

**New York State Department of Health
Office of Health Insurance Programs
Division of Program Development and Management**

RFP No. 16683

**New York State Medicaid Transportation Management–
New York City**

July 19, 2016

Amendment 1

The following are official modifications, which are hereby incorporated into the New York State Department of Health, Office of Health Insurance Programs, Division of Program Development and Management Request for Proposal (RFP) #16683, issued June 16, 2016. For all amendments noted below, the revised language prevails over the original RFP language.

A. Section 1.0 Calendar of Events

Original Language:

RFP #: 16683 – New York State Medicaid Transportation Management – New York City Region	
<u>EVENT</u>	<u>DATE</u>
Issuance of Request for Proposals	June 16, 2016
Deadline for Submission of Written Questions	June 30, 2016 4:00 p.m. ET
Responses to Written Questions Posted by DOH	On or About July 14, 2016
Deadline for Submission of Proposals	July 29, 2016 4:00 pm ET
<i>Anticipated</i> Contract Start Date	October 23, 2016 (new vendor) January 23, 2017 (incumbent vendor)

Revised Language:

RFP #: 16683 – New York State Medicaid Transportation Management – New York City Region	
<u>EVENT</u>	<u>DATE</u>
Issuance of Request for Proposals	June 16, 2016
Deadline for Submission of Written Questions	June 30, 2016 4:00 p.m. ET
Responses to Written Questions Posted by DOH	On or About July 14, 2016
Deadline for Submission of Proposals	August 2, 2016 4:00 pm ET
<i>Anticipated</i> Contract Start Date	October 23, 2016 (new vendor) January 23, 2017 (incumbent vendor)

B. Section 3.2.2 Process Requests for Medical Transportation, item g (page 11 of the RFP)

Original Language:

g. The transportation manager will enroll in the “Public Transportation Automated Reimbursement” (PTAR) system. Enrolling in the PTAR system will allow the transportation manager to be reimbursed for the cost of purchasing MetroCards that will be distributed by the Transportation manager to the eligible enrollees who use mass transit to get to and from medical appointments, including methadone maintenance treatment programs (MMTP).

Revised Language:

g. The transportation manager may enroll in the “Public Transportation Automated Reimbursement” (PTAR) system. Enrolling in the PTAR system will allow the transportation manager to be reimbursed for the cost of purchasing MetroCards that will be distributed by the Transportation manager to the eligible enrollees who use mass transit to get to and from medical appointments, including methadone maintenance treatment programs (MMTP).

C. Section 3.5 Subcontracting (page 19 of RFP)

Original Language:

Bidders may **not** propose the use of a subcontractor to perform Medicaid transportation management.

The Transportation Manager may use subcontractors for other services.

All subcontracts shall contain provisions specifying that the work performed by the subcontractor must be in accordance with the terms of the prime contract, and that the subcontractor specifically agrees to be bound by the confidentiality provisions set forth in the agreement between the DOH and the Contractor. DOH reserves the right to request removal of any bidder's staff or subcontractor's staff if, in DOH's discretion, such staff is not performing in accordance with the Agreement. Subcontractors whose contracts are valued at or above \$100,000 will be required to submit the Vendor Responsibility Questionnaire upon selection of the prime contractor.

Revised Language:

Bidders may **not** propose the use of a subcontractor to perform Medicaid transportation management.

The Transportation Manager cannot use a subcontractor to perform transportation management.

The Transportation Manager may use subcontractors for other services.

All subcontracts shall contain provisions specifying that the work performed by the subcontractor must be in accordance with the terms of the prime contract, and that the subcontractor specifically agrees to be bound by the confidentiality provisions set forth in the agreement between the DOH and the Contractor. DOH reserves the right to request removal of any bidder's staff or subcontractor's staff if, in DOH's discretion, such staff is not performing in accordance with the Agreement. Subcontractors whose contracts are valued at or above \$100,000 will be required to submit the Vendor Responsibility Questionnaire upon selection of the prime contractor.

D. Section 6.1 Administrative Proposal, F. References (Page 29 of the RFP)

Original Language:

F. REFERENCES

Provide references using Attachment D (References) for three (3) prior customers. In the description, the bidder should provide a list of at least three (3) projects, similar to this project in size and scope, for whom the organization has provided services for the past three (3) years, including any government contracts, if any. The response should include a clear description of the services provided and the timeframe the services were provided. Provide the name, title, organization, address, telephone number and email address of a contact person for each project listed. Prior to award, the Department of Health may confirm this experience.

Revised Language:

F. REFERENCES

Provide references using Attachment D (References) for three (3) prior or current customers. In the description, the bidder should provide a list of at least three (3) projects, similar to this project in size and scope, for whom the organization has provided services for the past three (3) years, including

any government contracts, if any. The response should include a clear description of the services provided and the timeframe the services were provided. Provide the name, title, organization, address, telephone number and email address of a contact person for each project listed. Prior to award, the Department of Health may confirm this experience.

For items E through N; the page limits have been rescinded for the RFP Sections as noted below:

E. Section 6.2 Technical Proposal (80%) (Page 30 of the RFP)

Original Language:

3rd paragraph:

While additional data may be presented, the following should be included. Please provide the information in the same order in which it is requested and within the applicable page limit as noted. Your proposal should contain sufficient information to assure DOH of its accuracy. The evaluators will be instructed to stop review once the page limit has been reached. Failure to follow these instructions may result in disqualification.

Revised Language:

While additional data may be presented, the following should be included. Please provide the information in the same order in which it is requested. Your proposal should contain sufficient information to assure DOH of its accuracy. Failure to follow these instructions may result in disqualification.

F. Section 6.2 Technical Proposal, C. EXECUTIVE SUMMARY (Page 30 of the RFP)

Original Language:

C. EXECUTIVE SUMMARY (3 PAGE LIMIT)

Revised Language:

C. EXECUTIVE SUMMARY (page limit rescinded)

G. Section 6.2.D.1, Call Center Activities (Page 31 of the RFP)

Original Language:

Section 6.2.D.1, Call Center Activities (7 page limit)

Revised Language:

Section 6.2.D.1, Call Center Activities (page limit rescinded)

H. Section 6.2.D.2 Processing Requests for Transportation (Page 32 of the RFP)

Original Language:

Section 6.2.D.2 Processing Requests for Transportation (19 page limit)

Revised Language:

Section 6.2.D.2 Processing Requests for Transportation (page limit rescinded)

I. Section 6.2.D.3 Maintain a Public Web Site (Page 32 of the RFP)

Original Language:

Section 6.2.D.3 Maintain a Public Web Site (3 page limit)

Revised Language:

Section 6.2.D.3 Maintain a Public Web Site (page limit rescinded)

J. Section 6.2.D.4 Collaborate with Local Stakeholders (page 33 of the RFP)

Original Language:

Section 6.2.D.4 Collaborate with Local Stakeholders (2 page limit)

Revised Language:

Section 6.2.D.4 Collaborate with Local Stakeholders (page limit rescinded)

K. Section 6.2.D.5 Process Special Transportation Requests (page 33 of the RFP)

Original Language:

Section 6.2.D.5 Process Special Transportation Requests (1 page limit)

Revised Language:

Section 6.2.D.5 Process Special Transportation Requests (page limit rescinded)

L. For responses to Performance Criteria 6.2.D.6 through 6.2.D.12 the TOTAL page limit is 5 pages (Page 33 of the RFP)

Original Language:

For responses to Performance Criteria 6.2.D.6 through 6.2.D.12 the TOTAL page limit is 5 pages.

Revised Language:

The statement “For responses to Performance Criteria 6.2.D.6 through 6.2.D.12 the TOTAL page limit is rescinded.

M. Section 6.2.D.13 Project Implementation Work Plan (Page 34 of the RFP)

Original Language:

Section 6.2.D.13 Project Implementation Work Plan (3 page limit)

Revised Language:

Section 6.2.D.13 Project Implementation Work Plan (page limit rescinded)

N. Section 6.2.D.14 Organizational Support and Experience (Page 34 of the RFP)

Original Language:

Section 6.2.D.14 Organizational Support and Experience (10 page limit)

Revised Language:

Section 6.2.D.14 Organizational Support and Experience (page limit rescinded)

O. Section 6.2 Technical Proposal D. Performance Criteria, 6.2.D.14, Organizational Support and Experience, item g (page 35 of the RFP):

Original Language:

g. Describe the organization’s proven experience coordinating transportation services in a geographic and demographic area similar to New York City.

Revised Language:

g. Describe the organization’s proven experience coordinating transportation services in a metropolitan area.

P. Section 8.8 Award Recommendation, Attachments (page 41 of the RFP):

Original Language:

ATTACHMENTS

- A Bidder’s Certified Statements
- B Proposal Document Checklist

- C Cost Proposal Bid Form
- D References
- E DOH Agreement
- F Guide to New York State DOH M/WBE and Required Forms
- G Bidder's Disclosure of Prior Non-Responsibility Determination
- H Encouraging Use of New York Businesses in Contract Performance
- I No-Bid Form
- J Vendor Responsibility Attestation
- K Definitions
- L Medicaid Transportation Program Policy Regarding Reimbursement of Travel-Related Expenses
- M Transportation Management Law
- N Title 18 of the New York Code of Rules and Regulation (NYCRR) §505.10
- O Medicaid Enrollee Fair Hearing Rights
- P Medicaid Transportation Data
- Q 92 ADM-21, Transportation for Medical Care and Services: 18 NYCRR 505.10
- R Medical Provider Transportation Ordering Guidelines Manual
- S Lobbying Form

Revised Language:

ATTACHMENTS

- A Bidder's Certified Statements
- B Proposal Document Checklist
- C Cost Proposal Bid Form
- D References
- E DOH Agreement
- F Guide to New York State DOH M/WBE and Required Forms
- G Bidder's Disclosure of Prior Non-Responsibility Determination
- H Encouraging Use of New York Businesses in Contract Performance
- I No-Bid Form
- J Vendor Responsibility Attestation
- K Definitions
- L Medicaid Transportation Program Policy Regarding Reimbursement of Travel-Related Expenses
- M Transportation Management Law
- N Title 18 of the New York Code of Rules and Regulation (NYCRR) §505.10
- O Medicaid Enrollee Fair Hearing Rights
- P Medicaid Transportation Data
- Q 92 ADM-21, Transportation for Medical Care and Services: 18 NYCRR 505.10
- R Medical Provider Transportation Ordering Guidelines Manual

Q. TABLE OF CONTENTS, 6.2 Technical Proposal (80%), C. Executive summary, (page 3 of the RFP):

Original Language:

C. Executive summary (3 page limit)

Revised Language:

C. Executive summary (page limit rescinded)

R. Section 7.0 Proposal Submission (page 38 of the RFP):

Items 6 and 7

Original Language:

6. Do not exceed page limitations. Complete responses to each topic are to be provided within the page limitations, evaluators will cease reading after the page limit is reached.

Revised Language:

6. Complete responses to each topic are to be provided.

Original Language:

7. Appendices should not be submitted. Responses should be contained within page limitations as referenced in item #7. If any appendices are submitted, they will **not** be evaluated.

Revised Language:

7. Appendices should not be submitted. If any appendices are submitted, they will **not** be evaluated.

All other terms and conditions remain the same.