

**PRE-PROPOSAL CONFERENCE
MEDICAID TRANSPORTATION (RFP #15-004)
SCOPE OF WORK REVIEW
July 23, 2014**

1. You use the term “vendor”. Do you mean the transportation provider or the contractor?

Answer: Contractor. The term “contractor” is used interchangeably with “vendor”.

2. If we are a contractor and we are setting up a contract, how will we know how many trips will we provide?

Answer: The number of trips are not guaranteed. You will not know in advance the number of trips that you’ll be providing each month. The important thing is whether you have the capacity to provide 200 trips per month.

3. Does DSS call the transportation provider to arrange for transportation for a client?

Answer: No, the client calls the DSS Medicaid Transportation call center. The transportation coordinators in the DSS call center will get all the details of the trip request and verify if the client has active Medicaid. The transportation coordinator will direct the client to let the contractor know that they are authorized to travel. Within minutes, the contractor will get an email authorization from the DSS transportation coordinator stating the client’s name, date of the trip and address for pick up and drop off. Then you can communicate with the client. Sometimes the client will call the contractor before you receive the authorization from DSS. The best thing to do then is to ask the client when they spoke to DSS. If it was a few minutes ago, ask them to call you back in about 15 minutes. By then, the authorization should be sent by DSS. If you transport a client without DSS authorization, we will not pay for the trip.

4. You mentioned that DSS is required by Medicaid policy to transport clients by the least expensive conveyance, do you mean other forms of transportation like the bus?

Answer: Yes. Within the RFP, we are asking you to provide a detailed budget for a one way trip.

5. Are most trips going to Durham?

Answer: Yes.

6. Will the scheduled trips only be for appointments in Durham County?

Answers: No, the trip(s) will originate from Durham, but some clients may need to be transported outside of Durham County. We are able to designate our area of transportation. Our areas of service are Durham County, UNC hospital and Brier Creek.

7. If we get a trip and accept it, and we find out the client does not qualify for Medicaid, what happens at that point?
Answer: The DSS transportation coordinators verify that each client is eligible to receive Medicaid at the time of their scheduled appointment. It will be a rare incident if a client is not eligible for Medicaid at the time of their trip. If that does occur and if it is our (DSS) error, we will pay for it.
8. Can we (Contractor) check to see if the client is active with Medicaid?
Answer: It's the job of the DSS transportation coordinators to verify that the client is eligible for Medicaid. It is vitally important for a contractor not to transport until they receive authorization from DSS.
9. What happens if the client wants to stop at another destination?
Answer: If a client wants to stop somewhere else for a medical purpose, the change needs to be authorized by Medicaid transportation first. The client can be dropped off at any destination in our coverage area.
10. Should we wait for the client while they are in their appointment?
Answer: It is up to the contractor. No additional payment will be given for this service.
11. What is the required response time to pick up a client after their appointment?
Answer: 30 minute response time.
12. When the Medicaid client calls to the department, can they request a particular contractor?
Answer: Yes they can. However, if they are able to take a less expensive mode of transportation, they may be assigned to it. Based on their health condition, they may have specific needs that require them to take a more expensive mode of transportation.
13. Who calculates the mileage for the trip?
Answer: DSS does not calculate trip mileage. We are looking for a flat rate per trip. You can build a tiered system into your proposal and include any other components that would need to be adjusted for special circumstances such as transporting an electric wheelchair in a specially designed vehicle.
14. Does Medicaid require a test for Hepatitis or TB?
Answer: No.
15. Are there phone numbers to verify pick up times?
Answer: Yes. Each authorization will include the client's name, address, date of appointment, pick-up times, phone numbers and will include if the client has need of wheel chair, oxygen tank, etc.

17. Is it a flat rate for Durham County and outside of Durham County?
Answer: It will need to be submitted in your proposal, if you want to make the distinction between different rates. Build in extras for wheelchairs access, etc. You might want to include one rate for inside Durham County and one outside of Durham County.
18. What is the period of the contract?
Answer: The contract period for this contract is Nov. 15, 2014 – June 30, 2015.
19. How much notice do we have for a client to request transportation services?
Answer: We try not to do the day before or same day appointments. The majority of the clients are two to three days out. Some appointments are as far out as two weeks. For dialysis patients, we get them approved a month prior.
20. What is the window of time you all allow for clients to request transport?
Answer: If client has an urgent need, the DSS transportation coordinators will call the client back to inform them of the available time slots when a contractor can get them to an appointment. It's up to the client to reschedule their appointment, or to call an ambulance, if necessary.
21. What is the percentage of people that are in wheelchairs?
Answer: We have a fair number of clients in wheelchairs. Also, the client can change whether they use a wheelchair from day to day, depending on how they are feeling on any given day. We have approximately 1/3 of our clients who are in wheelchairs.
22. Do you use more than one provider?
Answer: Yes we do.
23. Do you provide transportation for weekend services?
Answer: Occasionally, we do have clients that have need of weekend services. The RFP speaks to transportation being provided until 6:00pm Monday through Friday. Please put in your proposal if you have the ability to transport later into the evenings or on weekends.
24. Does it matter what type of vehicle is used for the transportation?
Answer: No. As long as the transportation is safe, properly insured and registered, you can use any type of transportation. Please designate the type of vehicle(s) that will be used in your proposals.
25. Transporting oxygen tanks, is that in the RFP?
Answer: Yes. The contractor will be expected to have the capacity to transport oxygen tanks.
26. Do you use Durham Access?
Answer: Yes, we do use them.

27. Does DSS accept other bids from out of state contractors?
Answer: Yes we accept bids from out of state. They can bid as long as they are licensed and authorized to operate in North Carolina. We prefer to support local businesses. Extra points are given during the proposal scoring process for Durham County businesses.
28. Medicaid requires the driver to have what type of credentials?
Answer: Be over the age of 18 and have a safe driving record, passed a criminal back ground check and drug/alcohol testing.
29. What if we have three patients and they are all in the same place at the same time. Can we bill for all three?
Answer: Yes you can.
30. How much hands-on assistance is allowed/expected due to liability issues?
Answer: We do not expect contractors to handle clients like an EMT would. Most clients are able to communicate on their own. Most people that are in wheelchairs are confined to the chair and would not be moved out of the wheelchair to a seat in a vehicle unless it's one of the collapsible wheelchairs.
31. Suppose you pick up a client and they have someone with them?
Answer: If client has medical needs and someone is required to be with them, Medicaid will pay for all authorized attendants. We will not pay otherwise.
32. Can I start to call the client at seven in the morning to make sure they are still attending the trip?
Answer: If that is your practice, it is ok to do so to give them a reminder.
33. What if the clients are no-shows?
Answer: The Contractor must notify DSS daily of any no-shows. This allows us to notify the client that we are aware of a no-show quickly so that warning letters can be sent to the client. If a client doesn't show 3 times within 90 days, the client is suspended from transportation for 30 days.
34. I was wondering about points. Do you use a point system to rate each proposal?
Answer: We have a scoring sheet that dictates the point system in rating each proposal. DSS has a committee that will examine each proposal.
35. What is an RFP?
Request For Proposal.
36. Does the selection committee make the final decision?
Answer: The final decision is up to the director.

37. Are there any questions in the RFP that will help a contractor to be screened out?
Answer: The forms in the RFP ask you to respond to a number of questions including past experience with consumer complaints, accidents, etc. Follow the format of the RFP and respond to those requirements.
38. Who do we need resumes on?
Answer: Anyone driving will need to have a resume. *[Added after the conference: Please include resumes of owners and principle managers.]*
39. Are there other people bidding that are not here today?
Answer: Possibly. All bidders may not be at this conference. It is not a requirement to attend the Pre-Proposal Conference in order to place a bid.
40. If something on the scoring sheet is rated an N/A, are points still given?
Answer: No points are given for an “N/A”. However, more points are given if the N/A applies, such as M/WBE, etc.
41. Do you need a receipt when you turn in your proposal?
Answer: Yes. When you drop the proposal off at Lobby number 28, be sure to ask for a receipt. If you drop it anywhere else in the building, you might not get a receipt.
42. What is contained in the ten page limit for the proposal?
Answer: The contents of the 10 pg. limit is addressed on pg. 13 of the RFP. Everything else can be submitted as additional information. Those additional documents do not count toward the 10 page limit.
43. Can the RFP be printed?
Answer: Yes. It is 52 pages.
44. What do you mean by “methodology of how you do business”?
Answer: It defines how you would do the work. For example, “What type of transportation will you provide? Is it one person at a time? Do you accept wheelchair patients? etc.”
45. Why are three original contracts to be submitted?
Answer: The successful bidder needs to have three contracts with the original signature to execute the contract. We collect the three originals up front so that the successful bidder doesn’t have to resubmit additional paperwork later on.
46. After the proposal is submitted, will it automatically disqualify me for having low points on some of the guidelines?
Answer: Not necessarily. It is very important to follow all the requirements on the RFP. It is important to follow directions and submit the proposal as we ask.

47. After we leave here today, are we able to ask any more questions?

Answer: In fairness to everyone who may express an interest in submitting a proposal, we want everyone to receive the same information. Notes are being taken on the questions and answers today. The Q&A will be posted on the DSS web site by the end of the day on July 30th. No other inquiries will be responded to outside of this meeting. There is a Technical Assistance conference scheduled for August 11, 2014 at 10:00 a.m. in Public Conference Room C. You can ask any other questions at that time.

48. Can we get an annual report about current contractors and other public information?

Answer: Those types of special requests need to be in writing asking what you are looking for. Send any special requests to Lynn Thomas, Durham County DSS, P.O. Box 810, Durham, NC 27703.

49. Do you have a budget in mind for this service?

Answer: Yes, we do have a budget, but it is not broken down into a readily accessible report. Medicaid funds are reimbursed at 100% from the Federal Government.

50. When we submit invoices for payments, will they go to the state?

Answer: We pay the contractor up front. It will take thirty days for the contractor to receive payment. DSS will then bill the state and be reimbursed for the services.

51. For this period of time, (Nov. 15, 2014 – June 30, 2015) are we quoting the one price for that time period?

Answer: We are looking for a flat rate per trip. See attachment B. The only time that a different rate can be negotiated is when a contract is initiated or renewed.

52. Should the drivers have a drug test?

Answer: Yes. The RFP requires drug testing be done prior to beginning work and random drug testing during the duration of the contract. This is at the expense of the contractor. You can choose your own lab.

53. How should the vehicle look, etc.?

Answer: No old or damaged vehicles. Vehicles must be properly registered and insured.

54. If the client calls ahead to the contractor and the contractor does not have authorization for the trip, should the contractor call Medicaid transportation?

Answer: Medicaid transportation coordinators make sure clients are Medicaid eligible. If a client requests a trip for which you do not have authorization, direct them back to the Medicaid Transportation unit at DSS.

55. Where is the contact information?

Answer: The contact information will be on the proposal with the names of Lynn Thomas - Quality Assurance & Training (QAT) Program Manager, Kyna Lewis - Medicaid Transportation Supervisor and Judy Carden - Contracts Administrator.

56. In the event something happens on a trip, where do we get an incident report?

Answer: DSS does not have an incident report just for Medicaid Transportation purposes. Use whatever form you have in place to submit the report to DSS.

66. Is CPR required?

Answer: No, however, it would be helpful. Put it in your RFP if someone has this capability.

[Note after the conference: Depending on the type of conveyance, CPR might be required. Consult FTA requirements.]