



MISSISSIPPI DIVISION OF
MEDICAID

Amendment #2
Non-Emergency Transportation Brokerage Services
IFB #20230113 / RFX 3160005602
Date: March 2, 2023

This Amendment must be signed and submitted as a part of any bid to be considered for this procurement. The following sections of IFB #20230113 have been amended for the following:

- To correct the Attachment references in IFB Sections 1.8.2(3) and 3.5.5; and
- To remove the acronym MTM from IFB Section 2.4.1;
- Adding the words “Contingent Fees” to a required contractual clause in the IFB Attachment C.

1.8.2 Minimum Qualifications (Attachment C: Addendum 1)

3. The Bidder shall provide reference contacts from at least three business clients for the immediate past five years in Attachment ~~E~~D, References. At least two of the references must be from the experience the bidder identified in 1.8.2 (2) as meeting the minimum qualifications. Bidder may submit as many reference contacts as desired by submitting additional copies of Attachment ~~E~~D. Reference contacts shall be contacted in order listed until two (2) references identified as meeting the minimum qualifications have been contacted and Reference Survey Score Sheets are completed. No further references shall be contacted; however, Bidders are encouraged to submit additional references to ensure that at least two references are available for interview. DOM staff shall be able to contact two references within three business days of bid opening or the Bidder may be rejected.

2.4.1 Call Center/Business Office Location and Hours of Operation

The Contractor shall maintain a non-residential based Call Center/Business Office within Hinds, Madison or Rankin County, Mississippi, subject to approval by DOM. Live Operators, Customer Service Representatives, Call Center Supervisors, State Project Manager, Assistant Project Manager(s) Complaint Grievance Coordinator, trip dispatchers and all other ~~MTM~~ staff working on the Mississippi Medicaid project will be staffed and perform their duties solely at the call center/office location. This contract does not allow a work from home model.



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3.5.5 Bid Submission Format

A coversheet identifying each attachment with the Bidder's name, should be placed before each attachment and one coversheet for any/all amendments. All information must be presented in the same order and format as described below. One combined PDF file should be uploaded in SharePoint with the file name: **[BIDDER'S NAME]_NET Brokerage Services**.

The PDF should be in the following format:

1. Attachment A – Bid Cover Sheet,
2. Attachment C – Bid Form, with Staffing Plan
 - a. Attachment C: Addendum 1: Minimum Qualifications,
 - b. Attachment C: Addendum 2: Capability to Provide Services,
3. Attachment **ED** – References,
4. Attachment **FE** – DHHS Certification Drug-Free Workplace,
5. Attachment **GF** – Certification Debarment, Suspension, and Other Responsibility Matters, and
6. Amendment Acknowledgments (if applicable)
7. Appendix A – Financial Statements

Attachment C – Bid Form for Net Brokerage Services

PROSPECTIVE CONTRACTOR'S REPRESENTATION REGARDING CONTINGENT FEES – The prospective contractor represents as a part of such Contractor's bid that such contractor **has not** retained any person or agency on a percentage, commission, or other contingent arrangement to secure this contract.

Receipt of Amendment #2 Acknowledged:

Signature

Printed Name

Title

Entity Name