

RFA 28-18

Medical Assistance Transportation Program Broker Services

Q&A

	RFA Section	Question	Answer
1		When do you feel after the March 5, 2019 deadline, that the department will make final approval on the applications? When will contracts be in place after that?	DHS anticipates that applicants will be selected for negotiations by July 2019 and will begin providing transportation services in the third quarter of calendar year 2020. These dates are not final dates.
	RFA Section	Question	Answer
2		Will we be able to have access to the budgets of all the other MATP providers to accurately come up with a budget of our own?	DHS has provided updated data on the historic trips that were provided under the current MATP in Appendix Q, which has been updated and is attached to RFA Addendum 3. This includes data on trips provided under county operated programs and sole source agreements, both different structures than that of the RFA. Given the different structures, cost data related to these current MATP models are not based on the requirements of the RFA. An applicant is to provide assumptions and base costs on the requirements of the RFA. In addition, DHS does not collect the trip rates paid by the county operated programs but pays for all trips at the same per trip rate for all modes of transportation.
	RFA Section	Question	Answer
3		Could you define "Full Risk Broker Service" in greater detail? For example, now MATP providers are given money at the end of each Fiscal Year if their expenses were over budget. This is calculated through the end-of-the-year reconciliation report to MA. As a full risk broker service will this benefit be given up? Are there ways to recoup the costs if we underspend? If we overspend will the excess money be flexible? Can the excess money be rolled over to the next fiscal year? By defining this as a full broker services, are you referring to the fact that it is indeed a full risk and if we don't budget enough we lose out?	Under the Full Risk Broker model, the Department pays a per member per month (PMPM) capitated payment to the selected applicants. Unlike cost reimbursement payment models, the Department does not perform a cost reconciliation at the end of the fiscal year and the selected applicant is at risk for costs that exceed the revenue paid through the PMPM rate. The Department is providing information and tools needed to assist an applicant in devising a proposed rate that covers its costs.
	RFA Section	Question	Answer
4	Calendar of Events, Page 4	The Pre-Application Conference and deadline for questions are scheduled on the same date. Given the size and complexity of this RFA, would DHS extend the questions due date by an additional few weeks to all Pre-Application Conference attendees sufficient time to reasonably consider information provided at that meeting? Similarly,	DHS extended the deadline for questions to January 16th. There will not be a second round of questions.

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5	Section II-6 Final Ranking and Award	<p>would DHS grant a second round of questions/clarifications following responses to the pending questions?</p> <p>II-6 D states that The Department will not award more than two service regions to one Applicant. If an Applicant receives the highest score in each of the three service regions, the Department will award that Applicant the two service regions in accordance with its preferred order of award unless such an award results in a service region for which no responsible Applicant exists. In this instance, the Department will award the highest scoring Applicant for all service regions, its first and third stated preferences for award. The Department will award the third service region to the second highest scoring applicant for that service region based on the scores calculated in Part II, Section II-6A. II-6E states that For one, two, or all three service regions, the Department has the discretion to reject all applications or cancel the RFA, at any time prior to the time an agreement is fully executed, when it is in the best interests of the Commonwealth. The reasons for the rejection or cancellation shall be made part of the RFA file.</p> <p>(1) Does this mean that there may be a region or regions in the Commonwealth that will continue to operate without a Broker? If, so how would this work?</p> <p>(2) It seems that there is no option available for any Broker to operate State-wide for all three regions, why is that?</p>	<p>(1) The two sections cited in the question relate to separate concepts. As stated in the RFA, DHS’s intent is to and continues to be to have brokers in all three regions as stated in Part II, Section II-6D. In Part II, Section II-6E, the Department has included standard language that states that the Department has the discretion to cancel the RFA in whole or in part but does not mean that the Department will do so.</p> <p>(2) The Department’s preference is to have more than one broker.</p>
	RFA Section	Question	Answer
6	I-4B.2 Page 7	The RFA states that we must establish a “Customer Service Center within the service region” awarded. If the bidder is	No, selected applicants must establish and maintain a Customer Service Center physically located in each service region for which it receives an award.

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		awarded more than 1 region, can the bidder have a single customer service center?	
7	III-5A.5 Page 31	Ask for 3 client references for each Key Personnel. If the bidder hasn't hired the Key Personnel at the time of the Bid Submission can the bidder submit client references for the Acting-Key Personnel (interim)?	Applicants must submit references for key personnel who will be assigned to the Project, if selected for award.
	RFA Section	Question	Answer
8	III-5B age 32	Please confirm the transportation providers are not considered "subcontractors".	For purposes of Part III, Section 5. B Subcontractors, applicants must provide its subcontracting plan for all subcontractors, including transportation providers. Resumes and responsibilities of individual subcontractor staff only need to be provided if that individual will be used to satisfy the requirements of key personnel. To the extent other information may not be available, an applicant may provide estimates or indicate the information is unknown.
	RFA Section	Question	Answer
9	Part V Page 70	Is the current vendor in Philadelphia meeting the SDB and SB requirements?	Although the information is not relevant to submitting a response, the current broker is presently in compliance with the SDB requirements set forth its agreement.
	RFA Section	Question	Answer
10	Appendix K	Please provide the current assessed damages for Philadelphia by reason and total fine assessed.	Although not relevant to submitting a response, no current assessed damages exist.
	RFA Section	Question	Answer
11	Appendix K	Will the successful bidder have a implementation grace period for Regions not previously under the broker model before damages are assessed?	See Part III, Section III-10. Performance Standards of the RFA, which states "The first three (3) months of operations are a transition period and, therefore, the performance measures will be waived."
	RFA Section	Question	Answer
12	Appendix Q	Please provide the current mileage rate for mileage reimbursement in 2017 and 2018.	Currently, the mileage reimbursement rate for counties is \$0.12. Applicants must propose its mileage rate as well as its rationale for the rate. See Part III, Section III-8. Q. The proposed rate, however, may not exceed the current IRS mileage rate.

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	RFA Section	Question	Answer
13	Appendix Q	Please provide the average miles by mode (paratransit and mileage reimbursement) by county for 2017 and 2018.	MATP pays per trip not by mile. This information is not collected.
	RFA Section	Question	Answer
14	Appendix Q	Please provide the average trip cost by mode (paratransit and mileage reimbursement) by county for 2017 and 2018.	MATP pays one trip rate for all mode types. For a listing of current county trip rates, please see Appendix U, County Report Models, which is attached to RFA Addendum 3.
	RFA Section	Question	Answer
15		For the areas not previously managed by a broker, how did Members schedule transportation? Call into a call center or online?	It is determined by the county or transportation provider for the county providing MATP services. Member scheduling methods vary by county.
	RFA Section	Question	Answer
16		Please provide the paratransit providers currently used by all counties.	1ADAMS Central Pennsylvania Transportation Authority DBA Rabbit Transit
			2ALLEGHENY PLEA
			3ARMSTRONG Armstrong County Community Action Agency
			4BEAVER Beaver County Transit Authority
			5BEDFORD Center for Community Action
			6BERKS South Central Transit Authority (SCTA)
			7BLAIR Blair Senior Services
			8BRADFORD Endless Mountains Transportation Authority aka BeST
			9BUCKS Bucks County Transport, Inc (BCT)
			10BUTLER Alliance for Nonprofit Resources
			11CAMBRIA Community Action Partnership of Cambria County
			12CAMERON Area Transportation Authority of North Central Pennsylvania (ATA)
			13CARBON Lehigh and Northampton Transportation Authority (LANTA)
			14CENTRE Community Integrations LLC (CI)
			15CHESTER Rover Community Transportation, Inc. (Rover)
			16CLARION Medical Transportation Management, Inc.

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			17	CLEARFIELD	Central PA Community Action
			18	CLINTON	Lycoming-Clinton Counties Commission for Community Action (STEP)
			19	COLUMBIA	Central Pennsylvania Transportation Authority DBA Rabbit Transit
			20	CRAWFORD	Community Health Services, Inc.
			21	CUMBERLAND	Central Pennsylvania Transportation Authority DBA Rabbit Transit
			22	DAUPHIN	Boyo/ Capital Area Transit (CAT)/ Center for Community Building, Inc. (CCB)/ NHS/ Pediatrics HealthCare for Kids/ Philhaven
			23	DELAWARE	Wheat Services
			24	ELK	Area Transportation Authority of North Central Pennsylvania (ATA)
			25	ERIE	Erie Metropolitan Transit Authority
			26	FAYETTE	Fayette Area Coordinated Transportation
			27	FOREST	Forest County Transportation
			28	FRANKLIN	Central Pennsylvania Transportation Authority DBA Rabbit Transit
			29	FULTON	Fulton County Family Partnership
			30	GREENE	Greene County Transportation
			31	HUNTINGDON	Employment and Training Inc.
			32	INDIANA	INDIGO/ Indiana County Transit Authority
			33	JEFFERSON	Community Action, Inc.
			34	JUNIATA	Call-A-Ride Service
			35	LACKAWANNA	County of Lackawanna Transit System
			36	LANCASTER	SCTA
			37	LAWRENCE	Lawrence County Social Services
			38	LEBANON	County of Lebanon Transit Authority
			39	LEHIGH	LANTA
			40	LUZERNE	Luzerne County Transportation Authority
			41	LYCOMING	Lycoming-Clinton Counties Commission for Community Action (STEP)
			42	MCKEAN	Area Transportation Authority of North Central Pennsylvania (ATA)

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	RFA Section	Question	Answer
			43MERCER Mercer County Area Agency on Aging, Inc.
			44MIFFLIN Call-A-Ride Service
			45MONROE Monroe County Transportation Authority
			46MONTGOMERY Suburban Transit Network, Inc.
			47MONTOUR Central Pennsylvania Transportation Authority DBA Rabbit Transit
			48NORTHAMPTON LANTA
			49NORTHUMBERLAND Central Pennsylvania Transportation Authority DBA Rabbit Transit
			50PERRY Central Pennsylvania Transportation Authority DBA Rabbit Transit
			51PHILADELPHIA LogistiCare Solutions, LLC
			52PIKE Pike County Transportation
			53POTTER Health Ride Plus
			54SCHUYLKILL Schuylkill County Transportation Authority
			55SNYDER Central Pennsylvania Transportation Authority DBA Rabbit Transit
			56SOMERSET Tableland Services, Inc d/b/a Community Action Partnership for Somerset County, Inc.
			57SULLIVAN Endless Mountains Transportation Authority aka BeST
			58SUSQUEHANNA Trehab
			59TIOGA Endless Mountains Transportation Authority aka BeST
			60UNION Central Pennsylvania Transportation Authority DBA Rabbit Transit
			61VENANGO Crawford Area Transportation Authority
			62WARREN Warren County Transit Authority
			63WASHINGTON Washington County Transportation Authority
			64WAYNE NHS / Pediatrics / St. Joseph's Center
			65WESTMORELAND Westmoreland County Transit Authority
			66WYOMING Trehab
			67YORK Central Pennsylvania Transportation Authority DBA Rabbit Transit

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17		Given the many restrictions on the type of entities that can act as a broker, did DHS perform a market analysis to determine if the restrictions allow for sufficient competition?	The Department is required to include the restrictions stated in Part III, Section III-1. E. by federal regulations, see 42 CFR § 440.170.
	RFA Section	Question	Answer
18		Given the size and complexity of this RFA, would DHS modify the due date to provide an additional 90 days for preparation of proposals?	The Department will extend the Application submission deadline until March 19, 2019. The time and location remain the same.
	RFA Section	Question	Answer
19		Giving the size and complexity of this RFA, would a second round of follow-up round of questions be considered?	DHS extended the deadline for questions to January 16th. There will not be a second round of questions.
	RFA Section	Question	Answer
20		Would DHS waive the prohibition “As the transportation broker, each selected Applicant ... is prohibited from providing transportation services” if the Applicant is a well-established transportation provider with both relevant institutional transportation broker knowledge, ability, and experience?	No. The Department is unable to waive federal requirements. See 42 CFR § 440.170(a)(4)(ii).
	RFA Section	Question	Answer
21		Would DHS accept a proposal from an Applicant which is a joint venture between an established transportation broker and a well-established transportation provider?	No, DHS is unable to accept an application from such a joint venture under federal regulations at 42 CFR § 440.170(a)(4)(ii).
	RFA Section	Question	Answer
22		Is the current Philadelphia County contract being terminated and rolled into Region 1?	The City of Philadelphia is included in the Eastern Region. See Part I, Section I-3. C.
	RFA Section	Question	Answer
23		If the current Philadelphia County contract being terminated and rolled into Region 1, please provide recent fiscal year program costs, copies of LCAD Monthly Reporting package for the most recent 12 months as and a copy of the current provider contract.	The grant agreement for Philadelphia is available on Department of Treasury website at http://contracts.patreaury.gov/View.aspx?ContractID=419909

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	RFA Section	Question	Answer
24		Given the size, complexity and uniqueness of the Philadelphia County MATP program (24% of total statewide MATP eligible consumers and 51% of total statewide trips – larger than 2 of the 3 proposed regions) and the 12-year incumbent presence operating that contract, would DHS bid that the business separately from and in addition to the proposed 3 regions?	No.
	RFA Section	Question	Answer
25		Will DHS maintain the current minimum insurance requirements of \$2mm GL, \$1mm auto, and \$1mm EPLI as currently in place in most MATP service areas across the Commonwealth?	<p>As part of RFA Addendum 3, the Department is adding Appendix V, DHS Addendum to Standard Terms and Conditions. Section J of the Addendum contain insurance requirements for selected applicants. In addition to the insurance requirements of Appendix V, selected applicants must maintain a minimum of one million dollars (\$1,000,000.00) Combined Single Limit vehicle insurance and shall name the Commonwealth of Pennsylvania as an additional insured. In no event may these insurance requirements fall below industry standards. Further, RFA Part III, Section III-8.L. requires that all vehicles be compliant with state licensing and insurance requirements. Pennsylvania law establishes minimum insurance requirements for all motor vehicle owners. A summary of these requirements can be found here:</p> <p>http://www.dot.state.pa.us/Public/DVSPubsForms/BMV/BMV%20Fact%20Sheets/fs-inla.pdf</p> <p>Furthermore, the Public Utility Commission regulates intrastate commerce, including passenger transportation and has additional insurance requirements for passenger carriers that can be found summarized here:</p> <p>http://www.puc.beta.state.pa.us/general/onlineforms/pdf/Passenger_Fact_Sheet.pdf</p> <p>Applicants may propose greater insurance coverage than that required by law and the RFA.</p>
	RFA Section	Question	Answer
26		Will DHS require providers adopt current transportation technology including GPS vehicle tracking systems and/or tablet communications systems?	With the exception for the shared ride program, the Department is not requiring the use of specific transportation technologies. Applicants should describe the technology they will use to provide services. Part III, Section III-8. 1.4 states that PennDOT’s shared ride program (inclusive of senior shared ride) uses proprietary software to schedule trips (Ecolane). The selected Applicants must work with PennDOT to gain access to Ecolane Software.

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	RFA Section	Question	Answer
27		Will DHS require that all paratransit trip vehicles meet ADA standards?	Yes. Part III, Section III-8.L.2. of the RFA states “Vehicles must comply with all applicable federal laws including the Americans with Disabilities Act (“ADA”) regulations.”
28		Will DHS require a US-DOT level Drug and Alcohol policy including pre-employment and random testing?	DHS’s minimum required clearances are found at Part III, Section III-8.L.1. To the extent federal law requires pre-employment and random testing, selected applicants must comply with these requirements. An applicant is free to propose additional pre-employment and employment screening policies.
29		Will DHS prohibit “leased” or 1099 drivers in delivery of the MATP service and require that all drivers be qualified employees of the broker or subcontractor?	DHS will not prohibit “leased” or 1099 drivers, such as ride share drivers. All drivers, however, must be qualified in accordance with RFA requirements.
30		Will DHS pre-employment and MVR reviews, criminal background checks, and child abuse clearance reviews of all broker and subcontractor drivers? Medical examinations?	Some words appear to be missing from the question. If the question relates to DHS required clearances for drivers, these clearances are found at Part III, Section III-8. L.1. Applicants are free to propose additional standards; however, the standards must comply with law.
31		Would DHS grant a first right to provide paratransit transportation to the local public transportation provider?	No. DHS is unable to grant a first right to provide transportation to any transit provider. Per federal regulation, 42 CFR § 440.170(a)(4), the transportation provided by a broker must be competitively procured, the most cost effective and appropriate means of transportation and be consistent with CMS guidance.
32		Would DHS incorporate the requirements of Act 134 or 1996 Section 90a(c) to maximize statewide transportation system efficiencies?	No.
33	Technical Submittal, Section E.1. (pg. 25)	On Conflict Free Requirements it states that the applicant is prohibited from providing transportation services. Can the applicant provide transportation services under	Applicants may provide transportation services other than non-emergency medical transportation for entities unrelated to MATP such as schools under contract with other providers.

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		contract with other providers, unrelated to MATP (counties, schools, private business, etc)?	
	RFA Section	Question	Answer
34		Are county Human Services offices considered non-DHS?	County Human Services offices are not part of the Department of Human Services.
	RFA Section	Question	Answer
35		Are transportation vendors we contract with to provide the transportation service considered subcontractors for purposes of this RFP? Would they be considered a supplier that we could utilize for SDB is eligible?	Transportation providers are considered subcontractors for purposes of this RFA. Yes, applicants may propose eligible transportation providers as SDBs and SBs. The requirements for SDB and SB eligibility are found in Part V of the RFA.
	RFA Section	Question	Answer
36		For transportation vendors, are we required to pay PUC rates? Will each transportation vendor set their own rates with the MATP Broker?	Only the Shared Ride Services must be paid at the PennDOT established rates. The selected applicants will need to negotiate rates with its other transportation providers, for example, taxi cabs that are regulated by the Pennsylvania Utilities Commission.
	RFA Section	Question	Answer
37		Do all transportation vendors have to be licensed under the PUC?	No, PUC licensing requirements apply only to those transportation providers that are subject to PUC oversight.
	RFA Section	Question	Answer
38		Please provide the number of registered MATP riders in each county?	Please see updated information in Appendix Q, attached to RFA Addendum 3.
	RFA Section	Question	Answer
39		What will happen to the MATP riders who are age 65 and older and qualify for senior share ride? Will they be required to utilize senior share ride first and how will the most cost-effective transportation source be determined between MATP and shared rider?	MATP riders who are age 65 and qualify for the Senior Shared Ride Program are required to use that service. See Part IV at page 69 of the RFA for information on Senior Shared Ride payments. Determining the least costly mode of transportation is the responsibility of the selected applicants.
	RFA Section	Question	Answer
40		Can you please provide an estimated call volume by region or by county?	DHS does not have comprehensive data on county call volumes.

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	RFA Section	Question	Answer
41		Can you provide information on the current number of staff providing MATP call center services by county or the number of staff working in MATP by county?	DHS does not have comprehensive data on county staffing for MATP.
	RFA Section	Question	Answer
42		Will the mileage reimbursement rate be the same for all vendors statewide or will that be determined by the MATP broker?	The selected Applicants must determine the rate per mile, but the rate may not exceed the current IRS mileage rate.
	RFA Section	Question	Answer
43		What are the current transportation provider rates and/or direct transportation costs?	MATP pays one trip rate for all transportation modes by county. For a listing of current county trip rates, please see Appendix U, County Report Models, which is attached to RFA Addendum 3.
	RFA Section	Question	Answer
44		How long do you anticipate the implementation portion to last to transfer the contract?	The Department has provided for up to a 6-month readiness review and implementation phase.
	RFA Section	Question	Answer
45		When does Department anticipate award date and implementation (go live)?	DHS anticipates that applicants will be selected for negotiations by July 2019 and will begin providing transportation services in the third quarter of calendar year 2020. These dates are not final dates.
	RFA Section	Question	Answer
46		Appendix F is password protected, can you provide new attachment or password?	Applicants may only enter information in light blue sections.
	RFA Section	Question	Answer
47		If SDB currently serves as subcontractor with selected prime in MATP, will a new LOI be required?	Yes.
	RFA Section	Question	Answer
48		Is the selected applicant obligated by the term of the RFA and grant to fulfill the fixed percentage commitment it has made to each SDB & SB business created by BDISBO? Does	Selected applicants are obligated to fulfill the SDB and SB subcontracting commitments, both the overall subcontracting commitment and individual commitments made to each SDB and SB subcontractor. These commitments become part of the agreement between the selected applicant and the Commonwealth as set forth in the RFA. Any additional terms not required by

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		TA contractor obligation run to both BDISBO and the SDB & SB business?	the RFA that are memorialized in a subcontract agreement are between the selected applicant and its subcontractors.
	RFA Section	Question	Answer
49		If we are bidding on all regions, do we have to ask those providing references for surveys on our business and those submitting for proposed employees – must they fill out survey 3 times?	Yes, references will need to be separately provided for each region. The Applicant must submit Appendix D, Corporate Reference Questionnaire, and Appendix E Key Personnel Reference Questionnaire directly to the contacts listed. The references must return the completed questionnaires in sealed envelopes to the Applicant. The Applicant must include these sealed references with its Technical Submittal under Tabs 12 and 13.
	RFA Section	Question	Answer
50		Can we reference forms from multiple submissions?	No.
	RFA Section	Question	Answer
51	Page 9, Section I-12, A. Application Submission, 1	<i>“After final evaluation of applications, if it is determined to be Commonwealth’s best interest, the Commonwealth may request applicants to submit an integrated solution”</i> This sentence appears to be cut off. Please clarify what the submission for an “integrated solution” may entail?	If after evaluation, an Applicant is selected for negotiations for more than one region, the Department may request an integrated solution to address areas that may be affected by the multiple award such as pricing and the proposed implementation plan and schedule.
	RFA Section	Question	Answer
52	Page 9, Section I-12, A. Application Submission, 2	This section requests electronic CD-ROM/Flash Drive submittals be submitted in Microsoft Office or Microsoft Office-compatible format; however, some documents are only available in PDF format (i.e. signed forms, financial statements, Dun & Bradstreet report, sample outreach materials, etc.). If most documents are provided in a Microsoft Office format, is it acceptable for bidders to submit certain documents in PDF format as necessary?	Yes.
	RFA Section	Question	Answer
53	Page 9, Section I-12, A. Application Submission, 2	Please confirm <i>Corporate Reference Questionnaires</i> and <i>Key Personnel Reference Questionnaires</i> are not expected to be included in the electronic CD-ROM/Flash Drive submittals since they are to be submitted as sealed submittals and are not accessible to Applicants.	That is correct. They are to be packaged with the CDs. See Part I, Section I-12. A.2.

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	RFA Section	Question	Answer
54	Page 13, Section I-18, C. Published Disclosure	This section states that <i>“the financial capability information submitted in response to Part III-7 of this RFA is exempt from public records disclosure...”</i> Are Applications still required to include this information on <i>Appendix C, trade Secret/Confidential Proprietary Information Notice Form?</i>	An applicant’s financial capability information is not subject to disclosure under the Right to Know Law. An applicant may decide if it wants to list specific financial information on Appendix C as confidential and proprietary information or as trade secret protected.
	RFA Section	Question	Answer
55	Page 23, Section III-1, A. Disaster Recovery	<i>“The selected Applicant must:...”</i> Does this imply that the Disaster Recovery Plan, including items a-d, is not a required proposal submission, but is only to be submitted by the awarded vendor during the implementation phase?	No, applicants should provide a description of how it will satisfy the disaster recovery requirements. During Readiness Review, selected applicants must provide its detailed plan.
	RFA Section	Question	Answer
56	Page 29, Section III-4, D. References	If Applicants intend to submit separate proposals for all three Regions using the same contract references, is it acceptable to provide only one set of <i>Appendix D, Corporate Reference Questionnaires?</i> This will prevent clients from having to complete the same questionnaire three times. Because they are to be submitted in sealed envelopes, it will not be possible to make copies for each region.	No, references will need to be separately provided for each region. The Applicant must submit Appendix D, Corporate Reference Questionnaire directly to the contacts listed. The references must return the completed questionnaires in sealed envelopes to the Applicant. The Applicant must include these sealed references with its Technical Submittal under Tab 12.
	RFA Section	Question	Answer
57	Page 31, Section III-5. Personnel	If Applicants intend to submit separate proposals for all three Regions and propose one or more of the same individuals as Key Personnel in each of the three Regions, is it acceptable to include only one set of <i>Appendix E, Key Personnel Reference Questionnaires?</i> This will prevent Key Personnel references from having to complete the same questionnaire three times. Because they are to be submitted in sealed envelopes, it will not be possible to make copies for each region.	No, references will need to be separately provided for each region. The Applicant must submit Appendix E Key Personnel Reference Questionnaire directly to the contacts listed. The references must return the completed questionnaires in sealed envelopes to the Applicant. The Applicant must include these sealed references with its Technical Submittal under Tab 13.

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58	Page 31, Section III-5. Personnel	Please confirm the separately sealed questionnaires (<i>Appendix D and Appendix E</i>) are to be submitted with the Original copy of the Technical.	This is correct.
	RFA Section	Question	Answer
59	Page 31, Section III-5. Personnel; A. Applicant Personnel	This section requires bidders to include organizational charts, including <i>“similar information for any subcontractors that are proposed.”</i> Please confirm that subcontractors does not include subcontracted transportation providers, as it would be very difficult to include all subcontractors within the organizational chart.	Transportation providers are considered subcontractors. For purposes of Part III, Section III-5.A, however, Applicants may respond by providing information that identifies their anticipated transportation providers without providing organizational charts outlining the staffing, reporting relationship and staff members.
	RFA Section	Question	Answer
60	Page 32, Section III-5. Personnel; A. Applicant Personnel; Key Personnel Diversions or Replacement	<i>“In the event that a person is removed from the Project, the selected Applicant will have ten (10) days to fill the vacancy with a person...”</i> Ten days is a very short time to recruit and hire a qualified replacement, especially at a leadership level. We respectfully request that the timeline be extended to 30 days.	DHS will not change the requirement from 10 days to 30 days. In instances where DHS has requested the removal of key personnel, DHS will discuss the potential removal with the selected Applicant prior to making the request and will consider selected Applicant’s efforts to secure an acceptable individual. .
	RFA Section	Question	Answer
61	Page 32, Section III-5. Personnel; B. Subcontractors	This section requests detailed information for each proposed subcontractor and their individual staff members. Please confirm that this level of detailed information is not required for subcontracted transportation providers.	Transportation providers are considered subcontractors. For purposes of Part III, Section III-5.B Subcontractors, applicants must provide its subcontracting plan for all subcontractors, including transportation providers. Resumes and responsibilities of individual subcontractor staff only need to be provided if that individual will be used to satisfy the requirements of key personnel. To the extent other information may not be available, an applicant may provide estimates or indicate the information is unknown.
	RFA Section	Question	Answer
62	Page 33, Section III-8. Work Plan; A. Readiness Review and	<i>“The Department will provide each selected Applicant up to six (6) months to develop and ramp-up services.”</i> Can the Department confirm that the anticipated start date for the contract is 7/1/2020? Is this the date that	07/01/2020 is not a definite date, but it is an anticipated ‘Go Live’ date, on which selected applicants will begin to provide transportation services to beneficiaries.

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	Implementation Phase	implementation begins, or the date that transportation is to go live?	
	RFA Section	Question	Answer
63	Page 35, Section III-8. Work Plan; A. Readiness Review and Implementation Phase; 3	“Initial Notice and Consumer Handbook: Can this be distributed one per household, rather than to each individual user?”	The selected applicants must distribute a copy of the Initial Notice and Consumer Handbook to all users of transportation services.
	RFA Section	Question	Answer
64	Page 36, Section III-8. Work Plan; B. Inform and Educate MA Consumers	<i>The selected Applicant must develop a basic informational brochure for its service region to be available at County Assistance Offices (“CAOs”) and district offices, high volume MA-enrolled medical service providers, human services and community agencies, social service agencies, and other appropriate locations.”</i> Please confirm that these brochures do not also need to be mailed directly to MATP eligible members.	The basic informational brochure does not need to be mailed out but only needs to be made available. See Part III, Section III-8.B. The brochure must also be available on the selected Applicants’ website.
	RFA Section	Question	Answer
65	Page 36, Section III-8. Work Plan; C. Consumer Handbook	Is the expectation that this not sent until the consumer submits their first transportation request, or is the handbook sent out to all eligible members during the implementation phase?	Each selected Applicant must mail and make available a Consumer Handbook to MA consumers requesting non-emergency medical transportation (“NEMT”) or non -medical transportation within five (5) business days of the request for services. The Handbook must always be sent and made available to unduplicated MA consumers requesting NEMT or Non-medical transportation.
	RFA Section	Question	Answer
66	Page 36, Section III-8. Work Plan; C. Consumer Handbook	If the handbook is published online, and the consumer indicates during their transportation request that they have access to the internet, can we offer them the option of accessing the materials online on an individual basis, in lieu of sending the printed materials?	Yes, but the selected applicant must document the MA consumer’s choice to receive information electronically.

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	RFA Section	Question	Answer
67	Page 38, Section III-8. Work Plan; G. Operate a Customer Service Center	If the applicant is bidding on all regions and is awarded two regions, must the vendor set up two call centers (one for each awarded region)?	No, selected applicants must establish and maintain a Customer Service Center physically located in each service region for which it receives an award.
68	Page 38, Section III-8. Work Plan; G. Operate a Customer Service Center	If the applicant is bidding on all regions, can the vendor just identify one call center location and include that with all three regional submissions even though it is not located in two of the service areas?	No. A Customer Service Center must be physically located in each service region in which an applicant receives an award.
69	Page 38, Section III-8. Work Plan; G. Operate a Customer Service Center	Will the agency approve Work From Home agents to field calls from MA members as long as the agents are located within the state of Pennsylvania and can demonstrate that they are properly trained and supervised and meet all security requirements? This will allow a competitive bid while ensuring employment opportunities for Pennsylvania residents. It also provides redundancy and coverage during adverse weather events.	Selected applicants must have a Customer Service Center physically located in each service region in which it receives an award. DHS will consider an Applicant's Work From Home policy as part of the Applicant's call center staffing but not in lieu of having a physical Customer Services Center in the region that is sufficiently staffed.
70	Page 38, Section III-8. Work Plan; G. Operate a Customer Service Center	Can after hours and weekend calls be fielded from an out-of-state customer service center? This will allow for more competitive pricing.	No. Selected Applicants must have a Customer Service Center physically located in each service region in which it receives an award for all required hours of operation (seven days a week from 6 AM to 9 PM). Selected applicants must provide an electronic call answering methods for non-operational hours. See Part III, Section III-8. G.
71	Page 46, Section III-8. Work Plan, L. Transportation Network	<i>"100% of accurate invoices must be adjudicated within 45 calendar days of receipt."</i> Would the Agency consider modifying this to 95% in 45 days, which is more in line with industry standards?	No.

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	Standards, 8. Timely Payment		
	RFA Section	Question	Answer
72	Page 46, Section III-8. Work Plan, L. Transportation Network Standards, 8. Timely Payment	<i>"100% of all invoices must be adjudicated within 90 calendar days of receipt."</i> Would the Agency consider modifying this to 99% in 90 days, which is more in line with industry standards?	No.
	RFA Section	Question	Answer
73	Page 47, Section III-8. Work Plan, M. Authorize Transportation Service. 1. Verify Eligibility	<i>"The selected Applicants must use the EVS to verify MA eligibility."</i> Must all eligibility be verified manually through EVS site, or will there be an 834-eligibility file?	In responding to this RFA, Applicants should assume the use of DHS's EVS system to verify MA eligibility. DHS can consider the option of an 834-eligibility file in the future.
	RFA Section	Question	Answer
74	Page 49, Section III-8. Work Plan; R. Pick-up and Drop-off Standards; 6. Verification of Trips	Instead of requiring signatures from medical facilities to verify trips, would the agency be open to allowing vendor to bump transportation claims up against medical claims to verify attendance to medical appointments? This approach will reduce costs and reduce the burden on facilities to respond to recurring and frequent requests from NEMT vendors to verify attendance.	No.
	RFA Section	Question	Answer
75	Page 49, Section III-8. Work Plan; W. Adverse Conditions Plan	<i>"The selected Applicants must have a written plan by county."</i> This would be very burdensome to manage for every County operated, and ultimately, there would not be many differences for each County. Can the applicant have a single written plan and notate any individual County specifics in an appendix?	Yes, this approach would be acceptable.

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	RFA Section	Question	Answer
76	Page 57, Section III-8. Work Plan; Z. Appeals and Fair Hearings for MA Consumers	<p><i>“Consumers have the right to challenge any adverse determination and may formally appeal the action identified in the Written Notice Form in writing or orally. If orally, the selected Applicant must assist the consumer in reducing the appeal to writing and must obtain the consumer’s signature. Within three (3) business days of the oral appeal, the selected Applicant must forward a copy of the written appeal, regardless of whether a signature has been obtained, to the Department’s Bureau of Hearings and Appeals.”</i> The section states we must obtain the applicants signature when assisting with an oral appeal, however, we must forward the appeal to the Bureau of Hearings and Appeals within three (3) business days with or without the signature.</p> <ol style="list-style-type: none"> a. If we are unable to secure the applicants signature for whatever reason, does that void the request for an appeal? b. Since it will be necessary for us to mail the completed written form (that we assist the applicant with) to the applicant in order to obtain the required signature and wait for it to be returned, how will that impact the ten (10) calendar day requirement to file an appeal? 	<ol style="list-style-type: none"> a. No, the failure to obtain a signature does not void an appeal. b. Even if the form is not signed, the date of the oral request is the filing date of the appeal.
	RFA Section	Question	Answer
77	Page 59, Section III-8. Work Plan; Continuous Quality Improvement	<p><i>“The selected Applicants must submit this quality assurance plan to the Department for review and approval.”</i> Should the applicant submit the quality assurance plan with the proposal, or is this to be submitted for approval during implementation?</p>	<p>No, the quality assurance plan must be submitted for approval during implementation; however, an applicant should describe its processes and methods to provide continuous quality improvement in its application.</p>

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	RFA Section	Question	Answer
78	Page 64, Section III-9; C. Monthly Reports, 5: Monthly Trip Encounter Data Report; Subsection a. Data Format	<p>Please clarify:</p> <ul style="list-style-type: none"> a. <i>“Consumer’s Medical Assistance Identification Number.”</i> Is this equivalent to a state Medicaid ID and will this be made available via the eligibility file? b. <i>“Whether trip was completed”</i> Does this mean that non-completed trips need to be included in the report? Is this only denied trips? 	<ul style="list-style-type: none"> a. Yes, it is a 9-digit Medicaid number, which will be provided by the consumer. b. No, non-completed trips should not be included in the report. Neither should denied trips.
	RFA Section	Question	Answer
79	Page 65, Section III-9, Reports and Project Control, 6. Specific Financial Reporting Requirement	<p><i>“The selected Applicants must submit monthly financial reports and financial statements in an electronic format approved by the Department. These reports must be received no later than thirty (30) calendar days after the end of the month. Monthly financial statements must include a Balance Sheet, a Statement of Income and Expenses and a Cash Flow Statement.”</i> Does this required monthly report cover financial results for the vendor’s entire company, or are they to be specific to the PA MATP program?</p>	The reports are specific to the PA MATP program.
	RFA Section	Question	Answer
80	Page 67, Section IV, Cost Submittal	Does the agency plan to use EDI 820 files for purposes of informing the vendor of capitation payment details?	Yes.
	RFA Section	Question	Answer
81	Page 72, Section V-3. Grant Agreement Requirements-Small Diverse	<p><i>“Each SDB and SB commitment which was credited by BDISBO and the total percentage of such SDB and SB commitments made at the time of application submittal, BAFO or negotiations, as applicable, become obligations</i></p>	If an applicant is not changing its overall percentage of SDB/SB commitment at BAFO, it need not submit a revised SDB/SB submittal at BAFO. If selected applicants have reduced total pricing but not its overall SDB/SB commitment, it will need to update its SDB/SB submittal to reflect changes to estimated payment amounts as part of its agreement with the Commonwealth.

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	Business and Small Business Participation	<i>of the selected Applicant upon execution of its grant agreement by the Commonwealth.” Does this mean that the vendor will submit updated SB and SBD paperwork with a BAFO if there is no change to the overall percentage that vendor is committing to achieve through SB and SDB participation (i.e. the Vendor is lowering price, so amount subcontracted to SB and SDB will be reduced, but over-all total percentage will be the same)?</i>	
	RFA Section	Question	Answer
82		<p>I write to request that you intervene to delay action on Solicitation/Project#: RFA 28-18 Solicitation/Project Title: Medical Assistance Transportation Program Broker.</p> <p>This RFA arose out of a provision inserted last minute to a Day Care Bill and passed without proper review and discussion. There are serious unintended consequences to local ADA paratransit, Medical Transportation services and the entire transit system.</p> <p>I support delaying further action on this RFA and removal of the provision of Section 3 from 2018 Act 40 1677 Section 3</p>	The Department is required to comply with Act 40 and is unable to cancel the solicitation. The Department does not have the authority to remove Section 3 from Act 40.
	RFA Section	Question	Answer
83	Appendix O, Eligibility Verification System (EVS)	Are other electronic file formats available outside of 270/271 (i.e. 834 files)?	No.
	RFA Section	Question	Answer
84	Appendix Q, MATP Statewide Databook	Please confirm that data reported under “Trips” represents one way trip legs (and not round trips).	Yes, that is correct.
	RFA Section	Question	Answer

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85	Appendix Q, MATP Statewide Databook	Please confirm that data reported under “Trips” represents completed and paid trips only (rather than “requested” trips).	Yes, that is correct.
	RFA Section	Question	Answer
86	Appendix Q, MATP Statewide Databook	Please provide additional information related to the number of wheelchair lift trips inside ParatTransit category. Transportation requiring a wheelchair lift is significantly higher in cost and may require a different vehicle type.	The Department does not track this information.
	RFA Section	Question	Answer
87	Appendix Q, MATP Statewide Databook	Please provide average mileage per trip type for each category: “Mass Transit,” “Mileage Reimbursement,” “Paratransit – non-wheelchair,” and “Paratransit – wheelchair”.	The Department does not have this information. MATP pays per trip not by mile.
	RFA Section	Question	Answer
88	Appendix S, Terms and Conditions	Are there any specific insurance requirements for this contract (i.e. minimum coverages)?	<p>As part of RFA Addendum 3, the Department is adding Appendix V, DHS Addendum to Standard Terms and Conditions. Section J of the Addendum contain insurance requirements for selected applicants. In addition to the insurance requirements of Appendix V, selected applicants must maintain a minimum of one million dollars (\$1,000,000.00) Combined Single Limit vehicle insurance and shall name the Commonwealth of Pennsylvania as an additional insured. In no event may these insurance requirements fall below industry standards. Further, RFA Part III, Section III-8.L. requires that all vehicles be compliant with state licensing and insurance requirements. Pennsylvania law establishes minimum insurance requirements for all motor vehicle owners. A summary of these requirements can be found here:</p> <p>http://www.dot.state.pa.us/Public/DVSPubsForms/BMV/BMV%20Fact%20Sheets/fs-inla.pdf</p> <p>Furthermore, the Public Utility Commission regulates intrastate commerce, including passenger transportation and has additional insurance requirements for passenger carriers that can be found summarized here:</p> <p>http://www.puc.beta.state.pa.us/general/onlineforms/pdf/Passenger_Fact_Sheet.pdf</p> <p>Applicants may propose greater insurance coverage than that required by law and the RFA.</p>

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	RFA Section	Question	Answer
89		Is the agency open to using rideshare companies to perform a portion of the trips (i.e. Uber, Lyft, etc.) as long as a state vehicle inspection can be verified?	Yes, as long as the selected applicant is able to verify that all the transportation network requirements for the RFA are met, including state vehicle inspection. In addition, the Department must approve the subcontract with the ride sharing company prior to implementation. See Part III, Section III-8. J.
	RFA Section	Question	Answer
90		Applicant provides a scheduling and coordination service, which Applicant does not intend to subcontract to any third party. For the avoidance of doubt, independently contracted providers with which Applicant schedules ancillary transportation services and other third parties Applicant engages to fulfill back office support functions (e.g., maintenance, janitorial, printing, software, data hosting, and other similar providers) are independent contractors of Applicant and each maintain their own employees and equipment used in furtherance of their service delivery. Therefore, Applicant does not consider such independent providers to be subcontractors or agents of Applicant for purposes of this RFA and any resulting contract(s). Based on this, can you please confirm that such independent providers shall not be deemed subcontractors or agents of Applicant for purposes of this RFA and any resulting contract(s)?	Independent contractors performing functions that generally benefit an applicant and are not specifically related to MATP services such as maintenance and janitorial services are not considered subcontractors for this RFA.
	RFA Section	Question	Answer
91	I-4. Objectives, A. General (RFA page 6)	Please confirm rideshare companies, such as Lyft are acceptable to utilize as a mode of transportation.	Yes, as long as the selected applicant is able to verify that the transportation network requirements for the RFA are met. In addition, the Department must approve the subcontract with the ride sharing company prior to implementation. See Part III, Section III-8. J.
	RFA Section	Question	Answer
92	I-4. Objectives, A. General (RFA page 6)	Are there populations or covered services (e.g., waiver programs, non-medical covered services, etc.) excluded from using rideshare?	No specific exclusions exist. Selected applicants are required to use the most appropriate mode of transportation that meets a consumer's needs.
	RFA Section	Question	Answer

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93	I-4. Objectives, B. Specifics (RFA page 6)	How is “adequately staffed” defined as it relates to employees physically located at the call center and/or residing in the state/region?	The selected applicants must have sufficient staff for the customer services center during the required hours of operation to meet the RFA objectives and customer service center requirements and standards.
	RFA Section	Question	Answer
94	I-4. Objectives, B. Specifics (RFA page 6)	Is it acceptable for the Broker to provide services from multiple call centers with a portion located outside of the state/region?	No, a selected applicant may use multiple customer services centers; however, the centers need to be located in the region.
	RFA Section	Question	Answer
95	I-4. Objectives, B. Specifics (RFA page 6)	Are work from home (WFH) employees acceptable for providing service; if so, are WFH employees required to reside in the state?	DHS will consider an Applicant’s Work From Home policy as part of the Applicant’s call center staffing but not in lieu of having a physical Customer Service Center in the region that is sufficiently staffed. WFH employees must be located within the service region.
	RFA Section	Question	Answer
96	I-4. Objectives, B. Specifics (RFA page 6)	Can call center and/or staff be provided by a subcontractor or outsourced?	Yes, as long as the customer service center is located in the service region. In addition to describing its approach to providing customer service, if an applicant subcontracts or outsources the customer service center, the applicant must include in its application information about the subcontractor as required in Part III, Sections III-4 and III-5.
	RFA Section	Question	Answer
97	I-4. Objectives, B. Specifics (RFA page 6)	Will the selected Applicant be allowed to include in the work plan a transition period to have a cell center located within the region?	Yes, the selected applicant will have up to 6 months to have a customer service center set up in the service region. See also the requirements for the Implementation Work Plan in Part III Section III-8.A.2.
	RFA Section	Question	Answer
98	1-12 Application Requirements. A. 2. (RFA page 9)	Indicates that two paper copies of the “SDB/SB” Participation Submittal and related Letter(s) of Intent. Is one copy required to be an original and if the Applicant is responding to more than one region, must each region have an original?	Yes, applicants must submit a separate application for each region for which it seeks award, including the SDB/SB submittal. Accordingly, it must submit an original SDB/SB submittal for each region. Refer to Part I, Section, I-12.A. Application Submission.
	RFA Section	Question	Answer
99	Section III-1-D-3. Regulatory	Indicates—Significant changes include substantial and sustained increases or decreases in trip volumes over	If the Department adds or removes a program or service, it will notify the Broker and steps would be taken to assess any impact to the negotiated PMPM rate, including the period of time

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	Compliance (RFA page 25)	<p>several months other than those caused by the routine monthly fluctuation in the MA population. In instances of temporary increases in trip volumes caused by or changes in the design of existing programs, the Department may agree to a temporary increase in the PMPM rate during the affected period.</p> <p>Is there a standardized metric (percentage & duration) for the determination of a substantial and sustained increase or decrease in trip volume? Consequently, how is a determination made and communicated to return to the standard PMPM rate after a temporary increase?</p>	a change would be in place. Otherwise, it is the Broker’s responsibility to notify the Department if there is a noticeable difference and the Broker would be responsible to provide supporting documentation for Department review.
	RFA Section	Question	Answer
100	III-4. B. References (RFA page 29)	Requires the Applicant to provide three references along with Appendix D, Corporate Reference Questionnaire completed in a sealed envelope. If the Applicant is responding to more than one region, must each region response include the original sealed envelope?	Yes.
	RFA Section	Question	Answer
101	L. Transportation Network Standards, 1. Driver Clearances and 2. Vehicle Standards (RFA pages 43 and 44),	Do driver clearances and vehicle standards apply the same to all modes of transportation, including taxis and rideshare?	Yes. In addition, Public Utility Commission (PUC) regulated transportation must follow the applicable PUC requirements and guidelines.
	RFA Section	Question	Answer
102	L. Transportation Network Standards, 2. Vehicle Standards (RFA page 44)	Will transportation providers need to adhere to the Public Utility Commission (PUC) requirements?	Only transportation providers who are PUC regulated must adhere to PUC requirements. MATP does not establish who follows or does not follow PUC requirements.

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	RFA Section	Question	Answer
103	L. Transportation Network Standards, 2. Vehicle Standards (RFA page 44)	If PUC licenses are required, are transportation providers required to have proof of PUC license in each vehicle?	Yes, only if required by the PUC.
	RFA Section	Question	Answer
104	L. Transportation Network Standards, 3. Semi-Annual Vehicle Inspection (RFA page 44)	Are the volunteer drivers' vehicles subject to the same required semi-annual vehicle inspections?	Yes.
	RFA Section	Question	Answer
105	L. Transportation Network Standards, 3. Semi-Annual Vehicle Inspection (RFA page 44)	Are volunteer drivers required to have a PUC license?	Only transportation providers who are PUC regulated must adhere to PUC requirements. MATP does not establish who follows or does not follow PUC requirements.
	RFA Section	Question	Answer
106	L. Transportation Network Standards, 3. Semi-Annual Vehicle Inspection (RFA page 44)	Are brokers required to supply and apply their own vehicle inspection sticker to each vehicle?	No, brokers do not own or supply the vehicles. Selected applicants do need to maintain documentation of its compliance with the RFA inspection requirements.

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	RFA Section	Question	Answer
107	L. Transportation Network Standards, 3. Semi-Annual Vehicle Inspection (RFA page 44)	Are virtual inspections acceptable?	Without additional information as to how a virtual inspection will be conducted, the Department cannot answer this question. Applicants must describe how it will conduct a virtual inspection in its application so the Department is able to assess whether the inspection will determine whether vehicles are compliant with the RFA vehicle requirements. The selected applicants must maintain documentation and records of its compliance with the RFA inspection requirements.
	RFA Section	Question	Answer
108	L. Transportation Network Standards, 6. Monitoring (RFA page 45),	Is GPS real-time monitoring required for all modes of transportation (e.g., taxis)?	Selected applicants must perform monitoring for all modes of transportation. GPS is a potential monitoring method listed in the RFA. See Part III-8. L.6.a-j. for monitoring methods.
	RFA Section	Question	Answer
109	Q. Modes of Transportation, 2. Mileage Reimbursement (RFA page 50),	What is the current gas reimbursement amount per mile?	Currently \$0.12/mile.
	RFA Section	Question	Answer
110	Section III-8-R-6. Verification of Trips (RFA page 53)	Indicates - The selected Applicants must have a process to verify consumers are attending medical appointments or participating in waiver services for each mode of transportation. The selected Applicant must perform and document a pre-trip verification review by verifying the medical appointment for a covered service with the medical service provider prior to transportation services being provided. The selected Applicants must perform and	As long as due diligence is followed and verification that the trip was completed to a medical provider or facility, then, yes, it is considered a trip. Selected applicants must be able to provide documentation showing verification was performed.

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		<p>document a post trip verification review of trips and verify “routine trips” are for medical or waiver services.</p> <p>If medical appointments are verified and trips are completed and if, after the consumer has been dropped off, medical appointments are cancelled or remain unclaimed, are those trips still considered to be counted as a “routine trip” given the advanced verification prior to the appointment occurrence?</p>	
	RFA Section	Question	Answer
111	Section III-8-R-7. Door-to-Door Service (RFA page 53)	<p>Indicates–The selected Applicants must assess and determine if a consumer is eligible for door-to-door service. The certification must document that the consumer has a physical, sensory, mental, developmental or cognitive disability that requires door-to-door assistance to be provided for the safe transport of the consumer.</p> <p>Does PA DHS have current protocols for assessing whether a consumer needs assistance? Are consumers also required to have PennDOT SSRP assessments for Paratransit Door to Door Service? If so, would PennDOT SSRP assessments suffice as certification?</p>	<p>The selected applicants shall require verification of the need from a medical provider, which may be obtained by the consumer or the applicant. Verification of need from a provider need not be in writing, and the selected applicant can accept a provider’s verbal authorization and document the verbal authorization in the consumer’s file. The provider’s certification/verification must be sufficient for establishing medical need for door-to-door service.</p> <p>A mobility assessment is performed on a case by case basis. There are no current protocols provided by the Department.</p> <p>Yes, PennDOT’s SSRP assessments will suffice as certification.</p>
	RFA Section	Question	Answer
112	Payment Methods, Senior Shared Ride Program Co-Payments (RFA page 69)	Are co-payments required for any other population and/or transportation program other than the Senior Shared Ride Program?	No.
	RFA Section	Question	Answer

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113		If a Small Diverse Business is a primary applicant, what percentage of the business can the SDB subcontract to non-SDBs?	An SDB or SB acting as the primary applicant must perform services valued at least fifty percent (50%) of the total agreement value, excluding the costs of transportation services provided to MA consumers. The SDB or SB is responsible for all services offered in the application. See Part I, Section I-17.
	RFA Section	Question	Answer
114		Does each Region need a letter of Intent or can one letter of intent identify all Regions?	Applicants must submit separate SDB/SB submittals for each Region, including separate letter(s) of intent.
	RFA Section	Question	Answer
115		Under the Grant Agreement NEMT Per Member Per Month (“PMPM”) rate, is the offeror subject to pay the PMPM for the percentage commitment made to SDB/SB as a subcontractor or the total agreement cost after the final negotiated cost for the initial term of the prime agreement	To be in compliance with its SDB/SB commitment made to the Commonwealth, a selected applicant must satisfy both its overall subcontracting commitment and its commitment made to each SDB or SB. To determine compliance, the Department of General Service will divide the total of the capitated payments made to a selected applicant (excluding shared ride payments) by the actual amount paid by the applicant to its SDBs and SBs to determine a percentage and will compare this percentage to its final SDB/SB commitment. The same process will be followed for each individual commitment using the amount paid to the individual SDB or SB.
	RFA Section	Question	Answer
116		Is the selected applicant obligated by the terms of the RFA and Grant to fulfill the fixed percentage commitment it has made to each SDB and SB Business credited by BDISBO? Does the contractual obligation run both to BDISBO and the SDB and SB Business?	Selected applicants are obligated to fulfill the SDB and SB subcontracting commitments, both the overall subcontracting commitment and individual commitments made to each SDB and SB subcontractor. These commitments become part of the agreement between the selected applicant and the Commonwealth as set forth in the RFA. Any additional terms not required by the RFA that are memorialized in a subcontract agreement are between the selected applicant and its subcontractors.
	RFA Section	Question	Answer
117		If a Small Diverse Business currently serves as a subcontractor to a selected prime awarded contractor, would they be excluded from pursuing the MATP RFA 28-18? Will an offeror be required to submit a new Letter of Intent?	No, they would not be excluded. Even for existing SDB or SB subcontractors, applicants must include a new Letter of Intent (Appendix G of this RFA) signed by both the Applicant and the SDB or SB for each of the SDBs and SBs identified in its SDB/SB Participation Submittal Form.
	RFA Section	Question	Answer

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118		Is an offeror required to use the Model Form of Small Diverse and Small Business Subcontractor agreement with its SDB/SB subcontractors or may an offeror use its own standard contract with its proposed subcontractors?	An applicant may use their own agreement, but it must contain the items listed in Part V, Section V-3.
	RFA Section	Question	Answer
119		If the dollar commitment to an SDB/SB is based on expected membership and the actual membership differs from that assumption, is offeror required to honor the dollar commitment or is it responsible to pay the percentage of the administrative PMPM it receives?	To be in compliance with its SDB/SB commitment made to the Commonwealth, a selected applicant must satisfy both its overall subcontracting commitment and its commitment made to each SDB or SB. To determine compliance, the Department of General Service will divide the total of the capitated payments made to a selected applicant (excluding shared ride payments) by the actual amount paid by the applicant to its SDBs and SBs to determine a percentage and will compare this percentage to its final SDB/SB commitment. The same process will be followed for each individual commitment using the amount paid to the individual SDB or SB.
	RFA Section	Question	Answer
120		<i>The RFP in Part II-8-D page 32 indicates the letter of intent should include the fixed percentage and associated dollar value. However, the draft letter of intent only shows the fixed percentage. Should the letter of intent include the associated dollar value?</i>	Appendix G Letter of intent includes a space for the estimated value of the applicant's commitment to the SDB or SB. See line 26 of letter of intent. Applicants should provide both the numerical percentage commitment and associated estimated dollar value of the commitment to the SDB or SB.
	RFA Section	Question	Answer
121		Will you please provide the most current and/or available Quarterly Utilization Report on SDB participation?	This information is not relevant to the submission of an application for this RFA.
	RFA Section	Question	Answer
122		Will the Department please release the anticipated award date and implementation (go-live)?	DHS anticipates that applicants will be selected for negotiations by July 2019 and will begin providing transportation services in the third quarter of calendar year 2020. These dates are not final dates.
	RFA Section	Question	Answer
123	Page 7, Section I-4. B.2.	It states the selected applicant must staff a Customer Service Center within the service region. If the applicant is awarded two service regions, can a single customer	No, selected applicants must establish and maintain a Customer Service Center physically located in each service region for which it receives an award.

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		service center service both regions, which would result in substantial efficiencies and administrative cost savings?	
	RFA Section	Question	Answer
124	Page 32, III-5. A. Key Personnel Diversion or Replacement	The RFA states the selected Applicant will have only ten (10) days to fill a vacancy with a person acceptable to the Department. Ten days is not enough time to recruit and select a competent candidate for a Key Personnel position. The 2016 Philadelphia NEMT RFA allowed for sixty (60) days. Will the state allow 60 days under this contract?	DHS will not change the requirement from 10 days to 30 days. In instances where DHS has requested the removal of key personnel, DHS will discuss the potential removal with the selected Applicant prior to making the request and will consider selected Applicant's efforts to secure an acceptable individual.
	RFA Section	Question	Answer
125	Page 32, III-5. B Personnel / Subcontractors	For the purposes of this section, please confirm that contracted transportation providers are not considered "Subcontractors" and therefore are not required to submit resumes (or similar documents) including employee names, education, and experience in the services outlined in the RFA.	For purposes of Part III, Section III-5.B, applicants must provide its subcontracting plan for all subcontractors, including transportation providers. Resumes and responsibilities of individual subcontractor staff only need to be provided if that individual will be used to satisfy the requirements of key personnel. To the extent other information may not be available, an applicant may provide estimates or indicate the information is unknown.
	RFA Section	Question	Answer
126	Page 35, III-8 A.3. Initial Notice and Consumer Handbook	What is the size and scope of the handbook? Please confirm that the current examples offered in the MATP Instructions and Regulations (I&R) will suffice.	Selected applicants must develop and distribute an Initial Notice and Consumer Handbook that conform to the requirements of Part III, Sections III-8. B. and C. as well as the requirements for written materials in Part III, Sections III-8. D-F. If the question is referring to exhibits of initial notices, yes, the Standards and Guidelines Handbook may be used as guides for developing the required notices but will need to be modified to comply with RFA requirements and must be approved by DHS prior to use. Please see Exhibit 2 in the current MATP Standard and Guidelines at http://matp.pa.gov/PDF/MATPStandardsGuidelines.pdf
	RFA Section	Question	Answer
127	Page 36, III-8. C. Consumer Handbook	The selected Applicant must mail and make available a Consumer Handbook to MA consumers requesting NEMT. Will the state allow the Applicant to offer a choice of a written handbook or a link to a website that contains the	Yes, but the selected applicant must document the MA consumer's choice to receive information electronically.

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	RFA Section	Question	Answer
		information provided in the Consumer Handbook? This would give the consumer immediate access to the information instead of waiting 3 to 5 days for receipt of the document.	
128	Page 39, III-8. G.4. Customer Service Center	The RFA states that the Customer Service Center will operate from at least 6 AM to 9 PM, 7 days a week. Operating a contact center for one contract during off-peak hours is costly due to the need to have a supervisor onsite, and the likelihood of idle time for the CSRs. It is also difficult to find CSRs willing to work early morning hours and weekends. In an effort to maximize staff retention and reduce administrative cost, can the broker operate the Customer Service Center in the region during normal business hours (Monday through Friday, 8 AM - 5 PM), and utilize a contact center in another state for early morning, late evening, and weekend calls?	No.
129	Page 42, III-8. I.4 PennDOT	Please describe, in greater detail, the Ecolane software.	Please see https://www.ecolane.com/
130	Page 43, III-8. J. Recruit and Maintain an Adequate Transportation Network	Please confirm that ride sharing companies refer to organizations such as Uber and Lyft.	Yes.
131	Page 45, III-8.L.5 Work Plan / Training	The RFA states "The selected applicant will train all drivers prior to their participation". To align with industry best practices and the training requirements included in the current Philadelphia MATP program, please confirm that	The applicant must submit a description of its proposed training program including but not limited to who and how training will be provided, and the content and duration.

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		the state will allow the Contractor to coordinate with a third-party transportation expert, such as CTAA (Community Transportation Association), to provide the training online and in person?	
132	Page 48, III.8 N. Authorize and Schedule Transportation	Selected applicants must schedule and provide authorized transportation services to consumers from two (2) calendar days to fourteen (14) calendar days prior to a scheduled appointment. Many transportation providers are not open to receive trip requests on Saturdays and Sundays. Will the state limit the advance notice to business days (Monday through Friday)? Example: the request for a Monday appointment will have to be scheduled by the previous Thursday (two business days prior).	No.
	RFA Section	Question	Answer
133	Page 48, III.8 N. Authorize and Schedule Transportation	The 2016 Philadelphia NEMT RFP allowed for transportation to be scheduled three (3) calendar days prior to a scheduled appointment, rather than two (2). Will the State be willing to set the limit at three calendar (3) days?	No.
	RFA Section	Question	Answer
134	Appendix H - Model Subcontracting Agreement	Is the expectation or requirement for a transportation provider that is also a qualified SDB/SB to be contracted with the applicant with this contract template in addition to a standard transportation provider agreement? Our concern is the Appendix H document does not address the credentialing requirements, service standards, or payment terms for transportation services which are the subject of the RFA. Please elaborate how the parties are to address conflicts between the subcontract included in Appendix H and the detailed transportation services agreement the applicant will also execute with transportation providers.	Appendix H is a model subcontract for SDB/SB purposes and cannot be used as the required transportation subcontract. For transportation providers that are SDBs and SBs, the selected applicants must have a subcontract that includes, at a minimum, the subcontract requirements of Appendix L and of Part V, Section V-3.
	RFA Section	Question	Answer

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135	Appendix S - Standard Terms and Conditions	Appendix S, Paragraph 7: Since the Commonwealth is the source of all information necessary to make monthly payments to the applicants, please confirm such payments will be made without the submission of an invoice by the applicant.	The selected applicants must invoice the Senior Shared Ride Program (SSRP) pass-through payments on a separate invoice in a format agreed-upon by the Commonwealth no later than the 15th of the month following the service month. The invoice must include only amounts due under the Grant Agreement for SSRP. The invoice must also include the number of trips for which a co-payment has been made, the county of the service and SSRP zone.
	RFA Section	Question	Answer
136	Appendix S - Standard Terms and Conditions	Appendix S, Paragraph 8.a.: Please confirm the timing of payments from the Commonwealth (i.e., when monthly payments will be made to the applicants).	The Commonwealth will process NEMT capitation payments during the month following the service month.
	RFA Section	Question	Answer
137	Appendix S - Standard Terms and Conditions	Appendix S, Paragraph 8.b.: Please confirm the optional use of purchasing cards is not applicable to this program/contract.	Confirmed.
	RFA Section	Question	Answer
138	Appendix S - Standard Terms and Conditions	Appendix S, Paragraph 16.3): Please confirm "Unsatisfactory performance of the work" to be a failure to meet the performance standards included in appendix K. If not, please provide an objective standard defining "unsatisfactory performance of the work."	No, unsatisfactory performance is not limited to the failure to meet the performance standards of Appendix K but includes a failure to satisfactorily perform agreement requirements.
	RFA Section	Question	Answer
139	Appendix F- Cost Submittal Worksheet	In Appendix F (NEMT Cost Submittal Form), the Month-to-Month Projected Consumer Growth in each region is 0.14%. How was the growth percentage derived? Are there any plans to expand or contract the Medicaid population in any of the regions?	The 0.14% monthly growth rate is based on an assumed 1.5% annual growth rate that would be experienced for MATP eligible consumers. The 1.5% growth rate is based on internal projections. DHS does not have any current plans to expand or contract the Medical Assistance population.
	RFA Section	Question	Answer
140	Appendix F- Cost Submittal Worksheet	The sum of the MATP Eligible Consumers in the three regions from the data book does not reconcile to the statewide data book. The monthly variance ranges from	There were formula issues in the consumer metrics when aggregating county-level data into the regional worksheets and into the statewide worksheet. Both Appendix F and Appendix Q have been revised to rectify this issue and are attached to RFA Addendum No. 3.

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		79K to 114K. Please provide an explanation for the variance.	
	RFA Section	Question	Answer
141	Appendix F- Cost Submittal Worksheet	An intra-county token on SEPTA currently costs \$2.50, a weekly pass is \$25.50, a monthly intra-county transpass is \$96.00. Is the current broker utilizing daily or weekly passes? Members are required to use several transfers to get to and from appointments and it makes financial sense to utilize a day pass (at \$9 per Pass) over providing a token for each transfer. What percent of trips utilize daily passes? What is minimum number of monthly trips a member has to receive to be issued a monthly pass?	The Cost Submittal only contains an example. Selected applicants must determine the cost effectiveness of purchasing a transportation pass on a case by case basis. See Part III, Section III-8. Q.1.
	RFA Section	Question	Answer
142	Appendix F- Cost Submittal Worksheet	An intra-county token on SEPTA currently costs \$2.50 and a monthly intra-county transpass is \$96.00. We have historically seen rate increases averaging over 5 -16% every two years. The current rates reflect an approximate a 5.5% increase. Is the State aware of any future SEPTA rate increases? Are you aware of any increases that will be effective beyond 2020? Recognizing that pricing varies from region to region, will the dept. please provide pricing (daily, weekly, monthly) for each major transit authority operating throughout the state.	The Department is not provided with advanced notice of fare increases by transportation providers. Applicants will need to do their own research.
	RFA Section	Question	Answer
143	Appendix F- Cost Submittal Worksheet	Data provided is through December 2017. Will the State please provide data for the period of January - December, 2018?	The Department does not have more updated data from the counties.
	RFA Section	Question	Answer
144	Appendix K	Will the state please define scheduled pick up time as it applies to the A Leg or B Leg of a trip? Customarily, on the "A" Leg the measurable time would be the appointment	The measurable time for Leg A would be the scheduled pick up time to the actual pick up time. Leg B would be the pickup time.

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	RFA Section	Question	Answer
		drop off time, as distance and shared ride to scheduled stops can vary. On the “B” Leg, the measurable time would be the pickup time since drop off can vary due to distance and number of scheduled stops.	
145	Appendix K	Will the stated \$1,000.00 penalty for a trip not picked up within 15 minutes of the scheduled pickup time apply even if the member was delivered on time for their medical appointment?	It will depend on the circumstances. The Department may but is not required to impose liquidated damages. See Part III, Section III-10.
	RFA Section	Question	Answer
146	Appendix K	Under provider compliance, there is a liquidated damage of \$50.00 for every non-compliant trip. How will non-compliant trips be identified?	Non-compliance may be identified through several methods, including Department monitoring and reporting and self-reporting.
	RFA Section	Question	Answer
147	Appendix L	Second bullet states "Specify the amount and scope of services to be provided and paid for". Can you clarify the requirement?	Subcontracts must fully describe the type of services that the subcontractor will provide and the payment arrangements for those services.
	RFA Section	Question	Answer
148	Appendix N	Under Visitation/Patient Education, are there any parameters or limits to the number or scope of trips?	There are no limits to the number of trips, but the selected applicants must confirm the destination and child’s eligibility before the transportation is provided. A parent, foster parent or guardian is eligible to be transported to visit his or her client minor child(ren) who is an inpatient of a hospital, whether or not the parent is eligible. Transportation of individuals who are not MA recipients should be reported under the minor child's eligibility number. Transportation to visit adult consumer inpatients is not covered.
	RFA Section	Question	Answer
149	Section I-3, Overview of Project	The RFA states “The selected Applicants will provide transportation through a structured and cost-effective approach by coordinating various transportation modes that meet the needs of MA consumers in Pennsylvania.” Pennsylvania provides the 3 rd lowest cost of NEMT service in the country and delivers more NEMT trips than any other state comparable size. Is the department looking to	The Department is seeking applicants to provide administrative and operational efficiencies while providing appropriate and cost-effective transportation services to MA consumers enabling them to access necessary medical services and community activities.

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		provide NEMT service at a lower rate than already being performed?	
	RFA Section	Question	Answer
150	Section I-4, Objectives, A. General	The RFA states “The selected Applicant will schedule, manage, and make payment for al MATP NEMT services and Non-Medical Transportation for NFCE eligible consumers.” Currently the Non-Medical transportation for NFCE eligible consumers in the Southwest Region under Community Health Choices (implemented January 1, 2018) and the Southeast Region under Community Health Choices (implemented January 1, 2019), are managed by two brokers, MTM and CTS for the three Managed Care Organizations. Are these trips being included in the current RFA due to performance issues of the current brokers? If not, describe the basis for including these trips in light of the short-tenure of service provision of these brokers currently under the Community Health Choices program.	No. The Commonwealth chose to streamline the services to ease the process for consumers. Under the RFA, consumers will only have to request a medical and non-medical trip through one source.
	RFA Section	Question	Answer
151	Section I-4, Objectives, B. Specific. #4	The RFA states the selected Applicant must “Establish a sufficient network of transportation providers that meets the service delivery needs of MA Consumers.” What is the criteria for evaluating Applicant’s responses and determining if a network is “sufficient?”	The transportation network has to be sufficient to provide transportation services that are in accordance with the RFA requirements. Network sufficiency will be a strong focus during the readiness review period.
	RFA Section	Question	Answer
152	Section II-4, Evaluation Criteria, A.	The RFA states Applicants will be evaluated on their “Understanding the Problem,” including their “...understanding of the needs that generated the RFA...” There does not appear to be any description of the “problem” in the RFA. Given that the Commonwealth has the 3 rd lowest cost in providing NEMT services in the country, please describe the problem that preempted the decision to issue the RFA.	Applicant’s response will be evaluated on more than its understanding of need. Please see Part III, Section III-2 for a description of what will be evaluated as part of the understanding of the problem. Further, the Department was required by law to issue this RFA. Act 40 of 2018 added Section 442.12 to the Human Services Code and requires DHS to provide non-emergency medical transportation services using a statewide or regional risk-based brokerage model. To comply with the legislation, DHS had to issue a solicitation by December 27, 2018.

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	RFA Section	Question	Answer
153	Section II-6, Final ranking and Award, E.	If the Applicant cost proposals exceed current cost, will the Department reject the applications?	No. Cost submittals are not compared to current program costs during the evaluation process.
	RFA Section	Question	Answer
154	Section III-5, Personnel, B.	The RFA states Applicants must “provide a subcontracting plan for all subcontractors...” Please confirm this includes all transportation subcontractors.	For purposes of Part III, Section III-5.B, applicants must provide its subcontracting plan for all subcontractors, including transportation providers. Resumes and responsibilities of individual subcontractor staff only need to be provided if that individual will be used to satisfy the requirements of key personnel. To the extent other information may not be available, an applicant may provide estimates or indicate the information is unknown.
	RFA Section	Question	Answer
155	Section III-5, Personnel, B.	Are Applicants required to submit copies of executed subcontract agreements with responses to the RFA?	No, executed subcontracts are not required at the time of application submission; however, the applicant must address the requirements in this section. Executed subcontracts will be required during the readiness review period.
	RFA Section	Question	Answer
156	Section II-8, Work Plan, G.	The RFA states the Applicant “will establish and maintain an Customer Service Center for its service region...”. Please confirm that the Customer Service Center in each region must physically house the Call Center which is required to receive and process all consumer request for transportation services.	Yes, the Customer Service Center in each region must physically house the Call Center.
	RFA Section	Question	Answer
157	Section III-8, Work Plan, I., Systems Requirements, #4	The RFA states “The software must also have the ability to do the following 4. Pennsylvania Department of Transportation (“PennDOT”) share ride program (inclusive of senior shared ride) uses proprietary software to schedule trips (Ecolane). The selected Applicants must work with PennDOT to gain access to Ecolane Software”. Are Applicants required to use this software? If not, please explain the purpose of including this as a system requirement.	Yes, selected applicants are required to use the software for the shared ride trips.
	RFA Section	Question	Answer

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158	Section III-8, Work Plan, L. Transportation Network Standards	Please confirm these standards only apply to the paratransit network.	No, the standards, as applicable, apply to the entire Transportation Network.
	RFA Section	Question	Answer
159	Section III-8, Work Plan, L. Transportation Network Standards, #2 Vehicle Standards	The RFA States “Vehicles must comply with all applicable federal laws including the Americans with Disabilities Act (“ADA”) regulations. Are all vehicles required to be ADA compliant?”	No; although each individual vehicle other than paratransit does not need to be ADA compliant, the selected applicants’ transportation network must have a sufficient number of compliant vehicles to meet the needs of the service region.
	RFA Section	Question	Answer
160	Section III-8, Work Plan, N., Authorize and Schedule Transportation	The RFA states “The selected Applicants must schedule and provide authorized transportation services to consumers from two (2) calendar days to fourteen (14) calendar days prior to non-urgent, scheduled medical appointments.” Currently across the Commonwealth, consumers can schedule transportation services one calendar day in advance for non-urgent medical appointments. Is the intent of Department to create a barrier for consumers to access transportation for non-urgent appointment by requiring an additional day of notice?	It is not the intent of the Department to create barriers for consumers to access medical care. Instead, the Department determined that the two (2) day requirement provides reasonable advance notification and is based on current experience with Pennsylvania MATP providers. Additionally, selected applicants and its transportation providers have latitude in creating operating policies that provide greater flexibility to the consumer than those of the Department.
	RFA Section	Question	Answer
161	Section III-8, Work Plan, Q., Modes of Transportation	The RFA states “At a minimum, the selected Applicants must provide the following modes of transportation...” and further asks the Applicant to describe how it will provide public transportation services. Should this instead read “the Applicants must OFFER the following modes of transportation” and “Describe how the Applicant will OFFER public transportation services?”	No. Selected applicants are responsible for the compliance with all agreement requirements, including those requirements relating to the provision of transportation services. See Part I, Section I-17. Applicants must describe how it will meet the RFA requirements for public transportation, including but not limited to its approach to establishing relationships with public transportation entities.
	RFA Section	Question	Answer

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162	Section III-8. Work Plan, Q., Modes of Transportation, #2 Mileage Reimbursement	The RFA states “The selected Applicant must determine the rate per mile, but the rate may not exceed the current IRS mileage rate.” Is it the intent of the Department to increase the use and/or cost of the mile age reimbursement portion of MATP as current providers across the Commonwealth are required to only provide \$.12 per mile and have been offered no flexibility to increasing the rate?	Applicants are to respond with their proposed mileage rate.
	RFA Section	Question	Answer
163	Section III-10., Performance Standards	Please describe who will be responsible for measuring these standards and how they will be measured. Will Applicants be self-reporting? If so, how will the Department determine the information provided is accurate?	DHS will be responsible for monitoring the data to determine compliance with performance standards.
	RFA Section	Question	Answer
164	Part IV, Cost Submittal, Payment Methods	The RFA refers to “Senior Shared Ride Program Co-Payments.” Will Applicants be required to utilize the Senior Shared Ride Program for all MA consumers who are over the age of 65? If so, will PennDOT approve for-profit brokers as a Third-Party sponsor to these trips and who will be responsible for scheduling these trips, the broker or the shared-ride provider?	Any Senior Shared Ride Program (SSRP) third-party sponsor must be included in the current electronically filed grant agreement with the PennDOT and approved for use as a third-party sponsor by PennDOT before the completion of any trips. PennDOT will only approve a transportation broker as a third-party SSRP sponsor under the following conditions: <ol style="list-style-type: none"> 1. All reimbursable trips must be provided as a part of the shared-ride public transportation service, meaning that they occur within the same days/hours and within the same service area as a trip anyone ineligible for MATP or CHC could schedule. 2. The local shared ride provider retains the flexibility to schedule these trips within the same parameters of its existing public service. Sponsors may not explicitly (through performance factors or other contract provisions with penalties) or implicitly (through the threat of withholding reimbursement) hold SSRP trips that it sponsors to a higher standard than any other shared-ride trip. 3. PennDOT will not honor reimbursement requests for trips that do not meet all the requirements set forth in the current guidelines and policies document of the SSRP. The SSRP grantee will be responsible for the compliance of the service it coordinates with the guidelines and policies before it seeks reimbursement from PennDOT. 4. Only the PennDOT’s SSRP grantee for any given area of Pennsylvania can establish a valid third-party sponsorship arrangement.

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			5. Companies acting as brokers with a pattern of attempting to work around or violate any of the SSRP requirements will be deemed ineligible as a sponsor by the PennDOT.
	RFA Section	Question	Answer
165	Part IV, Cost Submittal, Payment Methods	The RFA states "... The Department will pay the General Public fare for escorts riding with the dually eligible for MA and SSRP MA consumers on the SSPR." However, is Section III-8, Work Plan, S. Escorts and Attendant Services, the RFA states "The Department will not pay the selected Applicant separately for an escort's trip." Please confirm if the Department will pay for escorts for MA eligible consumers over the age of 65, but NOT for MA eligible consumers under the age of 65.	The Department will not pay the selected applicant separately for an escort's trip except for instances when the Department will pay the General Public Fare for escorts riding with individuals dually eligible for MA and SSRP MA consumers on the SSPR.
	RFA Section	Question	Answer
166	Appendix F, Cost Submittal Form	Applicants are asked to identify other costs associated with providing the transportation service. Is there an allowable overhead cost or percentage that a Broker must adhere to?	No.
	RFA Section	Question	Answer
167	Appendix F, Cost Submittal Form	Applicants are asked to identify the "Profit before Income Tax." Is there a cap on the amount of profit the capitated rate can generate for a broker? Will brokers be required to return excess profit if actual costs dip below capitated rate.	No. The RFA is for a Full Risk Broker service and the Department will not be doing cost reconciliation.
	RFA Section	Question	Answer
168		In accordance with the Performance Measures outlines in Appendix S, please provide the actual performance targets of each current provider of NEMT service for the entire Commonwealth for the past three years. If information is not available for every provider, please provider relevant performance information that is available for any of the providers in the Commonwealth.	The Performance Measures in Appendix S are only applicable to the current Broker in Philadelphia. The Broker has been compliant with those standards.

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	RFA Section	Question	Answer
169		In a presentation dated January 7, 2019, which was provided to legislative officials by the DHS Legislative Affairs Director, DHS indicates Transit Authorities can submit bids for the RFA. With the understanding that Public Transit Authorities are government funded agencies, relying on government subsidies to offset financial losses, how does DHS envision Public Transportation Authorities become brokers under a full-risk capitated model?	<p>In order for a Transit Authority to submit an Application to this RFA, it would need to meet all the requirements of the RFA, including the federal regulations applicable to quasi government entities. See 42 CFR § 440.170(a)(4)(ii)(B)(4). The Centers for Medicare & Medicaid Services requires that:</p> <ul style="list-style-type: none"> • The broker must be a separate and distinct unit. • The brokerage services must be separate and distinct from other program administration and service. • The brokerage service must have a separate accounting system from that of the other program services. • The entity cannot share revenues and expenses between other programs and the brokerage service. • The broker must use the most appropriate and least costly mode of transportation for each individual regardless of whether the governmental transportation provider is negatively affected. • The broker may not pay more for transportation services than that charged to the general public and to other human service programs.
	RFA Section	Question	Answer
170		How does DHS envision that public transportation agencies would be able to continue to provide paratransit service for MATP when there is not language included in the RFA to require or encourage the use of public paratransit providers by brokers?	The RFA utilizes a competitive application process. CMS guidance does not allow language to reflect a preference for any provider type.
	RFA Section	Question	Answer
171		Will the Department please confirm the anticipated start date of the project has been changed to Q3 2020 (July 2020), six months later than the legislation that originally referenced a January 2020 start?	Yes, July 2020 is currently the anticipated implementation date but is subject to change. The only legislatively required timeframe was the date for the posting of the RFA (December 27, 2018), which the Department achieved a week early.
	RFA Section	Question	Answer
172		Will the Department require the applicants to verify and provide documentation of all subcontractors providing	Yes, for those providers who are regulated by the PUC.

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	RFA Section	Question	Answer
		transportation services under this RFA to provide proof/documentation of PUC authority to operate in Pennsylvania prior to the Department granting approval of subcontractors?	
173	Section I-3 Overview of Project	What short-term and long-term plans does the Department have if the Applicants are unable to secure Agreements with subcontractors for the performance of MA Trips covered under the RFA throughout the entire Region for which they apply?	Selected applicants will have the 6-month Readiness Review period to establish their transportation network. If a selected applicant is unable to secure agreements for the entire region within that time frame, the Department will evaluate its options and the specific circumstances.
	RFA Section	Question	Answer
174	Section I-3 Overview of Project	What implications are there to the 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 within the awarded Region(s)?	The selected applicant must always have an adequate provider network and must have a plan in place to provide the transportation per the terms of the RFA. If it terminates a transportation agreement, it must have the means to provide the required transportation coverage in the region.
	RFA Section	Question	Answer
175	Section III-5 Personnel	What are the implications to the Applicants if they are unable to acquire Department-approved replacement personnel in case of Diversion of Personnel within the allotted 10-Day period?	If a selected applicant is unable to fill a position for which DHS requested the removal of personnel, DHS will consider selected Applicant's efforts to secure an acceptable individual and the nature of the position in determining an appropriate course of action.
	RFA Section	Question	Answer
176	Section III-5 Personnel	Is the Department implying that Applicants and/or Subcontractor companies are forbidden from operating their independent businesses (i.e. promotion and/or reassignment of employees) if there is a perceived potential impact of the Department's interests with respect to this RFA?	No A selected applicant cannot offer key personnel whose qualifications and experience are part of DHS's evaluation and selection determination and then unilaterally reassign that individual once it has an agreement with DHS. Moreover, a selected applicant may promote or reassign personnel as long as it meets the requirements of prior notice, an acceptable replacement and Department approval. See Part III, Section III-5.A.
	RFA Section	Question	Answer

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177	Section III-5 Personnel	Has the Department vetted the concerns stated in Q5 & Q6 above, regarding the restriction that the Department approve replacement personnel and the potential denial of internal transfers of non-Departmental personnel involved in the Project, through the Department’s legal team?	This information is not relevant to submitting a response to this RFA.
	RFA Section	Question	Answer
178		Will final pricing/BAFO be responded and/or renegotiated if, under Section III-8 Work Plan, the Department changes the standards referenced in subsection A: Readiness Review and Implementation Phase?	No. Final pricing is determined prior to the beginning of Readiness Review and Implementation.
	RFA Section	Question	Answer
179	Section III-8 Work Plan, subsection I-4	The Department references that selected Applicants must work with PennDOT to gain access to Ecolane, the Shared Ride software package: Has PennDOT already agreed to provide access to potential Applicants for the purposes of this RFA and has the Department already addressed and negotiated the level(s) of access and addressed potential HIPPA, Confidentiality, etc. violations that may be inherent in such access? Please elaborate.	Yes, PennDOT has agreed to provide access. PennDOT has assured the Department that they will assist Brokers in meeting this requirement. PennDOT currently works with the shared ride providers and Ecolane in addressing all potential HIPPA and confidentiality requirements.
	RFA Section	Question	Answer
180	Section III-8 Work Plan, subsection I-4	The Department references the selected Applicants must work with PennDOT to gain access to Ecolane, the Shared Ride software package: Please define the access that will be required, or that is envisioned, by the Department under the RFA in order for Applicants to be compliant with this section? (Please provide specifics as it may directly impact costs associated with complying with this section.)	A vendor purchasing shared-ride services from a transit provider using the statewide scheduling software needs to provide the trip information in an electronic format capable of being imported directly into the scheduling software. To do this, the broker must provide a spreadsheet that includes the following details for each trip: <ul style="list-style-type: none"> • A unique trip ID • A unique customer number that corresponds to that individual’s customer number in the scheduling software • The first name, last name, and middle initial of the customer • The customer’s date of birth • The trip date • The requested pick up time for the trip

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			<ul style="list-style-type: none"> • The requested drop off time or appointment time • Whether or not the trip is a will-call • The pick-up address • The pick-up phone number • The drop-off address • Any mobility devices the customer needs for the trip (wheelchair, walker, etc.) • Any vehicle requirements the customer needs such as a wheelchair lift • Whether or not a personal care assistant (PCA) will ride with the customer • The number of any additional riders accompanying the customer in addition to a PCA • The funding source and sponsor source associated with the trip (for example, a Senior Shared-Ride Program trip will likely have "Lottery" as the funding source and "MATP" as the sponsor) • The trip purpose • The fare type for the trip • A flag indicating if the record is a new trip, an update to an existing trip, or a cancellation of an existing trip. <p>The broker will need to individually work with each local transit provider to determine specific allowable values and required fields for the above information. The overall format for the data import will be the same for each transit provider.</p>
	RFA Section	Question	Answer
181	Section III-8 work Plan, subsection I-4	<p>The Department references that selected Applicants must work with PennDOT to gain access to Ecolane, the Shared Ride software package: in the case of an Applicant using a subcontractor that is a current/active transportation provider County Coordinator/Provider using Ecolane for providing existing consumers, whether covered under this RFA or not; please provide guidance on the Department's opinion(s) and expected resolution(s) on conflicting trip scheduling and the potential negative impact on the following classes of ridership:</p> <ul style="list-style-type: none"> a. MATP trips covered under this RFA/Project? b. Share Ride Trips not covered under this RFA/Project? 	<p>Ecolane can be tailored to work with each system.</p> <ul style="list-style-type: none"> a. MATP using Shared ride, currently use Ecolane in every county. b. All MATP and Waiver trips that use Share Ride are able to use the software. Share Ride is a Paratransit service but not all Paratransit services currently use Ecolane (taxis). <p>Not all trips can be scheduled through the Ecolane software, it is for Shared Ride exclusively.</p>

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	RFA Section	Question	Answer
		c. Other classes of Trips scheduled through the Ecolane software by any subcontractors?	
182	Section III-8 Work Plan, subsection L-2	The Department references various vehicle standards and requirements; however, there is no specific mention of the Vehicle Insurance Coverage Requirements for transporting eligible consumers under the RFA. Please define the minimum coverage levels, using specific amounts for each of Bodily Injury (per person and per accident), Property Damage, Medical Benefits, Lost Wages, etc. for ensuring compliance with the Department’s requirements.	<p>As part of RFA Addendum 3, the Department is adding Appendix V, DHS Addendum to Standard Terms and Conditions. Section J of the Addendum contain insurance requirements for selected applicants. In addition to the insurance requirements of Appendix V, selected applicants must maintain a minimum of one million dollars (\$1,000,000.00) Combined Single Limit vehicle insurance and shall name the Commonwealth of Pennsylvania as an additional insured. In no event may these insurance requirements fall below industry standards. Further, RFA Part III, Section III-8.L. requires that all vehicles be compliant with state licensing and insurance requirements. Pennsylvania law establishes minimum insurance requirements for all motor vehicle owners. A summary of these requirements can be found here:</p> <p>http://www.dot.state.pa.us/Public/DVSPubsForms/BMV/BMV%20Fact%20Sheets/fs-inla.pdf</p> <p>Furthermore, the Public Utility Commission regulates intrastate commerce, including passenger transportation and has additional insurance requirements for passenger carriers that can be found summarized here:</p> <p>http://www.puc.beta.state.pa.us/general/onlineforms/pdf/Passenger_Fact_Sheet.pdf</p> <p>Applicants may propose greater insurance coverage than that required by law and the RFA.</p>
	RFA Section	Question	Answer
183	Section III-8 Work Plan, subsection I-4, gaining access to Ecolane, and Appendix K	MATP Performance Measures and the mandated metrics and associated Assessments for non-compliance, is the Department compelling Applicant and/or subcontractors to segregate transportation for conflicting trips and/or compelling Applicant and/or subcontractor to provide for dedicated resources for the exclusive use of MATP trips?	The Department is not providing guidance or advising an Applicant on how to operate their business. Those situations should be considered by the Applicant before submitting an Application.
	RFA Section	Question	Answer
184	Appendix K	MATP Performance Measures and the mandated Metrics and associated Assessments for non-compliance: Will consideration be given, provided there is documentation,	Yes.

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		for Hold-Time requirements if the Hold-Times are directly related to either verification of eligibility for a consumer encountering internet/connection delays in the Department's systems(s) and/or for transfer/escalation of calls requiring personnel not actively engaged in Call Center Operations?	
	RFA Section	Question	Answer
185	Appendix K	MATP Performance Measures and the mandated Metrics and associated Assessments for non-compliance: Will consideration be given for non-compliance with the metrics for Late Paratransit Trips, Missed Paratransit Trips and/or On-time Service for Medical Appointments resulting from documented, unavoidable traffic (due to accidents, weather-related conditions, police activity, etc.?) that are verified by investigation and properly documented?	Yes.
	RFA Section	Question	Answer
186	Appendix K	MATP Performance Measures and mandated Metrics and associated Assessments for non-compliance: What scoring system(s) will be used for the Independent Survey(s) measuring Customer Satisfaction and will identical questionnaires and scoring methods be used across all three (3) regions covered by the RFA? Who will create and/provide the Customer Satisfaction Surveys?	<p>The requirements for a customer satisfaction survey are located at Part III, Section III-8. V. The surveys must measure at a minimum:</p> <ol style="list-style-type: none"> 1. Satisfaction with Customer Service; 2. Satisfaction with Transportation Timeliness; 3. Satisfaction with Driver Safety and Service; and 4. Satisfaction with Vehicle Cleanliness and Maintenance <p>Each selected Applicant may choose their own Independent research organization. The Department must approve the survey prior to its use.</p>
	RFA Section	Question	Answer
187	Appendix K	MATP Performance Measures and the mandated Metrics and associated assessments for non-compliance: Will consideration be given for sub-standard Customer Satisfaction ratings resulting from unverifiable complaints and/or complaints that official investigations can justify removal of the negative Customer Satisfaction rating?	Selected applicants may not change a survey rating. In determining whether to assess liquidated damage; however, the Department will consider various factors, including the actual rating and factors that may have influenced that rating.

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	RFA Section	Question	Answer
188	Section III-8 Work Plan, subsection Q-2 Mileage Reimbursement	The applicant must determine the Rate per Mile for reimbursement, but the current practice in Pennsylvania is a rate per mile reimbursement at \$ 0.12 per mile. Is the Department authorizing or condoning the establishment of different reimbursement rates in the Commonwealth? Will the Department renegotiate with any Applicant that is forced to increase their established reimbursement rate as the result of Department mandate, by enactment of legislation or the result of litigation stemming from any legal proceedings that are filed against the Department or the Commonwealth with respect to any claim of inequitable reimbursement practices for eligible consumers?	The RFA is seeking applicants to respond with their proposed mileage and is not authorizing or condoning the establishment of a specific rate. In the described situations, the Department may renegotiate rates with selected applicant in accordance with Part III, Section III-1. D.
	RFA Section	Question	Answer
189	Section III-8, subsection R-3, the "One Hour Rule"	The currently enforced MATP Standards and Guidelines documentation specifically states that trips with longer travel times may exceed this limit, but cannot be greater than 2.5 hours, but this does not appear to be reflected in this RFA. Is the Department redefining this portion of the Standards and Guidelines and, if so, when can Applicant, subcontractors and other interested parties/providers expect the new publication to be released?	The RFA is addressing the standard time for drop offs and pickups while the quoted section refers to exceptions to these standard times.
	RFA Section	Question	Answer
190	Appendix L – MATP Subcontractor Requirements	Please provide the specific requirements regarding auditing requirements and the specifics levels of federal and/or state funds at which separate, independent auditing requirements pertain directly to the subcontractor. Additionally, will subcontractors be required to provide any required audits directly to the Department, the Commonwealth or any other State or Federal Agency?	The selected applicants and their subcontractors must comply with the audit requirements of the applicable audit clause in Appendix T. Additionally, the selected Applicants must require its subcontractors to make all records and documents related to services available for inspection, audit and review by the Department, other state or federal agencies and their representatives. The selected Applicants must and must require their subcontractors to allow state and federal agencies and their designees to inspect the premises, physical facilities and equipment w h e r e w o r k is being c o n d u c t e d. The right to audit exists for a period of ten (10) years from the expiration or termination of the agreement.

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	RFA Section	Question	Answer
191		Is it the intent of the Department to have this RFA absorb, nullify and/or replace the existing Community Health Choices (CHC) program(s), and its existing transportation program (also established via a broker model within the Commonwealth), for Non-Medical Trips? If not, what are the guidelines and/or standards for Applicants providing Broker Services under both MATP and CHC programs regarding documentation for consumers eligible under both programs?	Yes, the MATP Broker will provide the required transportation for CHC members.
192		It is known that there will be dual-eligible consumers, listed as eligible for MATP services in EVS and also eligible for Senior Shared Rider Services at age 65 years or older, that will contact Applicants through the Call Center(s) for trips that are not eligible under this RFA, but eligible for services under PennDOT's Share Rider program: what discussions has the Department had with PennDOT regarding these dual-eligible consumers and what requirements will the Department enact and enforce regarding the transfer of these calls and/or consumers to the appropriate local Shared Ride Provider/Coordinator? When can Applicants expect to receive these guidelines and requirements?	The specific details around coordinating with PennDOT's Senior Shared Ride Program will be defined during the Readiness Review and Implementation period.
193		Will the Department provide opportunity for a Follow-up Question Period should any of responses provided by the Department prove to be vague, partially responsive or the response(s) themselves elicit further questions in and of themselves?	There will not be a second round of questions.
	RFA Section	Question	Answer

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194		If the Department does not intend to provide the opportunity for a Follow-Up Question Period, what remedy will be provided for Applicants to request additional information?	When questions are submitted after the deadline date indicated on the Calendar of Events, the Issuing Officer may respond to questions of an administrative nature by directing the questioning Applicant to specific provisions in the RFA. To the extent that the Department decides to respond to a non-administrative question after the deadline date for receipt of questions indicated on the Calendar of Events, the Department will provide the answer to all Applicants through an addendum.
	RFA Section	Question	Answer
195		Can a transportation provider also be a broker?	No. Federal regulations contain an exception for quasi-governmental entities such as transportation authorities but imposes requirements on these entities. See response to Q.169.
	RFA Section	Question	Answer
196		Is the selected contactor allowed to locate the operational facility in a different region than the awarded contract region?	The Department does not know what is meant by “operational facility.” The Customer Service Center must be located in the service region.
	RFA Section	Question	Answer
197		What is the average trip distance by state, region, and county?	MATP does not pay per mile, therefore, we do not track this information.
	RFA Section	Question	Answer
198		What are the insurance requirements for the contractor and subcontracting transportation providers?	As part of RFA Addendum 3, the Department is adding Appendix V, DHS Addendum to Standard Terms and Conditions. Section J of the Addendum contain insurance requirements for selected applicants. In addition to the insurance requirements of Appendix V, selected applicants must maintain a minimum of one million dollars (\$1,000,000.00) Combined Single Limit vehicle insurance and shall name the Commonwealth of Pennsylvania as an additional insured. In no event may these insurance requirements fall below industry standards. Further, RFA Part III, Section III-8.L. requires that all vehicles be compliant with state licensing and insurance requirements. Pennsylvania law establishes minimum insurance requirements for all motor vehicle owners. A summary of these requirements can be found here: http://www.dot.state.pa.us/Public/DVSPubsForms/BMV/BMV%20Fact%20Sheets/fs-inla.pdf

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			<p>Furthermore, the Public Utility Commission regulates intrastate commerce, including passenger transportation and has additional insurance requirements for passenger carriers that can be found summarized here:</p> <p>http://www.puc.beta.state.pa.us/general/onlineforms/pdf/Passenger_Fact_Sheet.pdf</p> <p>Applicants may propose greater insurance coverage than that required by law and the RFA.</p>
	RFA Section	Question	Answer
199		Is there currently an 800 number that is being used for any/each region and will transfer to the awarded broker?	Yes, the current Broker in Philadelphia has an 800 number. There is not a line being used for the regions at this time. The 800 number for Philadelphia may be able to be used for the East Region.
	RFA Section	Question	Answer
200		Does each region need to have their own call center, (in the event that a broker is awarded multiple regions)?	Yes, there must be a customer service center located in each region regardless of whether the same Broker was awarded more than one region.
	RFA Section	Question	Answer
201		Can the consumer data be supplied by Trip date, Mode of Transportation Requested, Mode of Transportation Authorized, Pick-up/drop-off times, Escort needed, Pick-up location, drop-off location, Subcontractor assigned, mileage for the last 3 years by region?	The Department does not have this information readily available.
	RFA Section	Question	Answer
202		Was there any Exceptional transportation trips provide? If so, can that data be provided for the last 3 years by region?	Exceptional trips are referred to the appropriate County Assistance Office. The process will remain the same. The Department does not have this data available from the counties.
	RFA Section	Question	Answer
203		The RFP states the Technical Submittal in response to "Part III" must be formatted in the following way: Tab 1: Table of Contents all the way through Tab 13: Key Personnel Reference Questionnaire Appendix E. However, on page 23 of the RFP where "Part III" begins, not all of the sections match the required Tab sections. It begins	The 'Tabs' are meant to represent the order for the submission. They are not meant to match.

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		with section III-1 Requirements and ends with section III-11 Objections and Additions to Standard Grant Terms and Conditions. There is no Tab for section III-9 Reports and Project Control or section III-10 Performance Standards. Please confirm the format and layout of the Technical Submittal.	
	RFA Section	Question	Answer
204		Please clarify whether entities that manage and/or operate public transit or paratransit services in Pennsylvania are excluded from providing brokerage services in the regions of operation.	Based on federal prohibitions, we are requiring that the selected applicant be an independent entity, in that it cannot itself provide transportation or refer or subcontract with a transportation service provider with which it has certain financial relationships, unless certain exceptions applied. See also response to Q.195.
	RFA Section	Question	Answer
205		If more than one region is awarded, will the broker be allowed to select one area of operation for the customer service center?	No, there must be a customer service center located in each region awarded.
	RFA Section	Question	Answer
206		Please provide call center, trip and utilization data for each region for 2018.	The Department does not collect call center data from the counties. Trip and utilization data for 2018 is not complete yet. The most recent complete year of data is through December 2017.
	RFA Section	Question	Answer
207		The RFA states that the Department will have the option to extend the agreement for one 2 year period. Is this a unilateral determination by the Department or will there be discussion with the provider? Also, does the RFP need to be bid with pricing for the option period or will there be separate pricing discussion if the option is exercised?	The Department will determine if the extension will be granted and will discuss extension with the Applicant. There will be separate pricing discussion for the option period if it is exercised.
	RFA Section	Question	Answer
208		If 1% SDB/SB commitment is considered de minimis, is there an optimal range?	It's up to the Applicant to determine their SDB/SB commitment in order to meet the requirements and perform the tasks defined in the RFA.