

EXHIBIT C

SCOPE OF WORK

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The Consultant shall

1. Provide a demonstration of the proposed process to contact participants, schedule trips, track trips and costs, during the pre-proposal conference
2. Develop partnership with local Transportation Network Companies (TNCs), e.g. Uber, Lyft or any combination of providers to establish dispatch/concierge services
3. Implement an automated system that orders trips from both mobile applications and/or desktops for operators as needed; system must also track routes from beginning to end of the trip to ensure a level of security for the participants.
4. Maintain staffing/operators to provide reservations to assist with trip coordination Mondays through Fridays, during the hours of 8:00 am – 5:00 pm except for the following Twelve (12) Major Holidays

New Year's Eve
New Year's Day
Dr. Martin Luther King, Jr. Day
President Day
Memorial Day
Juneteenth
Independence Day (4th of July)
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day

5. Staff operators to support all registered seniors.
6. Provide DSS with a designated point of contact and alternate including the name, number, and email.
7. Have the capacity to track cost for services. This includes a data system that bills and tracks the client's appropriate cost share. Seniors whose annual incomes meet or exceed 250% of the Federal Poverty Level (FPL) pay a four-dollars (\$4.00) per trip; a one-dollar (\$1.00) cost share will remain for any senior whose annual income falls below 249% of the FPL. Fulton County will alert the vendor of the applicable cost share for each client. The system must also include a mechanism to charge the applicable cost share to a credit card, debit card or pre-paid card. Selected bidder must have the internal structure to provide a monthly report with the name of the senior, cost share amount, trip charge amount, trip origin address and trip destination address. The system must ensure that no participant goes over 8 trips in a month. The system must track the allowed number of trips each

day/month. Medical trips have a limit of 30 miles (round trip) and community trips 20 miles (round trip). No other stops are permitted with the exception of emergencies.

8. Upon receipt of approved senior participant applications received from Fulton County Department of Senior Services staff will input client information, and payment information into their data base and assign a client ID Number.
9. Provide an ID number for all applicants received from the Department of Senior Services within five (5) business days upon receiving the application.
10. Allow participants to have a caregiver and/or companion (minimum 18 years of age) who will not be charged for accompanying participants. The caregiver must originate and end at the final destination. The trip cost is only applied to the participant.
11. Provide a hard copy of the Company Standard Operation Procedures Manual, which includes: organization history, organization structure, operations, customer service policy, best practices policies, data software, media release policies, website information, dispatch system for rides and callers, hiring policy, COVID-19 policy and brochures
12. Provide reports, trip information and special requests as needed by the Department of Senior Services
13. Work with the Department of Senior Services to promote alternative seniors transportation services program for press releases, information and/or other public promotions.
14. Attend all scheduled meetings requested by the Department of Senior Services

EXHIBIT D

PROJECT DELIVERABLES

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Performance Activity	Performance Expectations	Consequences, for non-compliant
Timeliness of Monthly Reporting Submission of the Monthly Report is required by the 4th calendar day of the following month for services that are rendered. If the 4th falls on a weekend or holiday, then the report will be due on the following business day.	Received by the 4 th Calendar Day of the following month	If reports are not received by the 4 th calendar day, may result in delay in payment Chronic late reports may require selected bidder to submit a corrective action plan
Invoicing	Received by the 4th Calendar Day of the following month	If invoice is not received by the 4th calendar day, may result in delay in payment Chronic late reports may require selected bidder to submit a corrective action plan
Rider identification number issuance rate of 93%	93% of approved applicants will receive their rider identification number within five (5) business days.	If the rider identification issuance is below 93%, a Corrective Action Plan and/or strategy plan may be required to attain the 93% threshold.
Completeness of Monthly Reports	Monthly Reports are to include all information outlined in this RFP	May result in delay of payment for services related to missing items
Accuracy of Reporting	Monthly reports submitted by the selected bidder should be accurate and include the trip details.	Payment adjustments may be calculated and applied to compensate for inaccuracies.
Complaints (All complaints are to be reported to Department of Senior Services)	Complaint will be resolved within 72 hours.	If the complaint is not resolved within 72 hours, the selected bidder to submit a corrective action plan

The Consultant must report activities monthly in a format to be provided by the County. The County is willing to adapt reporting formats, if the Selected Respondent has an automated system in place and the reports are acceptable to the County

(Report Deliverables)	Performance Requirement
Submit Monthly Report – This report will include the following: •Date/time of call for reservations/ride •Name of participant •Last name of reservationist •Origination address of participant •Destination address of participant •Tracking of 8 trips per month •Cost of trip •Distance of trip •Total unduplicated number of participants per month •Total number of participants by TNC. •Average cost of trips by TNC •Total average cost of all TNCs •Tracking of cost share	By the 4th calendar day of the month following the report month. If the 4th falls on weekend or holiday, then the report will be due on the following business day

EXHIBIT E

COMPENSATION

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The County agrees to compensate the Consultant as follows:

County agrees to compensate Consultant for all services performed under this Agreement in an amount not to exceed \$4,634,178.00 (Four Million, Six Hundred Thirty-Four Thousand, One Hundred Seventy-Eight Dollars and Zero Cents. The detailed costs are provided below:

Description	Amount
Monthly Administrative Cost	\$ 4.00 per trip
Fixed Cost Share paid by rider (determined by riders self-declared annual income)	\$ 1.00 per trip or \$ 4.00 per trip

Additional Costs include a \$15 one-time Registration Fee

CCI will send to FCSS Contact a detailed accounting of all trips conducted in the prior month. This will be delivered before the 6th of each following month. The Invoice to Accounts Payable will include;

Reimbursement at actual cost of Ride-Share Fares less rider co-pay amounts

Calculation of # of trips at \$4 each administration fee

Cost of registrations if unpaid by the Riders

CCI requests that payment be made within a 30-day time frame.