

Transportation Services Contract - Illinois

March 02, 2025

Here is a detailed transportation services contract formatted as HTML with proper sections and headings, including the key details and standard sections you requested:

Transportation Services Contract

Contract Date: July 15, 2024

Agency: Illinois Department of Healthcare and Family Services

Agency Location: Springfield, Illinois

Provider: Midwest Healthcare Transit

Provider Location: Chicago, Illinois

1. Parties and Purpose

This Contract is entered into between the Illinois Department of Healthcare and Family Services (the "Agency") and Midwest Healthcare Transit (the "Provider") for the purpose of providing non-emergency medical transportation services to eligible individuals in the State of Illinois.

2. Definitions

For the purposes of this Contract, the following terms shall have the meanings set forth below:

- "Eligible Individual" means a person who is eligible to receive non-emergency medical transportation services under the Agency's programs.
- "Service Area" means the geographic area within which the Provider shall provide transportation services, which includes Cook County, DuPage County, and Lake County.

3. Term and Renewal

This Contract shall have an initial term of two (2) years, commencing on July 15, 2024, and ending on July 14, 2026. The Agency shall have the option to renew this Contract for two (2) additional one-year periods, upon written notice to the Provider at least sixty (60) days prior to the expiration of the then-current term.

4. Scope of Services

The Provider shall provide non-emergency medical transportation services to Eligible Individuals within the Service Area. Services shall include, but not be limited to, transportation to and from medical appointments, hospitals, and other healthcare facilities.

5. Provider Responsibilities

The Provider shall:

- Maintain a fleet of at least 60 vehicles, including vehicles equipped to transport individuals with disabilities.
- Operate transportation services 24 hours per day, 7 days per week.
- Employ a minimum of 145 qualified and properly licensed drivers.
- Ensure that all vehicles are properly licensed, insured, and maintained in good working condition.
- Comply with all applicable federal, state, and local laws, regulations, and ordinances.

6. Agency Responsibilities

The Agency shall:

- Provide the Provider with a list of Eligible Individuals and their transportation needs.
- Establish and communicate policies and procedures for the provision of transportation services.
- Monitor the Provider's performance and compliance with the terms of this Contract.

7. Compensation

The Agency shall compensate the Provider for transportation services rendered in accordance with the rates and payment schedule set forth in Exhibit A, attached hereto and incorporated herein by reference.

8. Compliance and Reporting

The Provider shall maintain accurate and complete records of all transportation services provided under this Contract and shall submit reports to the Agency as required. The Provider shall also comply with all applicable laws, regulations, and Agency policies related to the provision of non-emergency medical transportation services.

9. Insurance and Liability

The Provider shall maintain adequate insurance coverage, including but not limited to commercial general liability, automobile liability, and workers' compensation insurance, as specified in Exhibit B, attached hereto and incorporated herein by reference. The Provider shall indemnify and hold harmless the Agency from any and all claims, losses, damages, and expenses arising out of or resulting from the Provider's performance under this Contract.

10. Termination

This Contract may be terminated by either party, with or without cause, upon ninety (90) days' written notice to the other party. The Agency may also terminate this Contract immediately for cause, including but not limited to the Provider's failure to comply with the terms of this Contract or applicable laws and regulations.

11. General Provisions

This Contract shall be governed by and construed in accordance with the laws of the State of Illinois. Any amendments or modifications to this Contract must be in writing and signed by authorized representatives of both parties. This Contract constitutes the entire agreement between the parties and supersedes all prior agreements, whether written or oral.

IN WITNESS WHEREOF, the parties have executed this Contract as of the date first written above.

Illinois Department of Healthcare and Family Services

By: _____

Name: _____

Title: _____

Midwest Healthcare Transit

By: _____

Name: _____

Title: _____

Attachment A: Rate Schedule

Here's a properly formatted HTML table with realistic rates for Midwest Healthcare Transit in Illinois:

Service Type	Base Rate	Mileage Rate	Wait Time Rate	After Hours Rate	Weekend/Holiday Rate
Standard Vehicle Transport	\$45.00	\$2.50 per mile	\$25.00 per hour	\$65.00	\$75.00
Wheelchair Accessible Vehicle	\$55.00	\$2.75 per mile	\$30.00 per hour	\$75.00	\$85.00
Stretcher Transport	\$65.00	\$3.00 per mile	\$35.00 per hour	\$85.00	\$95.00
Bariatric Transport	\$75.00	\$3.25 per mile	\$40.00 per hour	\$95.00	\$105.00
Group Transport	\$85.00	\$3.50 per mile	\$45.00 per hour	\$105.00	\$115.00

Attachment B: Service Areas

Here's an HTML table with the requested details for Midwest Healthcare Transit in Illinois, including the specified zones, columns, and proper formatting:

Service Zone	Counties Covered	Response Time	Population Served	Facilities Covered	Special Conditions
Primary Urban Areas	Cook, DuPage, Lake, Will	15-30 minutes	8.7 million	Major hospitals, trauma centers	High traffic congestion
Suburban Regions	Kane, McHenry, Kendall, Grundy	30-45 minutes	1.5 million	Community hospitals, clinics	Varying road conditions
Rural Coverage	DeKalb, LaSalle, Bureau, Lee	45-60 minutes	250,000	Rural health centers	Long distances, remote areas
Special Service Areas	Statewide	Varies	12.8 million	Specialty care facilities	Critical care transport

This table includes the `` and `` tags for proper structure, and styling classes like `table`, `table-bordered`, `table-striped`, and `thead-dark` for a clean and organized appearance. The table columns match the requested details, and the rows provide sample data specific to the service zones in Illinois for Midwest Healthcare Transit.

Attachment C: Performance Standards

Here's a properly formatted HTML table with realistic performance standards for Midwest Healthcare Transit in Illinois:

Performance Category	Standard Description	Measurement Method	Minimum Target	Non-Compliance Penalty
On-time Performance	Percentage of trips completed within the scheduled pickup window	GPS tracking and dispatch logs	95%	\$500 fine per incident below 90%
Vehicle Maintenance	Regular preventive maintenance and repair of vehicles	Maintenance logs and inspections	100% compliance	\$1,000 fine per non-compliant vehicle
Driver Qualifications	Background checks, drug testing, and training for all drivers	Personnel records and training logs	100% compliance	\$5,000 fine per non-compliant driver
Safety Metrics	Accident and incident rates, seatbelt usage, and vehicle inspections	Accident reports and safety audits	Zero preventable accidents, 100% seatbelt compliance	\$10,000 fine per preventable accident
Complaint Resolution	Timely and effective resolution of customer complaints	Complaint logs and customer surveys	95% resolution within 48 hours	\$250 fine per unresolved complaint after 72 hours