



NEW HANOVER COUNTY FINANCE DEPARTMENT

ADDENDUM # 2

From: Lena L. Butler, Purchasing Supervisor
To: All Proposers
Project: Non-Emergency Medical Transportation
Date: May 7, 2015

This addendum is being issued to answer questions received for “RFP # 15-0326-NON-EMERGENCY TRANSPORTATION SERVICES” and is hereby made a part of said Request for Proposals to the same extent as though it were originally therein.

1. Although the RFP stated that there were no guarantee of trips, can you please tell us how many trips were provided in the last annually reported period?
SRC: 18,064 trips provided in FY 13-14.
DSS: 81,640 trips for Medicaid Transportation and 1,391 for Work First
2. Is a single provider used now or multiple providers? Please indicate name of incumbent companies?
SEE ATTACHMENT A
3. What are the current rates being charged for the service?
SEE ATTACHMENT A
4. What percent of trips that are provided require wheel chair accessible vehicles?
DSS: 6% Medicaid Transportation; Work First is Not Available
SRC: 20%
5. Is the service to be provided door o door or curb to curb?
DSS: Curb to Curb
SRC: Door to Door service wherever available; WAVE Transit is a curb to curb service
6. How many vehicles are currently being used for this service?
50+
7. What percent of trips are Standing Orders compared to Demand Response?
DSS: 40% Medicaid Transportation

SRC: 75% Standing Order; 25% Demand Response

8. Are NO SHOW paid?
NO, nor does the County pay for wait time.
9. What % of scheduled trips are NO SHOWS?
1% for Medicaid Transportation; Work First data not available
10. I really am concerned about this proposal. The part stating that any company that grossed over \$100,000.00 last year must produce an Audited Financial statement and listed 7 demands that must be meant. I showed this to my CPA and was told that this was just not possible to be prepared in three week and it would cost thousands of dollars to complete. This doesn't seem fair for smaller companies. Is there some room to work by all those 7 demands of the Audited Financials?

Audited financial statements are preferred; however, if they are not available, attach latest balance sheet and income statement. I balance sheet and income statement is not available, attach a copy of most recently filed federal tax return. (Firms may clearly indicate a request for confidentiality to avoid this item becoming part of a public record.)

11. If your company did not make \$100,000 last year, does it automatically disqualify you from bidding on the RFP? If you meet the requirements for providing the services, you can submit a bid.

The amount of your earnings last year does not affect your ability to bid on the project in any way.

12. Term of Contract; Initial term of 1 year with option to renew for four (4) additional consecutive 1 year terms-Does this mean 5 terms maximum?

The County will evaluate the services provided at the end of each year to determine if the contact should be renewed. Good business practice dictates re-bidding the project generally at the end of five years.

13. Under Item J 7 on page 11, what are mobile data units?

The Service Provider must provide a means of communication between and among its dispatchers and vehicle drivers.

14. Section 5 B.Vehicles/Fleet, Item #2, What are fleet age requirements?

All vehicles operating under contract with the County must comply with or exceed the safety, mechanical, and operating standards of the State of North Carolina and be subject to a preventive maintenance program.

15. Can cell phones be considered approved equipment?

Cell phones are approved equipment.

16. Page 5 of 20 Selection Process: RFP states the service provider shall comply with County's purchasing policy. Please provide the County's purchasing policy.

A copy of the County's purchasing policy is attached.

17. Page 6 of 20 Section 3 Paragraph A. Scope: RFP states services are provided 24 hours per day/7 days per week, 364 days per year. Please clarify expectation of service hours by provider.

DSS: Medicaid policy states that the County shall provide transportation after normal business hours when the medical service required by the client is only available during those hours. A majority of the trips are request during normal business hours. There are occasions due to the type of medical services need and the location of the appointment and the time of the appointment may require transportation services outside of normal business hours (i.e. dialysis appointments, out of county trips). Work First Transportation policy states that the County shall provide transportation during and after normal business hours as needed to support the client mutual responsibility activities.

SRC: Services needed typically are only offered between Monday-Saturday from 5:00AM to 7:00 PM. There may be some outstanding trips (i.e. nocturnal dialysis or sleep studies) that may fall outside these parameters

18. Page 9 of 20 Section 4, Paragraph C: All the other items either state provide, indicate or describe. There is no direction on this item. Are we to supply these credit reports or are they simply saying they are going to pull credit reports during their review and here is what they will be looking at?

This section is being deleted. Credit reports, credit bulletins, and any other published statements will not be required.

19. Page 11 of 20 Section 4, Paragraph K2 Preventive Maintenance: Please clarify what forms used for maintaining vehicles are required to be submitted with proposal.

This is asking for forms or information that the company uses to ensure that the vehicles are being maintained in compliance with company policy and procedures.

20. Page 12 of 20 Section 5 Paragraph B5 Vehicles/Fleet: NHC must approve any changes in vehicle prior to the change occurring: Please clarify when approval from NHC is required. Is this for overall vehicle schedule or daily changes?

A listing of all vehicles to be used for the contract must be on file along with vehicles registrations and state inspection documents. If a vehicle is not listed, it shall not be used. DSS Medicaid policy requires notification of the

disposal/sell/purchase of vehicles utilized for the purpose of the contract. All required documents such as copy of registration and inspections must be submitted for contract file.

21. Page 12 of 20 Section 5 Paragraph C1 Employees-Drivers/Subcontractors: NHC must approve drivers prior to hiring. Please clarify if this means NHC will approve the hiring criteria used, not individual drivers.

Yes, NHC will approve the hiring criteria, not the individual drivers.

22. Page 13 of 20 Section 5 Paragraph C5 and C8 Employees-Drivers/Subcontractors: FTA prohibits the audit of review of drug records by other agencies. To meet this requirement would be in violation of FTA policy.

C5- Delete “Records of the drug and alcohol-testing program shall be made available to New Hanover County, Federal Transportation Administration, North Carolina Division of Transportation (NCDOT), and their representatives.”

C8- Delete “In addition, current drug testing records must be available for audit review by New Hanover County.”

23. Page 13 of 20 Section 5 Paragraph C7 D&A: In the event of an “allegation” of driving while under the influence... who’s allegation? Not permitted under reasonable suspicion rules.

Delete the word “allegation.”

24. Page 13 of 20 Section 5 Paragraph D1: Maximum ride time shall not exceed 60 minutes. What about considerations for length of trip, even on in county trips? Some trips from beach area to North County area may need to be considered for exception.

DSS: DSS is amendable in consideration of the location of the pickup (i.e. Kure Beach/Carolina Beach, Scott Hill areas) to destination of appointment for Medicaid transportation only. Work First does not require out of county transportation.

SRC: 60 minutes max. No exceptions.

25. Page 13 of 20 Section 5 Paragraph D3 Non-Emergency Transportation Service: Calls must be in a 45 minute window from time of call. Would a 60 minute window be considered? Depending on location of will call pick up 45 minutes may not be reasonable.

DSS is amendable to the 60 minute window in consideration of the location of the

pickup (i.e. Kure Beach/Carolina Beach, Scott Hill areas) to destination of appointment.

SRC: 45 minutes. No exception.

26. Page 13 of 20 Section 5 Paragraph D4 Non-Emergency Transportation Services: RFP requires that NO other passengers are allowed on van while transporting NHC customers.

This would only apply in the situation of a taxi provider for Social Services as most times individuals with weakened immune systems are transported alone or with an authorized person(s) who must accompany them.

28. Page 13 of 20 Section 5 Paragraph E1 Communication: The RFP requires a single Point of Contact. This section requires the person to be available 24/7, including weekends and holidays. Please clarify the reason for one person to be the only point of contact that is available 24/7. Would additional personnel and/or contact information be sufficient?

Yes, additional personnel and/or contact information would be sufficient.

29. Page 13 of 20 Section 5 Paragraph E2 Communication: What is the format and timeframe required to respond to complaints?

Medicaid Policy requires providers to maintain a complaint log. It must include date, time, and nature of the complaint and what steps were taken to resolve the complaint. If DSS contacts the vendor with a complaint for Work First or Medicaid Transportation, a response is expected within 3-5 business days depending upon the nature of the complaint.

30. Page 13 of 20 Section 5 Paragraph E3 Communication: What are the liquidated damages and when are they assessed?

Delete all reference to liquidated damages as none will be assessed.

31. Page 13 of 20 Section 5 Paragraph E4 Communications: Requires all accidents and/or incidents to be reported within 15 minutes with additional reporting within 24 hours. Please clarify the means of reporting. To report in a 15 minute window jeopardizes response time to the accident and the safety of the passengers.

Provider shall notify the County by telephone within an one (1) hour and report in writing within 24 hours.

32. Page 10 of 20 Section 4 Paragraph F4 Staffing/Organization: RFP requires a total quality management plan. Please clarify the structure and minimum requirements of the plan.

There are no minimum requirements. Provide your company’s approach to total quality management. What improvements have you implemented in the past one to two years and how have your current customers benefitted from these improvements.

33. Page 16 of 20 Section 8 Pricing Structure: The RFP stated the contract is for one year with possible extensions. Is the Price Sheet for the first year only? If the pricing year is for the first year, how are any extension year pricing determined?

Yes, the price sheet is for the first year only.

To adjust for any inflationary factors, Providers must request a price increase no later than January 15th of each contract year.

Any rate adjustments approved will be effective July 1 of that year. The percentage increase in contractual costs to the County shall not exceed the percentage rate computed based on the Annual Average Consumer Price Index for All Urban Consumers (CPI-U): US City Average, by expenditure category, All Items. This report is listed by the US Department of Labor’s Bureau of Labor Statistics on its website www.bls.gov. The maximum potential percentage increase for renewal will be calculated using the annual amounts from the previous two calendar years. See example of calculation below:

For Illustration Purposes Only	
For a Contract Ending June 30, 2014	
1. CPI for 2013 (from table)	232.957
2. CPI for 2012 (from table)	229.594
3. Index Point Change (Subtract Line 2 from Line 1)	3.003
4. Divide Line 3 by Line 2	.01308
5. Percent Change (Multiply Line 4 by 100)	1.308%

34. What are the reporting and invoicing requirements and frequencies?

Invoices should be submitted to DSS and SRC by the fifth working day of the month following the month service was provided.

DSS and SRC agrees to pay for the eligible expenses upon receipt of an approved invoice provided the invoice is accurate and received by stated deadline. Separate invoices must be submitted for in-county trips and for out-of-county trips.

All Medicaid transportation invoices must contain the NEMT federal codes and all other trip information in accordance with the vendor trips schedule provided by the transportation coordinator (i.e. date of trip, trip reference number, passenger’s name and etc.)

Work First and SRC invoices must include date of trip, passenger name, number

of miles, and cost.

For taxi cab providers, the taxi rider tickets must be submitted with the invoice.

35. How and when are the trips sent to the provider?

DSS Medicaid trips schedule are sent via email or fax to provider 2 days prior to the date of trip.

Work First transportation is initially scheduled by the Work First Employment Social Workers. The Social Workers will contact the provider with the client's initial fixed transportation route and transportation days needed in a week. Social Worker provides the provider with the client's name and contact information. After the initial setup authorization by the Work First Employment Social Worker it is the client's responsibility to call on each Friday for the transportation needs for the upcoming week. At a minimum the client must call no later than 1 p.m. prior to the date of the service needed. Cancellation of Work First Transportation must be done by the client no later than 1 hour prior to the original scheduled pick up time.

SRC: E-mail one day prior to trip to be scheduled.

NOTE: All proposals are due May 15, 2015 by 5:00 PM.

ATTACHMENT A
CURRENT CONTRACT AND RATES

Current Contracts:

DSS Contracts:		SRC Contracts:	
Carolina Yellow Cab	15-0053	Carolina Yellow Cab	15-0040
Freedom Transport	15-0050	Freedom Transport	15-0041
Med Trans of Wilmington	15-0055		
Ivory's	15-0057		
Love Center Church	15-0056		
WAVE	15-0063	WAVE	15-0043
Chris'	15-0054		
Port City	15-0051	Port City	15-0111
		Lett's Taxi & Limousine	15-0045

Charges:

DSS	SRC
<p>Carolina Yellow Cab Rates (\$350,000):</p> <ul style="list-style-type: none"> • \$8 one way within city limits (north to Gordon Rd and Market St/south to Silva Terra Road and Carolina Beach Road • \$15 one way north of Gordon Road to Bayshore Road and south from Monkey Junction and Carolina Beach Road • \$18 one way north of Bayshore Road to county line and from Monkey Junction south to Monterey Heights • \$21 one way from Monterey Heights south to county line • \$1.50 per mile out of county – Leland City Limits \$15 each way • \$25 flat rate (one way for wheelchair van – In county • \$2 per mile for wheel chair van – Out of county • NHC DSS will not pay for no shows or wait time 	<p>Carolina Yellow Cab Rates (\$26,494):</p> <ul style="list-style-type: none"> • 1 to 3.9 miles \$7 • 4 to 5.9 miles \$10 • 6 to 7.9 miles \$12 • 8 to 9.9 miles \$15 • 10 to 11.9 miles \$17 • 12 to 13 miles \$22; add \$1.80 to standard fare of \$22 for each additional mile over 13 miles • Wheel Chair Van Service is \$25 in County and \$1.80 per mile for out of County
<p>Freedom Transport (\$10,000):</p> <ul style="list-style-type: none"> • Inside City Limits \$25 round trip/\$10 one way for non-wheelchair client • Inside City Limits \$35 round trip/\$15 one way for wheelchair client • Outside City Limits-within County \$30 round trip/\$15 one way for non-wheelchair client • Outside City limits-within County \$45 round trip/\$25 one way for wheelchair client 	<p>Freedom Transport (\$55,000):</p> <ul style="list-style-type: none"> • Inside City Limits Ambulatory (with or without walker) \$25 round trip/\$15 one way per client • Inside City Limits Non-ambulatory (wheelchair bound) \$45 round trip/\$30 one way per client • Outside City Limits-within County Ambulatory (with or without walker) \$35 round trip/\$25 one way per client • Outside City Limits-within County Non-

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<ul style="list-style-type: none"> • Outside County \$10 base plus \$1.25 per mile for non-wheelchair client • Outside County \$20 base plus \$1.25 per mile for wheelchair client 	<p>ambulatory (wheelchair) \$50 round trip/\$40 one way per client</p> <ul style="list-style-type: none"> • Outside city/county limits Ambulatory \$10 base plus \$2 per mile per client • Outside city/county limits Non-ambulatory \$20 base plus \$2 per mile per client
<p>Port City Taxi (\$450,000):</p> <ul style="list-style-type: none"> • \$8.5 one way within city limits • \$15 one way outside city limits (see exceptions below) <ul style="list-style-type: none"> • \$18 one way Carolina Beach • \$23 one way Porter's Neck • \$32 one way Kure Beach • \$1.60 per mile out of county; \$15 minimum 	<p>Port City Taxi (\$20,000):</p> <ul style="list-style-type: none"> • \$3 pickup and \$2.1 per mile
<p>WAVE (\$1,150,000):</p> <ul style="list-style-type: none"> • In County rate is \$2.25 per passenger mile. Passenger miles are calculated by the amount of miles the passenger rode multiplied by the rate per mile. In County trips will be billed for no less than two (2) miles and no more than twenty-eight (28) miles. The distance between each requested stopping point is considered an individual trip for the purposes of billing and distance limitations. • Out of county rate will be billed at shared miles rate plus a passenger fee as follows: <ul style="list-style-type: none"> • The cost for out of county trips that are eight hours or less from pickup at origin for first passenger to drop off on return trip destination for final passenger are \$1.35/shared mile plus \$10 per passenger; • Or, the cost for out of county trips that are more than eight hours from pickup at origin for first passenger to drop off on return trip destination for final passenger are \$1.50/shared mile plus \$10 per passenger. • No out of county trip will exceed 300 miles outside of the defined services area. The defined service area includes the fixed bus route and any area ¼ of a mile outside of the fix route. • See contract or additional person fee. 	<p>WAVE (\$15,000):</p> <ul style="list-style-type: none"> • In County rate is \$2.25 per passenger mile. Passenger miles are calculated by the amount of miles the passenger rode multiplied by the rate per mile. In County trips will be billed for no less than two (2) miles and no more than twenty-eight (28) miles.