

DATE: May 3, 2019
TO: Vendors Interested in the RFP for Chatham County Non-Emergency Medicaid Transportation services
FROM: Robin James, Chatham County Procurement Manager
Cacie Langley, Financial Operations Specialist
SUBJECT: Addendum No. 1 – RFP for Chatham County Non-Emergency Medicaid Transportation services



This addendum is issued to address questions submitted by email by one or more vendors.

- Q.1.) In reference to the requirement asking for all personnel to be assigned to perform the services; are you requesting a listing of all personnel or only management personnel?
- A. 1.) ***The RFQ states, "Identify all key personnel to be assigned to perform the services outlined in this RFQ." This means that not all personal are required to be identified.***
- Q.2.) Please provide clarifying description of "Designated Pick-up point".
- A.2.) ***"designated pick up point" is either the home address of the client or address of medical provider for services.***
- Q.3.) Is this an RFQ that requires our qualifications only or will you require a full proposal with pricing?
- A. 3.) ***Please provide pricing in the RFQ.***
- Q.4) This question is related to the Primary and Secondary contracts?
- a.) Is the primary contract related to the weekday transportation services?
b.) Is the secondary contract related to the weekend transportation services?
- A.4.) ***Both contracts will be to provide NEMT, however, a portion of riders will transition to Medicaid managed care providers in November 2019.***
- Q.5.) Can one vendor win both contracts?
- A.5.) ***Yes***
- Q.6.) Please define weekday hours as required by the RFQ?
- A.6.) ***Most transportation would take place between the hours of 4:30 am-6pm (the early time is for dialysis riders).***
- Q.7.) Please define after hours and weekends hours as required by the RFQ?
- A.7.) ***Saturday and Sunday 4:30 am-6pm (the early time is the for the dialysis riders)***

Q.8.) What is the qualification for proximity to Chatham County that you will use to qualify an organization?

A.8.) Familiarity and proximity to Chatham County is one of the 8 criteria. Proximity is physical distance to Chatham County and access to clients.

Q.9) Can the proposal be emailed or is it mandatory that it's hard copy with electronic media?

A.9.) Proposal instructions, item F states, submittal methods other than the identified Submission of Qualification instructions, will not be accepted.

For clarity, one correction should also be made to Proposal Instructions, item F, shown below with additional wording in parenthesis and underlined .

F. Format & Deadline of Proposals: Late proposals will not be accepted under any circumstance and will not be opened or reviewed. We will not accept proposals by fax or any method (**not identified in Submission of Qualifications**). The sender must allow ample delivery time for the selected shipment or transmission methods.

Q. 10.) Please provide details around the requirement "Completion of documentation and training as required by Chatham County Department of Social Services, NC Department of Health and Human Services, and/or the Division of Health Benefits Manual section MA-2910.

A.10.) Providers will be required to complete any training available/ required by DHHS. Presently, there is training for billing with NCTRACKS, but no other formal training is in place.

Q.11.) . Is the billing cycle weekly through N.C tracks or Net 30?

A.11.) Billing is done with NCTRACKS. Chatham County also uses CTS software but it is not a requirement for the provider to use CTS software.

Q.12. Can we obtain a copy of recent invoicing for recently awarded company?

A.12.) This information is by individual client name and ride. Due to HPPA privacy act, this information will not be made public.

Q.13.) Do Medicaid members call Awarded Contractor to Set Trips?

A.13.) Medicaid beneficiaries contact the local DSS to schedule trips and the DSS representative contacts the contractor. Some beneficiaries will transition to Medicaid managed care in November 2019, so the number of trips will likely decrease after this point.

Q.14.) If member calls are to be taken by the Awarded Contractor what are the expected hours of operation for the call center? **NA**

Q.15.) What's the monthly Call Volume per Month for 2018 -2019?

A.15.) We do not have data on this.

Q.16.) Does the Call Center have to be in Chatham County? **NA**

- Q.17.) How will the Awarded contractor receive the member files? Weekly/Monthly? Excel format?
A.17.) We have used Excel for one small vendor and CTS software for our local transit in the past.
- Q.18.) Can you tell us who the current NEMT Transportation Contractor(s) are?
A.18.) Chatham Transit Network and Sister 2 Sister
- Q.19.) Can you please provide the awarded proposal response for the current contract, including price data and any addendum/attachments?
A.19.) Please submit a Public Record's request to the Clerk to the Board for this information. <https://www.chathamnc.org/government/public-records-requests-open-government/public-records-requests>
- Q.20.) What is the trip volume per month for 2018-2019?
A. 20) Average trips per month is 1167
- Q.21.) What's the approximate average percentage breakdown of transportation mode of trips?
Example: 75% of trips were ambulatory and 25% wheelchair?
A.21.) We typically do not arrange ambulance transportation. Most beneficiaries are transported by car, van or wheelchair van.
- Q.22.) Are stretcher and or ambulance ALS/BLS trips involved?
A.22.) Rarely
- Q.23.) What is the past member "No Shows" for NEMT services?
A. 23.) We do not have data on this as "no shows" cannot be billed.
- Q.24.) What is the average trip length for NEMT services?
A.24.) We do not have this data.
- Q.25.) Do you have the average percentage of "Will Call Trips" for return rides back home?
A.25.) Typically, the trips are round trips.
- Q.26.) Can you provide detail on trips - average trips per day of the week, percentage of trips requiring wheelchair, and average mileage per trip?
A. 26.) We do not have data on this.
- Q.27. Will Chatham County accept electronic signatures from members or do they need to sign trip logs?
A. 27.) We currently use paper for this but could ask if NC DHHS would allow an electronic signature verification.

This ends the question period for this solicitation. As the deadline has passed, this is the only addendum to be issued. Remember the deadline is May 9, 2019 by 5:00 PM.