

## One Call Vendor Questions RFP#2018-006

1. Is DSS looking to replace the current 4 providers and/or add to the list of providers?

*We are looking for one or no more than 4 vendors, who can provide this service at the most economical cost to the Medicaid system.*

2. Of the panel of providers, how does DSS select a provider for each trip? Is it on a rotating basis?

*Yes, it is on a rotating basis.*

3. Could DSS provide 2017 trip volume?

*We use the fiscal year method and the data provided is for fiscal year 16/17 and the volume of trips were 68,961.*

4. How many trips should the new vendor expect on a monthly basis, broken down by mode?

*Based a previous answer to a similar question, trips range from lowest per month of 300 to highest 3000. The current vendors use cars and vans to provide this service*

5. How many miles is an average trip for each mode of transportation?

*This is based on the appointment for the client. This can range from 1- 100 plus miles per trip.*

6. Can DSS provide any historical average cost information by mode?

This cost includes all modes of transportation.

*16/17 - cost \$1,951,759.00; trips- 68,961*

*15/16 - Cost - \$1,886,565.60; trips -70,147*

*14/15 - cost -\$1,915,507.86; trips- 68,699*

7. Could you provide average counts per month of the following: -

- Cancellations - 200 per month
- Wheelchair - 370 per month
- Attendants – *This data is not collected due to only the person that has the scheduled appointment is charged.*

8. The RFP states that the contract is effective 7/1/18. Would DSS allow an implementation period or is the expectation that we would go live effective 7/1?

*However, because we have to meet the needs of our citizens, we would like for a vendor or vendors to be in place as close to 7/1/18.*

9. On page 8 of the RFP, under Award Procedures, the RFP states proposals will become public record. Does that mean the vendor is unable to mark confidential pieces of the proposal to ensure proprietary and confidential information is not made public?

*The vendor can mark confidential pieces of the proposal to ensure proprietary and confidential information is not made public.*

10. Would DSS consider an extension of the proposal by 1-2 weeks to give sufficient time from review of responses to questions

*Again, due to meeting the needs of our citizens who needs this mode of transportation, we cannot extend the deadline.*

Does the County require a certificate of insurance to be included with our proposal submission?

Yes

Please provide information regarding your invoice requirements.

*Vendors submit monthly invoice of costs along with an Excel Spreadsheet (DSS 2056) detailing all trip information such as address, costs, modes, and verification sources. In addition to the spreadsheet vendor must submit DSS 5118 (Verification Form) or other appropriate verification sources (attendance sheets, etc.) for each trip as a Medicaid eligible service. Once verifications are obtained, DSS uploads master list of monthly trips to NCTRACKS for payment. (NC Medicaid Reimbursement System)*

Please provide information regarding the methodology for vendor reimbursement.

*The vendor has to register with NCTRACKS and reimbursements are made through the State system directly to the vendor. (NC Medicaid Reimbursement System)*

Please confirm that the conflict of interest policy is required to be notarized by the vendor.

*Yes, it has to be notarized.*