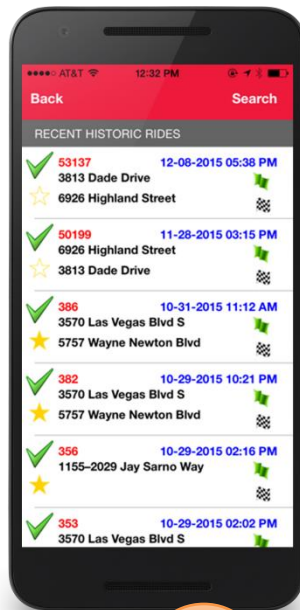
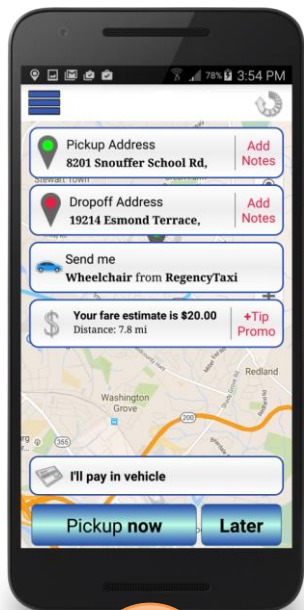
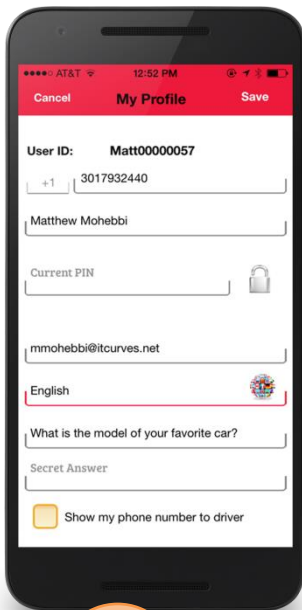
The Van Go **Where's My Ride** tracking app is available on android or iPhone and can be downloaded from the play store or the apple app store on iTunes, respectively.

After registering a profile:

- (1) Book advance trips
- (2) Add a trip to your trip list
- (3) Track the vehicle to your pick-up location and get an accurate estimated time of arrival
- (4) The tracking screen will display the assigned vehicle and driver information including the driver name and vehicle number.

✓Rate the driver in four distinct areas: service quality, vehicle cleanliness, etiquette, and on time performance.

✓This feedback is used to make improvements to our quality of service as well as expediting the resolution of complaints or customer dissatisfaction.





4. If applicable, identify and list the amount of fees (transaction, processing, service charge, etc.) that may be charged.

Van Go does not have these types of fees. Our fully allocated costs are reflected in our unit and hourly pricing.

5. Identify the location of the office that will provide services and its proximity to VCU Ryan White Programs.

Facility

Van Go's has a modern facility designed with transportation in mind. The facility is conveniently located at 5805 School Avenue in Henrico County, only minutes from most of the facilities that will be serviced in this project. The administrative facility is located less than a mile from the maintenance facility, allowing for effective communication between operations and maintenance. Additional information on the administrative facility is contained in the following subsections.

Administrative Facility / Features

The main facility contains 3,200 square feet of administrative space, and there is an additional 2,800 square feet which has been converted to a classroom and meeting space. The facility provides for all needed functional areas for this service:

- Driver check-in area and lobby. Complete with all needed support forms, counters for completing paperwork, driver mail slots, check-in counter, vending machines, well-maintained restroom facilities, tables and chairs, etc.
- Dispatch department. Includes dispatcher and assistant dispatcher areas, communications and dispatching equipment, etc. The department is designed for efficient customer service and dispatching including the latest in computer dispatching technology.
- Training area. Can be set up in a classroom configuration, this area includes all needed training furniture and equipment (audiovisuals, dry erase board, video equipment, etc.)
- Conference room (for meetings, conferences, and small training sessions).
- Executive Management and Office Management offices.
- Customer Service Center.
- Fenced and lighted parking area with ample parking

Van Go communications and computer dispatching hardware and software is described in this document. Van Go general office equipment includes personal computer systems with peripherals and appropriate software packages that are networked through a Windows Small Business Server 2013. Van Go's computing capability includes a complete software library, including word-processing, database and spreadsheet software. Custom software capability is also maintained, and includes computer programming. Van Go maintains complete analytical software packages, including statistical analysis, cost allocation, forecasting and numerous other packages.



Standard office equipment includes facsimile machines, photocopier and all other needed equipment.

Location

In addition to these resources, Van Go has the personnel and vehicles available to manage your project. While any project requires a certain minimum number of vehicles to operate, we have a fleet of almost 55 including 10 that are currently on hold from which to pull spares in the event of a breakdown or extra service needs. This allows us to further assure the quality transportation that the customer grows accustomed to. In conclusion, our entire team looks forward to continuing as the operator for this important project and we are pleased to answer any questions the customer may have on this information.

b) Qualifications and Experience:

1. Describe the experience and variety of services provided by your agency.

Experience

Following is a description of our years in business, qualifications of our firm and personnel, as well as financial stability information and references.

Van Go, Inc. of Richmond has been continuously providing transportation service since its founding in 1989 as a Virginia “C” corporation. In early 1990, the company was purchased by the current owner, J. Sid del Cardayre and converted to a sub-chapter “S” corporation.

By using a hands-on management style and modern sales techniques, along with a customized scheduling and dispatching software program designed by Mr. del Cardayre, Van Go, Inc. was able to grow from a one-room office with four vehicles and six employees to more than sixty vehicles and 70 employees.

Since our inception, Van Go has been providing service to special needs clients. We routinely transport clients with visual impairments, severe cognitive impairments including mental retardation, mental health issues such as schizophrenia or substance abuse issues, dialysis clients with special medical needs, and non-ambulatory clients with a range of different mobility devices. Therefore, all drivers generally exceed the training needed in providing project transportation services. We pride ourselves in our driver training, and go well beyond the skill and education levels of other companies in this region. All drivers handling clients with cognitive disorder have had special training on the general spectrum of mental illness. These trainings are ongoing and are held by the Henrico area mental health and retardation services and the Richmond Area Association of Retarded Citizens.

Van Go, Inc. currently operates approximately 20 wheelchair vans and 35 ambulatory vans, with more than 60 employees including 50 drivers and 10 support positions at our location in Henrico County. For more than two decades we have increased our clientele by a customer service motto of “Patience, Kindness, Tolerance, and Love,” realizing that our clients need to be treated as we would treat our own family.



Van Go, Inc. has been operating a fleet larger than thirty vehicles since 1995. We have a current ridership of more than 185,000 trips per year. Although it has taken us twenty years to design and evolve the system we run today, there is no question that it is one of the most efficient, reliable, and customer friendly operations in Richmond.

Because of our ongoing operations in Richmond, there will be no significant obstacles to implementing this service. The owner has the complete ability to modify the computer program, all reports, data interface, and any other aspects of the current system. There is very little time between a request for a system, report, or program modification, and the implementation of that change.

Unlike a national or international transportation company, **we are locally owned and operated** and we are in this market for *the long-haul*. We believe that in many ways, this is one of the most positive aspects of our operation, and one that benefits the customer.

The owner and top managers of this company are all right here in Richmond. Increasing the effectiveness of the system means increasing the profits to us, not to the corporate executives or stockholders in another state.

This motivation, along with the satisfaction of creating an efficient system of happy clients in our home town will encourage us through our direct dealings with the customer.

Our safe, reliable, and courteous customer service record is well known in the Richmond area.

Please contact any of our references to verify that they are extremely happy with the way the clients, as well as the case managers, nurses, and administrators are treated by our drivers, staff, and management.

Our experience with local contracts and with for-hire services means we know the area, and we are acutely aware of the importance of customer service to keep our Richmond area customers satisfied.

By contracting with Van Go, the customer benefits from the advantages of this long term involvement and our knowledge of the local area. It also brings Van Go's local area physical resources to your project and additional experienced local management that can be utilized as-needed.

Our key contract customers are described in the references section later in this proposal. Our customers also include a gamut of local area social service agencies, hospitals and clinics, assisted living centers, government agencies, insurance agencies, transportation centers, major employers, other local area business and individuals. Our experience with diverse special needs clientele includes the full spectrum of physical and cognitive disabilities.

We believe this aspect of our business is significant because of our emphasis on:

Prompt courteous response. Our radio and computer dispatched vans provide dependable, quality door-to-door service with minimal response time. With the largest private fleet in the Tri-City area, we can handle a high volume of requests with little advance notice.

State-of the art equipment our fully equipped wheelchair accessible ADA vehicles have raised roofs and doors for convenient access, as well as air conditioning, side windows, and first aid equipment for passenger safety and comfort

Our friendly, experienced drivers make it a point to get to know each of their riders individually. We have even gone a step beyond state licensing requirements by providing first aid, CPR, and PASS training for our team.



“Patience, Kindness, Tolerance, and Love”

2. Describe the expertise of your staff and a description of your training and development program, which will assure that all personnel assigned to them perform under any resultant contact, shall be capable and qualified in the work assigned to them.

2010 TLPA Paratransit & Contracting Operator of the Year



2010 TLPA Paratransit & Contracting Operator of the Year is J. Sid del Cardayre, Van Go Inc., Richmond, VA

In 1990, Van Go Inc. of Richmond, Virginia began with five wheelchair accessible, light-blue 1987 Chevys with homemade magnetic signs.

Today, due to founder J. Sid del Cardayre's work ethic, dedication and entrepreneurial spirit, Van Go Inc. has grown into a fleet of 70 vans, becoming the largest privately owned non-emergency transportation operator in the area.

This feat is just one reason why the Taxicab, Limousine & Paratransit Association (TLPA) is pleased to name del Cardayre

as its 2010 Paratransit Operator of the Year.

"I am happy and surprised that I was chosen," del Cardayre said. "The TLPA has been the single best group I have ever joined in terms of improving and increasing my business. The knowledge of the members and vendors here is almost unlimited and I always leave the meetings with a huge list of excellent ideas to implement."

Established in 1917, the TLPA is a non-profit trade association of and for the private

passenger transportation industry. The association honors exceptional operators and drivers for their outstanding service focused on professionalism, customer service and safety each year at a ceremony at its Annual Convention and Trade Show, held this year at the JW Marriott in Los Angeles from October 27-31.

Originally looking to open a laundromat, del Cardayre came across a small business listing for a wheelchair van company. To del Cardayre, it seemed a good opportunity. He cashed in his credit cards, borrowed some money from family members and purchased the company with one small contract.

"I had just turned 29 and was lucky enough to have no reasonable competition and dumb enough to believe that I just couldn't possibly fail," del Cardayre said. "Needless to say, I went through some pretty challenging times in those first few years, learning through trial by fire and asking for forgiveness rather than permission."

However, del Cardayre intuitively knew the essential elements of running a successful paratransit company.

"It seemed obvious to me from the start that treating the clients with patience, kindness and tolerance, just the way I would want my Mom treated, and keeping a fleet that looked and worked better than the competition was the best way to succeed," he said.

This mentality and attitude has helped Van Go Inc. become the largest of its kind in the area. Another component that distinguishes this company from its competition is the way employees are treated.

"We give our employees second and third chances when they make a mistake, help them with personal issues and allow them to be in direct communication with all levels of management," del Cardayre said.

Over the past two decades, del Cardayre has experienced many changes within the industry. Most notably, the evolution of GPS tracking, scheduling and routing software as well as the proliferation of Medicaid brokers have been the most impactful to those in the industry.

"While many companies see the brokerage system as a hindrance, it actually can be very helpful in an area like Richmond where there are dozens of unlicensed providers that are thinning out the productivity and giving our industry a bad name," he said.

His proudest moment of the last 20 years came when Van Go Inc. won a large contract from a national company about seven years ago.

"We got feedback from the county, our new client, saying they were immediately and extraordinarily pleased with our service," he said.

These days, del Cardayre has no intention of slowing down.

"My biggest challenge is expanding to the next level," he said. "We have grown to the maximum size possible with our current infrastructure. In order for us to expand again, we will need to make some serious changes to our systems, software, dispatching program and HR department."

This may just be the perfect endeavor for del Cardayre, who is no stranger to tackling challenges with poise, sincerity and expertise.

In recognition of exceptional dedication to professionalism, customer service, and safety, as well as for ongoing service to the industry, the Taxicab, Limousine & Paratransit Association is very proud to honor **J. Sid del del Cardayre as TLPA's 2010 Paratransit Operator of the Year.** ■

"It seemed obvious to me from the start that treating the clients with patience, kindness and tolerance, just the way I would want my Mom treated, and keeping a fleet that looked and worked better than the competition was the best way to succeed."

—J. Sid del Cardayre



Van Go Key Personnel

Qualifications of Staff

Van Go is committed to providing a local project team that exceeds the general requirements of service projects, the expectations of the customer and end users.

J. Sid del Cardayre, president and owner of Van Go will manage project start-up and initial administration. He will have direct oversight over the Van Go Mobility Service, with daily assistance from General Manager Travis Snellings, Office Manager Stephanie Conway, Operations Manager Traci Reynolds, and Dispatch Manager Linwood Braxton. Mr. del Cardayre has owned and operated Van Go since 1990. He was previously in middle management at Eveready Corp. handling job-cost accounting, budget estimates, accounts receivable, and PC programming. Mr. del Cardayre has a B.A. from University of Richmond with a major in Economics and emphasis in Computer Science.

Van Go General Manager, **Travis Snellings** will also provide oversight and have responsibility for the project. His extensive experience in the transportation industry has contributed to our growth starting with the immediate positive impact he made upon joining the Van Go team in early 2004.

As Operations Manager, **Traci Reynolds** oversees dispatch and routing, monitoring driver efficiency, implementing and maintaining Van Go's training & safety programs. She maintains ongoing contract client relationships and implements and oversees special projects.

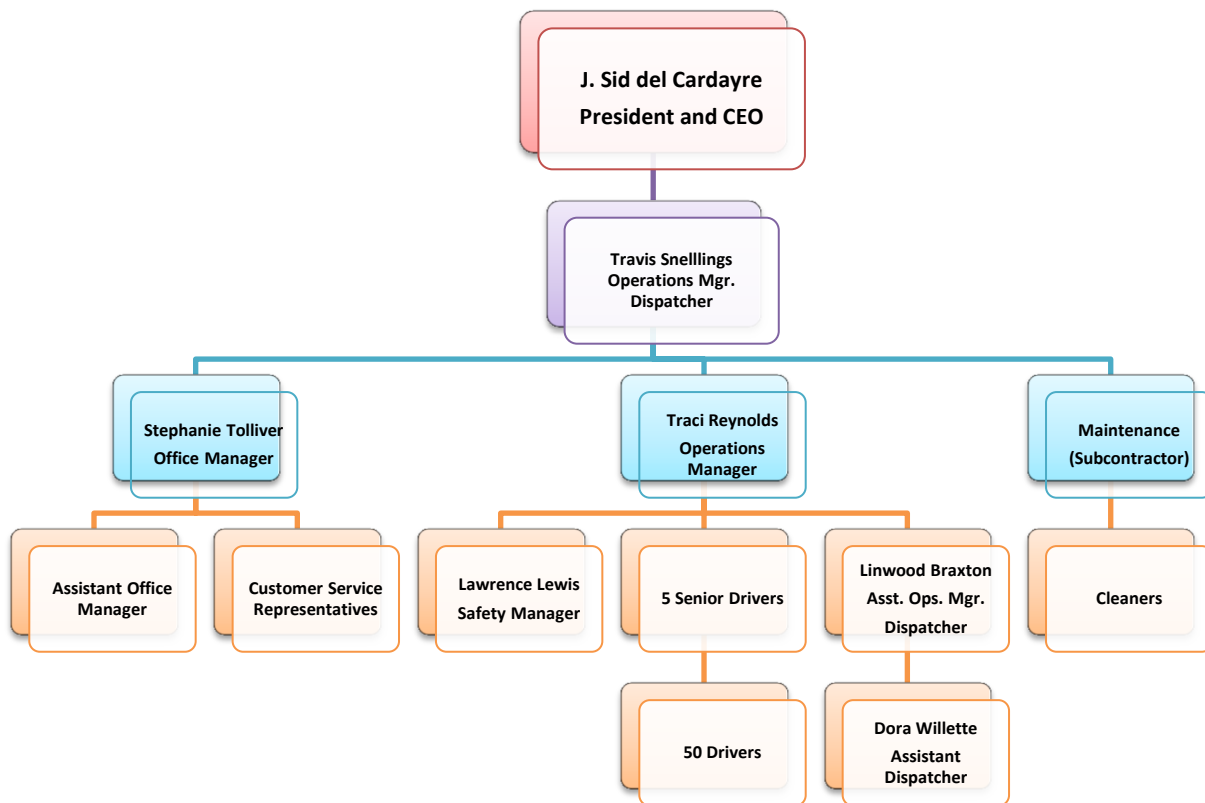
Our Assistant Operations and Dispatch Manager, **Lynwood Braxton**, will provide the customer with transportation service with a well-qualified leader responsive to program needs. Mr. Braxton is experienced with projects such as these, and has established a track record of achieving project goals. Mr. Braxton has over 15 years of experience in the Human Services Transportation field.

Stephanie Conway, Van Go's Office and Customer Service Manager will handle general administrative and clerical duties for this service, including assistance with report compilation, employee benefits administration, payroll administration, insurance forms and information, and employee policy handbooks. Ms. Conway brings more than 20 years of transportation experience to this project.

Our assistant Dispatch Manager, **Dora "Sissy" Willette** serves as the lead morning dispatcher. If needed, she has the expertise and ability to assume 95% of the duties of the operations or dispatch manager and step in when he is not here. Sissy brings 10 years of transportation experience to the project.

Lawrence L. Lewis is Van Go’s Safety Officer and Senior Training Manager for this service. Mr. Lewis brings more than 30 years of medical transportation experience to this project. Please see our safety and training program information (Exhibit 1), for additional information on the company’s safety and training programs.

Van Go also utilizes a team of Senior Drivers who serve both as Driver Trainers and Road Supervisors. **Tyrone Barnes, Wardell Mosby, George “Jay” Johnson, Collin Thibou, and Lynne Jackson** perform these duties. These drivers have in each case driven with Van Go for more than 5 years, and go through continuous senior driver training updates with the training officer and management. These Senior Drivers provide a critical element of the Van Go team’s qualifications. Please see driving training in Section F for additional information on our driver qualifications. Our organizational chart below details our company’s reporting structure.



VAN GO subcontracts our direct customer service training to **Customer Star Service** with Ms. Joyce Major. Ms. Major has an outstanding record of this type of training, and has taught “Train the Trainer” on the topic of Customer Service at Chesterfield University. We schedule Ms. Major to hold annual and updated training classes with our CSR’s and drivers. Please see the Customer Star website www.customerstarservice.com for additional information about this high-quality training program.

Joyce Major, CSS Partner

Joyce Major has been working with wide variety of private, public and non-profit organizations in the area of training, organizational development and customer service within the United States and in Europe for over 20 years. She is the author of several customer service articles and programs, many of which have won awards and recognition for CSS and its clients. Joyce holds both a Master’s in Counseling Psychology and an MBA, which allow her to bring both the people and business perspective into her work. Her email is j.major@customerstarservice.com.



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Driver Qualifications and Training

Overview and Assurances

Unlike most of our competitors in the taxicab industry, our drivers are all employees rather than sub-contractors. This gives us a much greater ability to manage, regulate, and implement required safety and training standards. For example, sub-contracted drivers cannot be required to take specific trips or perform many of our required safety and customer service behaviors. Because many taxi drivers are self-insured for personal liability, they do not put themselves in the position of physically assisting clients. By contrast, all of our drivers are required to aid any client that is in need of physical assistance.

In addition to our operator standards described in the previous section, Van Go provides active management of conduct and performance to achieve quality service. Van Go's emphasis on selection, training, performance monitoring, rewards and corporate culture result in high performance standards for our employees and a low incidence of performance problems. Ultimately however, where standards are not met, disciplinary action is necessary. Where work rules are violated, Van Go documents all infractions and takes action on each one. Action taken depends on the severity of the infraction; some incidents may immediately require termination. Company procedures in this regard will comply with your project at all times. In other instances, disciplinary action is progressive in nature and may begin with a verbal warning, additional training, a written warning or suspension.

Except for the most routine written warnings, action nearly always calls for counseling or coaching by the manager and frequently retraining. (Coaching is actually encouraged in non-disciplinary situations to improve performance of the individual and the work team.) Again, documentation of the action taken is included in all of these situations. Where employee performance requires retraining, this will be prescribed and completion of the retraining again documented in the permanent file. This retraining may be a part of the standard training program, or it may take the form of special training for the particular needs of the employee.

Here allow us to provide our assurance that our operation of this service will include all components of your project services and applicable regulations, including but not limited to:

- Van Go shall provide all transportation services in accordance with all terms and conditions listed in your project requirements.
- All Van Go drivers possess a valid Virginia Driver's License, and have additional certifications as indicated in our overview.
- Van Go performs criminal and sex offender background checks for all drivers and supervisors participating in the program. Van Go will perform department of Motor Vehicles (DMV) checks on the driving record for each driver and supervisor three times annually. Pre-employment records shall show no more than 5 total points accumulated in the past three years or no major violations (6 or more points) in the last four years. Annual DMV reports shall show no more than 5 accumulated points in a twelve-month period.

- Driver Training – In addition to our 30 hour “Senior Driver” training program, Van Go provides a minimum of 10 hours of training in passenger sensitivity and defensive driving to drivers. This training includes Passenger Assistance Techniques (PAT) or equivalent training, and a minimum of 2 hours sensitivity training in addition to training needed to secure the appropriate driver’s license required for the type of vehicle being operated.
- All reports will be designed to the customer’s specifications, and can be easily changed on short notice.

Driver Experience, Screening and Selection

Van Go’s minimum qualifications and hiring standards are presented in the following sections. *An important assurance is that wherever your project, our standards, or any regulatory requirements vary in exact wording or content, it is our policy that the more stringent requirement applies.* This includes but is not limited to all driver requirements for your project.

On average, we hire less than 15% of the driver applicants because we feel that in order to be a safe and efficient driver a person needs to have the following qualities in addition to the other minimum requirements listed:

1. Possess a driver’s license **for at least ten years**
2. Have lived in the Richmond area for at least five years
3. Exhibit mature, patient behavior towards clients
4. Exhibit excellent communication skills
5. Exhibit reasonable multi-tasking skills
6. Possess an extensive knowledge of the areas’ highways and toll roads
7. Exhibit a confident driving style so that distractions (such as talking on the radio or client conversations) have little effect on his/her operation of the vehicle.

During the interview process, drivers are given an extensive oral test of their knowledge of the city and other importance facets of being a member of the Van Go team. This has been *extremely* useful in determining not only a driver’s comprehension of the city and highways, but also a driver’s ability to multi-task, think under pressure, and communicate effectively.





Driver Qualifications

Professional, qualified drivers and other operational support positions provide the direct source of customer satisfaction on every trip. Our process and procedures for providing qualified drivers:

- **Begins with** an effective *recruitment, selection and screening* process
- **Continues with** comprehensive *new driver and follow up training*

The training is then **ensured, in an ongoing manner**, by monitoring and effective management techniques including ongoing safety programs.

Each of these components of our comprehensive program and more are described in this section. Selection of Van Go will ensure professional drivers at all times.

- ✓ Operates authorized vehicles from point to point within the service area based on computer manifest and add-on orders for passenger pickups and drop-offs. Follow all procedures and work rules set forth by the company and project clients.
- ✓ Provides courteous, professional, patient and kind interactions with clients and caregivers. Provides passenger assistance according to company and project client policy, including physical assistance to mobility impaired passengers using Passenger Assistance Techniques (“PAT”) training.
- ✓ Utilizes route sheets, navigational devices and maps to follow the most effective route from point to point based on scheduling demands and traffic conditions. Facilitates shared ride efficiency without sacrificing quality by making recommendations to improve routing of pick-ups and drop-offs.
- ✓ Communicates with the dispatcher over the radio and/or mobile data devices and other equipment to facilitate trip assignments and other dispatching and event communications functions.
- ✓ Performs vehicle inspections including pre- and post-trip according to regulatory, contractual and training requirements.
- ✓ Maintains accurate records of pick-up times, drop off times, passengers transported, and related data.
- ✓ Prepares other reports including vehicle reports and other routine and incident reports.
- ✓ In the event of an emergency stays calm and assists others according to training and procedures.

Criminal Record Checks

Van Go performs criminal background checks on all drivers and supervisors. We utilize federal, state, and local criminal background checks from Intellicorp, Inc. (www.intellicorp.net). For driving record backgrounds, please see previous discussion in this section.



Driving Background / Record

Van Go currently has, and shall always insist on, a higher level of driver requirements and Department of Motor Vehicle (DMV) record checks than is required in the average contract. This is in order to maintain a higher than standard crew of drivers, and thus, lower insurance rates. All supervisors' records are also checked.

DMV checks on the driving record and arrest records for each driver and supervisor before hire and on a quarterly basis. Pre-employment records must show no more than 4 total points accumulated in the past three years or no major violations (6 or more points) in the last four years.

In addition to our point standards, the following requirements *also* apply.

- No more than 1 moving violation in the last 3 years
- No more than 1 accident in the last 3 years
- No combination of more than 1 accident and 1 violation in the last 5 years
- No DUI in the last 7 years
- No Reckless Driving or Suspension in the last 5 years

Drivers are required to turn in any tickets they receive while employed with us whether they are on the job or not. We have all drivers fill out a release form, pull DMV records quarterly, and require that drivers maintain the above standards while employed with us. This ensures that all drivers stay licensed and maintain the minimum requirements at all times.

Random Drug and Alcohol Testing

Van Go provides a Drug-Free Workplace which is a general project requirement. We use Trident National (www.trident-national.com) for all of our drug & alcohol screening.

Van Go maintains a comprehensive drug and alcohol free workplace policy that is in full compliance with all applicable regulation. Our program includes;

- Company Policies Applicable to All Employees
- Requirements and Prohibitions for Safety Sensitive Positions
- Alcohol Use Policy
- Drug Use and Drug Testing Policy
- Availability Following Accidents
- Drug and Alcohol Testing Procedures
- Pre-Employment (and Pre-Transfer to Safety Sensitive) Testing
- Reasonable Suspicion Testing
- Random Testing
- Post-Accident Testing
- Confidentiality
- Record Keeping and Reporting
- Drug and Alcohol Awareness Training for All Safety Sensitive Employees
- Reasonable Suspicion Training for Supervisors
- Drug and Alcohol Awareness Program

Drivers are tested at the following frequencies:

- Pre-Employment and Pre-Transfer to Safety Sensitive Position Testing
- Reasonable Suspicion. If, in the opinion of a trained manager of a covered person, there is reasonable cause to suspect the individual is using a prohibited drug and/or is in violation of the drug or alcohol policy, drug and/or alcohol testing will be performed. Supervisors of sensitive safety persons will receive reasonable cause training.
- Random Testing. Covered persons will receive random testing for drugs and alcohol in compliance with appropriate regulation. Selection for random testing will utilize a scientifically valid computer based random number generator. Test dates and times will be spread reasonably across all service days and hours where employees are operating and/or maintaining revenue vehicles and reasonably spread throughout the year and shall not establish a predictable pattern. Random tests are unannounced and immediate. Once a safety sensitive individual has been notified that he or she has been selected for testing, he or she will report immediately to the collection site.
- **Post-Accident Testing** will be performed following an accident that meets the below criteria unless the covered person's performance can be discounted completely as a contributing factor, including not only the vehicle operator(s) but others such as mechanics.
 - with any injury accident where an individual receives immediate medical treatment away from the scene of the accident, including when a company vehicle is struck from the rear; or
 - where the revenue vehicle or any other vehicle involved incurs disabling damage such that it is transported from the scene by means of a tow truck or other vehicle, or
 - with any incident where the Van Go driver may be at fault, no matter how minor.



Driver Training

Van Go has comprehensive training and management of driver credentials.

Our current Safety Manager, Lawrence L. Lewis, has been in this industry for more than 30 years. He was a driver and training supervisor at Transportation Management Services, Inc. (STAR Program) for 2 years, and then came to Van Go in 1995. Mr. Lewis took all the safety and training classes that TMSI/STAR offered, and has had recurrent training while at Van Go.

All drivers are required to complete the following training:

- ✓ Company Orientation
- ✓ General Work Safety (including Body Mechanics)
- ✓ Vehicle Familiarity / Vehicle Equipment
- ✓ Defensive Driving or equivalent
- ✓ Vehicle Pre-Trip Inspection Procedure
- ✓ 4-point Wheelchair Tie-Down Procedures
- ✓ Three-wheel Scooter Tie-Down Procedure
- ✓ Customer Service Sensitivity Training
- ✓ Passenger Relations
- ✓ Working with the Cognitively Disabled
- ✓ First Aid and CPR.
- ✓ Biohazard / Blood borne Pathogens / Infection Control
- ✓ Fire Extinguisher Training
- ✓ Communications / Radio Procedures
- ✓ Emergency and Accident Procedures
- ✓ Map reading and Locations
- ✓ Procedures for specific contracts
- ✓ Paperwork and Reporting (including accident and incident reporting).



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Drivers are also trained in several procedures, which have been developed specifically by Van Go, Inc. and are not typically used by other companies such as:

- Velcro-Strap-In procedure for weak or unstable clients
- Loading and Unloading extra-wide wheelchairs

Driver Observation Period

Van Go, Inc. currently requires an initial 8 to 24 hour “observation period” for all drivers. This is a period where the driver can observe the job and his/her daily duties while the senior drivers are evaluating the candidate for attitude, knowledge of the city, willingness to help, etc. After this, program we have an initial training program that is 24 to 40 hours long depending on the driver’s previous experience in this industry.

Initial driver training on issues such as map reading, passenger assistance, sensitivity and customer service are performed by the **Senior Drivers**. In order to qualify as a Senior Driver, a person must meet the following requirements:

- Be at least 35 years of age
- Be employed full time with the company for more than 3 consecutive years
- Have an excellent safety record
- Be approved by the operations manager, general manager, and CEO

Because the Senior Drivers have a better pay potential and higher job security, the Senior Driver program motivates drivers to be safer and more conscientious. It also provides continuity and good moral among the entire crew of drivers by showing that there is more to work for than simply a paycheck. The senior drivers offer mentoring, constructive criticism, and motivation to all the drivers whether or not they are being trained.

Procedure Manual

In addition to the training program materials just described, drivers are also issued a comprehensive policy and procedure manual, copy on request, which includes the following topics:

Introductory

Employee Welcome Message
Introductory Statement
Employee Acknowledgement Form

Employment

Nature of Employment
Employee Relations
Equal Employment Opportunity
Employment Requirements
Immigration Law Compliance
Outside Employment
Non-Disclosure

Employment Status and Records

Employment Categories
Personnel Data Changes
Introductory Period
Employment Applications
Performance Evaluation

Employee Benefit Programs

Employee Benefits
Vacation Benefits
Holidays
Workers’ Compensation Insurance
Bereavement Leave
Benefits Continuation (COBRA)
Health Insurance



Timekeeping/Payroll

Timekeeping
Employment Termination

Work Conditions and Hours

Safety
Work Schedules
Use of Phone and Mail Systems
Smoking
Overtime
Use of Equipment and Vehicles
Visitors in the Workplace
Computer and Email Usage
Internet Usage
Workplace Violence Prevention
Cell Phone Usage

Miscellaneous

Suggestion Program
Client Rules

Leaves of Absence

Medical Leave
Family Leave
Personal Leave
Pregnancy-Related Absences

Employee Conduct and Disciplinary Action

Employee Conduct and Work Rules
Drug and Alcohol Use
Sexual and Other Unlawful Harassment
Attendance and Punctuality
Personal Appearance
Return of Property
Resignation
Drug Testing
Progressive Discipline

Supervision of Drivers

Management and supervisors monitor service on an ongoing basis, respond to events, and prepare formal reports of field observations. Formal observation of operators includes adherence to safe operation, all project general requirements, assisting clients, appropriate routing, radio communication, and other factors. Field observations include both those in which the driver is aware as well as those in which he/she is unaware (“observed” and “unobserved”). In on-board observation, the supervisor rides with the driver in actual service. Other observed checks are at common drop-off and pass-by locations. At common drop off locations, the field supervisor will also perform client outreach activity and provides reports on this activity. Supervisors perform other functions as required, including responding to the scene of incidents or accidents, where they assist as necessary and prepare reports on same.

Feedback is an extremely important part of the inspection process. We make sure all responsible persons, including drivers, receive feedback on observed performance. This includes prizes and other incentives, or disciplinary action, if required, for less than satisfactory performance. Formal reports of observations be made and maintained, with appropriate report information communicated to the driver.

Uniforms and ID Badges

Van Go, Inc. uses CINTAS uniform service to provide complete uniforms for all drivers. Due to the delay in obtaining uniforms for new drivers, we keep several sets of spare uniforms on hand for drivers who either are in training or have been authorized to start driving before their own set of uniforms has arrived. In addition, we make our own ID badges at the office so there is no delay in receiving a badge before a driver is released to operate on his/her own. We will be pleased to bring a sample uniform and badge to the interview or otherwise for the customer’s consideration.

Provision of Relief Drivers

We currently employ more than 50 trained drivers, on both full and part time status. Additionally, we have on-going employment advertisements in the Richmond Times Dispatch and The Employment Guide as well as the Jobs Weekly. We continuously interview and screen potential drivers so that we have a base from which to hire at any time.

Since 1989, we have always been able to meet any work fluctuations or driver absences that occur in the business. With more than 65% of our drivers on full-time status and willing to work as much over-time as is required, we never have a problem filling in where there is a need.

Vehicles and Maintenance

Van Go will fully meet or exceed your general requirements as well as and all regulation applicable or cited in your project. We are committed to excellently-maintained vehicles on this project and will provide preventative and corrective repairs in conformance with all government regulation, all project requirements and all standards of the vehicle/component manufacturer.



Van Go does NOT perform our own State Inspections, and therefore keeps an unbiased, outside mechanical viewpoint to ensure that all vehicle standards are double checked on an annual basis. Of course, in addition to state inspections, we also perform regular preventative maintenance that covers most state inspection points as well as additional vehicle details. Van Go's maintenance facility and equipment will also be maintained in conformance with all regulations and project standards. Record keeping will exceed all regulatory and project requirements.

Vehicles: New, Lease/Purchase, Fleet

Van Go provides the option to (A) purchase new vehicles specifically for the project, (B) manage your existing fleet through a lease or purchase agreement, or (C) utilize our own fleet to provide service. The average age of our fleet that will be used to provide service will be less than five (5) years, and no vehicle in the contractor's fleet used to provide service for the program will have excessive total vehicle miles. All vehicles are maintained at very high standards with all moving and body parts replaced or repaired when needed. Drive-train and front ends are replaced on a regular basis to keep all vehicles in the most reliable condition.

For more than 25 years, Van Go, Inc. of Richmond has been evolving our choice of fleet vehicles and developing the best strategy for ensuring we have the back-up vehicles that we need. Through the firms of Quality Van Sales and Hyman Wholesale, we have built a top-of-the-line fleet of standard vans and wheelchair vans that exceed most industry standards.



Maintenance Services

All vehicles will be maintained at the Hilliard Road BP Service Center. Any repairs which cannot be handled by Hilliard Road BP will be sub-contracted out to either, Bill Talley Ford, Art's Automotive, or Matthews Auto. Triplicate copies of maintenance records are always kept; one at the main office in the vehicle file, one at Hilliard Road BP.

Maintenance Facility Features and Equipment

The Van Go maintenance facility is a modern 3 bay building also located at the Hilliard Road BP at 3000 Hilliard Rd., only 6/10 of a mile from the main offices. The building is located on a well-drained, paved parking area. The building also houses a stocked parts department with computer controlled inventory functions. The building also houses an office area, restroom and related facilities.

The maintenance department is equipped for all maintenance functions necessary for this service, and much more. Hydraulic wheelchair lifts are maintained by Mobility Center of Virginia at 249 E. German School Rd. Richmond 23224 (804-231-7774). The Hilliard Road BP maintains complete standard maintenance equipment, including work benches, grinders, vacuum cleaners, drain pans, air tool equipment, power grease guns, etc. Complete reference materials are also maintained, including chemical data sheets and the Van Go Service Department Manual. In addition, the Hilliard Road BP mechanics maintain standard hand tools necessary for the repair of vehicles.

Preventative Maintenance

Vehicle mileage is entered into the preventative maintenance (PM) computer program twice weekly. This program then determines which vehicles need what type of attention. In addition, minor vehicle problems that are reported by drivers such as interior lights, rattles, window problems, etc., are put into the program so that they are printed on the PM tickets and are then handled at that time.

All vehicle information is tracked so that this system will report vehicles that are in need of preventative maintenance, to include but not be limited to:

5,000 miles or 90 day PM:

- ✓ Change oil and filter and lube
- ✓ Check all fluids
- ✓ Check brakes and belts
- ✓ Check and rotate tires
- ✓ Tighten parking brake
- ✓ Check all lights
- ✓ Check all doors
- ✓ Check fire extinguisher and First Aid kit

20,000 Major PM:

- ✓ All of the above except oil and lube
- ✓ Change transmission fluid and filter



- ✓ Change air and fuel filters
- ✓ Change rear-end grease
- ✓ Annual Inspection
- ✓ License plate stickers
- ✓ Any other minor problem, required maintenance, or inspection

Defect Reporting

Drivers also fill out repair sheets, which alert management of any problems that need immediate attention. When a manager or dispatcher receives one of these sheets, he/she notes the vehicle as out of service in the computer and hangs an “out of service” tag on the key board so that the vehicle is not accidentally assigned before the repair is completed.

Contingency Plans for Breakdowns or Vehicle Malfunctions

Our emphasis is on prevention of any breakdowns. In the event a breakdown does occur, Van Go utilizes 24 hour, 7 day Emergency Road Service is provided by Glen Allen Towing Co. We insist on only rollback tow-trucks to prevent any towing damage to our vehicles. In the event that a vehicle transporting clients breaks down in an outlying area when all other drivers are tied up, the towing company will tow a spare vehicle out to the distressed van so there is no delay delivering the passengers.

Vehicle Cleaning

Van Go will give special attention to vehicle cleanliness if awarded this project. First, every vehicle interior will have all trash removed and be swept and dusted, including windows, and spot mopped or vacuumed as necessary, deodorized, and any other needed cleaning no less than at the conclusion of each shift. The company also has vacuum and other cleaning equipment and all needed supplies for interior cleaning needs.

The vehicles are additionally hand washed at a minimum of twice per week, or more frequent as needed due to unusually dirty road conditions. This cleaning includes but is not be limited to ceiling, walls, floors, seats (including upholstery cleaner to facilitate the deep cleaning process), driver area and dash, ancillary equipment, and windows.

In addition to the routine cleaning, the vehicles are scheduled for a through interior or “detail” cleaning on a periodic basis. This cleaning includes all those tasks previously mentioned plus additional detail cleaning, and it includes such additional details as tire dressing, vinyl cleaning, spot removal and interior disinfecting, hand wax, etc.

Body Shop

For body repairs the company uses:

Pouncey Tract Collision Center
15440 Pouncey Tract Rd.
Rockville, VA 23146
804-749-4455

We emphasize quality maintenance of vehicle exteriors and interiors, in addition to mechanical condition.

Fueling



All vehicles are primarily fueled at the Hilliard Road BP at 3000 Hilliard Rd. The President and C.E.O. of Van Go owns this facility and is therefore able to create an excellent vertically integrated savings for the company. In the case of out-of-town trips, vehicles are fueled at any convenient BP station. All drivers have dedicated BP cards that stay with them to ensure there will always be access to fuel.

LPG Dual-Fuel Propane System

95% of our fleet is equipped with the Prins LPG Dual-Fuel conversion system, allowing us to provide a Clean-Fuel, Eco-Friendly service, and crate cost savings in the form of lower fuel and repair bills, which we pass on to our customers. We have a 4,000 gallon propane fueling station on our property centrally located in Henrico County, and all LPG vehicles are able to fuel up multiple times each day if needed.

Door-to-Door and Hand-to-Hand Service

Van Go provides door-to-door service to ALL of our clients if requested. Unless previously arranged by our office, drivers will always knock on the door of a home to pick-up a client, deliver them to the door or waiting room of their destination, and return them to their door back at home. Van Go also provides hand-to-hand service for clients that need the extra attention or supervision. However, we suggest that Van Go drivers not go inside clients' residences except to push their wheelchair over the threshold or to notify residence managers that we have arrived.

Drop Off

In the event that a customer's mental or physical state require that he/she not be left alone and therefore needs to be "handed off" to a family member at home or a staff member at a destination, the customer or family will make arrangements for this and Van Go drivers will cooperate and facilitate this process. Unless previously arranged with our office, passengers so designated will not be dropped off and left unattended if no one is home or if the destination location is not open.



Travel Time

All clients will have scheduled pick-up times coordinated so that no client is normally subjected to unreasonable one-way travel times. This will be based on a normal schedule and average road and traffic conditions. Of course, if a client lives an exceedingly long distance from a program or facility, there may be some instances where a client may ride somewhat longer on occasion, especially if that client lives outside of the normal service area.

Communicating Service Delays

Van Go maintains constant communication with program managers and client residences. If an emergency schedule change, severe weather, or other delay or program cancellation occurs, Van Go managers will immediately communicate by telephone with the client residence(s) and program(s) that are affected.

Safety and Quality Control Program (QCP)

Van Go is committed to quality service and we have addressed many quality control topics throughout this document. For key personnel / staff and organization to support the QCP, please see Section D. for *Resumes of Key Personnel*, Contractor Key Personnel for managing and monitoring quality, including our organizational chart preceding that section. Personnel are authorized to take corrective action to ensure quality service at all times in our organization. These personnel are likewise well-qualified and trained for quality performance; please see the training program in this overview; additionally we maintain critical procedures for quality as described in that section. We also address on-time performance for each service call as described in the Scheduling section of this document, and we use several approaches to monitoring consistency and quality of service, from dispatchers and dispatch procedures to field supervision. Some additional information on quality control also follows in the below sections.

Van Go is fully compliant with all requirements of the Americans with Disabilities Act (ADA). This includes but is not limited to:

- Vehicles
- Service Standards
- Training

Road Supervision

Management and supervisors monitor service on an ongoing basis, respond to events, and prepare formal reports of field observations. Formal observation of operators includes adherence to safe operation, all project requirements, assisting clients, appropriate routing, radio communication, and other factors. Field observations include both those in which the driver is aware as well as those in which he/she is unaware (“observed” and “unobserved”). In on-board observation, the supervisor rides with the driver in actual service. Other observed checks are at common drop-off and pass-by locations. At common drop off locations, the field supervisor will also perform client outreach activity and provides reports on this activity.



Supervisors perform other functions as required, including responding to the scene of incidents or accidents, where they assist as necessary and prepare reports on same.

Feedback is an extremely important part of the inspection process. We make sure all responsible persons, including drivers, receive feedback on observed performance. This includes prizes and other incentives, or disciplinary action, if required, for less than satisfactory performance. Formal reports of observations will be made and maintained, with appropriate report information communicated to the driver.

Customer Feedback

We consider any customer input, positive or negative, an invaluable information source that needs to be documented. This includes complaints, commendations, suggestions, or reports of need even if they do not directly involve us (i.e., for social service assistance), etc. Regardless of the source of incident information, each is documented, investigated, and acted upon within 2 business days of the initial complaint. Permanent records of all incidents are maintained and copies can be furnished to the customer upon request. If a complaint or other input needs a response, standard reply forms are utilized by the appropriate manager to respond in detail. The manager would then call the individual and/or the customer with the response.

Complaints: Van Go will accept calls from customers inquiring about their trip (“Where’s my ride” calls). Complaints about the program, dispatchers, drivers or policies will be accepted and processed by Van Go and may be directed to the customer for investigation and resolution. Service complaints will be investigated and a response will be provided in writing and/or by telephone within 2 business days of the initial complaint. Policy complaints will be brought before the customer for discussion. All complaints will be reported to the customer. Any charge of misconduct on the part of the driver or the contractor shall be reported to the customer for immediate investigation. Excessive complaints (more than 1% of average annual trips) regarding a contractor may be grounds for termination of the any service agreement.

Van Go currently meets on a quarterly basis with customer staff. We also participate in annual training for our drivers who transport our clients. Van Go will continue these trainings and quarterly meetings, and will also comply with any other needed training or meetings to assure quality service, minimize complaints, and refresh drivers on new and evolving techniques and strategies in caring for clients from this population.

Accident and Incident Management

All drivers, dispatchers and management personnel are trained in the company accident and incident procedures. All accidents and incidents are immediately reported to the dispatcher, who follows an **accident/incident checklist** to ensure procedures are being followed. In addition to the dispatcher, accident procedures are contained in the **driver’s accident kit**, and are covered in both the driver and the dispatcher training programs. When notified, the dispatcher immediately pulls the Dispatcher Incident Report form and verifies with the driver that initial procedures are followed while recording the initial report. This initial report forms the **management action report**, and ensures follow-up that the driver’s formal report at the base occurs in accordance with procedural timeframes.



The operator's and the dispatcher's first concern is to make ensure EMS is en route for any injuries and that the vehicle and passengers are not exposed to additional injury, and then to find out what clients are on board and what parties are involved in the accident. Dispatch will notify police and EMS if there appears to be an injury involving the need for immediate medical treatment. Designated personnel will then be notified on according to procedures, and this recorded on the report form. A road supervisor will immediately be dispatched to the scene of the accident. Appropriate management will be contacted. When released by the authorities, another vehicle or road supervisor will transport the clients to their destinations.

Each vehicle will be supplied with **an accident kit (including checklist, forms, camera, procedures, etc.)** allowing drivers to ensure that procedures have been followed, that appropriate information is gathered, and that photographs are taken. The operator will pass out "courtesy cards" to all clients and witnesses. The dispatcher will automatically reroute or send another vehicle and operator to complete the run. If no injury requires immediate attention and the vehicle does not need to be towed, then the operator may return the vehicle to the base; otherwise the driver must immediately report for a drug and alcohol test. As soon as the operator is able to report to the base, he or she will complete all required paperwork. The insurance carrier is also immediately notified of the accident and provided completed accident reports and other relevant information.

Accidents are investigated and managed in accordance with claims management procedures. Additional details on these procedures are maintained by Van Go and are available on request.

Dispatcher Emergency Preparedness Training

The dispatchers are all trained in a supervisory capacity to manage any unexpected situations and emergencies should they arise when the operations manager or safety manager is off-duty. However, either the operations manager or CEO will always be available by telephone or pager should a dispatcher encounter a situation that he/she is not able to handle. We have been operating under this system for almost sixteen years, and in the past 15 years, we have never encountered a situation where the dispatcher could not make a decision or reach the operations manager or CEO for help. Again, this is one of the benefits of having ALL of the company management here in Richmond.

Van Go has an outstanding safety record. Our statistics since 2014 are:

- ✓ 3,146,449 miles driven
- ✓ 1 at chargeable accident every 524,408 miles
- ✓ 0.21 per 100,000 miles

Because our operators drive an average of 45,000 miles each year, this statistical accident rate indicates about one at-fault accident per driver for every 10 years of operation.

Safety Policies

In order to motivate drivers to maintain a safe attitude and driving record, we use a comprehensive driver safety program, similar to the one currently being used by much larger companies. This program utilizes such concepts as safety bonuses, driver safety meetings, posters, and spot checks.



We also employ the DriverCheck Program, which utilizes a numbered decal system on the back of the vehicles with a telephone number for other drivers to call if they see one of our vehicles operating in an unsafe manner. Since the implementation of these programs in 1998, we have reduced our accidents and moving violations by more than 75%. Our training program also includes “Decision Driving” safety modules from Liberty Mutual including:

- Look Ahead Capacity
- Signal Your Intentions
- Size Up the Whole Scene
- Plan an Escape Route
- Take Decisive Action

3. Provide evidence of financial stability

Financial Stability and Accounting Controls

Van Go has sufficient financial resources available for this project. Your project can easily be financed from internal sources. Nevertheless, credit lines are available if needed. Being an existing and locally owned company, we have available and existing resources, and ongoing supplier relationships in the area that are ready to immediately absorb this project. The following subsections provide additional detail on our important capabilities. Copies of tax returns and accounting statements are available upon request.

CPA

Our certified public accountant is George G. Crowell and Elizabeth G. Stith of Harris, Hardy & Johnstone (804-560-0560). Their services include a full range of accounting, auditing and financial services. All company books are kept according to generally accepted accounting procedures. Controls are also furthered by having local ownership.

Invoices

Van Go will submit invoices which will include a paper invoice and an electronic spreadsheet (if requested) by the end of the following week for the trips from the previous week. All trips will be processed in the PARADOX 5.0 and I.T. Curves system by double checking the GPS tracking input received from the drivers as they transport clients against the written and/or signed manifests that each driver maintains during their route. All driver manifests and electronic transport data will be maintained for at least five (5) years should the customer need to audit or review the information.

Reporting

We understand that record keeping and reporting can be very important, yet frequently difficult, hurdles for our customers. We have an excellent comprehension of the computerized databases that we use, and have historically been able to create *any type* of report or form that has been required for any of our customers. The programs are totally relational and can perform multiple-linked queries along with customized reports to output the data.



To create the reports for the customer, we can use macros with data access objects for Visual Basic to transfer database records and statistics into EXCEL spreadsheet reports. This will be done by first generating ASCII reports in columns and rows and then using the EXCEL import function to bring the data into the spreadsheet form. This can then be transmitted to the customer by e-mail, or printed and faxed.

Most of the other reports can be generated using the standard report generator. We simply need to make room in the database for the appropriate information. We are willing to create some sample reports for the customer's inspection prior to final approval of your project award.

Local Ownership

Ownership is committed to your project as well as effective financial management of the company.

4. Describe service enhancements unique to your agency including franchise agreement

The Van Go Difference

Van Go has a unique appreciation of the specifics of special needs requirements and will make any modifications as needed for to the abilities and resources needed for this project. These abilities and resources are described in detail in the following subsections.

In providing the transportation services, Van Go will provide all general requirements in the specifications including, but not limited to all drivers, management and supervision, dispatch, vehicles, insurance, vehicular maintenance and cleaning, facilities, storage, supplies, tools, and equipment. Van Go will effectively communicate with the customer utilizing a team concept, which mandates the constant effort that ensures quality service and customer satisfaction. Should incidents or public emergencies occur, Van Go will manage these situations as required, in collaboration with the customer. In short, Van Go will exceed the general requirements of the service at all times.

Van Go has already in place the facility, required operating systems, implementation personnel and other resource structures. To further confirm our state of readiness, we have no current or upcoming commitments that could interfere with accomplishing your project implementation. Thus, a significant portion of the implementation process is already performed.

Additionally, upon service award, these local resources will be instantly brought to bear on the remaining tasks, ensuring a smooth and speedy start-up of services. Many of these resources, including facilities and personnel, are described in various sections of this document. Information on our routing system, administrative support and other components are detailed in the sections that follow.

Van Go has a current Irregular Route Common Carrier Authority (DMV IRCC Permit #27) from the Virginia Department of Motor Vehicles. This type of authority is required to provide this service in the state of Virginia, and verifies our company's vehicle specifications and insurance minimums. We have held this authority for over 25 years.



The most important aspect of Van Go, Inc. of Richmond is that while we have grown to be one of the largest privately owned transport companies in the area, we are still a single-owner small business with a philosophy that one would expect from their closest neighbors. The owner has grown up and lived in Richmond for over 45 years, and our company motto has always been behind the hiring and training of each and every driver and employee.

So many of our customers and their families are elderly, physically or mentally challenged, or have communication problems that we have decided *the best way to provide excellent telephone service is to always answer the phone in person rather than with a machine*. Van Go, Inc. of Richmond has chosen to expand our call center rather than switch to an automated answering system to ensure clear, personal communications with all of our clientele.

Mr. del Cardayre and the company managers still personally interview and hire all of the drivers so as to maintain the highest standards of ability, friendliness, professionalism, and to ensure that “Patience, Kindness, Tolerance, and Love” will always be reflected in the company. We have found that this practice also ensures that drivers understand and respect the small-company atmosphere and therefore are much more committed to the company for the long term.

Another one of Van Go’s unique assets is the custom software package designed and implemented by Mr. del Cardayre along with the new routing and scheduling software from I.T. Curves. For over twenty five years, we have evolved one of the most complete and integrated programming systems for this industry. In combination with I.T. Curves, the program integrates a detailed customer service database, computerized dispatching, automated payroll and productivity computation, maintenance tracking, and AR/AP. This program continues to set our company apart from the rest of the industry by increasing our efficiency and providing an excellent platform for our customer service personnel.

Our Mission
*Caring and Excellent Transportation with
“Patience, Kindness, Tolerance, and Love”
Treat every client like our own family.*

We believe also that the routing and scheduling must still be performed with the heavy involvement of humans. While there are a plethora of high-priced routing and scheduling software packages on the market, our experience shows that human involvement is necessary. The operations manager and dispatchers continuously go over the regular routes looking for better, more efficient ways of running the trips. The more efficient the routing, the better we are able to expedite the trips and conserve precious vehicle time in case of emergencies such as breakdowns or add-ons.

5. Are you a member of a consortium? If so, which one and why did you select that one? Provide a list of services that the consortium provides to your agency.

Van Go is not part of any consortium.



6. Provide three (3) recent references, either educational or governmental, for who you have provided the type of services described herein. Include the date(s) the services were furnished, the client name, address and the name and phone number of the individual VCU Ryan White Program has your permission to contact.

1. Agency: **Henrico County**
Department of General Services Purchasing Office
1590 E. Parham Road
Richmond, VA 23228
Contact: Ms. Marty Sheppard, (804) 727-8571,
she04@co.henrico.va.us

Description: Transportation for Henrico Area Mental Health and Retardation Services

- Approximately 82,000 trips per year
- 15 vehicles with potential to grow to 20
- Schedule and coordinate more than 165 clients a day, including routing onto vehicle tours to reduce cost.
- Maintain database of mentally challenged clients' special needs

Term/Status: Contract started February 1, 2004 and continues. Renewed 5/1/16

2. Agency: **Richmond Public Schools**
Pupil Transportation Services
3501 E. Belt Blvd.
Richmond, VA. 23234
Contact: Dr. Floyd Miles, Director
804-674-4444 fmiles@richmond.k12.va.us
Ms. Ellen Elam, Transportation Specialist
804-674-4338 eelam@richmond.k12.va.us

Description: Transport children with autism and/or other behavioral disabilities

- Approximately 7,500 trips per month
- Schedule and coordinate transport clients to/from Richmond schools
- Maintain database of clients' sensitive learning disabilities and other special needs in order to guarantee safe transport

Term/Status: Contract started in 2016 and is ongoing. Number of pupils has been increasing since start without any complaints.



3. Agency: **A Grace Place**
8030 Staples Mill Rd.
Henrico, VA. 23228

Contact: Lynn Seward, CEO
804-261-0205 lseward@agprva.org
Marsha Thornton, QIDP – Program Manager
804-261-0205 marshathornton@agraceplaceacc.org

Description: Wheelchair and Ambulatory Medical Transportation

- Approximately 25,000 trips per year
- Up to 15 vehicles
- Schedule and coordinate transport of more than 40 clients each day to meet the needs of the MH/MR clients with severe intellectual and mental disabilities
- Maintain database of clients' sensitive medical conditions and needs in order to guarantee safe transport

Term/Status: Relationship started in early 1990s and is ongoing. Van Go is the facility's primary provider, Ms. Seward and her staff remains extremely happy with the service.

4. Agency: **McGuire V.A. Medical Center
Heart & Liver Transplant Center**
1201 Broadrock Blvd.
Richmond, VA. 23249

Contact: Robert A. Stenstrom
Program Specialist
Robert.Stenstrom@va.gov
804-675-5442

James Moser
Transplant Staff Assistant
James.Moser2@va.gov
804-675-5633

Description: Transport heart/liver transplant patients and families

- Demand Response contract with 45 minute max response time
- Approximately 1,000 trips per year
- Coordinate and schedule clients immediate transports to/from hospital

Term/Status: Ongoing GSA Contract with 5 one-year options
Initial period Oct 2013, renewed twice so far.

c) Equipment, Systems, Automation:

Describe your degree of automation, procedures for electronically transferring data, and plans for future enhancements that may provide efficiencies for processing information at VCU Ryan White Program.

Telecommunications

We currently utilize a Toshiba STRATA DK16 digital key telephone system, which is installed and maintained by CommWorld of Richmond. This system allows as many as 16 incoming lines and as many as 32 internal phone stations. In addition, this system can provide automatic answering and call routing, voice mail, and integration into our software so that a client could enter his/her customer number and verify if he/she is on the transport list for the following day.

Our system provides that all calls MUST be answered on or before the third ring. This maintains happy clients and reduces the number of messages that go into the voice-mail system. In the rare instance that messages do go to the voice mail system, a flashing red light over the operators head reminds them that there are messages. All messages MUST be returned within 10 minutes.

Radio Communication



We currently use either Motorola MaxTrac 800 or GTX radios from Radio Communication of Virginia, along with their 800 MHz radio system. This system provides excellent communications from dispatcher to all vans from Fredericksburg to Petersburg to Amelia to Charlottesville to Williamsburg with only minor areas of static in between.

It is noteworthy that many 800 MHz systems have been bought up by NEXTEL and the users have been forced into switching to DIGITAL equipment at an extremely high acquisition and monthly airtime cost. However, Radio Communications of Virginia maintains its own trunked radio system and tower. Not only does this guarantee *excellent radio service to all outlying areas*, it also ensures the *accessibility of the 800 MHz system* for years to come. Van Go is one of a limited number of professional transportation providers in the country that still has access to an 800 MHz radio system. We will be happy to provide the customer with a spare radio so that they can monitor dispatch/driver behavior and courtesy. We also use state-of-the-art GPS tracking and dispatching software from I.T. Curves described in the pages that follow.

Routing, G.P.S. Tracking, Auto Vehicle Location



Each driver is provided with a Garmin Nuvi-260 Global Positioning System mapping device. These devices maximize driver efficiency and allow for easy access to new clients' homes in difficult to find neighborhoods. This technology is very stable and inexpensive, and we feel will add significant value to this project.



In addition to our custom built software, we have also implemented Routing and GPS-Tracking software from I.T. Curves, Inc. This exciting new software computes more efficient routes and automatically tracks the vehicles in real time. Not only does this allow for the clients to get to their destination more efficiently, it's Auto Vehicle Location (AVL) also gives us the capability to know exactly where a client is at any time, as well as providing accurate information as to when a client or vehicle will arrive at their destination.

While some forms of this technology have been around for several years, this is one of the newest and most advanced systems available.

I.T. Curves has many other features such as automatically calling the client to let them know when the van is getting close to their home. A "Dynamic Dispatch" mode helps the dispatcher locate the nearest vehicle to a client's location. These features provide a much more efficient system, reduce needless wait times, and can allow the clients ample time to get ready to leave so they don't have to sit and watch out for the van to arrive.

d) Participation of Small, Women-owned and Minority-owned Business (SWaM Business)

If your business can not be classified at SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified at SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the DSBSD website at <http://www.sbsd.virginia.gov/>.

Van go is a Virginia Certified Small Business under SWaM. Our Number is **006719** and our certification is good through 2019. Please search our certification on the Virginia S.B.S.D. website:

<https://www.sbsd.virginia.gov/certification-division/swam/>

VAN GO also subcontracts our direct customer service training to **Customer Star Service** with Ms. Joyce Major. Ms. Major has an outstanding record of this type of training, and has taught "Train the Trainer" on the topic of Customer Service at Chesterfield University. We schedule Ms. Major to hold annual and updated training classes with our CSR's and drivers. Information can be found in our Resume portion of the Specific Requirements section b) *Experience and Qualifications*, and the Customer Star website www.customerstarservice.com for additional information about this high-quality training program.



d. Appendix F: Pricing Schedule

Van Go is submitting the following pricing as required by this format. However, this format does not provide for accurate pricing from a NEMT company without historical trip data, and we believe that our Alternate Pricing Proposal on the following page will be more advantageous to VCU. Due to the of the lack of any specific recent trip data, the price below hedges against excessive empty miles, after-hour trips, and wait times. We believe that the Alternate Pricing will be less costly, especially when considering the savings on long-distance trips. Also, the pricing below assumes Van Go will get both short and long-distance trips.

APPENDIX F - PRICING SCHEDULE

Pricing Schedule: Offeror's to complete pricing schedule for Part A through Part C listed below:
 (Note that the lower the price the higher the score)

Part A: Mileage rate (Weight 20 points):

A. Contract Price:	\$30 Trip Fee +	\$ 3.50
B. Discount From Contract Price:		\$ -
C. Total Cost:	\$30 Trip Fee +	\$ 3.50

Part B. Fixed Cost for Handicap Vehicle use (Weight 5 points):

A. Contract Price:	\$30 Trip Fee +	\$ 3.50
B. Discount From Contract Price:		\$ -
C. Total Cost:	\$30 Trip Fee +	\$ 3.50

Part C. Exceptions

*****Note***** Should you charge or bill at a higher rate based on a specific distance, indicate the distance and the cost per mile.

A. Contract Price:	**See Alternate Pricing	\$ -
B. Miles exceeding :	**See Alternate Pricing	



d. Appendix F: Pricing Schedule

Alternate Pricing Proposal

Van Go is a Non-Emergency Medical Transportation company, and we are the leading experts in this type of transportation in the Richmond area. We have maintained this reputation since our inception in 1990. This type of entity has a vastly different cost structure than a taxi company due to our highly proceduralized systems, modern technology, expert office staff, and our modern equipment and vehicles.

Without any historical trip data that indicates actual trip volume, trip density (how many trips are requested close together at ‘peak demand’), appointment times, pick-up locations, distances, or wait times, we are not able to provide an accurate pricing in the standard format requested by the RFP. However, we believe that the following pricing structure will not only be reasonable, but will be beneficial to VCU.

Trips and No-Shows Up To 5 Miles: **\$45.00 per Trip**

For Any Trip Over 5 Miles:

Vehicle Hour **\$45.00/hour when vehicle is in service for client
This includes travel To/From Pick-Up/Drop-Off**

No-Show **\$45.00/hour, same as above**

Discounted Trips, Hours & No-Shows: **5% on service from 8:30am – 2:00pm Mon-Fri
5% on service from 3:30pm – 7:00pm Mon-Fri
5% on weekends (Sat 6:00am – Sun 7:00pm)**

Example: **If van is in service for 75 minutes to run a 3 mile trip, cost will be \$45.00
If van is in service for 45 minutes to run an 8 mile trip, cost will be \$33.75
If van is in service for 90 minutes to run a 30 mile trip, cost will be \$67.50**

Please note that this will provide efficiency when there is a higher volume of clients, especially longer-distance clients, because fewer vehicles will be able to stay in service to provide the trips without any “Trip Fee” as required in the previous price proposal.

Also, we will be happy to give a demonstrated calculation of this cost structure if we are given a sample day of trip data with which to work.

Again, we would like to stress the savings that will accrue from reduced No-Shows, lack of complaints, reduced internal headaches from communication challenges.

We are always open to constructive criticism of our pricing, ideas, systems, or procedures. Please feel free to contact us about any ideas or questions you may have about our pricing or other items in this proposal.



OFFERORS DO NOT FILL OUT THIS SECTION:

SCORING PROCEDURES FOR EVALUATING PRICE (OFFERORS DO NOT FILL IN THE BLANKS):

Pricing Scenario: Scores for price are based on the following method:

(Note that the lower the price, the higher the score.)

SCORE= LOWEST PRICE X WEIGHT VALUE / OFFEROR'S PRICE

Scoring Criteria:

	Total Prices	Weighted Value (Lowest Price to receive full weight):	Scores
Total for Part A:		20	
Total for Part B:		5	
		25	
		TOTAL SCORE (A+B)=	



I. SAMPLE FORMS

Offerors will provide completed sample forms with completed proposal including:

- Proof of up-to-date inspection of vehicles involved in transport
- Proof of driver licensure
- Invoices
- Daily individual confirmations
- Daily list confirmations
- Customer reports
- Internal forms such as procedures and policies, which your staff is required to follow.
- Rules stating what patients are/are not permitted to do while being transported

The Offeror will attach these forms with proposal in addition to initial meeting to discuss services.

**INSPECTION CERTIFICATION
VIRGINIA STATE POLICE**

Date: 01/12/2017

Sticker Number: W1533776

Station: 1345 - MATHEWS AUTOMOTIVE & PARTS CO.

Inspector: 3652 - MATHEWS, ALTON W

#145

License No: H519337

VIN: 1FBSS3BL4ADA85175

Make: FORD

Year Built: 2010

Body Type: BUS

Odometer Reading: 215827

Inspection Fee: \$ 16.00

Related Charges: \$ 0.00

Total Charges: \$ 16.00

Wheels Inspected:	RF	LF x	RR	LR x
EQUIPMENT INSPECTED	O.K.	ADJUST	INSTALL	REMOVE
BRAKES	X			
HEADLIGHTS	X			
SIGNAL LIGHTS	X			
OTHER LIGHTS	X			
STEERING	X			
SUSPENSION	X			
EXHAUST SYSTEM	X			
FUEL SYSTEM	X			
TIRES	X			
HOOD LATCH	X			
EMISSION CONTROL	X			
WINDSHIELD	X			
WINDSHIELD WIPERS	X			
OTHER GLASS	X			
MIRROR	X			
DOORS	X			
SEATS	X			
SEAT BELTS	X			
FLOOR PAN	X			
DEFROSTER	X			
HORN	X			

Printed: 01/12/2017 02:55 PM ID: 75275633

THIS RECEIPT SHOULD BE KEPT IN THE VEHICLE AT ALL TIMES WHILE THE VEHICLE IS BEING OPERATED.



INFORMATION REQUEST

CR 0185 (11/01/2015)

Purpose: Use this form to request information from DMV records.

Instructions: Type or print clearly.

REQUESTER INFORMATION		
REQUESTER FULL NAME (last, first, mi, suffix)	FEDERAL TAX ID OR SOCIAL SECURITY NUMBER	
ORGANIZATIONAL AFFILIATION (if any)	TELEPHONE NUMBER () - ()	USE AGREEMENT NUMBER (if applicable)
STREET ADDRESS		ACCESS CODE (if applicable)
CITY	STATE	ZIP CODE
REASON FOR REQUEST (be specific) (attach additional sheets if necessary)		

SUBJECT INFORMATION		
If you are requesting driving record information, the subject will be the person you are requesting information on. If you are requesting vehicle information, the subject will be the vehicle owner (if available).		
SUBJECT FULL NAME (last, first, mi, suffix)	<input type="checkbox"/> CHECK TO INDICATE SUBJECT NAME AND ADDRESS IS THE SAME AS THE REQUESTER ABOVE	
STREET ADDRESS		
CITY	STATE	ZIP CODE

INFORMATION REQUESTED		
Check one or more boxes below to indicate the type of information you wish to receive. All data fields must be completed for Driving Record Information, Vehicle Information and Decedent Photo Requests. For Police Crash Reports provide as much information as possible.		
<input type="checkbox"/> DRIVING RECORD INFORMATION (Includes license history and conviction data) (complete SUBJECT INFORMATION above)		
SUBJECT DRIVER LICENSE NUMBER	or	SUBJECT BIRTH DATE (mm/dd/yyyy)
REASON FOR REQUEST (Check the applicable box) Personal Use, Court, or Attorney Employment, School, or Military Insurance		
An authorization from the subject is required for employers and others not authorized by Virginia code. I authorize the Department of Motor Vehicles to furnish, for this one time only, information pertaining to my driving record to the requester identified above.		
SUBJECT SIGNATURE	DATE (mm/dd/yyyy)	

<input type="checkbox"/> VEHICLE INFORMATION (includes vehicle description and registration data) (complete SUBJECT INFORMATION above)		
VEHICLE IDENTIFICATION NUMBER (VIN)	VEHICLE MAKE	VEHICLE YEAR

POLICE CRASH REPORT		
IMPORTANT NOTE: The Department may only release a full crash report to a person involved in the crash, or their legal or personal representative, in accordance with Virginia Code § 46.2-380. Virginia Code § 46.2-379 permits the Department to release the name and addresses of the drivers, the owners of the vehicles involved, the injured persons, the witnesses, and one investigating officer to an individual authorized by federal or state law to obtain the information. You must supply the applicable federal or state statutory authority as part of your request.		
Check one or more boxes to indicate your involvement in the crash:		
<input type="checkbox"/> I was a DRIVER	<input type="checkbox"/> I was a PASSENGER	<input type="checkbox"/> I am a VEHICLE OWNER
<input type="checkbox"/> I am the OWNER of property involved in the crash	<input type="checkbox"/> I legally REPRESENT an involved person	<input type="checkbox"/> I was injured
<input type="checkbox"/> I am the parent or legal guardian of a minor injured or killed in the crash.		
<input type="checkbox"/> I am the next of kin of a person 18 years of age or older who was injured or killed in the crash.		
<input type="checkbox"/> I am an authorized representative of any insurance carrier reasonably anticipating exposure to civil liability as a consequence of the crash or to which the person has applied for issuance or renewal of a policy of automobile insurance.		
<input type="checkbox"/> I am applying in accordance with VA Code § 46.2-379, I was NOT involved in the crash AND I do not legally represent an involved person.		
The applicable federal or state statutory authority for my request is:		
CRASH DATE (mm/dd/yyyy)	TIME OF CRASH	CRASH LOCATION (highway or street name)
CITY/COUNTY/TOWN WHERE CRASH OCCURRED		DRIVER FULL NAME (last, first, mi, suffix)
		DRIVER LICENSE NUMBER
1. PASSENGER/PEDESTRIAN FULL NAME (last, first, mi, suffix)	2. PASSENGER/PEDESTRIAN FULL NAME (last, first, mi, suffix)	
3. PASSENGER/PEDESTRIAN FULL NAME (last, first, mi, suffix)	4. PASSENGER/PEDESTRIAN FULL NAME (last, first, mi, suffix)	

INFORMATION REQUESTED (continued)

DECEDENT PHOTO REQUEST (requester may need to provide proof of death, i.e. copy of death certificate, executor papers, etc.)

DECEDENT FULL NAME (last, first, mi, suffix) DECEDENT BIRTH DATE (mm/dd/yyyy)	DECEDENT DMV CUSTOMER NUMBER Requester's relationship to decedent (check one): <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Executor <input type="checkbox"/> Administrator
--	---

* In accordance with Virginia Code §§2.2-803, 2.2-4807, and 58.1-520 et seq., the State Comptroller requires that the information requested on this application, including your social security number, be collected for debt set off collection purposes.

CERTIFICATION

I understand that it is unlawful to use information provided by DMV for any purpose other than the one stated. I certify that the information I have requested with this form will be used only for the stated purpose and that any personal information I receive will not be used for the predominant purpose of solicitation of prospective clients.

I further certify and affirm that all information presented in this form is true and correct, that any documents I have presented to DMV are genuine, and that the information included in all supporting documentation is true and accurate. I make this certification and affirmation under penalty of perjury and I understand that knowingly making a false statement or representation on this form is a criminal violation.

I agree that the information I obtain in response to my request is considered privileged and confidential. I agree that such information is subject to the restrictions upon use and dissemination imposed by (1) the Federal Drivers Privacy Protection Act (16 USC § 2721 et seq.), (2) the Government Data Collection and Dissemination Practices Act (Va. Code § 2.2-3800 et seq.), (3) the provisions of Va. Code §§ 46.2-208 through 210, 46.2-212, and 58.1-3, and (4) any successor rules, regulations, or guidelines adopted by DMV with regard to disclosure or dissemination of any information obtained from DMV records or files, and I agree to comply with such restrictions and understand that any violation may result in damages, civil penalties, criminal penalties or other relief permitted pursuant to Virginia law.

REQUESTER SIGNATURE	DATE (mm/dd/yyyy)
---------------------	-------------------

OTHER INFORMATION (Be specific)

PAYMENT METHODS

If you are mailing this request, DMV can only accept check or money order via mail.

<input type="checkbox"/> CHECK <small>Made payable to DMV</small>	<input type="checkbox"/> MONEY ORDER <small>Made payable to DMV</small>	<input type="checkbox"/> CHECK	<input type="checkbox"/> MONEY ORDER
--	--	--------------------------------	--------------------------------------

DMV CUSTOMER SERVICE CENTER USE ONLY

Proof of Requester's Identification <input type="checkbox"/> Valid Driver's License Number _____ <input type="checkbox"/> Other Photo Identification _____	Proof of Requester's Organization Affiliation <input type="checkbox"/> Request on Organization Letterhead Stationery <input type="checkbox"/> Business Card from Organization <input type="checkbox"/> Law Enforcement Badge Number _____ <input type="checkbox"/> Other _____
If referred to Headquarters to Fill Request, Complete: CSR Name _____ CSC Name (not CSC number) _____	Remarks/CSR Stamp _____ Fee Charged \$ _____

AMR CALLS

AMR Caller: _____

Time Called: _____

Pick Up Time: _____

Patient Name: _____

Patient Phone #: _____

P/U Hospital: _____

Hospital Phone #: _____

P/U Address: _____

Room #: _____ Notes: _____

Can the patient get in a regular wheel chair? _____ Special Needs? _____

Destination Address: _____

Notes: _____

Payment: "We are only set up to either invoice AMR or collect payment at the P/U"

AMR Billing: Y/N: _____

COD Billing: \$ _____

If they ask us to bill patient, family, facility, hospital, etc.:

"I'm Sorry, we are not set up with AMR to do 3rd-Party Billing yet"

AMR will ascertain the billing status of the patient prior to dispatching the trip to Van Go, Inc. AMR will inform the facility or ER employee of COD Billing requirements. Van Go, Inc. will also confirm the COD Billing acceptance by the patient through the facility representative.

Notes: _____

**VAN GO, Inc. of Richmond
5805 School Avenue
Richmond, VA. 23228
804-261-7388**

HOW DID WE DO ?

Dear _____:

On _____ our company transported you
from _____ to _____.

We sent _____ with van #_____.

**Please complete the following to let us know your level of
satisfaction.**

1=POOR 2=FAIR 3=AVERAGE 4=GOOD 5=EXCELLENT

____ Telephone personnel were pleasant and professional

____ Van arrived reasonably on time

____ Van was neat, clean, and comfortable

____ Driver was pleasant and professional

____ Driver drove safely (speed, following distance, etc.)

____ Driver drove considerately (corners, speed bumps, etc.)

COMMENTS: _____

**Thank you very much for your assistance and your patronage. We are very glad to have
the opportunity to serve you.**

**Yours Very Truly
J. Sid del Cardayre
President**

Driver Oral Test

Driver _____

Date: _____

- Where is door key hidden?**
- How do you punch in on card AND on PC? Where will your paperwork be located?**
Keys?
- When do you sweep/mop your vehicle? (EVERY day)**
- When and How Often do you WASH your vehicle? (max 2 X per week, not on Fri, Punch-Out get card signed)**
- How do you get your start time for the next day? (we tell you, if not CALL US!)**
- What do you check on your pre-trip Walk-Around? (see checklist-tires,lights,leaks,dents,oil,fuels,supplies)**
- When/how do you fill out a Green Repair Order? (on the day you notice problem, call or turn in asap)**
- How do you know if wheelchair lift is working correctly before you start your shift?**
- Do you know how to operate the lift manually if it is not working?**
- Where do we store the tablets? How do you know if it is working before you start your run?**
- Who MUST wear seatbelts in the vehicles? (trick question – EVERYONE!)**
- Explain to me how to lock-down a wheelchair? (listen for 4-point tie; seatbelts; shoulder belts; brakes)**
- Where do you store someone's oxygen bottle? (trick question – we do NOT transport unless attached)**
- How do you tie-down a scooter/cart? Where does client ride if they are using a cart?**
- How do you load an electric wheelchair? Does the client drive the chair on the lift? Inside the van?**
- Why do we tie down wheelchairs in the middle of the floor?**
- Tell me about extra-wide wheelchairs? Tables? Foot-rests?**
- How much of your manifest should you read before you start your first run? (ALL!)**
- Give driver the sample log sheets - Have driver SHOW YOU how to fill out a driver log.....and a SETI log**
- Make SURE they know: PRINT (no script); Beginning Odometer; Times; Mileages; Signatures;**
- Explain about writing EVERYTHING in log: Gas, Split, 10-100, No-Shows, Drop van at shop, etc. EVERYTHING!**
- Where are the Pre- and Post- shift checklists located?**
- How do you handle Private Pay trips (ask Dispatch how much \$\$ and payment BEFORE departing on A-Leg)**
- How long do you wait for at a Pick-Up if they are not ready? (DO NOT WAIT - Call Dispatch immediately)**
- What if client ask if you to wait 10 minutes? (POLITELY ask them to call office, and YOU call dispatcher ASAP)**

- What is the MAXIMUM Time permitted to load?** *(5 minutes ambulatory; 10 minutes wheelchair)*
- How do you pull into a parking space? Driveway?** *(back or pull thru – backing only allowed if no option!)*
- When do we use flashers, emergency brake?** *(flashers when parking/loading; emergency brake EVERY TIME!)*
- What order do you run your calls?** *(As listed)* **How early are you allowed to run trips?** *(as early as possible)*
- But you should ALWAYS ask dispatch if you want/need to do anything different than manifest**
- When do you have to get out and open the van door for a client?** *(EVERY time)*
- When should you escort a client to their front door or into the appointment building?** *(usually – or ask)*
- What are the first things to do in an accident/incident?** *(1. STOP 2. Call Base 3. Do what Dispatcher says)*
- Never apologize or take responsibility for an accident or incident – let manager handle all of this!**
- When/How do you have to report an accident or incident?** *(immediately on radio; report filed that day)*
- Have you been shown how to take pics of an accident scene?** *(all angles; far & near; as many as possible)*
- Get witness info (name, phone), other vehicle info (description, tag), and be SURE you can read police report**
- How long do you hold radio mike before speaking?**
- SHOW ME how to start & sign-on to a tablet and shift.**
- How to sign out & shut down table? Re-Boot?**
- SHOW me how to find additional info on a trip...**
- When/where do you push the [Pick-Up] and [Drop-Off] buttons?**
- When do you fill-up propane? Gas? What did you learn about your PIN & Mileage at propane and BP?**
- Where do you park vehicles at the BP shop? What do you say to the mechanic?** *(trick question: NOTHING!)*
- Where do you park your van on our lot?** *(furthest available spot for that vehicle; must have a parking block?)*
- When/where do you leave the van keys at base?** *(ALWAYS if the vehicle is on the lot)*
- Manager Signature** _____ **Date** _____

1. ___ Stop IMMEDIATELY and report to dispatch/office no matter how insignificant
 2. ___ If accident, take pics from ALL directions - Use ENTIRE roll of Film
 3. ___ Take at least 5 pics from 50 feet away, all angles. Idea is to get entire scene on film
 4. ___ Get witness info, license-plates, vehicle/company ownership – ANYTHING that helps
 5. ___ Do NOT let police/others distract you from getting driver/witness info and pictures
- **Radio and Tablet Training**
 1. ___ Hold down mic for 1 sec before talking
 2. ___ Tablet sign-in AND log-off
 3. ___ How to operate different buttons
 4. ___ How to find EXTRA info (Apt.#, Suite, etc.)
 5. ___ How to Re-Boot
 6. ___ P/U and Drop buttons MUST be used accurately
 - **BP Service Center + Propane Tanks**
 1. ___ Entering PIN and Mileage; Getting receipts
 2. ___ Do NOT discuss vehicles with mechanics unless instructed by dispatch
 3. ___ Park vehicles ONLY on LEFT side parking area
 4. ___ Drop / Pick-up keys with cashier – stay out of service bays
 5. ___ Propane procedures / HOW and WHEN to fill-up
 - **Parking, Lot, Keys, etc.**
 1. ___ Park van in FURTHEST correct spot for your vehicle type
 2. ___ ALWAYS Back Into Space, ONLY in spot with parking stone/bumper___ Keys MUST be turned in to dispatch if vehicles is on lot – NO EXCEPTIONS!

“Training the Trainers”

Van Go depends heavily on our drivers being properly trained in every facet of the delivery of transportation services to our clients. To make sure that this happens, we must deliver the best possible training during the initial driver training period and thereafter.

Our training program is currently under review in an effort to improve its content as well as our delivery. You have been selected to provide training to our drivers because of your experience and ability to communicate with our new hires.

Training Session Agenda

We use a Repetitious Learning Model. We have a checklist that you are to use to cover all items each day of training. Not only are you tasked with covering all the learning areas but you are asked to evaluate the trainees capacity to do this job by assessing their personality, attentiveness, desire to learn, etc.. Training is expensive. We, through you, need to identify whether a trainee can do the job as quickly as possible during this evaluation period. This period of learning and evaluation is our first true opportunity to introduce the new hire to Van Go as an organization. Remember to be positive while covering your training areas and pointing out why Van Go is a good place to work (i.e.: family atmosphere, professionally managed, well maintained equipment, and financially stable company).

Training Officer Checklist

.....Office/Time-Clock/Service-Bay

Show all items 1 – 5

.....Walk-Around and Vehicle Check

Discuss and show all items 1 – 3 and introduce checking inventory of applicable equipment (i.e.: locking devices/straps, manual lift tool, first aid and spill kits, fire extinguisher, cutter)

.....Fluids Check

Discuss and show items 1 – 4 (make sure trainee can locate and do checks properly)

.....Tie-Down Training

**Discuss the procedural difference between manual & electric
Chairs**

We cannot transport chairs that will not fit on the lift !

**We can transport three-wheel carts/scooters but the client must
be able to transfer to a seat**

**Middle of Floor (can place client there for comfort if not multi-
Loading...1st on last off on side loader/last on 1st off rear loader)**

.....Manual Lift Operation

Trainee must do this procedure not just watch !

.....Seat Belts Required !

Discuss each item

.....Paperwork

“Telling the story of your day”

Write clearly/Have trainee do paperwork 2nd day on

Show and discuss check list on back of manifest sheet

.....Minimum Time Allowed

Call Dispatch Immediately if client not ready

Try to make contact with client before calling dispatch (Door-to-Door Service)

.....Accident Photos

Go over each item 1 – 3

If involved in Accident call Dispatch Immediately

.....Radio and Tablet Training

Do you need training ?

.....BP Station

Cover all items ... emphasis Do Not Discuss vehicles w/ mechanics

... We have procedures to use to get maintenance and repairs done

.....Propane

How...go over process and use of fob

Why...savings to Van Go

When...once per day



TRAINER EVALUATION

ORIENTEE NAME: _____ DATE: _____

TRAINER NAME: _____ UNIT# _____

This evaluation is to be completed at the end of the assigned training day by the new independent contractor. Management will use this form to evaluate the effectiveness of the trainer and the orientation program. The new independent contractor is encouraged to make notes and suggestions about the program so that it may be modified if needed to enhance the program to its fullest extent.

PERSONAL

General Attitude	5	4	3	2	1
Trainer provided positive feedback throughout the day	5	4	3	2	1
Trainer answered questions clearly, giving good advice on how to handle potential problems.	5	4	3	2	1
Patient Interaction	5	4	3	2	1
Facility Interaction	5	4	3	2	1

UNIT OPERATION

Trainer stressed good driving habits	5	4	3	2	1
Trainer has you drive the unit (cleared drivers only)	5	4	3	2	1
Trainer has you using the map book	5	4	3	2	1
Trainer had you operating the lift or ramp	5	4	3	2	1

PATIENT CARE

Trainer demonstrated client transfer techniques	5	4	3	2	1
Trainer had you moving/positioning the wheelchair or scooter.	5	4	3	2	1
Trainer demonstrated proper Posey belt use	5	4	3	2	1
Trainer demonstrated proper wheelchair securement	5	4	3	2	1
Trainer demonstrated proper seat belt use	5	4	3	2	1
Trainer demonstrated shoulder harness use	5	4	3	2	1
Trainer stressed the use of all safety equipment on each transport. (Posey belt/seatbelt/shoulder harness)	5	4	3	2	1

How many clients did you transport? _____ How many clients did you secure? _____

COMMUNICATIONS

Trainer explained good radio procedures clearly	5	4	3	2	1
Trainer stressed using proper speech	5	4	3	2	1

GENERAL

Trainer showed you Facility Locations/Entrances as well as call volume allowed	5	4	3	2	1
Trainer explained policies and procedures	5	4	3	2	1
Trainer explained the different types of paperwork	5	4	3	2	1
Please rate your overall impression of the training day.	5	4	3	2	1
Please rate your overall impression of your trainer	5	4	3	2	1

Please document any further comments or suggestions you have here.

TRAINEE
SIGNATURE _____

Dispatcher Spot Checklist

Date:	Time:	Checked By:	
Veh#:	Last Driver/Date/Shift:		
<i>Outside Of Unit</i>			
Body Damage & Location:			
Windows / Mirrors:			
Signs / Graphics:			
Tires :			
Over-All Appearance:			
<i>Inside Of Unit: FRONT</i>			
Dash			
Windshield			
Side Windows			
Floor/Carpets			
Dog Box			
Crate			
Seats			
Trash emptied?	Yes	No	
<i>Inside Of Unit: BACK</i>			
Floor Condition:			
Straps Up?	Trash?	Loose Items:	
LogistiCare Safety Inspection Items:			
FULL Spill-Kit?	VAN GO Sign	Insurance Card	Accident Forms
1st Aid Kit?	LogistiCare Sign	Vehicle Reg.	Camera
Fire Extinguisher OK?	<u>Comments:</u>		
Driver Signature:		Date/Time:	
<input type="checkbox"/> Good Job ! <input type="checkbox"/> Driver Dressed Neatly <input type="checkbox"/> Wearing Uniform <input type="checkbox"/> Shirt Tucked In			
<input type="checkbox"/> Needs Attention:			
<input type="checkbox"/> Warning: Your van and/or personal appearance was found in the condition listed above. Company policy requires you to maintain a clean vehicle and professional image. Further incidents will result in more progressive discipline, up to and including discharge.			
Drivers Signature:		Date:	

MANIFESTS FRONT AND BACK

CHECK LISTS

BEFORE SHIFT:

VEHICLE & EXTERIOR

- _____ TIRES
- _____ HEAD-LIGHTS
- _____ SIGNAL-LIGHTS
- _____ BRAKE-LIGHTS
- _____ GAS
- _____ OIL
- _____ TRANS FLUID
- _____ BRAKE FLUID
- _____ WINDSHIELD
- _____ MIRRORS
- _____ A/C
- _____ DENTS

EQUIP & INTERIOR

- _____ FIRE EXTINGUISHERS
- _____ FIRST AID KIT
- _____ ACCIDENT KIT w/ CAMERA!
- _____ **LIFT OPERATION**
- _____ CHAIR LOCKS
- _____ TIE-DOWN STRAPS
- _____ DASH LIGHTS
- _____ CARGO LIGHTS
- _____ FLASH LIGHT
- _____ GAS CARDS
- _____ TRASH EMPTY
- _____ FUEL SUPPLY

DENT LOCATION(S):

AFTER SHIFT:

- _____ TRASH EMPTY
- _____ GAS CARDS IN VAN
- _____ VEHICLE SWEEP & CLEAN
- _____ REPAIR REPORT TURNED IN

DRIVER'S SIGNATURE

DATE

TRUCK#

BEFORE PICK-UP

- > VEHICLE IN "PARK"
- > EMERGENCY BRAKE ON
- > INTER-LOCK ENGAGED
- > PAPERWORK

BEFORE TRANSPORTING CLIENT

- > PAPERWORK
- > 4 POINT TIE DOWN
- > ALL CLIENTS IN SEAT BELTS
- > ALL EQUIPMENT SECURE
- > DRIVER'S SEAT BELT
- > NO OBSTICLES BEHIND VAN

EMERGENCY

- > PULL SAFELY OFF ROAD
- > INFORM DISPATCHER OF SITUATION
- > ONLY MOVE CLIENT IF ABSOLUTELY NECESSARY

EXTERIOR CHECKLIST

Inspection Veh.# _____

Date: _____

	Pre Shift Insp.	Post Shift Insp.
Front Hood		
Drivers Door		
Passengers Door		
Side Door		
Rear Doors		
Left Front Fender		
Right Front Fender		
Right Side		
Right Side Glass		
Left Side		
Left Side Glass		
Windshield		
Tires		
Front Bumper		
Rear Bumper		

Driver Sign: _____

ACCIDENT REPORT

DATE: _____
 VEH#: _____ VIN#: _____ EXACT _____
 DRIVER: _____ TIME: _____ LOCATION: _____

OUR VEHICLE:(#1) DAMAGE?: _____

CLIENTS:	<u>1</u>	<u>2</u>	<u>3</u>
NAME	_____	_____	_____
ADDR	_____	_____	_____
PHONE	_____	_____	_____
SEAT	_____	_____	_____
INJURIES?	_____	_____	_____

OTHER VEH:(#2) DAMAGE?: _____

Make:	Model:	Year:	<u>OWNER</u>
DRIVER	_____		_____
ADDR	_____		_____
PHONE	_____		_____
SEAT	_____		_____
INJURIES?	_____		_____
INS. CO	INS. PHONE:	INS. PHONE:	
POLICY#	_____		_____

OTHER VEH:(#3) DAMAGE?: _____

Make:	Model:	Year:	<u>OWNER</u>
NAME	_____		_____
ADDR	_____		_____
PHONE	_____		_____
SEAT	_____		_____
INJURIES?	_____		_____
INS. CO	INS. PHONE:	INS. PHONE:	
POLICY#	_____		_____

WITNESSES	<u>1</u>	<u>2</u>	<u>3</u>
NAME	_____	_____	_____
ADDR	_____	_____	_____
PHONE	_____	_____	_____

*** Write FULL description of accident details on BACK of this form, and complete the DRAWING form also ***

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee Company Policy & Handbook [version 3.0 revised 1/1/2008] describes important information about VAN GO, and I understand that I should consult the Management regarding any questions not answered in the handbook. I have entered into my employment relationship with VAN GO voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or VAN GO can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the president of VAN GO has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this policy and handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed):

EMPLOYEE'S SIGNATURE:

DATE: _____

NEW DRIVER FOLDER CHECK-LIST

_____ Drivers name _____

_____ Probation Period & Raises

_____ Policy Agreement

_____ Driver Training Checklist

_____ Criminal Record Check ordered _____

_____ Drug Testing Agreement, ordered _____

_____ Hepatitis Declination

_____ Form W-4

_____ Form VA-4

_____ Form I-9

_____ Copy of SS Card

_____ Credit Card Agreement

_____ Accident/Incident/Drug Test

_____ Part Time Rules

_____ Workmans Comp Agreement

_____ Backing Policy

_____ Tie-Down/Speed Limit Policy

_____ Manger Training Checklist & Forms Returned

_____ Hipa

_____ Direct Depost

_____ Fax D/L to LCI & Record

_____ Fax D/L to BB&T Insurance

_____ VEC Fax Form

_____ Photo ID

_____ Credit Card ordered _____

_____ Pin #

_____ I-9 signed by mgr.

_____ 10 day spot check

_____ Criminal Record received, OK _____

_____ Drug Test received, OK _____

CERTIFICATE OF COMPLETION

This Certifies That

*Has successfully completed
the following Van Go, Inc. Training Course(s):*

Course

Date Complete

Defensive Driving.....

Passenger Assistance.....

Passenger Sensitivity.....

Signature

Title

Date

"Patience, Kindness, Tolerance, And Love"

Treat Every Client Like Your Own Family

*WAM 20, Inc. of Richmond
5005 School Ave.
Richmond, VA 23220
804-261-7388*

READ THIS FIRST!

1. COMPLETE AND SIGN TWO CRIMINAL RECORD FORMS
2. CHECK [] SINGLE OR [] MARRIED ON THE W-4 FORM
3. MAKE SURE WE HAVE A COPY OF YOUR SOC. SEC. CARD
4. BE SURE YOU HAVE READ AND SIGNED ALL FORMS
5. IF YOU HAVE QUESTIONS, CALL OFFICE IMMEDIATELY!
6. ALL PAPERS MUST BE RETURNED BEFORE WE CAN PROCESS PAYROLL, SO COMPLETE AND RETURN THIS PACKET AS SOON AS POSSIBLE!

ALL NEW DRIVERS

PLEASE READ CAREFULLY!

- ***NEVER*** WAIT FOR A CLIENT MORE THAN 3 MINUTES WITHOUT OK FROM DISPATCH
- ***NEVER*** MOVE YOUR VEHICLE WITHOUT MARKING AND GETTING A 10-4 FROM DISPATCH
- YOU MAY NOT BE AWAY FROM YOUR VEHICLE ON BREAK OR OTHERWISE WITHOUT SPECIFIC PERMISSION FROM DISPATCH
- ***ALWAYS*** RUN CALLS IN THE ORDER THEY ARE ASSIGNED; YOU MAY NOT CHANGE ORDER WITHOUT OK FROM DISPATCH
- WHEN PICKING UP MULTIPLE PEOPLE TO GO HOME, ***ALWAYS*** ASK DISPATCHER WHICH ORDER TO RUN THEM
- YOU MAY NOT TAKE SOMEONE HOME OUT OF ORDER JUST BECAUSE THEY SAY THEY ARE SICK, LATE, ETC.,. DISPATCHER MUST APPROVE ANY REQUESTS FROM CLIENTS
- ***NEVER*** TRANSPORT ANYONE THAT IS NOT LISTED ON YOUR SHEET UNLESS DISPATCH HAS ASSIGNED IT TO YOU
- ANY ACCIDENT OR INCIDENT MUST BE REPORTED ***IMMEDIATELY***, NO MATTER HOW SMALL IT MAY SEEM. THIS MEANS ***STOP THE VEHICLE AND DO NOT MOVE*** UNTIL YOU HAVE REPORTED TO DISPATCHER

Van Go, Inc. of Richmond
5805 School Ave.
Richmond, VA. 23228

Suggestions For New Drivers

- **Study The Map:**
Map orientation and knowledge will help you in expediting your runs. Take time to learn how to use the map-book and figure out how the city is connected with the highway system. **THIS IS YOUR MOST IMPORTANT TOOL IN WORKING EFFICIENTLY!** Please ask senior drivers for help if you need to.
- **Arrive Early and Plan:**
Get to work 15-20 minutes early, study your trips, write the map pages and coordinates on your tickets. Then, get straight in your mind how you are going to run the trips: what is the quickest way from point A to B, from B to C, etc.,. Write this info down so you do not have to figure it out again under pressure.
- **Ask For Help:**
If, *after you study the map*, you are not 110% sure of the quickest way to get somewhere: Ask for help on the radio! **DO NOT ASSUME YOU KNOW THE WAY UNLESS YOU ARE 110% CONFIDENT!**
- **Read Back Calls:**
When communicating with the dispatchers always read back their instructions and get a 10-4 from them BEFORE you proceed. This way you can be SURE you have the correct info.
- **SAFETY SAFETY SAFETY!**
This is the most important aspect of your job!!!
 1. Be sure everyone has seat belts (including yourself) and 4-point tie downs.
 2. Always use your parking brake.
 3. NEVER back up unless absolutely necessary. If so back INTO parking space.
 4. Do not attempt to move a client if you are not 110% sure you can handle them. Ask for help if needed!****REMEMBER:** Safety Bonuses are given annually and also at safety meetings
****Any safety infraction in the first 90 days may result in discharge.**
- **Paperwork:**
Fill out your run sheet Neatly and Completely! We use these sheets to invoice our contracts. If your sheets are wrong, we cannot bill for the correct amounts. PLEASE take time to do this correctly on EVERY RUN!

Van Go, Inc. of Richmond
5805 School Ave.
Richmond, VA. 23228
804-261-7388

HEPATITIS-B DECLINATION

I UNDERSTAND THAT DUE TO MY OCCUPATIONAL EXPOSURE TO BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS I MAY BE AT RISK OF ACQUIRING HEPATITIS-B VIRUS (HBV). I HAVE BEEN GIVEN THE OPPORTUNITY TO BE VACCINATED WITH THE SERIES OF HEPATITIS-B VACCINE SHOTS (3) AT NO CHARGE TO MYSELF. HOWEVER, I DECLINE HEPATITIS-B VACCINATION AT THIS TIME. I UNDERSTAND THAT BY DECLINING THIS VACCINATION, I CONTINUE TO BE AT RISK OF ACQUIRING HEPATITIS-B, A SERIOUS DISEASE. IF IN THE FUTURE I CONTINUE TO HAVE OCCUPATIONAL EXPOSURE TO BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS, AND I WANT TO BE VACCINATED FOR HEPATITIS-B, I CAN RECEIVE THE VACCINATION SERIES AT NO CHARGE TO ME.

SIGN

DATE

AUTHORIZATION TO RELEASE INFORMATION

Last Name	First Name	Middle Name
Current Address		Dates Lived Here
Addresses for the Past Seven Years: (include street, city, state, zip code)		Dates of Residence:
Date of Birth	Other Names Used (including maiden name)	Years Used
Social Security Number	Driver's License #	State

Email address (may be used for official correspondence)

I do hereby authorize verification of all information in my employment application from all sources of employment, education, motor vehicle, financial history, criminal history, personal character, and worker's compensation records in accordance with ADA, labor and wage records, etc. or any part thereof, and authorize my duly authorized agent of IntelliCorp Records, Inc. to obtain, whether the said records are public or private, and including those which may be deemed to be privileged or confidential in nature and I release all persons from liability on account of such disclosures. Information appearing on this Authorization will be used exclusively by IntelliCorp Records, Inc. for identification purposes and for the release information which will be considered in determining my suitability for employment. I certify that I have made true, correct, and complete answers and statements on my employment application, any supplements to it and in any interview in the knowledge that they will be relied upon in considering my application for employment. I agree to provide additional information that may be requested to process my employment application. I authorize without reservation, any party or agency contacted by IntelliCorp Records, Inc. to furnish the above-mentioned information. This authorization is valid during the course of my employment to the extent permitted by law.

****I hereby do _____ (do not _____) authorize you to contact my current employer for Employment and Reference Verifications**

(This will authorize immediate inquiries to the Human Resources Department and to my listed supervisors or references in the Employment/Reference Section of your application.)

I have the right to make a request to IntelliCorp Records, Inc. upon proper identification, to request the nature and substance of all information in its files on me at the time of my request, including sources of information, and the recipients of any reports on me which IntelliCorp Records, Inc. has previously furnished within the two year period preceding my request.

I understand and agree that any omission, false statement, misleading statement, or answer made by me on my application or any supplements to it and in any interviews will be sufficient grounds for rejection of employment and my discharge after employment.

Printed Name	Applicant Signature	Date
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CALIFORNIA, OKLAHOMA, and MINNESOTA RESIDENTS ONLY: If you are a current California, Oklahoma, or Minnesota resident and would like to request a copy of your Consumer Report or Investigative Consumer Report, please check the box. This report may include character and reputation information obtained through personal interviews.

MASSACHUSETTS APPLICANTS ONLY: Under Massachusetts law, an employer is prohibited from making written, pre-employment inquiries of an applicant about his or her criminal history. Massachusetts applicants should not respond to any of the questions seeking criminal record information.

DISCLAIMER: THIS FORM IS NOT MEANT TO PROVIDE LEGAL ADVICE OF ANY KIND. LEGAL ADVICE SHOULD BE SOUGHT FROM YOUR ATTORNEY. WE MAKE NO CLAIMS, PROMISES OR GUARANTEES ABOUT THE ACCURACY, COMPLETENESS, OR APPROPRIACY OF THE INFORMATION CONTAINED HEREIN. WE MAKE NO WARRANTY THAT THIS FORM IS APPROPRIATE FOR YOUR PARTICULAR NEEDS.

VAN GO INC., OF RICHMOND
5805 SCHOOL AVE.
RICHIMOND VA 23228

I AGREE TO BE DRUG TESTED WITHIN MY FIRST 30 DAYS OF EMPLOYEMENT WITH VAN GO INC.. I ALSO AGREE TO BE RANDOMLY TESTED FOR DRUGS AND/OR EXCESSIVE BLOOD ALCOHOL CONTENT. I UNDERSTAND THAT VAN GO Inc.'s POLICY STATES THAT NO EMPLOYEE MAY BE AT WORK WHILE UNDER THE INFLUENCE OF ANY MIND OR MOOD ALTERING SUBSTANCES. I ALSO UNDERSTAND AND AGREE THAT IF MY DRUG TEST SHOWS I HAVE ANY TRACE OF ILLEGAL DRUGS IN MY SYSTEM, THAT I WILL BE ASKED TO ATTEND A DRUG REHABILITATION PROGRAM AT MY OWN EXPENSE OR THAT MY JOB MAY BE TERMINATED WITHOUT ANY LEGAL RECOURSE AGAINST VAN GO INC.. ANY EMPLOYEE THAT REFUSES TO COMPLETE A DRUG TEST WILL BE IMMEDIATELY DISCHARGED AND ALL BENEFITS WILL BE CANCELED. A COMPLETE DRUG TEST CONSISTS OF SUBMITTING A VALID TESTABLE URINE SPECIMEN OR COMPLETING A ORAL SWAB TEST. THESE METHODS COMPLY WITH THE STANDARDS OF THE DRUG TESTING AGENCY.

SIGN

DATE



Employment Eligibility Verification
Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form I-9
 OMB No. 1615-0047
 Expires 03/31/2019

▶ START HERE: Read instructions carefully before completing this form. The instructions must be available, either in paper or electronically, during completion of this form. Employers are liable for errors in the completion of this form.

ANTI-DISCRIMINATION NOTICE: It is illegal to discriminate against work-authorized individuals. Employers **CANNOT** specify which document(s) an employee may present to establish employment authorization and identity. The refusal to hire or continue to employ an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.

Section 1: Employee Information and Attestation (Employees must complete and sign Section 1 of Form I-9 no later than the first day of employment, but not before accepting a job offer.)

Last Name (Family Name)		First Name (Given Name)		Middle Initial	Other Last Names Used (if any)	
Address (Street Number and Name)			Apt. Number	City or Town		State ZIP Code
Date of Birth (mm/dd/yyyy)	U.S. Social Security Number		Employee's Email Address		Employer's Telephone Number	

I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.

I attest, under penalty of perjury, that I am (check one of the following boxes):

<input type="checkbox"/> 1. A citizen of the United States	
<input type="checkbox"/> 2. A naturalized national of the United States (See instructions)	
<input type="checkbox"/> 3. A lawful permanent resident (Alien Registration Number/USCIS Number)	
<input type="checkbox"/> 4. An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy). Some classes may write "N/A" in the expiration date field. (See instructions)	

*Aliens authorized to work must provide only one of the following document numbers to complete Form I-9:
 An Alien Registration Number/USCIS Number OR Form I-94 Admission Number OR Foreign Passport Number.*

1. Alien Registration Number/USCIS Number: OR 2. Form I-94 Admission Number: OR 3. Foreign Passport Number: _____ Country of Issuance: _____	(If Civil Service Employees Use This Space)
---	---

Signature of Employee	Today's Date (mm/dd/yyyy)
-----------------------	---------------------------

Preparer and/or Translator Certification (check one):
 I did not use a preparer or translator. A preparer(s) and/or translator(s) assisted the employee in completing Section 1.
 (Fields below must be completed and signed when preparers and/or translators assist an employee in completing Section 1.)

I attest, under penalty of perjury, that I have assisted in the completion of Section 1 of this form and that to the best of my knowledge the information is true and correct.

Signature of Preparer or Translator		Today's Date (mm/dd/yyyy)	
Last Name (Family Name)		First Name (Given Name)	
Address (Street Number and Name)		City or Town	State ZIP Code



Employer Completes Next Page





Employment Eligibility Verification
Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form I-9
 OMB No. 1615-0047
 Expires 08/31/2019

Section 2. Employer or Authorized Representative Review and Verification
(Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of employment. You must physically examine one document from List A OR a combination of one document from List B and one document from List C as listed on the "Lists of Acceptable Documents")

Employee Info from Section 1	Last Name (Family Name)	First Name (Given Name)	M.I.	Citizen/Immigration Status
------------------------------	-------------------------	-------------------------	------	----------------------------

List A Identity and Employment Authorization	OR	List B Identity	AND	List C Employment Authorization
Document Title		Document Title		Document Title
Issuing Authority		Issuing Authority		Issuing Authority
Document Number		Document Number		Document Number
Expiration Date (if any) (mm/dd/yyyy)		Expiration Date (if any) (mm/dd/yyyy)		Expiration Date (if any) (mm/dd/yyyy)
Document Title		Additional Information		OR Code - See Area 2 on Form I-9. Do Not Write in This Space
Issuing Authority				
Document Number				
Expiration Date (if any) (mm/dd/yyyy)				
Document Title				
Issuing Authority				
Document Number				
Expiration Date (if any) (mm/dd/yyyy)				

Certification: I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.

The employee's first day of employment (mm/dd/yyyy): _____ (See instructions for exemptions)

Signature of Employer or Authorized Representative	Today's Date (mm/dd/yyyy)	Title of Employer or Authorized Representative	
Last Name of Employer or Authorized Representative	First Name of Employer or Authorized Representative	Employer's Business or Organization Name	
Employer's Business or Organization Address (Street, Number and Name)	City or Town	State	ZIP Code

Section 3. Reverification and Rehires *(To be completed and signed by employer or authorized representative.)*

A. New Hire (if applicable)		B. Date of Rehire (if applicable)	
Last Name (Family Name)	First Name (Given Name)	Middle Initial	Date (mm/dd/yyyy)

C. If the employee's previous grant of employment authorization has expired, provide the information for the document or receipt that establishes continuing employment authorization in the space provided below.

Document Title	Document Number	Expiration Date (if any) (mm/dd/yyyy)
----------------	-----------------	---------------------------------------

I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.

Signature of Employer or Authorized Representative	Today's Date (mm/dd/yyyy)	Name of Employer or Authorized Representative
--	---------------------------	---

LISTS OF ACCEPTABLE DOCUMENTS

All documents must be **UNEXPIRED**

Employees may present one selection from List A
or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
<ol style="list-style-type: none"> 1. U.S. Passport or U.S. Passport Card 2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551) 3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa 4. Employment Authorization Document that contains a photograph (Form I-766) 5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: <ol style="list-style-type: none"> a. Foreign passport; and b. Form I-94 or Form I-84A that has the following: <ol style="list-style-type: none"> (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form. 6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-84A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI 	OR	<ol style="list-style-type: none"> 1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 2. ID card issued by federal, state or local government agencies or entities provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 3. School ID card with a photograph 4. Voter's registration card 5. U.S. Military card or draft record 6. Military dependent's ID card 7. U.S. Coast Guard Merchant Mariner Card 8. Native American tribal document 9. Driver's license issued by a Canadian government authority <p style="text-align: center;">For persons under age 18 who are unable to present a document listed above:</p> <ol style="list-style-type: none"> 10. School record or report card 11. Clinic, doctor, or hospital record 12. Day-care or nursery school record 	AND	<ol style="list-style-type: none"> 1. A Social Security Account Number card, unless the card includes one of the following restrictions: <ol style="list-style-type: none"> (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION 2. Certification of Birth Abroad issued by the Department of State (Form FS-545) 3. Certification of Report of Birth issued by the Department of State (Form DS-1350) 4. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal 5. Native American tribal document 6. U.S. Citizen ID Card (Form I-197) 7. Identification Card for Use of Resident Citizen in the United States (Form I-178) 8. Employment authorization document issued by the Department of Homeland Security

Examples of many of these documents appear in Part 8 of the Handbook for Employers (M-274).

Refer to the instructions for more information about acceptable receipts.

NO-BACKING POLICY

I UNDERSTAND THAT IT IS THE VAN GO, Inc. of Richmond POLICY TO *NEVER* BACK THE VEHICLES UP UNLESS IT IS *ABSOLUTELY* IMPOSSIBLE TO PARK OR MANEUVER IN ANY OTHER MANNER.

I UNDERSTAND AND AGREE THAT THIS MEANS I *MUST ALWAYS BACK* INTO A PARKING SPACE (OR *PULL THROUGH* IF IN AN OPEN LOT) AND THAT I *MUST ALWAYS BACK* INTO A DRIVEWAY EVEN IF IT MEANS:

- a) UNLOADING THE CLIENTS ON THE WRONG SIDE OF THE VEHICLE
- b) UNLOADING IN THE STREET OR ALLEY
- c) HAVING TO WALK/PUSH CLIENT AROUND THE VEHICLE TO GET TO THE SIDEWALK.
- d) STOPPING IN THE STREET OR HIGHWAY, PUTTING ON FLASHERS, AND BACKING INTO DRIVEWAY

THE ONLY EXCEPTION TO THIS POLICY IS IF I AM ABLE TO *SAFELY* TURN AROUND *IN THE DRIVEWAY* ONCE MY VEHICLE IS *COMPLETELY* IN THE DRIVEWAY.

WE SUGGEST THAT IF YOU ARE IN A SITUATION THAT REQUIRES BACKING, YOU GET OUT OF THE VEHICLE AND WALK BEHIND IT BEFORE ATTEMPTING TO BACK UP.

I UNDERSTAND AND AGREE THAT IF I AM INVOLVED IN *ANY* ACCIDENT CAUSED BY MY BACKING UP THAT I MAY BE IMMEDIATELY DISCHARGED AND ALL MY BENEFITS CANCELED.

SIGN

DATE

Van Go

ATTN: J. SID DELCARDAYRE
5805 School Ave
Richmond VA 23228
Phone 804-261-7388 Fax

INVOICE

CHILDRENS HOSP - 10016
Invoice Number: **CHofR 170416**
Date: April 19, 2017

To:
Mark Nicol, Director of Facilities
Children's Hospital of Richmond at VCU
2924 Brook Rd.
Richmond VA 23220

For:
Service Date: April 10, 2017 to April 16, 2017

Ticket No.	Job Trip Id	Date	Time	Customer	LOS	Pass	From	To	Vehicle	Driver	Mileage	Total
00829108	11	04/10/17	08:15	CHILDREN'S HOSPITAL "VAN"	W	1	2924 BROOK RD Richmond VA	WATER ST Yorktown VA	157	4666	65.17	\$90.00
00829104	11	04/10/17	08:15	CHILDREN'S HOSPITAL 156	W	1	2924 BROOK RD Richmond VA	WATER ST Yorktown VA	154	8389	65.17	\$92.00
00829106	11	04/10/17	09:15	CHILDREN'S HOSPITAL 157	W	1	2924 BROOK RD Richmond VA	WATER ST Richmond VA	156	6918	4.75	\$90.00
00829109	11	04/10/17	14:05	CHILDREN'S HOSPITAL "VAN"	W	1	WATER ST Yorktown VA	2924 BROOK RD Richmond VA	154	8389	64.32	\$92.50
00829105	11	04/10/17	14:05	CHILDREN'S HOSPITAL 156	W	1	WATER ST Yorktown VA	2924 BROOK RD Richmond VA	157	4666	64.32	\$90.00

**VIRGINIA COMMONWEALTH UNIVERSITY
NEGOTIATION MODIFCATION SUMMARY**

RFP #7385698EC Patient Transportation Services

DATE: June 1, 2017

BUYER Earlene Charity, Senior Buyer.

ALL formal procurements involving negotiation will be summarized into a single document. This document shall specify the final outcome when negotiations have concluded and final agreements have been made.

All emails, records of phone calls, conference discussions and any other communication method used to conduct negotiations shall be saved as part of the supporting documentation for the formal procurement, but only the summary will be submitted with the contract documents being presented for signature.

SUMMARY OF NEGOTIATIONS:

Offeror: Van Go, Inc.

- **Van Go, Inc. provided written responses to clarification questions.**

Pricing was based on time	
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- **Van Go, Inc. response to Best and Final Offer received on June 1, 2017.**

Without knowing the volume, location or times, they are not able to reduce their current offer from the proposal.	No change in rates. Initial pricing remains unchanged.
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- **Best and Final Offer (BAFO):**

**Total Contract Estimated Amount: \$50,000.00
(Contract amount is an estimate not a guarantee of work)**

**VCU****Procurement
Services**912 West Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23298-0327804 828-3361
Fax: 804 828-3360
TDD: 1-800-828-1120
www.vcu.edu/procurement

June 7, 2017

Sid del Cardayre
Van Go, Inc.
5805 School Avenue
Richmond, VA 23228Subject: Notice of Award
Reference: RFP# 7385698EC- Patient Transportation Services

Dear Mr. Sid del Cardayre:

Your company has been awarded a contract for RFP# 7385698EC – Patient Transportation Services at Virginia Commonwealth University. Please forward a copy of your insurance certificate to my attention prior to the start of any Services, per the contract General Terms and Conditions.

Mr. Matthew Bare will serve as Contract Administrator for this contract and shall use all powers under the contract to enforce its faithful performance. A purchase order will be issued and the purchase order number must be referenced on each invoice submitted. The Contract Administrator shall approve all invoices submitted for payment and assure that all services have been performed in accordance with the contract terms and conditions. The Contract Administrator, or his designee, shall not have the authority to approve changes in the contract which may alter the concept or which calls for an extension of time or a change in the contract price. Any modifications made must be authorized by Procurement Services as a written addendum to the contract.

VCU is looking forward to a successful working relationship with Van Go, Inc. during this contract period.

If you have any questions or concerns, please feel free to contract me at (804) 828-0904.

Regards,

Earlene Charity, CUPO
Senior Buyer
Procurement Services
Virginia Commonwealth University