

# Transportation Services Contract

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## CONTRACT FOR TRANSPORTATION SERVICES

This Contract for Transportation Services ("Contract") is entered into as of March 15, 2024, by and between the Florida Department of Health ("Department"), with its principal office located at 4052 Bald Cypress Way, Tallahassee, FL 32399, and SafeRide Transit Solutions, Inc. ("Provider"), a Florida corporation with its principal office located at 1234 Main Street, Orlando, FL 32801.

### 1. PARTIES AND BASIC INFORMATION

1.1. The Department is the state agency responsible for promoting, protecting, and improving the health of all people in Florida.

1.2. The Provider is a transportation company specializing in providing safe and reliable transportation services to various organizations and agencies.

### 2. SCOPE OF SERVICES

2.1. The Provider shall provide non-emergency medical transportation services ("Services") to eligible individuals within the Service Area, as defined in Section 2.2.

2.2. The Service Area shall include Orange, Seminole, and Osceola counties in Central Florida.

2.3. The Services shall include, but are not limited to, the following:

a. Door-to-door transportation for medical appointments, including pick-up and drop-off at healthcare facilities.

b. Transportation for individuals with special needs, including those requiring wheelchair-accessible vehicles.

c. Scheduled and on-demand transportation services, available 24 hours a day, 7 days a week.

### 3. SERVICE REQUIREMENTS AND STANDARDS

3.1. The Provider shall maintain a fleet of at least 50 vehicles, including wheelchair-accessible vehicles, to ensure timely and adequate service delivery.

3.2. The Provider shall employ and maintain a staff of at least 120 certified drivers, trained in providing safe and courteous transportation services.

3.3. The Provider shall ensure that all vehicles are well-maintained, clean, and in compliance with all applicable laws and regulations.

3.4. The Provider shall maintain a dispatch center and a call center to coordinate and respond to transportation requests in a timely and efficient manner.

3.5. The Provider shall implement and maintain a comprehensive quality assurance program to monitor and ensure compliance with service standards and requirements.

### 4. PAYMENT TERMS AND RATES

4.1. The Department shall pay the Provider a base rate of \$35.00 per one-way trip for ambulatory passengers within the Service Area.

4.2. The Department shall pay the Provider an additional rate of \$45.00 per one-way trip for passengers requiring wheelchair-accessible transportation within the Service Area.

4.3. The Provider shall submit monthly invoices to the Department, detailing the Services provided and the corresponding charges.

4.4. The Department shall remit payment to the Provider within 30 days of receipt of a complete and accurate invoice.

### 5. INSURANCE AND LIABILITY REQUIREMENTS

5.1. The Provider shall maintain comprehensive general liability insurance with a minimum coverage of \$1,000,000 per occurrence and \$3,000,000 in the aggregate.

5.2. The Provider shall maintain automobile liability insurance with a minimum coverage of \$1,000,000 per occurrence for bodily injury and property damage.

5.3. The Provider shall indemnify and hold harmless the Department from any and all claims, damages, losses, and expenses arising out of or resulting from the Provider's performance of this Contract.

### 6. TERM AND TERMINATION CONDITIONS

6.1. This Contract shall have an initial term of two (2) years, commencing on March 15, 2024, and ending on March 14, 2026.

6.2. The Department shall have the option to renew this Contract for one (1) additional year, subject to the Provider's satisfactory performance and the availability of funding.

6.3. Either party may terminate this Contract for cause upon thirty (30) days' written notice to the other party, specifying the cause for termination.

6.4. The Department may terminate this Contract for convenience upon sixty (60) days' written notice to the Provider.

#### 7. COMPLIANCE REQUIREMENTS

7.1. The Provider shall comply with all applicable federal, state, and local laws, regulations, and policies, including but not limited to those related to transportation, safety, and non-discrimination.

7.2. The Provider shall maintain and provide to the Department, upon request, all records and documentation related to the Services provided under this Contract.

7.3. The Provider shall cooperate with the Department in any audits or investigations related to the Services provided under this Contract.

#### 8. ATTACHMENTS LIST

8.1. The following documents are attached to and incorporated into this Contract:

a. Exhibit A: Service Area Map

b. Exhibit B: Vehicle and Equipment Requirements

c. Exhibit C: Driver Training and Certification Requirements

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed by their duly authorized representatives as of the date first written above.

FLORIDA DEPARTMENT OF HEALTH

By: \_\_\_\_\_

Name: Dr. John Doe

Title: Secretary of Health

SAFERIDE TRANSIT SOLUTIONS, INC.

By: \_\_\_\_\_

Name: Jane Smith

Title: President and CEO