

**REVISION ISSUED September 11, 2013**

The answer to questions number 43 and number 61 below has been amended.



**Official Response To Submitted Questions  
RFP # 20130802**

**Non-Emergency Transportation Services**

<b>Question #</b>	<b>RFP Section #</b>	<b>RFP Page #</b>	<b>Question</b>	<b>DOM Response</b>
1.	Overall	-	Can DOM please confirm that Mississippi's NET program continues to be authorized by a "1915(b)" waiver approved by CMS? Given that CMS requires 1915(b) programs to be certified as actuarially sound, can you please indicate whether the state has had a third party actuary assess the cost of the program and how that analysis will be used in evaluating Contractors' cost proposals.	DOM does not operate the NET Brokerage Program under a "1915(b)" waiver.
2.	1.2	8	Based on the number of questions submitted, there may be a large number of answers provided, which may require amendments to the RFP. The current schedule only allows bidders 14 days should rewrites and or re-pricing be required as a result of the answers provided. To allow Contractors to provide responsive proposals will the agency consider a 30 day extension to the proposal deadline?	No. The schedule will remain the same as stated in section 1.2 of the RFP.
3.	1.2.3	9	DOM is requesting that the Contractor provide their "Technical Proposal on CD in a single document in a searchable Microsoft Word or Adobe Acrobat (PDF) format." We request that any attachments to the proposal be treated as a separate Attachments Volume included on the CD in a searchable Microsoft Word or Adobe Acrobat (PDF) format. Is this acceptable to DOM?	The Offeror may submit attachments in a single searchable document to be included on the same CD
4.	1.3	10	The RFP states that: "The Contractor is not required to reimburse for unauthorized NET Services provided by out of network providers." To provide proper oversight and distribution of DOM funds, is it also true that the Contractor is not required to reimburse for unauthorized	Yes.

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			NET Services provided by in-network providers?	
5.	1.4.1	11	<p>Currently the NET services are carved out, from the CAN, at a state level regardless of whether the Beneficiary is signed up with a CAN organization.</p> <p>Is transportation to be part of the CAN membership or stay with broker?</p> <p>The way that the RFP is worded, we understand that inpatient care and its related transportation would be the responsibility of the Contractor for both Fee For Service and CAN Beneficiaries. This will be extremely confusing for beneficiaries and medical providers who will have to keep “multiple reservation numbers (for each of the brokers in the state) to call” depending on whether it is to be the responsibility of the CAN organization (if outpatient) or the FFS State Contractor (for outpatient).</p> <p>Please confirm that ALL transportation (whether it is inpatient and or outpatient medical transports) will reside with the CAN organization and not be left with the State fee for service Contractor for those Beneficiaries?</p>	All transportation for MSCAN beneficiaries will not be the responsibility of the Contractor under this contract pursuant to section 1.4.1.
6.	1.3 1.4.1 1.4.2 1.4.4	10 - 33	<p>The RFP requests the following formal reports: Monthly reports are found in these sections:</p> <ul style="list-style-type: none"> <li>• 1.3 General Administration of the NET Program</li> <li>• 1.4.1 Screening</li> </ul>	The requirements outlined in sections 1.3, 1.4.1, 1.4.2, 1.4.4, 1.6.2, 1.6.6, 1.6.8, 1.6.9, 1.6.9.1, 1.6.9.2, 1.6.9.3, 1.7.1, 1.8.1, 1.13, 1.14.3, 1.14.4, 1.14.7, 1.14.8, and 1.17 will remain as stated in the

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	1.6.2 1.6.6 1.6.8 1.6.9 1.6.9.1 1.6.9.2 1.6.9.3 1.7.1 1.8.1 1.13 1.14.3 1.14.4 1.14.7 1.14.8 1.17		<ul style="list-style-type: none"> <li>• 1.4.4 Scheduling and Dispatching Trips</li> <li>• 1.6.6 Miscellaneous Operational Rules #1</li> <li>• 1.6.6 Miscellaneous Operational Rules #2</li> <li>• 1.6.8 Timeliness Requirements</li> <li>• 1.13 Monitoring Plan</li> <li>• 1.14.4 Automatic Call Distribution System</li> <li>• 1.14.8 Web-based reservation options</li> </ul> <p>Quarterly reports are found in these sections:</p> <ul style="list-style-type: none"> <li>• 1.4.2 Advance Reservations</li> <li>• 1.6.2 Geographic Coverage Area</li> <li>• 1.6.6 Miscellaneous Operational Rules #8</li> <li>• 1.6.9 Validation Checks</li> <li>• 1.6.9.1 Pre-transportation</li> <li>• 1.6.9.2 Post-transportation</li> <li>• 1.6.9.3 Fixed Route</li> <li>• 1.7.1 NET Broker Vehicle Requirements</li> <li>• 1.8.1 NET Broker Driver Requirements</li> <li>• 1.14.3 Customer Care</li> <li>• 1.14.7 Sufficient Resources</li> <li>• 1.17 Non-Compliant Beneficiaries</li> </ul> <p>These incremental performance reports indicate a focus on adequate Beneficiary satisfaction and appropriate use of the system by the Beneficiaries.</p> <p>Eliminating these new report requirements would result in a cost savings for the State. To ensure that Beneficiaries continue to receive satisfactory service, we request that DOM modify the RFP to require periodic Beneficiary</p>	RFP.

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			satisfaction surveys. If satisfaction rates are 90% or better, we suggest that DOM not require the formal reports. If satisfaction rates drop below the threshold, then specific reports would be required to assist in determining the root cause of the drop in satisfaction.	
7.	1.4.2	12	The RFP states that the Contractor must report quarterly on habitual offenders who order transport in less than 2 business days. We request that DOM define habitual as it pertains to reporting. Is it DOM's intent that the Contractor report on all Beneficiaries who request non-urgent transport with less than a 3-day notice at least once in the quarter? As mentioned in the RFP, events occur that may require an occasional quick trip; we request that the report focus on habitual offenders who request more than 3 quick trips per quarter.	The Offeror may propose a definition for habitual in their proposal. Once the contract is awarded, DOM and the Contractor will agree upon such terms.
8.	1.5	13	The cost of Meals and Lodging in 2012 is not included in the contract price but built as a pass through back to DOM. Will Meals and Lodging costs be a pass through back to DOM or will the Contractor need to include those costs in their pricing?	The cost of Meals and Lodging should be billed as a pass through back to DOM.
9.	1.6.1	14	<ol style="list-style-type: none"> <li>1. How many business days will DOM require to approve new NET Providers?</li> <li>2. How soon after DOM approval can a NET Provider begin supplying NET services?</li> <li>3. What are the parameters for DOM approval or rejection of NET Providers?</li> <li>4. Are there any specific NET Provider characteristics that would cause DOM to reject a NET Provider?</li> </ol>	DOM will review proposed NET Providers to ensure capacity for compliance with Miss. Code. Ann. § 43-13-121(7), RFP sections 1.6.1, 1.7, 1.7.1, 1.7.2, 1.7.3, 1.7.8, 1.7.8.1, 1.10, 1.11, 1.12, Administrative Code Title 23, and any related State and Federal regulations. DOM review and approval will be handled expeditiously.

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10.	1.6.1	14	<ol style="list-style-type: none"> <li>1. If DOM directs the Contractor to terminate a NET Provider, what timeframe will be given to execute this demand?</li> <li>2. Within how many business days is the Contractor allowed to execute a DOM directed NET Provider termination?</li> </ol>	The timeframe will consist of a suspension within 24 hours of DOM directing the Contractor to terminate a NET provider. The contractor will then have 15 calendar to execute the termination.
11.	1.6.1.1	14	The RFP states that a “model contract for each Mode of Transportation must be pre-approved by DOM.” The RFP indicates that the model contract addresses a number of items. The third item on the list: “Modes of transportation;” is plural. Does this allow the Contractor submit a single model contract per NET Provider that covers each Mode of Transportation?	Yes.
12.	1.6.1.1	14	<p>The RFP states, “The Contractor shall enter into a separate contract with each NET Provider for each contract held with DOM should the Contractor be awarded more than one contract.”</p> <p>The incumbent broker currently uses a single contract with NET providers to cover not only the state NET program, but also the state ESRD NET program. The NET provider contracts of the current broker, and of most brokers in the industry, are specifically designed to allow the broker to administer an unlimited number of separate client contracts through a single contract with the NET provider. We are not aware of any legal, business, or administrative reason for mandating multiple provider contracts in the event the Contractor has multiple contracts with DOM, and such a</p>	This requirement will not be removed from section 1.6.1.1 of the RFP.

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			requirement could effectively double the cost and labor to manage the contract and credentialing paperwork required to maintain the transportation network. Will DOM please remove this requirement from the RFP or please share with the potential bidders DOM's rationale for this requirement.	
13.	1.6.1.2	15	The RFP states, "The Contractor may reimburse NET Providers ...including a sub-capitation arrangement." Is the Agency requesting a fixed PMPM (capitation rate) from the bidders?	Each Offeror may propose a payment methodology for sub-contractors that complies with the requirements set forth in the RFP. No preference is given by DOM to the methodology selected by the Offerors.
14.	1.6.4	17	Non-Emergency Ambulance is listed as a covered services under this program. Can the agency provide basic utilization information for the last 18 months that summarizes the payments made for this mode of transport, including, for example, number of trips, type of trip (stretcher, basic life support, advanced life support, etc.) mileage paid, amount paid, list of providers, utilization incurred for pick up counties?	The current NET Broker does not utilize this form of transportation, to the knowledge of DOM. Therefore, no information is available.
15.	1.6.4	17	Both Basic Vehicles and Enhanced Vehicles state that this does not include "Private Auto." The volunteer network in the State, which is run with private autos, is sizeable and is the "lowest cost" alternative for many trips. Currently, the program reimburses over 1.7 million miles. If these miles had to be provided by commercial providers, the cost of the program would go up by more than \$7.5 million dollars because of the elimination of private autos, so please clarify the following: a. Is this just for definitional purposes?	a. Yes, b. Yes, c. N/A

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			<p>b. Are you stating that private autos should not be used by commercial providers but allowed for the volunteer (gas reimbursement) network?</p> <p>c. If it is not allowed for either, has the Agency considered that since commercial providers cost about 4 times more per mile than volunteers, this incremental cost of over \$7.5 Million will have to be added to the cost of the program? Please acknowledge.</p>	
16.	1.6.6 #6	19	What is an acceptable percentage of trips to be carried out by the Contractor as a NET Provider?	This determination would be made based upon specific circumstances outlined in 1.6.6 #6 by DOM and agreed upon by the Contractor.
17.	1.6.7	20	The RFP indicates that DOM anticipates a possible percentage of increase or decrease in the number of eligible Beneficiaries during the term of this contract. To provide DOM with best valuing pricing, would DOM consider RFP language that states that the Contractor price/cost is based on a fixed number of Beneficiaries and that DOM and the Contractor will negotiate in good faith in case of changes? We request that DOM consider language similar to that found in RFP section 1.33.3.	Refer to answers provided in this document related to contract pricing. DOM will consider requests for renegotiation pursuant to Section 1.33.3 of this RFP.
18.	1.6.8	20	Please define “authorize and schedule.” Does issuance of a reservation job number comply with this requirement or is more required? If more is required, please specify details.	The Offeror may propose a definition of authorization and scheduling of a trip based upon their business model, computerized trip program, etc.
19.	1.6.9.1 and 1.6.9.2	21-22	Please clarify the Contractor’s role or response if a medical provider is contacted to verify service, but the provider refused to supply the requested information.	The Contractor shall conduct validation checks on no less than 3% of requests pursuant to the requirements in section 1.6.9.1 and no less than 2%

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				of requests pursuant to the requirements in section 1.6.9.2. Should the Contractor encounter non-cooperative Providers, the Contract can note this occurrence and ensure that the minimum percentage requirements are still maintained.
20.	1.8 #1	24	It is our understanding that the fingerprinting requirement for Providers' drivers was eliminated in 2007 by the previous contract manager of DOM. Is it DOM's intention to re-implement the fingerprinting requirement for Provider's drivers?	DOM retains the right to fingerprint Provider's drivers for background checks in accordance with state and federal regulations.
21.	1.9	26	This section of the RFP requires the Contractor to "immediately remove" vehicles or drivers under certain circumstances, and requires the Contractor to notify DOM within 1 business day of its "intention" to remove a vehicle or driver. For the safety and protection of the Beneficiaries, we request that DOM modify this requirement to allow the Contractor to immediately remove non-compliant vehicles/drivers from service and inform DOM of that decision within 1 business day.	This is permitted in cases of imminent danger, "the Contractor shall immediately remove non-compliant vehicles/drivers from service and inform DOM of that decision within 1 business day".
22.	1.14.8	32	The web-based reservation system defined in this section represents a convenience for the Beneficiary population in their transportation needs. We wish to provide value to the Beneficiaries and provide DOM with technological reviews and pricing data of web-based systems. To ensure that all bidders are pricing on the same specifications, we request that DOM require this technical capability of all prospective bidders.	It is at the discretion of the Offeror to include web-based reservation system utilization capacity in their proposal. Inclusion or exclusion of this option will be scored accordingly.



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23.	1.16	33	<ol style="list-style-type: none"> <li>1. Is it DOM's intent that the incumbent mail educational material? To decrease the possibility of confusing established relationships, we request that this requirement not apply to the incumbent.</li> <li>2. Is it DOM's intent that the contractor mail educational material to 100% of Medicaid enrolled medical providers, including individual physicians?</li> <li>3. There is a significant cost of mailing to Beneficiaries. The incumbent is not allowed to charge for any implementation costs, which cover these mailings. Other bidders are paid for these costs. This requirement places an unfair burden on the incumbent. We request that this requirement not apply to the incumbent.</li> </ol>	<ol style="list-style-type: none"> <li>1. Yes, the incumbent must comply with all RFP requirements.</li> <li>2. A single mailing to a provider group is acceptable, when applicable, for all Offerors.</li> <li>3. The incumbent would be allowed to include in implementation pricing those costs not associated with existing RFP/Contract requirements.</li> </ol>
24.	1.17	34	<p>The RFP excludes private autos, which currently are a transportation option for "Beneficiaries whose behavior en-route threatens the safety of the Beneficiary, driver, or other passengers." We request that DOM add language to include private autos as an option to transport Beneficiaries in a safe and respectful manner. If private autos are not covered, could DOM please specify the transportation options available in such situations?</p>	<p>Pursuant to section 1.17, "The Contractor shall have a DOM approved education policy and transportation options for Beneficiaries whose behavior en-route threatens the safety of the Beneficiary, driver or other passengers. The Contractor shall maintain a record of Beneficiaries for whom transportation options are imposed and present this information to DOM via a quarterly deliverable report." An Offeror may propose transportation options for "Beneficiaries whose behavior en-route threatens the safety of the Beneficiary, driver, or other passengers."</p>

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25.	1.22	35	The RFP states that the Contractor must meet the DOM Data System Requirements and comply with the policies for security and integrity. We request that DOM make these policies available.	The Contractor shall be responsible for housing personal data that may contain health information. The Contractor shall comply with HIPAA regulations. Additionally, Offerors may include in their proposals documentation regarding physical and electronic security for their proposed system(s) and may also provide documentation of related security policies and processes.
26.	1.22.3	36	The RFP requires that DOM will have access to the Contractor's system to include equipment, systems, and communications software. To protect Beneficiary privacy and data, we request that this requirement be limited to systems and data needed to perform audits.	DOM requires access to the Contractor's system during initial implementation to confirm that the contractor's stated security measures are in place and thereafter, on an audit-only basis.
27.	1.29	43	<p>The second paragraph of this section requests "...all nongovernmental business clients for the immediate past three (3) years. The Offeror shall include references from all governmental entities with which the Offeror has ever done business, or is currently doing business."</p> <p>This requirement is unfair to a bidder that has a long history and therefore more contracts than a relative start-up or smaller bidder. The amount of work to do this for a company with a long history is enormous. Some older references may no longer be accurate.</p> <p>We request that DOM define what is meant by a reference. Is it a listing with a contact that was valid at the time of the contract?</p>	No. Refer to section 1.29 page 43 of the RFP.

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28.	1.29	43	The third paragraph requires that the “Offeror shall employ employee personnel <b>solely dedicated to this project...</b> ” (Emphasis added). Is it DOM’s intent that the Contractor will have a completely separate and distinct staff if it is also awarded the ESRD NET program contract? Also, if MSCAN programs become responsible for the NET services for their Beneficiaries, please confirm the Contractor may use its same MS-based staff to contract with and perform services for the MSCAN MCOs.	After Contract award DOM will review and approve the Contractor’s staffing plan, including proposals for additional projects.
29.	1.29	44	The language concerning Offeror qualifications is extremely vague and only requires bidders to have a minimum of two years’ experience managing a population of only 30,000 Medicaid lives. Considering that the population to be served by this contract is nearly 20 times that amount, would the Department be willing to modify the RFP language to require prospective bidders to have a minimum of two years’ experience managing a population of 500,000 or more Beneficiaries?	No.
30.	1.29	43	This section asks for two years’ minimum experience. Does this experience have to be in operating a statewide NET program or can it be regional or municipality based?  There are currently over 600,000 Beneficiaries in the state receiving Medicaid benefits. Is there a minimum number of Beneficiaries required for bidders to have served over the minimum two years of experience being requested?	Refer to section 1.29 page 43 of the RFP

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31.	1.29	43	Please define “all nongovernmental business clients.”	Any business that is not a governmental business client.
32.	1.30	44	The ESRD NET RFP released with this NET RFP contains the following statement in paragraph 2 of the matching section (1.30, page 49), “All staff shall be wholly dedicated to Mississippi NET ESRD Brokerage Program or NET Brokerage Program if the Contractor is the same entity.” The ESRD language seems to conflict with the language in this RFP. Please clarify. In addition, please clarify that this provision does not prevent the Contractor and its MS bases staff from contracting with and performing services for other MS NET contracts, such as Medicare Advantage NET program contracts, and/or MSCAN NET program contracts.	If an Offeror is awarded both the NET contract and the NET ESRD contract, the staff may be used for both contracts.
33.	1.33.2	46	List items 1 and 5 currently speak to generalization of whether there is a service failure trend and or network adequacy. For example, list item 5 states that “Failure to maintain a network adequate to meet the needs shall result in \$1,000 per day.”  We request that the RFP refer back to Section 1.6.6 Miscellaneous Operation Rules 2, which states, “No more than two percent (2%) of the scheduled trips shall be late or missed per day” for the definition of meeting the needs indicated in list items 1 and 5.	The RFP in its entirety, as applicable, will be used to define the requirements for items 1 and 5.

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34.	1.33.2	47	List item 10 speaks to the failure by Contractor to maintain staffing levels and assesses \$2,500 per day for any position. This seems a bit excessive as any employer could lose staff because of illness or resignation, something completely out of their control. Could the agency consider providing a period of time for the Contractor to replace such staff level positions (10 business days) before assessing any damages to account for replacement time (interview/provide notice to former employers)?	Staffing requirements are outlined in section 1.30 of this RFP. Staffing levels refer to the organizational staffing as a whole, which includes the number and qualifications of staff and provision of key positions.
35.	1.33.2	47	In this section, Liquidated Damages, items 1 through 14, all have set prices; we request that DOM provide a set price for list item 15.	Per section 1.33.2 of the RFP, “Unless a different amount is specifically set forth below, DOM may, at its sole discretion, assess damages between \$1 and \$5,000 for each failure that occurs or remains uncorrected.” This would apply to item 15.
36.	1.33.3	47	Are there any current indicators that DOM could share concerning populations that may be covered by this contract?	Not at this time.
37.	1.34	48	The RFP states that the incumbent Contractor is not eligible for implementation payment, “except for actual expenses incurred to acquire the infrastructure to support an increase in required staffing”. The RFP also requires several implementation activities that are not, and would not be, within the normal course of business of the incumbent, including mailing of educational material to all beneficiaries and Medicaid providers and conducting mandatory education meetings throughout the State.	The incumbent would be allowed to include in implementation pricing those costs not associated with existing RFP/Contract requirements.

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			Please confirm that the incumbent Contractor, if selected, will be eligible for an implementation payment for the actual cost of mandatory implementation activities that are outside of its existing contractual requirements, or alternatively waive those implementation requirements for the incumbent.	
38.	1.34	47	States that the Offeror must provide a fixed price for services. Please expand. Are you referring to a fixed cost per trip? A fixed capitation "PMPM" rate?	The Offeror must provide a single PBPM rate that is applicable to all categories of eligibility, trip type and mode of transportation, and is fixed for the duration of the contract.
39.	3.7.1 #3	56	To adequately address concerns that the State may not be provided with a best value solution, we request that DOM provide 14 days from the date of award to notice to submit a protest. This provides time for pertinent protest criteria to be researched and presented.	The protest time will remain the same as stated in RFP section 3.7.1 page 56.
40.	3.7.3	57	DOM intends to release redacted copies of evaluation score sheets with the notice of non-award. Please explain what portion of the evaluation score sheets would be redacted and what provision(s) of the MS Public Records Act exempts such information from public disclosure.	Technical evaluation scores sheets will not be redacted except for personal information of the reviewers or the other Offerors.
41.	5.1	81	The RFP states "the evaluation will be done section by section." To provide the DOM with a meaningful proposal, we request that DOM clarify the evaluation process. Will different readers be reading different sections or will everyone on the committee read the entire proposal? This will dictate how much redundancy is included from section to section.	The evaluation process can be found in the in section 7 (page 89) of the RFP.

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42.	5.3	83	DOM is requesting that the Contractor “provide a redacted proposal.” Please confirm that the redacted proposal should be delivered on a CD.	Yes. this should be delivered on a CD. Refer to Section 5.3 page 83-84 of the RFP
43.	5.4.2	83-84	<p>This section requires that the contracting entity provide 5 years’ worth of financial statements, including Auditor’s report. If the contracting entity has not been separately audited for 5 years but is an operating segment of a larger Parent company,</p> <ol style="list-style-type: none"> <li>1. Can the bidding entity provide a combination of the following reports to ensure a full five years’ worth of financial data:                             <ol style="list-style-type: none"> <li>a. Standalone Audited Financial Statements of the subsidiary bidding entity for any of the five years <b>AND</b></li> <li>b. Audited financial statements of the Parent company (Public SEC 10k) that identifies the bidding entity and its financial performance as a separate segment <b>AND</b></li> <li>c. Internal financial statements for the bidding entity used in the Parent audit with a “bridge” to the Parent’s Public Audited Statements?</li> </ol> </li> <li>2. If the answer to combination of documents listed above is no, then please identify exactly which statements or reports (and number of years) are required to be submitted in this scenario.</li> </ol>	<p>An Offeror will be permitted to submit the audited financials of its parent company, in addition to the Offeror’s own financial statements. The Offeror must include a statement, signed by an authorized representative of the entity, that any unaudited financial information from the Offeror is a true and accurate representation of the information being submitted.</p>

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44.	5.6 #3	86	Does DOM intend that the “high-level project plan” in this section be a high-level version of the work plan that is in section 5.8?	Yes.
45.	7.2.2	90	We request that DOM define how oral presentations will be scored: Are additional points scored based on the orals presentation? If so, what is the maximum number of points that can be awarded for the orals presentation? Do the evaluators adjust the original technical scores?	Refer to section 7.2.2 of the RFP.
46.	Appendix A	93	The Budget Summary is requesting a detailed worksheet by line item of all costs as they pertain to the responsibilities of Section 1.0 of the RFP. Is the bidder allowed to provide category heading (i.e., HR Salaries & Benefits, Occupancy Cost) or does the agency want actual account detail (i.e., HR, Federal Unemployment tax, FICA tax, etc.)?	Refer to appendix A page 93 of the RFP.
47.	Appendix A	93	The RFP states that the Agency is seeking a fixed price contract. The current contract also contains a contract maximum today for each operating year. Please respond to the following:  1. Please confirm that the “fixed price” mentioned refers to the “Total Contract Cost” line item in the Budget Summary Schedule that bidders should prepare for each year based on the 530,000 Beneficiaries listed 2. If the bidders are not to provide a PMPM, how will the agency pay the Contractor monthly (i.e., 1/12 of the “Total Contract Cost” for each year)?	The Offeror must provide a single PBPM rate that is applicable to all categories of eligibility, trip type and mode of transportation, and is fixed for the duration of the contract.



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48.	6.1 & 5.2.10	88 80	<p>Section 6.1 States, "All Offerors must certify in the transmittal letter that their offer shall be binding upon the Offeror for a period of one hundred eighty (180) days following the proposal due date. Pricing will be considered as a separate criteria of the overall bid package."</p> <p>However, Section 5.2.10, Transmittal Letter states that the letter must include, "A statement that no cost or pricing information has been included in this letter or any other part of the technical proposal."</p> <p>Should the statement in 6.1 be included in the transmittal letter for the Technical Proposal, or should a separate transmittal letter be submitted with the Business Proposal?</p>	<p>Section 6.1 refers to an actual statement that all pricing submitted in the Business proposal shall be binding for one hundred eighty (180) days. There should be no pricing submitted anywhere but the business proposal. Please refer to section 6.1 page 88 of the RFP.</p>
49.	5	86	<p>Regarding formatting: "The Technical Proposal must include the following sections:</p> <ol style="list-style-type: none"><li>1. Transmittal Letter;</li><li>2. Executive Summary;</li><li>3. Corporate Background and Experience;</li><li>4. Project Organization and Staffing;</li><li>5. Methodology;</li><li>6. Project Management and Control; and,</li><li>7. Work Plan and Schedule.</li></ol> <p>Items to be included under each of these headings are identified in the paragraphs below. Each section within the</p>	<p>The formatting should follow the instructions stated in section 5.1 page 81 of the RFP.</p>

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			<p>Technical Proposal should include all items listed in the paragraphs below. The evaluation of proposals will be done on a section-by-section basis. A format that easily follows the requirements and order of the RFP should be used.</p> <p>Any proposal that does not adhere to these requirements may be deemed non-responsive and rejected on that basis. 5.2 Transmittal Letter...”</p> <p>Should the proposal response follow Section 1. Transmittal Letter, Section 2, Executive Summary, etc., through 7., or do you want the required sections to begin with 5.2 and to follow the RFP numbering of 5.2 Transmittal Letter, 5.3 Executive Summary, etc? The wording of the RFP seems to support both.</p>	
50.	1.8	24	<p>Will volunteer drivers (i.e. drivers unrelated to the Beneficiary being transported) be permitted? Volunteer drivers use their personal or organizational vehicles (e.g. church bus), and are reimbursed a mileage rate. This can be a source of savings</p>	<p>The Offeror may propose use of volunteer drivers in their proposal. The NET Broker will be expected to maintain compliance with the RFP requirements throughout the term of the contract. Use of volunteer drivers would not exclude the NET Broker from compliance with such requirements.</p>
51.	1.6	13	<p>Can Letters of Commitment from providers be treated as confidential and proprietary in order to protect providers from any potential retribution?</p>	<p>Yes.</p>
52.	5.12.7	30	<p>Please provide an estimate of Mississippi member NEMT incoming call volume for the purpose of planning for sufficient resources for call center operations during the required hours of operation.</p>	<p>As the population covered by the NET Broker Program for previous state fiscal years does not reflect the population to be covered under this RFP, DOM has provided an estimated monthly call</p>

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				volume of 24,300-28,800 calls. DOM cannot anticipate actual future call volumes and these estimates do not indicate a guaranteed volume.
53.	6.	88	Regarding Business Proposal, please provide the following data: <ul style="list-style-type: none"> <li>• What is the total number of eligible members by county?</li> <li>• Current utilization data including number of trips and average mileage by type and by county?</li> </ul>	As the population covered by the NET Broker Program for previous state fiscal years does not reflect the population to be covered under this RFP, DOM has provided an estimated monthly trip volume report by county. Please refer to the Estimated Monthly Trip Volume by County and Trip Type Document provided on DOM's website under the Questions and Answers document.
54.	General		Are any benefit changes anticipated or under consideration that may impact utilization under this program?	Not at this time.
55.	5.12.7	30	Can the DOM provide call statistics, including number of calls received, answered, abandoned, average wait time and average answer time for the last two (2) fiscal years or any time period where this information has been gathered?	As the population covered by the NET Broker Program for previous state fiscal years does not reflect the population to be covered under this RFP, DOM has provided an estimated monthly call volume of 24,300-28,800 calls. DOM cannot anticipate actual future call volumes and these estimates do not indicate a guaranteed volume.
56.	5.12.7	30	Are there any other call statistics, in addition to those outlined in Question #8, that can be provided to support bids under this RFP?	No.
57.	6.3	88	Is there specific trip data that can be released, such as (if two years' worth of data is not available, please provide the data that is available, regardless of the time span):	As the population covered by the NET Broker Program for previous state fiscal years does not reflect the population to be covered under this RFP,

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			<ul style="list-style-type: none"> <li>a. Total one-way trips per year, per month, for the last two (2) fiscal years?</li> <li>b. Total one-way trips, by mode (e.g. ambulatory, wheelchair, stretcher, bus pass, or mileage reimbursement), per year, per month, for the last two (2) fiscal years?</li> <li>c. Total one-way trips by county, per month, for the last two (2) fiscal years?</li> <li>d. Total mileage travelled, by mode, per year for the last two (2) fiscal years?</li> <li>e. Total trips by type of Beneficiary, by month, for the last two (2) fiscal years?</li> <li>f. Total trips by "Special Populations" (e.g. Dialysis or Methadone), by month, for the last two (2) fiscal years?</li> <li>g. Total trips that were provided out of the state, for the last two (2) years?</li> <li>h. Total airline trips that were purchased for the last two (2) years?</li> </ul>	<p>DOM has provided an estimated monthly trip volume report by county. Please refer to the Estimated Monthly Trip Volume by County and Trip Type Document provided on DOM's website under the the Questions and Answers document.</p>

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			i. Does the DOM have one-way trip information sorted by type of Beneficiary that can be provided for the last two (2) fiscal years?	
58.	6.3	88	What information is available relative to current rates being paid for the various levels of service (such as volunteer, taxis, wheelchair vans, stretcher vans, as well as public transit and gas/ mileage reimbursement)?	This information is proprietary for the current vendor.
59.	1.33.1	46	Is there an existing perception of fraud, waste and abuse in the current program? If so, please provide details to the extent of the issues.	DOM is not aware of outstanding claims of fraud, waste or abuse against the current vendor.
60.	1.4.1	11	Will a Beneficiary file be provided to determine eligibility? If not, how will eligibility be determined?	Yes, as described in sections 1.22 and 1.22.1 of this RFP.
61.	5.4.2	83	Will unaudited financials for a bidder that is part of a larger entity be sufficient so long as audited financials are submitted for the larger entity and the financial relationship between the two entities is explained?	<b>An Offeror will be permitted to submit the audited financials of its parent company, in addition to the Offeror's own financial statements. The Offeror must include a statement, signed by an authorized representative of the entity, that any unaudited financial information from the Offeror is a true and accurate representation of the information</b>

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				being submitted.
62.	1.4.1	11	Can the DOM provide the total number of Beneficiaries, separated out by the type of Beneficiary, per month, for the last two (2) fiscal years?	State Fiscal Year 2013 data for those categories of eligibility which may qualify for NET transport is provided in the data for those categories at the end of this document.  *NOTE MSCAN Beneficiaries are not excluded from historical data.
63.	1.4.1	11	Does the DOM have any enrollment projections for 2013 or subsequent years?	No.
64.	1.14	29	How many Personnel are handling the calls for the DOM today? Please break out the staff persons by duty, such as Customer Service Operators, Accounting Personnel, Administrative Support, Management, etc.	This information is proprietary for the current vendor.
65.	1.6	13	Please provide a contact list, including contact name, phone or email, for all transportation providers that are operating within the system today.	This information is proprietary for the current vendor.
66.	1.5	13	Does the DOM currently allow individuals to utilize a mileage reimbursement program? If so, what is the mileage reimbursement rate?	DOM currently reimburses the vendor a flat rate based upon beneficiary volume, it is the responsibility of the vendor to ensure adequate payment of the NET Provider Network.

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67.			If the Beneficiary has access to a vehicle in the household, it is operable, and the member is capable of driving, is the Beneficiary denied state-funded transportation services today?	It is the responsibility of the Contractor to screen beneficiaries pursuant to the RFP, including requirements listed in section 1.4.1.
68.	1.20	34	Is any complaint information available, if so, will the DOM please provide this information to potential vendors?	No.
69.	GENERAL		Are there any Annual Reports that cite any data, barriers, goals, etc. for the transportation services program? If so, will the DOM please provide these reports to potential vendors?	No.
70.	1.2.3	9	P.9 states that the offeror must submit a copy of the Technical proposal on a cd in a single document in a searchable Word or Adobe format. Must this electronic copy include all exhibits, attachments and certificates required, or should it only consist of the actual body of the technical proposal? If it is to include the entire package, must those portions of the file be in a "searchable" format as well?	Yes; the technical proposal submitted on a searchable CD should include all exhibits, attachments and certificates required. Please refer to section 1.2.3
71.	1.6.4	16	Section 1.6.4 lists Non-Emergency Ambulance as a mode of transportation. This mode of transportation is not mentioned elsewhere within the proposal. Please confirm that Non-Emergency Ambulance or stretcher services are not provided by the broker under this NET program.	Non-Emergency Ambulance or stretcher services are not required under this RFP. However, Non-Emergency Ambulance or stretcher vehicles may be utilized.

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72.	1.6	13	Please provide the credentialing requirements, if any, for persons who receive gas reimbursements for NET services?	Offerors who include volunteer or gas reimbursement programs in their proposal should detail requirements for such services.
73.	1.6	13	Can a Medicaid beneficiary eligible for NET services receive a gas reimbursement if they transport themselves to a Medicaid covered service?	No.
74.	1.6.1	14-16	Please provide the listing of Net Providers currently approved by DOM, including name, contact information, and vehicle listing by county.	Division of Medicaid currently contracts with a NET Broker and not individual NET Providers. A listing of current subcontractor or providers of the existing NET Broker should be obtained from the NET Broker.
75.	1.6.1	14-16	Please provide the listing of NET Providers not approved by DOM or rejected by DOM	DOM will not provide this information.
76.	1.6.1	14-16	Are contracts required for individual transportation providers, gas reimbursements or volunteer drivers?	Pursuant to section 1.6.1 of this RFP, contracts must be entered into by the NET Broker and NET providers. Offerors proposing gas reimbursement or volunteer driver programs in their proposal should include details of the proposed program.
77.	1.8	24	Does this require all drivers providing NET transportation services be fingerprinted?	The NET Broker must ensure compliance with driver requirements outlined in sections 1.8, 1.8.1 and 1.9 of this RFP.
78.	1.10	26	If the NET Broker's software calculates mileages for each trip leg, can the odometer mileage be excluded from the driver log since it has no bearing on service delivery or reimbursements?	No.



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79.	1.25	38-39	If a new NET Broker is selected, will the incumbent NET Broker provide a file containing all existing reservations for services dated 7/1/14 and later?	Yes, the incumbent NET Broker will provide all pertinent information pursuant to the existing RFP and contract.
80.	1.30	44	– Does the Offeror submit resumes for the Project Manager, Assistant Project Manager and Call Center Manager with the proposal or 30 days prior to the contract start date? This Section seems to indicate 30 days prior to the contract start date, but Section 5.5.2 seems to require them as part of the Technical Proposal.	Offerors should submit proposed key staff resumes with the proposal. The awarded contractor must submit final key staff information for DOM review and approval 30 days prior to the contract start date.
81.	4.3.2	60	What are the termination options for the NET Broker under the contract?	Refer to section 4.3.2 “Termination of Contract” page 60 of the RFP.
82.	4.16.10	79	When does DOM pay the monthly PMPM fee to the NET Broker?	DOM reimburses contractors for services rendered following validation of contract requirements and review of required deliverables.
83.	5.4.2	83-84	Can the Offeror submit the required financial statements directly to DOM separately from the Technical Proposal in order to more effectively exclude it from public disclosure?	The financials are protected through our confidentiality statement (section 4.15.2 page 76 of RFP). The financial statements must be submitted as a part Technical Proposal pursuant to section 5.4.2 page 83-84 of the RFP. Financial statements may be submitted on electronic medium or via a link to a website containing the information.
84.	Appendix A Budget Summary		For each contract period listed in this schedule, do we enter the total cost for the 12 or 36 month period or the PMPM rate to be applied each month to the actual number of eligibles?	Total Cost.

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85.	Appendix A Budget Summary		If total cost figures are required in this exhibit, how will DOM compute the actual PMPM rate to be paid on a monthly basis during each contract period? Also, is there a payment maximum (cap) per contract period? If so, how is it determined?	The Offeror shall propose the single PBPM rate. The Maximum Payment per Contract period will be determined after award.
86.			<p>Please provide the following data by month for the most recent 12 month</p> <ul style="list-style-type: none"> <li>• Monthly PMPM payment to Net Broker</li> <li>• # of eligibles used to calculate the PMPM rate</li> <li>• PMPM rate</li> <li>• Amount of liquidating damages or other fees assessed to the NET Broker</li> <li>• # of one-way trips authorized by the NET Broker, segregated by ambulatory, wheelchair and stretcher</li> <li>• # of one-way trips reimbursed by the NET Broker, segregated by ambulatory, wheelchair and stretcher</li> <li>• # of no shows and cancellations</li> </ul> <p>If an Offeror is bidding on both NET and ESRD RFPs, will DOM accept one technical proposal and two separate Cost Proposals? This will save the Offeror and DOM significant time and resources without sacrificing the quality of the responses.</p>	<ol style="list-style-type: none"> <li>1. DOM will not disclose this information</li> <li>2. Refer to the historical Beneficiary volume data provided in at the end of this document.</li> <li>3. DOM will not disclose this information.</li> <li>4. DOM will not disclose this information. Please refer to the estimated population data contained in Appendix A.</li> <li>5. DOM will not disclose this information. Please refer to the estimated population data contained in Appendix A.</li> <li>6. DOM will not disclose this information. Please refer to the estimated population data contained in Appendix A.</li> </ol> <p>No.</p>

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87.			What program factors does DOM hope to improve through soliciting these services?	Refer to section 1.1 of the RFP.
88.	Appendix A	93	Appendix A requests a firm fixed cost. The implementation costs can be stated as an estimated fixed dollar amount. Are the operating costs also to be stated in a fixed dollar amount? Or may the operating cost be stated in a capitated, per member per month rate?	Yes. The Offeror must provide a single PBPM rate that is applicable to all categories of eligibility, trip type and mode of transportation, and is fixed for the duration of the contract.
89.	Appendix A	93	Will the contractor be reimbursed based upon a per member per month rate for the operations period of the contract?	The Offeror must provide a single PBPM rate that is applicable to all categories of eligibility, trip type and mode of transportation, and is fixed for the duration of the contract.
90.	Appendix A	93	Appendix A provides an estimate of 530,000 transportation eligible members. Please provide a breakdown of the type of transportation eligible members, such as: a. Aged/Blind/Disabled b. Special Needs c. Developmentally Disabled d. TANF e. Nursing Home Residents f. Drug rehabilitation g. Etc.	Provided on previous question response.  Please refer to the Estimated Monthly Trip Volume by County and Trip Type Document provided on DOM's website under the Questions and Answers document.
91.	Appendix A	93	For each of the transportation eligible member types identified above, how many of these unique members, by type, actually used the NEMT benefit?	DOM will not provide this information.

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92.	Appendix A	93	For each of the counties, please provide the eligible members, by member type, by month for SFY2012 and SFY2013.	Please refer to the population volume data provided in Appendix A. DOM cannot provide anticipated population volumes. Each Offeror may propose a NET Provider Network plan based upon research, population data provided in the RFP and their proprietary designs.
93.	Appendix A	93	For each of the eligible member types, please provide the historical trip legs provided by County, by mode of transportation, by month for the SFY2012 and SFY2013. The transportation modes may be identified as: a. Fixed Route b. Basic Vehicle c. Enhanced Vehicle d. Non-emergency  Other	DOM will not provide this information.
94.	Appendix A	93	If utilization by type of member is not available, please provide the historical trip legs provided by County, by mode of transportation, by month for SFY2012 and SFY2013. The transportation modes may be identified as: a. Fixed Route b. Basic Vehicle c. Enhanced Vehicle d. Non-emergency e. Other	Please refer to the Estimated Monthly Trip Volume by County and Trip Type Document provided on DOM's website under the Questions and Answers document.
95.	Appendix A	93	e. Please provide the transportation eligible members by County, by month, by member type, for the SFY2012 and SFY2013 – to correspond with the trip	As the population covered by the NET Broker Program for SFY12 and SFY13 does not reflect the population to be covered under this RFP, DOM has provided an estimated monthly trip volume report

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			data by mode provided above.	by county. Please refer to the Estimated Monthly Trip Volume by County and Trip Type Document provided on DOM's website under the Questions and Answers document.
96.	Appendix A	93	Please provide the miles by County, by mode of transport, by month for SFY2012 and SFY2013.	DOM will not provide this information.
97.	Appendix A	93	<p>Please provide the historical call stats for each month, for SFY2012 and SFY2013. Statistics may include:</p> <ul style="list-style-type: none"> <li>a. The number of incoming calls.</li> <li>b. The number of calls answered.</li> <li>c. The average time to answer a call.</li> <li>d. The number of abandoned calls during the wait in queue for interaction with Call Center Staff.</li> <li>e. The average abandonment time.</li> <li>f. The highest abandonment call time.</li> <li>g. The average talk time.</li> <li>h. The identity of the Call Center Staff member taking the call and authorizing the request.</li> <li>i. The daily percentage of abandoned calls and calls answered.</li> </ul> <p>The number of available operators by time of day and day of week, in hourly increments</p>	As the population covered by the NET Broker Program for SFY12 and SFY13 does not reflect the population to be covered under this RFP, DOM has provided an estimated monthly call volume of 24,300-28,800 calls. DOM cannot anticipate actual future call volumes and these estimates do not indicate a guaranteed volume.

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98.	Appendix A	93	j. What was the total amount paid for transportation in SFY2012 and SFY2013, by County, by mode of transport?	DOM will not provide this information.
99.	Appendix A	93	What was the total amount paid for ancillary services, such as travel, meals and lodging, by County, for SFY2012 and SFY2013?	The cost of Meals and Lodging should be billed as a pass through back to DOM. Therefore, DOM will not release prior SFY data.
100.	Appendix A	93	Are there currently established state Medicaid rates for transportation services in the State? If so, what are those established rates?	DOM reimburses the current NET Broker a flat rate based upon a contractual agreement.
101.	Appendix A	93	Is the State providing gas reimbursement to eligible members who use personal vehicles? If so, what is the current rate of reimbursement per mile? How many trips were paid by county, by month, for SFY2012 and SFY2013?	Offerors who include volunteer or gas reimbursement programs in their proposal should detail requirements and reimbursement for such services.
102.	Appendix A	93	Have there been any significant changes in the Medicaid program in SFY2012 or SFY2013 that may have had an impact upon the utilization of the transportation benefit in those years?	No.
103.	N/A	N/A	Please provide a list of current NET transportation providers.	Division of Medicaid currently contracts with a NET Broker and not individual NET Providers. A listing of current subcontractor or providers of the existing NET Broker should be obtained from the NET Broker.

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104.	N/A	N/A	Are the current NET providers using GPS systems?	Currently, some NET Providers utilize GPS technology.
105.	1.6.9.1	21	Please provide a sample of the quarterly pre-transportation validation report requested in Section 1.6.9.1 Pre-transportation.	Each Offeror shall submit sample reports with their proposal. Upon contract award, deliverable report formats will be finalized and approved as agreed upon by the contractor and DOM.
106.	N/A	N/A	Will managed care Medicaid members be provided non-emergency transportation services under this new contract?	No.
107.	5	81	Can supplemental information (resumes, financial statements, etc.) be referenced and submitted as attachments to the proposal?	Yes, supplemental information may be submitted as attachments to the proposal as long as they incorporated by reference in the technical proposal.
108.	1.6.4.	16	In order to determine the number of vehicles and drivers to include in the NET transportation network, can DOM provide the following data? a) How many one-way fixed route trips by county were provided during the latest 12 month period? b) How many basic vehicle one-way trips by county were provided during the latest 12 month period? c) How many enhanced vehicle one-way trips by county were provided during the latest 12 month period? Of these trips, how many were provided by county to Beneficiaries requiring stretcher	As the population covered by the NET Broker Program for SFY12 and SFY13 does not reflect the population to be covered under this RFP, DOM has provided an estimated monthly trip volume report by county. Please refer to the Estimated Monthly Trip Volume by County and Trip Type Document provided on DOM's website under the Questions and Answers document.

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			<p>transport. Also, how many trips by county were for Beneficiaries requiring bariatric treatment?</p> <p>d) How many one-way trips by county were provided by non-emergency ambulance?</p> <p>e) How many total trips by county of “other transportation”, and what is the average cost of these trips with meals, hotel, and other costs included?</p> <p>f) How many one-way trips enumerated by each mode of transportation by county are projected for the next 12 month period? Or, what is the expected growth by county of those requiring NET?</p> <p>g) What has been the average cost of each mode of transportation by county for the latest 12 month period?</p> <p>What is the average one-way trip distance by county by mode of transportation during the latest 12 month period?</p>	
109.	1.6.6	18	<p>h) “ ...the Contractor shall permit transports to contiguous counties, any bordering counties or parishes in adjoining states...” Can transportation providers from “adjoining states” be used to</p>	<p>It is the responsibility of the NET Broker to ensure all NET Providers comply with the regulations set forth in the RFP, contract, Title 23 Administrative Code and State and Federal regulations. Therefore, if the NET Broker chooses to utilize NET Providers</p>



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Question #	RFP Section #	RFP Page #	Question	DOM Response
			transport Beneficiaries to bordering counties or parishes, and, if so, must they be DOH approved providers?	based in adjoining states, the NET Providers would be under the same requirements as NET Providers based in Mississippi.
110.	1.8	24	Provide an appropriate level of assistance to a Beneficiary when requested or when necessitated...Door-to-Door and Hand-to-Hand assistance, as required. Please define what "Hand-to-Hand" assistance means.	Section 1.8 2.f. of this RFP refers to the appropriate level of assistance a Driver is expected to provide to a Beneficiary, dependent upon the needs of the Beneficiary. A Beneficiary who requires constant caregiver attention should be picked up from one caregiver and delivered to another, rather than left to independently locate their destination or left unattended.
111.	1.13	28	"Every six (6) months, the Contractor shall conduct a Beneficiary satisfaction survey..." How many Beneficiaries must be surveyed?	Pursuant to section 1.13 the Offeror shall include a proposed plan for the Beneficiary satisfaction survey.
112.	N/A	N/A	Since this RFP is so similar to the End Stage Renal RFP, can a bidder submit a combined technical response (pricing submitted in separate volumes)?	No.

	JULY 12	AUG 12	SEPT 12	OCT 12	NOV 12	DEC 12	13-Jan	13-Feb	13-Mar	13-Apr	13-May	13-Jun
<b>SSI-CERTIFIED BY SSA</b>	127,324	127,550	127,370	127,510	127,244	126,588	127,039	127,038	126,961	127,046	126,996	127,101

**REVISION ISSUED September 11, 2013**

The answer to questions number 43 and number 61 below has been amended.



**Official Response To Submitted Questions  
RFP # 20130802**

**Non-Emergency Transportation Services**

Question #	RFP Section #	RFP Page #	Question							DOM Response			
HM WAIVER		5,391	5,360	5,309	5,357	5,288	5,228	5,268	5,334	5,303	5,310	5,341	5,318
LONG TERM CARE		16,830	16,886	16,918	16,854	16,884	16,694	16,69	16,58	16,531	16,535	16,584	16,511
HCBS (300% Group)		10,302	10,473	10,657	10,797	10,799	10,622	10,821	10,888	10,980	11,001	11,129	11,294
DISABLED CHILD		991	992	969	965	950	936	935	926	928	954	980	981
BREAST/CERV. CANCER		193	198	197	196	203	203	203	208	218	215	208	188
DEEMED SSI GROUPS		863	888	880	889	883	875	885	885	911	913	916	909
LOW INCOME FAMILIES		125,917	125,957	126,410	127,168	127,313	127,469	126,778	127,447	128,036	128,355	128,356	127,646
CHILDREN - 133% FPL		13,303	13,333	13,326	13,294	13,257	13,183	13,156	13,154	13,200	13,146	13,068	12,979
CHILDREN UNDER 1-185%		1,890	1,872	1,829	1,885	1,857	1,841	1,849	1,836	1,813	1,813	1,788	1,793
PREGNANT WOMEN-185%		14,741	14,933	14,753	14,626	14,274	13,964	13,799	13,928	13,992	13,889	14,273	14,338
CHILDREN - 100%		218,382	218,951	219,725	220,666	220,847	221,072	220,531	220,570	220,780	220,693	220,039	219,072