

### Question

Does the scope of this RFP cover both MATP and Shared Ride Services currently provided by Community Transit? Does this RFP cover any other services currently provided to the County by Community Transit, or by any other transportation provider?

Is the determination of eligibility for participants in either the MATP or Shared Ride programs part of the bidder's responsibilities under this RFP, or is that function performed by a separate agency?

Is the determination of the mode of transport (e.g. paratransit vs. fixed route bus service) used to transport eligible MATP participants part of the bidder's responsibilities under this RFP, or is that function performed by a separate agency?

Other than the monthly aggregate statistical information provided to potential bidders in the final tab of the "MATP Budget Submission" spreadsheet, what more granular data is available to ensure that bids properly reflect the volume of transports and the equipment required to render the desired level of service? For example, how many paratransit vehicles does Community Transit deploy each day on weekdays/weekends to support countywide MATP demand? On average, how many field labor hours are required to provide the paratransit service each weekday and each weekend day? On average, how many passenger trips per vehicle are completed each day? What is the average mileage of a paratransit trip?

Are there efficiency metrics used to track the utilization of the vehicles currently deployed in support of this program (for example, unit hour utilization, or passenger transports per vehicle hour)? If so, can you please provide them?

For perspective, can you provide historical reference data regarding the reports that will be required of the successful bidder, including status, ad hoc, monthly trip summary, customer service center, complaint and appeal summary, incident, trip encounter data, audit, and any other required reports?

Please confirm our understanding that currently, each MATP vehicle is staffed with a single driver, and not a driver plus an aide.

Can you provide a schedule of performance standards for the MATP program?

Are the vehicles currently used to provide service to the MATP program owned by the County, by Community Transit, or by a separate entity? If the vehicles currently in use are owned by Community Transit, is a potential vendor expected to provide replacement equipment for the equipment that Community Transit currently deploys? If so, please provide an inventory of the replacement equipment to be provided.

Are vehicle insurance, fuel, capital, and maintenance expenses part of the bidder's responsibilities under the RFP? If so, can you provide copies of recent cost reports from Community Transit showing what these expenses currently amount to?

On the cost report, what is the difference between a "Para transit trip" and a "Reimbursement trip?" Also, what constitutes a "Mass transit trip?"

### Response

The RFP covers all aspects of the Medical Assistance Transportation Program for Delaware County.

The provider will be responsible for determining eligibility as outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".

The provider will be responsible for determining the appropriate mode of transportation as outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".

All data being provided by Delaware County Human Services was included in the issued RFP and Budget Proposal.

Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.

The reporting requirements are outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".

The provider will be required to adhere to staffing on vehicles as outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".

The provider will be required to comply with the performance standards per the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".

The expectation is the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program, including securing vehicles.

The expectation is the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program. All supplemental information being provided in conjunction with the RFP was included in the issuance.

The various types of trips are defined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".

### Question

Are requests for transports always placed with the provider by phone, or are they placed by any other means (e.g. a web portal)? Would it be advantageous to the County if requests for transports could be placed electronically?

If a shared ride customer is required to pay a portion of the fee for the requested trip, and is unable to pay at the time of transport, is the policy to provide the transport and bill the customer, or deny the transport?

What is the current policy in the event a customer requests transport and is unavailable at the time of pickup (i.e. no-shows)? Is the customer charged a fee, and if so how much? Is Community Transit entitled to collect a fee for no-shows, and if so, how much? If no-shows are tracked, please provide data on what % of the trips are no-shows.

Can you provide data on how many transports are subcontracted to vendors other than Community Transit (# of transports, total cost)?

Can you provide transport data segmented by distance (e.g. how many transports/day are >5 miles, between 5 and 10 miles, between 10-15 miles, >15 miles)?

Can you provide data on how many transports per day, on average, are to destinations outside of Delaware County (e.g. to Philadelphia)?

Can you provide data on how many transports per day, on average, are for passengers who are in wheelchairs vs. ambulatory passengers who do not require a vehicle equipped with a lift?

Can you provide weekly or monthly data on how many urgent care transportation requests, and transports, Community Transit currently handles?

Can you provide data on how many transports Community Transit provides that are reimbursed by MCO's? Are potential bidders required to be in network with any particular MCO's as a requirement of bidding?

Are potential bidders required to have PUC authority?

Are potential bidders required to be participants with the PA Medicaid program?

Are potential bidders required to be "in network" with any particular MCO's? If so, which ones?

Can you provide data on how many transports Community Transit provides each month through Public Fixed Route Buses, and the cost of these transports? Is reimbursement for public fixed bus route service part of the scope of the current RFP?

Can you provide data on the average monthly income received from the 15% contribution to shared ride services? Does Community Transit currently retain these funds, or are they required to be reimbursed to the County?

Would the County be amenable to including the vehicles used to provide shared ride transports under the County's insurance policies, on a cost reimbursement basis?

### Response

The requirements by which consumers can request transportation services are outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".

The co-payment criteria are outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".

Required actions related to consumer no-shows are detailed in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".

Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.

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Provider requirements are included in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".

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The expectation is the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program, including insuring vehicles.

Question	Response
How many designated shuttle routes does Community Transit currently provide to Bryn Mawr, Lankenau, and Philadelphia, and what are the hours reserved for the units that provide this service?	Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.
Can you provide details about the safety requirements on the vehicles used in the program? For example, are the units required to be equipped with GPS monitoring systems and/or cameras? Is a risk/safety officer required to be part of the program management team?	Safety requirements are included in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".
Is there a mandated form or reporting structure to utilize for Accidents and Incidents?	The reporting requirements are included in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".
Are there any specific vehicle requirements required for vehicles used to support the program (vehicle age, make, model, mileage, type of fuel, etc.)?	Vehicle requirements are included in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".
Is there any specific training, training procedures or courses that drivers are required to take to be able to drive for the MATP program?	The training requirements are outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".
Does any survey data currently exist regarding the current level of customer satisfaction with the County MATP service? If so, can you provide this data to prospective bidders?	Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.
Is there any restriction on the form of entity that may submit a bid in response to the RFP (i.e. must the entity be organized as a non-profit, as is currently the case with Community Transit)?	Delaware County will review all proposals submitted, regardless of provider entity type.
Can you provide a draft of the proposed contract the successful bidder will be required to enter into with Delaware County?	The contract will be provided after the selection process is completed. The requirements of the contract will mirror those outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines" and other relevant regulations.
What is the date that responses to the RFP are due? We note that the table in the RFP says May 22 <sup>nd</sup> , 2019, but below that table, section IV of the instructions states "all responses to the RFP are due by the close of business on May 18, 2019."	The due date is May 22, 2019.
Is there a date by which confirmations of interest to respond to the RFP are due?	There is no established timeframe for confirmations of interest, only the dates specified in the RFP.
Will the applicant questions received from all applicants be published along with the responses?	Yes, once the deadline for questions has been reached, a complete document of questions and responses will be posted.
What is the date by which responses to applicant questions will be issued? If this date is less than two weeks from when responses are due, will the timeline for responses be extended so that applicants have at least two weeks from the date responses to questions are posted to submit their formal response to the RFP?	Responses will be provided as soon as possible after questions are received.
Will the current provider be required to formally respond to the RFP in order to be considered for retaining the contract with Delaware County Human Services?	Any provider interested in contracting with Delaware County for providing these services will need to submit a proposal based on the issued RFP.
Will all responses to the RFP be made public?	No provider responses to the RFP will be publicized during the procurement process.
Will the County please clarify the date RFP responses are due? In III. Proposal Timelines, the due date is listed as May 22, 2019; however IV. Instructions states all responses are due by close of business on May 18, 2019.	The due date is May 22, 2019.

Question	Response
Will the County consider delaying the due date by one week or longer to allow applicants to incorporate answers to questions into their submissions?	The due date will not be extended.
Can the County provide the anticipated start and end dates of the contract, as well as estimated service projections for the term of the contract?	The contract will be effective July 1, 2019.
For the key personnel positions listed, can one person fulfill multiple roles? Additionally, must all key personnel be located in Delaware County?	The personnel requirements are outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".
Will the County require the selected applicant to establish a dedicated, local business office and customer service center, or can customer service be provided by representatives in another location (such as work-from-home representatives)? Will the County provide the office?	The requirements for the customer service center are detailed in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines". The expectation is the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program, including office space.
The Cost Report referenced in the RFP appears to be missing. Will the County please provide this, as well as any data or information necessary to prepare a cost proposal?	The Cost Report is attached and can also be located on the same webpage as the RFP.
Will the County consider evaluating start-up costs separately from on-going operations to level the playing field with the incumbent provider?	The expectation is the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program, including any start-up expenditures.
Does the County intend to make a single award for this contract?	At this point, it is anticipated the contract will be awarded to a single provider.
Will the County provide historical data on MATP service in the County?	The historical data is included in the Cost Report Excel workbook.
Will the County provide more information around the Hybrid Model?	The Hybrid Model is explained in the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".
Will the County please provide copies of prior invoices from the incumbent provider?	Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.
Will the County provide a copy of the sample reporting package, or detailed information on the reporting requirements?	The reporting requirements are included in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines".
Will the applicant perform any transportation management for non-Medicaid populations, or for non-medical transportation?	The RFP is solely for the operation of the Medical Assistance Transportation Program in Delaware County.
Will the County please provide the number of calls received regarding MATP service?	Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.
What are the challenges of the current MATP?	Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.
Will the County please provide a sample contract so applicants can review the terms?	The contract will be provided after the selection process is completed. The requirements of the contract will mirror those outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standard and Guidelines" and other relevant regulations.
Will Delaware County Human Services accept a Proposal that is based on a Service Hour Model, with an accompanying Service Hour Model Cost Report as a replacement to the provided Cost Report?	The provided Cost Report must be utilized.

### Question

Since all Trip Data provided only includes information up until the end of December 2017, will Delaware County Human Services provide a copy of all Trip Data, excluding any protected consumer information, for calendar year 2018?

Specifically, please provide the following data for all trips provided for eligible MATP consumers in Delaware County:

1. Average Trips Distance
2. Service Hours and Services Miles Driven
3. Revenue Hours and Revenue Miles Driven
4. Archive Data for Completed Trips
5. Archive Data for No-Show Trips
6. Archive Data for Cancelled Trips

Does Delaware County Human Services require current provider to fulfill trips that to locations outside the County borders and, if so, under what standards are the provision of those trips made?

Question #4 - Trip Data provided in the advertised RFP does not include Senior Shared Ride 65+ trips?

1. Will current/other Transportation Provider cover those trips?
2. If those trips are to be included in the Scope of Services, please provide the above Trip Data and related information specified in 2.1. through 2.6 above.
3. Please specify how many trips this would entail for contract year.
4. Please provide Shared Ride Fare structure upon which 65+ Trips would be provided and invoiced.

Please provide the current Reimbursement Trip Cost per mile (not the current MATP- approved Trip Rate)?

Please provide the current Fixed Route Reimbursement Cost per Fixed Route one-way Trip (not the current MATP- approved Trip Rate)?

Please provide the current Service Hours in Delaware County under which eligible MATP consumers are transported for eligible trips?

Does Delaware County Human Services require the use of Monitors/ Aids on vehicles and, if so, under what circumstances/requirements?

Please provide the current per client Average Trip Distance for MATP Para Transit and the Total Mileage for Para Transit Trips for the most recent 12-month period (2018)?

Please provide the number of "Demand Ride" Trips and "Subscription" Trips, per month, for the most recent 12-month period (2018)?

Please provide current Driver Staffing and Vehicles Used in Maximum Service for MATP operations in Delaware County under the current provider?

Please provide Call Center Operations data regarding Call Volume, Average Calls per Day, expected Call Center Service Hours and staffing levels of Call Center(s) used for MATP under the current provider?

Please provide current provider's rate under the existing Hybrid Model contract.

### Response

Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.

The trip requirements are outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".

The expectation is the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program, including Shared Ride Services. Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.

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The expectation is the provider will adhere to staffing on vehicles as outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".

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Please provide a copy of the most recent certified Single Audit of current provider.

Will Delaware County Human Services submit all trip level details to the State under this contract?

What specific reports, including the format and contents, will Applicant be required to provide to Delaware County Human Services under the awarded contract?

Will Delaware County Human Services require Applicant to meet specific Performance Metrics for this contract? If so, please specify in as much detail as possible.

Please provide any and all Performance Metrics data for current provider of MATP service in Delaware County?

Will the Delaware County Human Services require Applicants to verify and provide documentation of all subcontractors providing transportation services under this RFP to provide proof/documentation of PUC authority to operate in Pennsylvania prior to the Delaware County Human Services granting approval of subcontractors?

What implications are there to Applicants who must terminate an Agreement with any Subcontractor(s), whether for poor performance, non-compliance or other reasons/issues, which results in lack of coverage or disruption of service?

What short-term and long-term plans does Delaware County Human Services have for the potential award of DHS' RFA #28-18, *Medical Assistance Transportation Program Full Risk Broker Service in Pennsylvania* and its impact on MATP Transportation under this RFP? Specifically,

1. Will Delaware County Human Services provide monetary compensation for the portions of the contract term under which this Contract would become invalid or be terminated as a result of the implementation of the DHS RFA referenced?
2. If so, will Delaware County Human Services negotiate a Rate per Day as part of a BAFO process for this RFP to come to a mutually agreeable compensation plan in the event the DHS RFA is awarded prior to the ending date under this RFP and will Delaware County Human Services provide additional compensation for any Start-Up costs incurred (vehicles, Call Center operational equipment, etc.) pro-rated for an equivalent percentage of the contract lost should the OHS RFA be awarded prior to the ending date under this RFP?

Will Delaware County Human Services extend the advertised deadline to submit Proposals, currently May 26<sup>th</sup> 2019, for an additional appropriate time to accommodate the analysis and incorporation of data requested herein in order to provide sufficient time to provide a complete and accurate Proposal? An additional 3-4 weeks would provide sufficient time to properly incorporate all data requested.

### Response

All supplemental information being provided in conjunction with the RFP was included in the issuance.

The provider will be required to submit trip level details to Delaware County and/or the PA Department of Human Services as dictated by the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines" as related to counties utilizing the Hybrid Model.

The reporting requirements are outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".

The provider will be required to comply with the performance standards per the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines".

Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.

Information on subcontractors will be required as outlined in the PA Department of Human Services issued "Medical Assistance Transportation Program Standards and Guidelines" and contractual agreement with Delaware County.

The expectation is the provider who is granted to contract will provide all required services through the Medical Assistance Transportation Program.

If the PA Department of Human Services implements a Full Risk Broker Service for the Medical Assistance Transportation Program as outlined in RFA #28-18, Delaware County will adhere to guidelines from the Department regarding compensation to the selected provider under the current RFP for the Hybrid Model.

Any response received after the due date of May 22, 2019 will not be considered.