



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

Division of Procurement
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December 22, 2010

FLYER 2

**SUBJECT: RFP NO. 14-09 Medical Assistance Transportation Program (MATP)
Services in Philadelphia County**

Dear Prospective Offeror:

The attached package represents a formal issuance of materials related to the Commonwealth of Pennsylvania, Department of Public Welfare Request for Proposal 14-09, **Medical Assistance Transportation Program (MATP) Services in Philadelphia County**.

The following material is being sent to all entities that were mailed the original RFP package:

- Written answers to the questions submitted for the above referenced RFP. The answers serve as the official response from the Office of Medical Assistance Programs, Department of Public Welfare (DPW), to the questions raised by prospective bidders concerning this RFP.
- Philadelphia County State Report
- PowerPoint Presentation from the pre-proposal conference
- Attendance list from the pre-proposal conference

NO ADDITIONAL QUESTIONS REGARDING RFP 14-09 WILL BE ACCEPTED OR ANSWERED EITHER VERBALLY OR IN WRITING.

All proposals must be received by January 31, 2011, **at or before 2:00 p.m.**, by the Department of Public Welfare, Division of Procurement Room 525, Health and Welfare Bldg, 625 Forster Street, Harrisburg, Pennsylvania 17120.

Sincerely,

A handwritten signature in cursive script, appearing to read "Daniel R. Boyd".

Daniel R. Boyd, Director
DPW Division of Procurement

Attachment(s)

Questions RFP 14-09			Answer
1	Page 3, I-12,	“Offerors shall submit two complete and exact copies of the entire proposal on CD-ROM or Flash Drive in Microsoft Office or Microsoft Office – compatible format.” Some files are only available in PDF format, would the Department allow files to be submitted in that format?	The Department requires the proposals to be in Word or Word Compatible format.
2		Is there a limit to the number of trips a broker can self-perform (provider with their own fleet)?	Due to conflict of interest, the selected offeror can not use their own fleet to provide paratransit services to MA recipients under this program.
3	Page 3, Section I-12 Proposals	Microsoft Office becomes somewhat unstable for large, voluminous documents, such as RFP Responses, and the data presented on the pages frequently shifts depending on the computer that opens the document, would the Department accept a searchable PDF file for the Technical Proposal and Attachments?	The Department requires the proposals to be in Word or Word Compatible format.
4		How can the percentages and participation for MBE/WBE be met?	Please refer to Section II-8 Disadvantaged Business Submittal.
5	Page 7, Section I-21	Is the redacted version of a proposal also to be provided in both a hard copy and an electronic copy? If so, how many copies is the Department requesting? Should a separate electronic copy be submitted, or shall it be submitted with the other electronic information titled as "Redacted Proposal"?	Both Hard Copy and Electronic... one copy of each.
6	Page 14, Section II-2.c.	Regarding the sealed references, is this interpreted that the offeror may not open the envelopes and must submit them directly to the Department within their response? If so, how will copies of these documents be included in the electronic version of the proposal?	The references are to remain unopened and submitted directly to the Department in the “Original” copy of the proposal. No other copies, paper or electronic, are required.
7	Appendix E	The top of this page states "enclosed in three separately sealed submittals is the proposal"; however, under the chart that says "Submittals Enclosed and Separately Sealed", there are 5 items listed, can the Department clarify this?	This questions actually relates to Appendix D. The correct number of sealed proposals is 5 (five). 1. Technical, 2. Disadvantage Business, 3. Contractor Partnership, 4. Mentor Protégé, and 5. Cost.
8	II-6 b. ii.	Due to the nature of financial reporting for a publically held company, would the Department consider altering the requirement regarding submission of unaudited financial statements for the period of time up to one month prior to submittal of the proposal? As these months would be undisclosed financially to our shareholders, we instead propose to have available our 2010 4th quarter financials in March 2011. Is this acceptable?	Yes that is acceptable.
9		For WBE and MBE participation-please describe how these requirements can be met using subcontractors.	Please refer to Section II-8 Disadvantaged Business Submittal.
10		How do small businesses get certified?	Attached is a link that will explain how companies can become certified as a Minority or Women Business Enterprise. http://www.portal.state.pa.us/portal/server.pt?open=512&objID=1359&&SortOrder=3&level=3&parentid
11		If we use a MBE/WBE that also uses TANF participants, will we receive scoring for both MBE/WBE and CPP?	CPP will score and credit contractors for TANF public assistance hires that are specific to this RFP, any TANF public assistance hires made in their respective organization not specific to this RFP, as well as any (non duplicated) TANF public assistance hires subcontractors make and maintain on behalf of contractors during the life of this contract. While MBE/WBEs can volunteer to assist contractors in meeting CPP requirements, contractors can not require MBE/WBEs to hire qualified TANF recipients as a stipulation to partner on any contract that derives from this RFP. If a MBE/WBE volunteers to assist contractors in making CPP hires, the plans for this arrangement should be included in the CPP Submittal.
12		Can origin and destination data by mode of transit identified by zip code be provided for at least the prior 24 months? Mode =SEPTA, paratransit, private reimbursement.	No, however, the Department has provided information as Appendix Q(4) for the month of October 2010 that will provide additional data based on zip code, mode, and other categories. Due to protected health information, we can not include any information that will identify recipients.

Questions RFP 14-09			Answer
13		Can the number of trips initiated but not completed be identified by mode, and origin/destination zip code?	No show data for the last three years has been included in this RFP as Appendix Q(5) Philadelphia County Trip Data.
14		From 2007 to present-month-to-month: How many trips by bus and how many trips?	Please see the Appendix Q(5) Philadelphia County Trip Data.
15		How does a community action agency become attached to a stakeholder to provide employment training and qualified candidates?	<p>CPP has an active list for single points of contact in every Community Action Agency, Refugee Program that serves CPP eligible individuals, and other Employment and Training Program in the commonwealth. Any contractor can contact CPP to request this information for counties they will be looking to fill positions in. CPP will provide the information and/or facilitate a meeting with these individuals at the request of the contractor and a relationship "attachment" is built between a "stakeholder" and Employment and Training program from there.</p> <p>It should be noted that CPP would provide contact information and/or facilitate meetings to assist Contractors and Employment and Training Contractors to assist one another at any time.</p>
16		What is the percentage of trips over 30 miles completed in 2009-10?	The Department does not collect this information.
17	I-12	Is the Technical, Cost, Disadvantaged Business and Contractor Partnership Program submittal on CD-ROM to be submitted on the same CD or is each of the above components to be on a separate CD?	The CD-ROM can contain all of the proposals but in separate folders identified appropriately.
18	I-12	The Mentor Protégé Program Submittal was not requested in CD format. Should the Mentor Protégé Program also be copied to CD?	Yes
19	I-12	Is the proposal to be printed single or double sided?	Double Sided is preferred.
20	I-12	The RFP does not specify proposal formatting such as font size and style. Is there a preference for this request?	No, but the size and style should be one that can be easily read by the evaluation committee.
21	I-21	Is the redacted version of the proposal to be submitted as a hard copy or CD or in both formats? How many copies?	Both. One copy of each.
22	Part II Proposal Requirements	<p>The instructions state that "Offerors must submit their proposals in the format, including heading descriptions, outlined below." Does that mean that the bold face type and the description following should be the header for each section or just the bold face type?</p> <p>For example: A. II-1. Statement of Problem B. Statement of Problem</p>	A is correct
23	N/A	In the CO-MATP Data provided with the RFP it appears that the trip volume was copied (509,338) from March 2009 to the last period provided. Is this correct?	No, please see the attached amended data book.
24	N/A	SEPTA has had several significant rate increases as recently as July, averaging about 11 to 15%. Does the agency want us to build in these annual Septa rate increases or will these be negotiated outside of the bid when and if they occur?	No, offerors should include no assumptions within their cost submittal.
25	I-18	Section I-18 states that the Department will not entertain alternate proposals. Section II-9, request alternate pricing proposals. Please clarify?	Offerors must submit a proposal that addresses the requirements outlined in the RFP. They cannot submit an alternative proposal that offers a different program design or different requirements/tasks. Under II-9, you are allowed (but not required) to submit an alternative pricing model, that would be in addition (not instead of) to the cost submittal required by the Department for our consideration (i.e., propose a Fee-for-service pricing model versus a per-member-per month). Please read II-9 d. very carefully for further clarification.

Questions RFP 14-09					Answer
26	I-32	Refer to the Example and Questions below: Liquidated Damages, c Disadvantaged Business Commitment; Please see the example below:			
		FYE 2010	\$38,000,000	Value Paid per page 38	
		Septa Cost	(\$13,200,000)	Not MBE/WBE	
		Admin	-4,984,146	Not MBE/WBE	
		3rd party transp vendors	\$19,815,854	52.10% Max Available if ALL providers were certified MBE/WBE	
		Current Participation with ALL Certified MBE/WBEs being Used		8.00%	
		If a bidder promises 20% of the total contract value as Disadvantage Business and is only able to achieve the current 8% (since there are no other available certified vendors), then the liquidated damages would be calculated as follows"			
		Contract Value	\$38,000,000		
		Difference in 20% and 8%	12%	Percent Not Met	
		12% of DBC not met	\$4,560,000		
		liquidated damages assessed	0.75%		
		Annual Liquidated damages	\$3,420,000		
		Question 1: Does this math represent the intent of the section?			The percentage contained in the RFP is incorrect. The correct amount is 10%, NOT 75%.
		Question 2: Should the Liquidated Damages be calculated off the Portion of the contract value that would be available to MBE/WBE vendors (without Septa) and not the entire contract value?			The liquidated damages would be calculated off the unmet DB commitment made on the available contract value available to DB.
		Question 3: Will this be calculated quarterly or monthly?			This would be calculated quarterly.
27	II-8	Please explain the difference between the certification listed in i-a and the self-certification listed in i-c?			Under i-a Company's have meet the following basic criteria that is used by BMWBO to evaluate eligibility for certification. Some of those requirements include: Be at least 51%-owned and controlled by qualified minorities and/or women, Qualify as a small business (no more than 100 employees), Be owned by a United States citizen or citizens, Be in business for at least one year or have a two-year business plan reviewed by a Small Business Development Center (SBDC), Be independent of any other business entity or entities, Be a for-profit business (non-profits cannot become certified), Provide and be qualified to provide the goods and services for which it is being certified. Additionally, the woman or minority owner must hold the highest position in the company. Under i-c Represents companies that are self-certifying as minority or woman owned.

Questions RFP 14-09			Answer
28	II-8(a, ii)	Please define the term “convincing evidence”? What types of documentations would substantiate this term?	There is really no way to define convincing evidence. We would look for documentation that substantiates that a company claiming self-certification is owned, controlled and managed by a minority or woman owned business. Depending on the structure of the companies some examples of documentation may be Corporate documents, financials and ownership documentation.
29	II-9	Please elaborate on the statement “Offerors should not include any assumptions in their cost submittals”. Does this mean that bidders should not present any type of financial narrative to accompany their cost proposal sheets?	Basically, we want offerors to provide cost submissions based on the language and the data contained in the RFP and the data book. We do not want bids influenced by outlier events. Some examples of assumptions that we would not want to see in the cost submissions: 1. Assumption that the actual eligible MA recipients and MATP unduplicated client numbers will be more than what is projected in the data book. 2. Assumption that the MATP scope of service will change. 3. Assumption that there will be a SEPTA strike that will influence the cost. Areas like these will be addressed separately as they occur.
30	II-9	Please elaborate on the statement “The final agreement may also include performance-based incentives”?	As part of the final agreement, the Department reserves the right to propose and/or include performance based incentives which may include additional payments and or the guaranteed awarding of the agreement in the option years. However, Offerors should NOT assume that such incentives will be part of the final agreement.
31	Section h(ii)	The RFP is requesting an independent research organization to conduct surveys; this will add cost to the current program. Would the agency consider allowing the company to provide these surveys with the understanding that it would not be conducted by any operations staff within the state?	No, the Department feels that it is important to have an independent entity conduct the survey free of potential conflict.
32	Appendix M, page 7, Section D	It appears as if this requirement sets a very low bar in establishing financial solvency. For example, a company can have no cash and all its assets in computers and or in accounts receivable could still be solvent but have no cash available to carry the operations for a couple of months. The financial strength of a company is often measured with the Current Ratio Test applying a minimum of 1 (Current Ratio – being Current Assets divided by Current Liabilities).	
		1. Question: Can the Agency please provide greater definition as to what it will review in measuring solvency?	The agency will use the quick ratio in measuring solvency. The Department will use cash and cash equivalents, accounts receivable, and marketable securities divided by current liabilities (all debts due within one year) in determining this ratio.
		2. Question: Would the Agency consider applying the Current Ratio test in determining the available liquid assets of a company?	The Agency will use the quick ratio as described above.
		3. Question: Has the Agency considered requiring a Payment and or Performance Bond by the bidder and their ability to obtain such before contract award?	The requirement of a Payment and or a Performance Bond will be made on a case by case basis by the Department.
33	Appendix K	Appendix K speaks to the required Yellow Book Audit, versus the original SAS70 report. Please confirm that this is still the required audit report moving forward?	The Yellow Book Audit will be the required audit report
34	II-16	Mentor Protégé Program does it apply to ONLY certified business or is there a way to assist business to become certified during the program.	Companies that need assistance in becoming certified may contact the Bureau of Minority and Woman Business Opportunities (BMWBO) at 717-783-3119 or to learn more about certification click on the attached link http://www.portal.state.pa.us/portal/server.pt?open=512&objID=1358&&SortOrder=100&level=2&parentid=1231&css=L2&mode=2&cached=true

Questions RFP 14-09			Answer
35	II-8.c	Section II-8 (c) states that the Offeror must submit the name of each Small Disadvantaged Business to which it has made a contractual commitment along with a signed subcontract or letter of intent. If one of these businesses breaches or terminates the contract with the Offeror, goes out of business, or otherwise becomes unavailable, can the Offeror substitute another Small Disadvantaged Business without incurring liquidated damages or being out of compliance with the contract with DPW?	Please refer to section IV-6 Contract Requirements-Disadvantaged Business Participation and Enterprise zone Small Business Participation.
36	N/A	In the first sentence of the first paragraph, it mentions “the Department is seriously considering the use of functional assessments to help determine the physical capabilities of recipients to use Philadelphia’s extensive public transit system”. Are these assessments in fact a requirement or not?	Yes, we refer you to both IV-3 iv. Paratransit and II-4 e. Functional Assesments and for the requirement and the request for your response, respectively.
37	N/A	Does the Department have an assessment guide already being used for other services or would the broker be required to develop the assessment tests and materials?	The selected offeror would be expected to develop or purchase any appropriate assessment tests and materials appropriate for your approach to this requirement.
38	Section II-3. Personnel	Last sentence of the paragraph: “Identify by name any subcontractors you intend to use and the services they will perform.” Does this requirement apply to transportation providers as well as non-transportation subcontractors?	You should identify any subcontractors you intend to use and services they intend to perform as of the submission of your proposal.
39	Section II-7	While the provision in Section II-7 is clear that the proposal must be submitted based upon the terms and conditions as set out in Appendices A and B, will the required list of terms and conditions identified for negotiation or potential addition to the Standard Contract Terms and Conditions be reviewed or scored by the evaluation team charged with selecting the winning proposal? Our question is based upon past experience in another market where vendors were invited to include in their proposals potential contract negotiation issues which were then made available to, and negatively scored, by the evaluation team. If the list of negotiation issues will be reviewed and/or scored by the evaluation team, please clarify how such review and/or scoring is accounted for in the overall award.	No, the Department does not evaluate this section. The only instance in which an offeror would be penalized for its response to this section would be if its proposal was conditioned on the Department's acceptance of the proposed terms. Such a condition would result in disqualification.
40	IV -3 (b), and Appendix P	Would the Department consider raising the ASA to <60 seconds from the requirement of <30 seconds? The standard across similar NEMT and commercial programs is <60 seconds. A change of this nature would allow for lower program administrative costs.	Yes, the Department would consider proposals with a ASA of <60 seconds.
41	II-2 (a)	In the section titled “Corporate Background” it asks that we describe the corporate history and relevant experience of the Offeror and subcontractors. Are the transportation providers to be included as subcontractors or are subcontractors under this section limited to administrative subcontractors?	Transportation providers should be included under this section as appropriate.
42	II-2 (b)	Under item number 2 on page 14 in the table it asks that we provide “on-time performance rate for the most recent quarter for any referenced project”. What is considered a “referenced project?” Are referenced projects the projects we are to list in item II-2.c titled “References” or are “referenced projects” all of the projects we are to list in section II-2.b titled “Corporate Experience” where we are to “identify any Medicaid transportation contracts and grants”. This list of contracts is excessive in length for which we would have to provide “on-time performance rate” data.	Referenced projects refer to the projects referenced listed under your corporate experience as outlined in section II-2. b. For full consideration of your experience, we recommend that you follow the instructions under the aforementioned section.
43	II-6 (d)	In this item, is the reference “any organizations with which the Offeror purposes to subcontract for any tasks to be performed for this agreement and for administrative or related services” referring to transportation provider subcontractors or administrative subcontractors?	Both, as you deem applicable to this section.
44	IV-1 (b)	The Department has stated that a specific goal is to reduce program costs. Has the Department taken into consideration that as an Offeror is successful in reducing program costs by utilizing lower modes of transportation, such as utilizing public transportation to a greater extent, it will have the effect of reducing the volume available to Disadvantaged Businesses? What will be the position of the Department in evaluating an Offeror who is successful in utilizing public transportation and reducing overall costs, when the results reduce the volume and participation of Disadvantaged Businesses?	The Department expects that the selected offeror will meet their Disadvantaged Business obligations as proposed and agreed upon by both parties. The Department must approve any changes to the selected offeror's Disadvantaged Business commitments. However, the Department is willing to discuss this issue further during contract negotiations.

Questions RFP 14-09		Answer	
45	II-3 (f.xvii)	Is there a limit on the number of children that can accompany a recipient? If not would the department consider placing a limit on the number of children allowed to accompany a recipient?	The Department has no limit on the number of children that can accompany a recipient. However, offerors need to consider the impact a limit or the lack thereof will affect access not only on the parent but for other potential recipients who may need rides to medical appointments. The Department would consider whatever offerors wish to propose.
46	N/A	The cost data provided represents mass transit one way trips regardless of whether they represented a token or a monthly pass. The RFP dictate that mass transit trips should be capped at 12 trips max for a monthly bus pass. Since the utilization corridors are based on the definition of trips, is DPW going to reissue the cost data with a decreased volume of mass transit trips representing the cap that will be placed on the MT definition of a trip?	The RFP requests offerors to limit mass transit utilization to a maximum of 12 days (appointments) or 24 one-way trips for one month. The Department will not reissue the cost data as suggested in this question. However, we have provided additional trip data to assist you with your calculation.
47		May we get trip data on the number of provider attendants used in 2009-2010?	The Department does not collect this information.
		What is the percentage of urgent or same day trips during 2009-2010?	Please see Appendix Q for the number of urgent trips over the last three years. Please keep in mind that urgent trips are different than same trips. Please refer to Section IV-3 for definitions.
		Do you have any data on the number of Member No Shows per year?	Please see attached for the number of member (recipient no-shows) over the last three years.
48	Appendix Q(1) – Data Book	a) Please confirm that the “Trips” reported in the Data Book Information are “one-way trip legs”.	Yes
		b) Can you breakdown the number of Mass Transit Trips by the number of passes provided? That is the number of Monthly Passes, Weekly Passes, or Daily Passes.	No. We do not collect this information.
		c) The category of “Client Reimbursed Trips” – are these all client reimbursed personal use vehicle gas trips? Are any bus reimbursed trips included in this category? If so, please provide the number and type of each client reimbursed trip, by month.	They are only vehicle gas reimbursement trips. There are no bus reimbursed trips in this category.
		d) Are any “Volunteer Trips” being used in the current program? If so, what is the number of trips by month?	No
		e) In the “Philadelphia County MATP Eligibles by COA & PSC (Oct 2010)” – Please provide the definitions of each of the Category Codes and Program	The Medical Assistance Handbook contains Category of Assistance and Program Status Codes informatoin. You can access the Table of Contents of the Handbook at: http://services.dpw.state.pa.us/oimpolicymanuals/manuals/bop/ma/table%20of%20contents.htm
49	Appendix I	a) Please clarify the Pricing Template (I Mirror) tab. Is the Offeror to complete only the Highlighted areas of the spreadsheet tab? Only complete the Green, Red, Blue and Yellow boxes?	You should fill in the Green, Red and Blue areas. The yellow box has a calculation in the cell
		b) The instructions on page 27 of the RFP do not address the completion of the Projected Client Growth and Projected Monthly MA Clients. Are we to use the clients and growth factors already supplied in the Template or should the Offeror make assumptions as to growth and MA Client population?	You should use the projections of client growth and monthly MA clients that the Department provided in the RFP.
		c) The “J-Transp” – Purchased Transportation Report tab – Is the Offeror expected to report/estimate the number and cost of transportation to be subcontracted to various transportation providers in detail by provider? In addition, the instructions on page 29. II-9.e.ii.i says.... “and itemize all direct labor costs.” Please explain this comment concerning direct labor cost.	You should breakout information based on paratransit trips, daily bus pass trips, and monthly bus pass trips. We are not asking you to breakout each individual vendor for paratransit trips. Regarding direct labor cost, you should provide the labor costs associated with the contract on the individual line items noted on the Cost Verification Form provided in the RFP.
		Can the Department provide one month of scheduled and completed (paid) one leg trips with pick-up and drop-off addresses and appointment times for each leg of trip, in order to evaluate the potential for routing and scheduling efficiencies of paratransit trips?	Yes, please see attached.
		Are contracted transportation providers required to obtain a Public Utility Commission License to operate in Philadelphia County or are providers exempt from this requirement?	DPW has no such requirements. However, each offeror should check with the Commonwealth's Public Utility Commission for clarification.
		How many calls were taken annually to support the Philadelphia MATP Program?	This information is part of the Data Book under Appendix (Q) 1-IVR .
50	II-11	How many TANF cash assistance recipients are currently employed in the program?	The Department will not be providing this information to any potential bidders.

Questions RFP 14-09			Answer
51	III-3b	How will the Cost criterion be scored for Offerors not receiving the total 35% possible?	The Department will not be providing this information to any potential bidders.
52	III-3c	For Disadvantaged Business Participation scoring, is there a set score for achieving the various Priority Ranks (1-4) achieved? In other words, is there a set % of the total 20% possible for each of these Priority Rankings under the Disadvantaged Business Participation criterion?	The Department does not provide this detailed scoring information. Each offeror is free to propose an amount that will be evaluated by the Commonwealth in comparison to proposals received by other offerors.
53	III-3d	For Enterprise Zone Small Business Participation scoring, is there a set score for achieving the various Priority Ranks (1-4) achieved?	The Department will not be providing this information to any potential bidders.
54	III-3e	For the Contractor Partnership Program (CCP), what specific objective criterion must be met to achieve the maximum 5% bonus points	Please refer to Section II-11 and III-4.e. for guidance on CCP.
55	III-3f	For the Mentor Protégé Program (MPP), what specific, objective criterion must be met to achieve the maximum 3% bonus points of the total	Please refer to Section II-12 and III-4.f. for guidance on MPP.
56	III-g	For the Domestic Workforce Utilization, what specific, objective criterion must be met to achieve the maximum 3% bonus points of the total	Please refer to Section II-10 and III-4.G. for guidance on Domestic Workforce Utilization.
57	P. 19 Connection to Providers	Include a description of and role for a community and/or consumer advisory committee, including the committee's role in implementation and readiness review activities.”	
		Question: Is such a committee currently functioning, or is this a new requirement for this contract?	There is currently a functioning committee
58	P. 24 iv	The Offeror is required to submit two copies of its Disadvantaged Business Submittal...” Question: Please clarify. Is the material noted required, if the Offeror is claiming to be a Disadvantaged Business, or if the Offeror will be subcontracting services to a Disadvantaged Business? Question: Is there a total dollar or percentage of total dollar commitment that the Offeror must have to Disadvantaged Businesses?	Please refer to the the full section II-8. Disadvantaged Business Submittal for clarification. There is no required minimal commitment. Each offeror is free to propose an amount that will be evaluated by the Commonwealth in comparison to proposals received by other offerors.
59	P. 25 Enterprise Zone Small Business	Question: Is there a total dollar commitment or percentage of total dollar that the Offeror must have to Enterprise Zone Small Business?	There is no required minimal commitment. Each offeror is free to propose an amount that will be evaluated by the Commonwealth in comparison to proposals received by other offerors.
60	P. 38	since 2005, the broker model has reduced the average cost per trip in Philadelphia by 30%. The net result is with the expected increase in trips (86%), the broker model was able to hold the overall cost increase to 31% over a four-year period.”	
		Question: Please clarify. Is trip volume expected to increase 86% over the next contract period starting December 1, 2011, or was that the expected increase at the end of the current contract period, which appears to be November 30, 2011?	The increase referenced was pertaining to expected increases for the period Fiscal Year 2005-06 to the present. The 86% was the approximated increase cumulative over a 5 year period. The information was meant to be historical and pertains to a certain point in time.
		Question: If the 86% increase noted is expected over the next four year period beginning December 1, 2011, what does the Department expect as an overall cost reduction for that period?	It is the offeror's responsibility to take into account any potential cost reductions in their proposal through their cost submittal. Please refer to Appendix Q (1) for historical data related to this program.
		Question: What is the expected increase in trip volume each year for the next three years starting with December 1, 2011?	With approximately 454,000 MA recipients and approximately 21,000 unique riders receiving services the potential for increased utilization is present. It is the offeror's responsibility to take into account any potential increased demand for services in their proposal through their cost submittal. Please refer to Appendix Q (1) for historical data related to this program.

Questions RFP 14-09			Answer
61	P. 40 IV-3. MATP Requirements. a. iii Written Materials.	The selected Offeror is required to ensure that all MATP users have received all MATP policies in writing.” Question: Are the cost of these mailings to be estimated and included in the PMPM cost submitted by the Offeror, or will the Department pay for the mass mailings separately as they are required by the Department. If these costs are to be included in the PMPM, how many mailings are required annually?	The cost of the mailings will be borne by the offeror. The number of mailings annually will be determined by the number of MATP users in a given year. Please refer to Appendix Q (1) Philadelphia County Data Book MATP to assist you in your analysis.
62	1. P. 40, b. Operate an MATP Call Center	Question: Can the Offeror handle other call center business at the Philadelphia call center, or must the call center be dedicated only to Philadelphia MATP business?	The call center must be dedicated to this contract. However, we would be open to discussing this issue further during agreement negotiations.
63	1. P. 44, e. iii) Sanction Policies and No-Shows	Question: What are current MATP sanctions for no-shows?	In Philadelphia County, except for the sanctions policy of the current vendor, the Department has no specified sanctions for no-shows. We are interested in a potential offeror's approach to addresses no-shows.
64	P. 45 Mileage Reimbursement	1. The rate of reimbursement shall be determined by the selected Offeror, but may not exceed the cost of a monthly transit pass (currently \$83.00/mon.) plus parking and tolls.” Question: To clarify, is the total cost of mileage, parking and tolls added together not to exceed the cost of the monthly transit pass? If this cost does exceed the cost of public transit, should the Offeror reimburse the recipient \$83? What is the current mileage reimbursement rate?	No, the total would only include the cost of mileage reimbursement. Parking and tools would be a reimbursed separately. The offeror should reimburse whatever amount a MA recipient expends up to the limit of \$83. If the recipient has MA covered medical appointments that requires that he exceed the \$83 limit and mileage reimbursement is the most appropriate and least cost mode, the limit can be exceeded. The mileage reimbursement rate currently is \$.44/per mile.
65	1. P. 47, xiii) Unscheduled Pick-Up Rule	Question: Is an unscheduled pick up the same as an urgent trip?	No, please refer to Section IV-3. MATP Requirements. You will find the definition of urgent trips under b. Operate an MATP Call Center in the last two paragraphs of the section. An unscheduled pick-up is defined under f. Authorized Transportation Services, Schedule, and Dispatch Trips under roman numeral xiii.
66	P. 53 IV-4—The Offeror must “...Pay all costs related to the transfer of materials and responsibilities...”	Question: If the outgoing contractor makes the transition difficult or charges unreasonable fees for materials or data necessary for the transfer, how will the Department intervene to set fees or gather the material?	The Department will provide support as necessary to ensure a smooth and reasonable transition to a new vendor.

Questions RFP 14-09			Answer
67	1. Appendix B, Standard Contract Terms and Conditions. O. Contractor's Conflict of Interest.	Question: Would an established transportation provider in Philadelphia County, be permitted to be the Contractor under this agreement?	Yes, if the established transportation provider can meet the specified requirements of a broker as outlined in the RFP. However, they will not be able to use their own vehicles to provide services.
68	Appendix Q	Question: What trips make up "Mass Transit"? No ambulatory or public transit trip data are noted. Are data available on these trips so that we can price our proposal accurately?	Mass transit is public transit. Please see attached data.
		Question: What trips make up "Para Transit"? No separate categories of ADA Para transit or wheelchair trips are noted. Are data available for these trips so that we can price our proposal accurately?	Please see the attached data. The paratransit data is separated by ambulatory and wheelchair trips only.
		Question: Are data available on the number of calls received by the current Contractor? This data will permit a more accurate pricing in our proposal.	Yes, this information is part of the Data Book under Appendix (Q) 1-IVR .
		Question: What is the current cost under the present contract for each category or mode of transportation, i.e. ambulatory vehicle (taxi, sedan, passenger van), wheelchair vehicle, Client Reimbursement, public transit?	The Department will not disclose this information. However, the average cost per mode is included in the attached databook.
		Question: What are the current administrative costs under the present contract?	The Department will not be providing this information to any potential offerors.
		Question: What is the current per member per month (PMPM) cost under the present contract?	The Department will not be providing this information to any potential offerors.
		Question: The data in Appendix Q(1) starting with March, 2009 through August, 2010 indicates the same number of trips for each month, 509,338 trips each month. This is obviously an error. Are more accurate data as well as more recent data available so that we can attempt to price our proposal accurately?	Please find the attached amended appendix
69	II-3	For the purposes of Section II-3, are transportation providers considered subcontractors?	No
		What is the target percentage of work the Department wants contracted out to Small and Disadvantaged Businesses? In other words, how is a bidder awarded the full 20 points for this category of evaluation?	Please refer to Section III-4 Criteria For Selection, item c. Disadvantaged Business Participation, for guidance on your question.
70	IV.3.e.i, Pg 42-	Will the selected Offeror be able to receive frequent and regular eligibility file downloads through the Department's EVS?	Yes
71	IV.3.e.ii, Pg 43-	How many Written Notice Forms does the current contractor send out in a year and what percentage of these end up in the appeal process?	The Department does not have this information.
72	Appendix Q	Please provide contact information for the transportation providers identified in Appendix Q (1).	The Department will not be providing this information to any potential bidders.
		Can you please provide the breakout of total public transit passes and tokens by month for 2009?	The Department does not have access to this information
73		Please provide the total number of lost/stolen passes or tokens. What process does the current program have for these situations?	The Department does not have access to this information. However, the Department is interested in the offerors approach to address these situations.
74	Cover Letter	Please clarify if the eight (8) copies is in addition to the Original Technical Proposal, for a total of nine (9) documents to be submitted to the Department.	Eight (8) copies are all that need to be submitted.
	Cover Letter	Please clarify if the two (2) copies is in addition to the Original Cost Submittal, Original Disadvantage Business, Original Contractor Partnership Program, and Original Mentor Protege Program Submittals for these items, for a total of three (3) Submittals for each item.	Two (2) copies are all that need to be submitted.
75	Page 6, Section I-16:	Is the Mentor Protégé Program a requirement or is it an option?	No, the Program is optional. However, an offeror that fails to submit a proposal for this Program will not receive any of the available points for this Section.

Questions RFP 14-09			Answer
76	Page 12, Section II-2:	Is the opening paragraph merely a summary of what is asked for in the alphabetical items listed below this paragraph? For example, the last sentence of the opening paragraph asks for projects to be identified and the contact information be disclosed, yet, this information is also asked for in item "b".	Yes, the opening paragraph of Section II-2 is a summary of what is being asked for under the alphabetical items listed below the paragraph
77	Page 14, Section II-2.b.10	This sentence asks for information on implementing a project of this size within 90 days; however, the start date for services listed on page 9 is December 1, 2011. Will the Department entertain proposals with an earlier start date?	This section asks prospective bidders to discuss their experience with implementing projects of this size within 90 days. There is no connection to the start date of this program.
78	Page 15, Section II-3:	Regarding the subcontractors mentioned in the last sentence of the first paragraph, is this intended for transportation providers or just subcontractors an offeror may hire to perform broker duties?	You should identify any subcontractors you intend to use and services they intend to perform as of the submission of your proposal.
	Page 16, Section II-4.e	Is the current broker performing functional assessments today or is it a new requirement of this bid to perform these as a condition of receiving door-to-door transportation vs. the use of the public transit system?	This is a new requirement that would determine a recipient's ability to use public transportation.
79	Page 16, Section II-4	As a point of clarification, does the Department want each task in the Work Statement responded to? Or, does the Department only want the items listed in a. through bb. responded to?	Per the RFP, the offeror shall describe in detail its proposed technical approach for each of the tasks described below under the Work Statement Questionnaire (Soundness of Approach), Section II-4.
80	Page 16, Section II-4.e	If it is a requirement in this bid to perform functional assessments to determine the appropriate mode of transport, will the individual be required to perform the assessment in person or over the phone (with a doctor's note, if applicable)?	We refer you to Section IV-3 MATP Requirements under the Paratransit section for guidance on functional assessments. The Department is interested in the offerors approach to meeting this program requirement.
81	Page 17, Section II-4.g	This sentence references a transit strike, is this only applicable to the fixed route public bus system or are the transportation drivers unionized?	It pertains to the fixed route transportation system and could pertain to any unionized transportation carriers that the selected offeror would choose to contract.
	Page 17, Section II-4.h.	Please define what a "transit instrument" is.	A transit instrument is any document used that allows Medical Assistance recipients access to non-paratransit alternatives. This could include, but not limited to vouchers, gas cards, transit passes, etc.
82	Page 17, Section II-4.l.m., and n.	Please provide contact information of all current transportation providers performing these services today (the Data Book only lists names of contractors).	The Department will not be providing this information to any potential bidders.
83	Page 18, Section II-4.o. and Page 14, Section II-2, b. 8.	are somewhat duplicative in nature, would the Department consider deleting one or the other?	While somewhat duplicative in nature, both sections are asking for two different things. Section II-2 b. 8 is asking for the offerors experience from a corporate perspective regarding any relevant projects. Section II-4 O is requesting the Offeror's approach to complaints as it pertains to the specific program requirements of this RFP.
84	Page 18, Section II-4.s	Is there a recipient no-show policy in place today, if so, please provide the policy.	It will be up to each offeror to propose their own no-show policy reflecting their approach to this requirement.
	Page 19, Section II-4.x	What is the current percentage of trips that are being provided to behavioral health recipient?	Please refer to the attached trip data. behavioral health would include all mental health and drug rehab categories.
85	Page 19, Section II-5	Is the "agency" referenced in this paragraph referring to Department staff or contractor staff?	This requirement relates to training that the selected contractor would provide the Department (if necessary) and any subcontractor personnel which could include transportation providers.

Questions RFP 14-09			Answer
86	Page 19, Section II-5	Is the "subcontractor" staff referenced in this paragraph referring to transportation providers or other brokered duties subcontractors? If it is referring to transportation providers, how does it differ from the information requested on Page 18, Section II-4.n. and Page 14, Section II-2, 6. and 7.?	Each section referenced pertains responses to different aspects of dealing with subcontractors. Section II-5 references training, Section II-4 references specifics of your contractual relationships, and Section II-2 references the offeror's experience in training drivers and inspecting vehicles. Please read each section carefully.
87	Page 24, Section II-8.b	Is the Department aware of any Enterprise Zone Small Businesses who are transportation providers? Are these entities included in the program today?	The Department will not disclose this information under this RFP.
	Page 28, Section II-9.c	Previously, the RFP document stated that the entire proposal must be included on one CD or Flash Drive (including Cost), does this paragraph request separate CD's/Flash Drives for the Cost Proposal?	Yes
88	Page 37, Section IV-1.b	Is this directed towards provider or recipient no-shows?	This is directed toward an approach to reduce new shows to medical appoints. It will be up to the offeror to propose whether this is a provider issue, a recipient issue, or both.
89	Page 42, Section IV-3.d.	To what level is the current program coordinating with other agencies or services funded by state or local entities?	There is really no way to define the level of coordination with other agencies or services funded by state or local entities. All we can indicate is that coordination under this program does exist. Offeror's would need to describe their approach and experineces with coordination in response to this RFP.
90	Page 44, Section IV-3.f.iii:	Within this paragraph it states that Volunteers do not receive mileage reimbursement, this appears to conflict with page 17, Section II-4.h. where a "mileage rate" is to be identified by the offerors. Can the Department clarify this ?	The Department defines volunteers as individuals who provide transportation using their own personal vehicles or vehicles supplied by an organization to MA recipients to medical appointments. Volunteers are subject to criminal history checks and child abuse clearances. In addition, volunteer arrangements should be subject to a contract with standard terms and conditions which reasonably compensates for the cost of the trip. This would offer go beyond simple mileage reimbursement. The mileage rate referenced on page 17, is the rate the offeror would provide to encourage people to use mileage as a less expensive alternative to paratransit.
	Page 46, Section II-3.f.vii.	What is the current required timeframe a recipient must cancel in order to not be considered a no-show?	It will be up to each offeror to propose their own no-show policy reflecting their approach to this requirement.
91	Page 46, Section II-3.f.viii	Please verify that the Department is stating that recipient no-shows are considered completed trips.	No, we are not saying that recipient no-shows are considered completed trips. The total number of no-show trips (as defined in vii in the same referenced section) plus the total number of completed trips (as defined in vi in the same referenced section) equal the total number of trips that would be reported under any given timeframe.
93	Page 49, Section II-3.f.xx:	Is Exceptional Transportation reimbursed as part of this contract or will it be reimbursed separated? If it is included, can data be supplied on relevant costs and frequency of these trips?	Exceptional transportation will not be reimbursed either under this contract or separately. All exceptional transportation as defined in the RFP must be referred to the local county assistance office.
92	Page 54, Section IV-5.a.	For the information requested for each trip, please define "Trip mileage" vs. "Miles traveled by MA recipient".	Trip mileage is the number of miles reimbursed for a recipient. They both mean the same thing. One category would be sufficient.
	Page 52, Section IV-3.h.ii:	Is this a requirement of the current vendor? If so, please provide the latest year's worth of customer satisfaction surveys.	Yes, it is a requirement of the vendor. Please see the attached trip level data.
93	Page 52, Section IV-3.h.iii	Is this a requirement of the current vendor? If so, please provide the minutes from the latest year's worth of meetings.	We will not be releasing this information under this RFP.
94	App Q1 Phila Co MATP Data Book	in the first tab labeled "Data 01-07 thru 08-10" the total trips for the month of Jan 2007 is 403,660. Does this represent one way trips booked through the call center only? Does the Mass Transit total include potential trips available on a monthly bus pass (50) or does the total only include the appointments that the member is scheduled to attend?	Yes, these are one-way trips. The mass transit totals are based on appointments.

Questions RFP 14-09			Answer
95	Additional Questions	How long has the current vendor held the Philadelphia County contract?	The current vendor has held this contract since November 31, 2006.
96	Additional Questions	What are the rates that the current contractor is billing to the Department?	The Department will not be providing this information to any potential bidders as part of the RFP.
97	Additional Questions	What are the transportation provider rates that are billed to the current vendor for the direct transportation services occurring today?	The Department reimburses the MATP contractor on a per member per month basis and does not become involved in the business, operational, or organizational decisions of an organization provided that all RFP, proposal, and contractual requirements are met.
	Additional Questions	Will the broker be able to negotiate rates with the providers?	Yes, it is the Department's expectation that the broker would negotiate rates with providers.
98	Additional Questions	How many vehicles and of what type and capacities are currently needed for the trip demand levels, by county?	It is the offeror's responsibility to take into account the number of vehicles needed for any potential trip demand. Please refer to Appendix Q (1) for historical data related to this program.
99	Additional Questions	What is the current method of storing client and trip information and will this historical information be available to the contractor for the last few months on contract award? What file format is it in?	Client and trip information is stored on the current vendors data base that is required to be compatible with most mainstream software and hardware systems. The vendor is required to keep all data for a period of 7
100	Additional Questions	Please provide or estimate the number of positions that are currently operating the administrative portion of the services outlined in the RFP today.	The Department reimburses the MATP contractor on a per member per month basis and does become involved in the business, operational, or organizational decisions of an organization provided that all RFP, proposal, and contractual requirements are met.
	Additional Questions	Some documents are not available in Microsoft Word or Excel format (such as brochures created with desktop publishing software), will the Department accept a PDF file for certain attachments/documents that will supplement the proposal?	The Department requires the proposals to be in Word or Word Compatible format.
101	Additional Questions	Many proposers do not fully disclose negative information which would impact their qualifications and/or the evaluation of their qualifications. Based on this, we would like to request that the RFP be amended to require proposers to fully disclose certain serious negative contract problems, for themselves as well as their principles and affiliates, at least for contracts or potential contracts in the last seven years, which we feel should include at a minimum:	The RFP requests sufficient information for DPW to make a contractor responsibility determination.
	Additional Questions	a. Any investigative or audit or similar findings or charges of proposer or proposal principle's fraud, malfeasance, anti-trust violation, civil violation, violation of transportation regulations, criminal activity or fine including those agreed to by settlement;	
	Additional Questions	b. Contracts with any formal cure notices to cure or formal audit findings concerning contractor deficiencies;	
	Additional Questions	c. Contracts concluded prior to expiration by termination, negotiation or settlement;	
	Additional Questions	d. Contracts terminated for convenience either by the contractor or at the contractor's request;	
	Additional Questions	e. Contracts where the contractor requested that option periods not be exercised, excepting options periods that required mutual agreement;	
	Additional Questions	f. Contracts where costs were renegotiated during the contract term at contractor's bequest.	
	Additional Questions	g. Detailed information on all proposer lawsuits for issues pertaining to contract performance, payments, or other obligations under the prime contract agreement or under agreements to transportation subcontractors.	

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Completed Trips Summary Report		Performance Standard	JAN. 08	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total (YTD)
Requested trips (Monthly Total)			525,211	502,462	521,659	530,797	505,305	514,117	547,651	543,960	535,611	574,758	498,304	556,945	6,356,780	
Completed trips (Monthly Total)			481,807	464,493	477,514	488,601	467,663	477,571	510,763	511,085	492,481	526,489	462,918	511,091	5,872,476	
Completed trips (% of Requested)		>90%	92%	92%	92%	92%	93%	93%	93%	94%	92%	92%	93%	92%	92.4%	
Recipient no-shows			6,366	5,984	4,931	7013	9,784	8,561	8,987	5,737	7,003	9,445	6,214	6,358	86,383	1.36%
Provider no-shows			414	344	286	306	264	212	216	189	212	173	162	147	2,925	0.05%
Provider no-shows (as a % of Paratransit trips)		<1%	0.42%	0.37%	0.30%	0.31%	0.29%	0.25%	0.23%	0.21%	0.24%	0.18%	0.20%	0.16%	0.26%	
Cancelled trips			43,299	37,892	44,087	42,119	37,594	36,490	36,817	32,776	43,064	48,193	35,330	45,794	483,455	7.61%
Late Trips			22	17	17	10	21	32	6	11	13	23	17	19	208	0.00%
Excessively Late Trips			105	77	58	77	48	56	71	99	66	76	56	60	849	0.01%
Late Trips (as a % of paratransit trips)		<10%	0.13%	0.10%	0.08%	0.09%	0.08%	0.10%	0.08%	0.12%	0.09%	0.10%	0.09%	0.08%	0.10%	
Urgent Trips			871	837	990	781	817	889	788	825	1,392	1,764	820	1,049	11,823	0.19%
Completed Trips by Mode			JAN. 08	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total (YTD)
Paratransit																
Ambulatory			93,673	86,828	88,267	91,558	85,339	80,248	88,134	82,685	82,033	92,049	77,822	88,308	1,036,944	17.7%
Wheelchair			5,785	5,375	5,521	5,790	5,396	5,264	5,698	5,553	5,671	6,342	5,155	5,510	67,060	1.1%
Mass transit			364,409	355,467	366,386	372,939	360,289	375,724	400,030	406,620	389,227	412,338	366,183	401,827	4,571,439	77.8%
Mileage reimbursement			17,940	16,823	17,340	18,314	16,639	16,335	16,901	16,227	15,550	15,760	13,758	15,446	197,033	3.4%
Average # of Trips Completed Per Working Day			JAN. 08	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	
Total			20,948	21,113	21,461	22,209	20,115	21,708	22,207	22,970	22,386	21,937	22,044	21,749	21,730	
Paratransit			4,324	4,191	4,215	4,425	3,903	3,887	4,080	3,966	3,987	4,100	3,951	3,992	4,085	
Number of working days in month			23.0	22.0	22.25	22.0	23.25	22.00	23.00	22.25	22.00	24	21	23.5	270.25	
Trip Summary by Medical Reason			JAN. 08	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total
Dialysis			24,361	22,534	23,470	22,768	22,711	21,870	23,636	23,163	23,537	24,534	22,419	23,653	278,656	4.7%
Drug Rehabilitation			262,016	260,069	275,797	277,951	267,800	280,070	295,829	301,545	288,931	296,353	269,360	289,664	3,365,385	57.3%
Mental/Behavioral Health Program (Adult & Child)			171,614	162,836	158,333	166,467	154,686	153,260	166,970	164,217	157,842	180,062	149,168	173,604	1,959,059	33.4%
Mental/Behavioral Health Program (Child)			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	#VALUE!
Physical Therapy			2,466	2,144	2,187	2,512	2,464	2,585	2,873	2,864	3,025	3,700	3,811	4,224	34,855	0.6%
Psychologist			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	#VALUE!
Primary Care Physician			2,385	2,214	2,528	2,734	2,562	2,265	2,841	2,651	3,088	4,045	3,812	4,385	35,510	0.6%
Specialist			4,251	950	853	1,117	987	902	1,137	1,205	1,330	1,761	1,745	1,797	18,035	0.3%
Other			14,714	13,746	14,346	15,052	16,453	16,619	17,477	15,440	14,728	16,034	12,603	13,764	180,976	3.1%

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Complaints Summary		Performance Standard	JAN. 08	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total
# of Complaints			494	307	344	324	267	277	284	285	293	282	267	244	3,668	
Complaint rate (based only on paratransit)		<5%	0.50%	0.33%	0.37%	0.33%	0.29%	0.32%	0.30%	0.32%	0.33%	0.29%	0.32%	0.26%	0.33%	
Type of complaint																
Provider no-show			94	84	60	87	58	50	36	39	65	34	21	47	675	18.4%
Timeliness			228	153	144	148	118	145	146	158	134	172	117	132	1,795	48.9%
Driver behavior			0	0	0	3	0	5	0	10	14	15	20	13	80	2.2%
Service quality			55	38	16	53	51	44	70	70	13	30	42	33	515	14.0%
Misc.			117	32	124	33	40	33	32	8	67	31	67	19	603	16.4%
Customer Service Center Performance Summary Report		Performance Standard	JAN. 08	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total
# calls received			40,840	39,072	39,269	40,274	38,271	38,624	40,802	38,399	40,876	42,357	36,528	41,837	477,149	
# calls answered			39,955	37,652	38,226	39,428	37,539	37,730	39,859	37,516	38,900	41,055	35,092	39,921	462,873	
% of abandoned calls		<5%	2.2%	3.6%	2.7%	2.1%	1.9%	2.3%	2.3%	2.3%	4.4%	3.1%	3.9%	4.6%	0	3.5%
Average speed to answer (seconds)		<60 sec.	26	33	28	23	23	24	25	27	40	30	30	41	350	38.9
Average hold time (seconds) (duration of call)			106	100	100	104	98	99	104	107	99	88	80	83	1,168	129.8
Average talk time (seconds)			238.5	247	202	203	195	191	197	195	204	204	180	181	2,438	270.8
Customer Satisfaction Survey Results		Performance Standard	JAN. 08	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	YTD Average	
Satisfaction with customer service			98.4%	97.7%	97.6%	96.0%	97.5%	96.9%	98.3%	99.3%	98.7%	98.5%	98.6%	98.7%	98.0%	
Satisfaction with transportation timeliness			80.6%	81.1%	85.3%	86.5%	83.2%	81.4%	81.8%	83.7%	84.6%	84.3%	82.8%	89.3%	83.7%	
Satisfaction with driver safety and service			90.1%	93.2%	93.0%	87.5%	82.1%	99.4%	85.7%	86.1%	87.8%	85.7%	85.5%	89.9%	88.8%	
Satisfaction with vehicle cleanliness and maintenance			93.5%	92.3%	93.0%	92.8%	94.1%	94.4%	93.8%	92.5%	95.0%	94.1%	92.9%	95.9%	93.7%	
Average Total Satisfaction		>85%	90.7%	91.1%	92.2%	90.7%	89.2%	93.0%	89.9%	90.4%	91.5%	90.7%	90.0%	93.5%	91.1%	

Completed Trips Summary Report		Performance Standard	JAN. 09	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total (YTD)
Requested trips (Monthly Total)			523,551	505,885	563,375	547,763	527,240	565,493	608,454	585,457	550,515	587,549	548,884	579,503	6,693,669	
Completed trips (Monthly Total)			483,922	464,262	509,338	500,259	484,117	532,465	550,638	543,309	504,899	535,027	418,071	506,471	6,032,778	
Completed trips (% of Requested)		>90%	92%	92%	90%	91%	92%	94%	90%	93%	92%	91%	76%	87%	90.1%	
Recipient no-shows			6,093	6,982	8,032	8554	7,361	8,387	8,881	9,039	7,631	8,662	8,209	7,637	95,468	1.43%
Provider no-shows			163	144	198	172	109	116	145	134	135	143	107	108	1,674	0.03%
Provider no-shows (as a % of Paratransit trips)		<1%	0.19%	0.18%	0.21%	0.18%	0.12%	0.12%	0.14%	0.15%	0.15%	0.15%	0.13%	0.12%	0.15%	
Cancelled trips			39,581	41,623	54,037	47,504	42,123	33,028	57,816	42,148	45,616	52,522	130,813	73,032	659,843	9.86%
Late Trips			59	110	83	68	69	73	55	51	54	38	34	30	724	0.01%
Excessively Late Trips			48	0	0	0	0	0	0	0	0	0	0	0	48	0.00%
Late Trips (as a % of paratransit trips)		<10%	0.12%	0.13%	0.09%	0.07%	0.08%	0.08%	0.05%	0.06%	0.06%	0.04%	0.04%	0.03%	0.07%	
Urgent Trips			675	774	1,206	1241	1,381	1,244	850	1487	1,091	1,106	1,830	1,224	14,109	0.21%
Completed Trips by Mode			JAN. 09	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total (YTD)
Paratransit																
Ambulatory			81,390	76,366	89,308	89,218	85,324	89,883	93,522	86,125	83,305	88,403	76,833	80,857	1,020,534	16.9%
Wheelchair			5,449	5,494	5,831	5,779	5,506	6,077	6,515	5,990	6,346	6,523	5,270	6,007	70,787	1.2%
Mass transit			383,297	369,749	401,127	388,842	376,964	419,954	432,810	432,848	397,352	420,900	318,105	401,884	4,743,832	78.6%
Mileage reimbursement			13,786	12,653	13,072	16,420	16,323	16,551	17,791	18,346	17,896	19,201	17,863	17,723	197,625	3.3%
Average # of Trips Completed Per Working Day			JAN. 09	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total (YTD)
Total			21,749	22,108	22,145	21,750	22,517	23,151	23,683	24,418	22,950	23,012	19,908	22,020	22,468	
Paratransit			3,903	3,898	4,136	4,130	4,225	4,172	4,303	4,140	4,075	4,083	3,910	3,777	4,065	
Number of working days in month			22.25	21.0	23	23.0	21.5	23.00	23.25	22.25	22.00	23.25	21	23	268.50	
Trip Summary by Medical Reason			JAN. 09	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total
Dialysis			23,475	21,569	23,435	23,480	23,431	23,826	25,001	23,940	23,468	24,250	22,706	23,429	282,010	4.7%
Drug Rehabilitation			275,794	271,324	294,408	290,122	285,983	315,594	333,012	335,371	300,663	321,314	255,508	312,533	3,591,626	59.5%
Mental/Behavioral Health Program (Adult & Child)			161,436	147,207	163,109	156,419	146,104	161,097	157,254	150,424	146,974	153,255	115,225	141,148	1,799,652	29.8%
Mental/Behavioral Health Program (Child)			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Physical Therapy			3,441	3,539	4,288	4,745	4,435	5,009	5,361	5,055	5,250	5,554	3,474	4,271	54,422	0.9%
Psychologist			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Primary Care Physician			4,322	5,172	6,957	7,174	5,577	6,656	6,158	5,993	6,212	7,135	4,771	5,693	71,820	1.2%
Specialist			1,957	1,960	2,343	2,811	2,427	2,578	2,981	2,803	3,072	3,061	2,025	2,544	30,562	0.5%
Other			13,497	13,491	14,798	15,508	16,160	17,705	20,871	19,723	19,260	20,458	14,362	16,853	202,686	3.4%

Complaints Summary		Performance Standard	JAN. 09	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total
# of Complaints			294	266	249	214	190	206	190	186	176	145	137	135	2,388	
Complaint rate (based only on paratransit)		<5%	0.34%	0.32%	0.26%	0.23%	0.21%	0.21%	0.19%	0.20%	0.20%	0.15%	0.17%	0.16%	0.22%	
Type of complaint																
Provider no-show			30	28	27	29	30	21	34	28	24	18	13	21	303	12.7%
Timeliness			162	156	129	100	95	109	98	73	89	71	64	55	1,201	50.3%
Driver behavior			16	17	24	22	14	12	14	22	12	13	10	15	191	8.0%
Service quality			43	43	54	48	29	44	37	49	43	37	41	33	501	21.0%
Misc.			43	22	15	15	22	20	7	14	8	6	9	11	192	8.0%
Customer Service Center Performance Summary Report		Performance Standard	JAN. 09	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	Total	Percent of Total
# calls received			41,309	42,130	45,010	42,385	38,681	41,037	42,830	42,304	42,589	43,956	43,133	41,734	507,098	
# calls answered			39,078	39,642	43,691	41,471	37,775	40,205	41,673	41,156	41,013	42,860	42,012	41,275	491,851	
% of abandoned calls		<5%	5.3%	4.7%	2.9%	2.2%	2.3%	2.0%	2.7%	2.7%	3.7%	2.5%	2.6%	1.1%	5.3%	2.1%
Average speed to answer (seconds)		<60 sec.	49.3	56.4	25.9	27.5	26	25.7	27	28	37	29	29	16	378	31.5
Average hold time (seconds) (duration of call)			79.3	109.7	82.4	109.9	86	103.7	89	106	84	99	83	81	1,113	92.8
Average talk time (seconds)			204.3	197.2	210.4	270.4	200	252.5	181	258	192	294	243	183	2,685	223.7
Customer Satisfaction Survey Results		Performance Standard	JAN. 09	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	YTD Average	Percent of Total (YTD)
Satisfaction with customer service			99.7%	98.3%	98.5%	99.6%	98.7%	98.7%	97.6%	98.8%	99.5%	99.6%	99.0%	98.8%	98.9%	
Satisfaction with transportation timeliness			86.0%	88.2%	89.6%	84.5%	89.2%	90.5%	86.3%	88.3%	91.7%	92.8%	93.0%	90.4%	89.2%	
Satisfaction with driver safety and service			86.1%	89.7%	87.5%	95.5%	96.7%	97.4%	90.3%	89.4%	92.1%	94.0%	94.1%	95.2%	92.3%	
Satisfaction with vehicle cleanliness and maintenance			93.9%	94.7%	94.9%	94.2%	96.7%	94.6%	94.9%	96.0%	95.0%	95.1%	95.6%	96.6%	95.2%	
Average Total Satisfaction		>85%	91.4%	92.7%	92.6%	93.5%	95.3%	95.3%	92.3%	93.1%	94.6%	95.4%	95.4%	95.3%	93.9%	

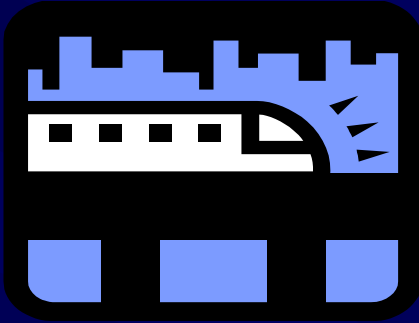
Completed Trips Summary Report		Performance Standard	JAN. 10	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	Total	Percent of Total (YTD)
Requested trips (Monthly Total)			533,210	487,651	567,353	545,967	513,058	493,326	484,394	488,198	469,450	471,112	5,053,719	
Completed trips (Monthly Total)			471,175	432,034	528,090	496,020	469,069	450,575	426,999	445,656	425,458	435,578	4,580,654	
Completed trips (% of Requested)		>90%	88%	89%	93%	91%	91%	91%	88%	91%	91%	92%	90.6%	
Recipient no-shows			6,945	5,441	7,289	7,256	6,255	6,984	8,432	7,926	8,076	7,521	72,125	1.43%
Provider no-shows			100	93	123	119	95	153	149	175	133	145	1,285	0.03%
Provider no-shows (as a % of Paratransit trips)		<1%	0.12%	0.14%	0.13%	0.13%	0.11%	0.17%	0.17%	0.19%	0.16%	0.17%	0.15%	
Cancelled trips			62,035	55,617	39,263	49,947	43,989	42,751	57,395	42,542	43,992	35,534	473,065	9.36%
Late Trips			31	40	54	45	58	66	83	81	67	78	603	0.01%
Excessively Late Trips			0	0	0	0	0	0	0	0	0	0	0	0.00%
Late Trips (as a % of paratransit trips)		<10%	0.04%	0.06%	0.06%	0.05%	0.07%	0.07%	0.09%	0.09%	0.08%	0.09%	0.07%	
Urgent Trips			1,717	1,052	1,247	1331	792	1,031	1,220	1,555	1,141	1,168	12,254	0.24%
Completed Trips by Mode			JAN. 10	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	Total	Percent of Total (YTD)
Paratransit			78,873	60,775	90,985	86,723	80,938	83,718	82,313	84,228	78,523	79,857	806,933	17.6%
Ambulatory														
Wheelchair			5,768	4,397	6,202	5,816	5,469	5,681	5,584	6,040	6,010	6,241	57,208	1.2%
Mass transit			368,678	350,529	412,907	386,599	366,134	343,851	322,619	338,949	325,484	332,561	3,548,311	77.5%
Mileage reimbursement			17,856	16,333	17,996	16,882	16,528	17,325	16,483	16,439	15,441	16,919	168,202	3.7%
Average # of Trips Completed Per Working Day			JAN. 10	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	Total	Percent of Total (YTD)
Total			22,173	20,573	22,004	21,566	21,817	19,590	18,366	19,376	18,909	19,577	25,448	
Paratransit			3,983	3,103	4,049	4,023	4,019	3,887	3,781	3,925	3,757	3,870	4,801	
Number of working days in month			21.25	21.0	24	23.0	21.5	23.0	23.25	23	22.50	22.25	180.00	
Trip Summary by Medical Reason			JAN. 10	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	Total	Percent of Total
Dialysis			22,470	20,258	23,745	22,594	22,555	22,734	23,662	23,131	23,224	23,330	227,703	5.0%
Drug Rehabilitation			286,360	270,108	315,467	297,944	286,495	260,485	245,031	257,804	244,603	250,171	2,714,468	59.3%
Mental/Behavioral Health Program (Adult & Child)			132,184	115,459	154,492	141,585	128,300	132,373	121,340	125,249	121,071	125,145	1,297,198	28.3%
Mental/Behavioral Health Program (Child)			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Physical Therapy			3,465	3,350	4,641	4,962	4,708	5,198	4,811	5,305	5,214	5,786	47,440	1.0%
Psychologist			N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Primary Care Physician			6,223	5,297	7,017	6,965	6,520	7,253	7,224	8,017	7,895	8,434	70,845	1.5%
Specialist			2,795	2,500	3,553	3,447	3,163	3,413	3,504	4,090	4,341	4,545	35,351	0.8%
Other			17,678	15,062	19,175	18,523	17,328	19,119	21,427	22,060	19,110	18,167	187,649	4.1%
Mode of Transportation by Medical Reason:			JAN. 10	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	Total	Percent of Total
Dialysis			22,470	20,258	23,745	22,594	22,555	22,734	23,662	23,131	23,224	23,330	181,149	5.0%
Paratransit			15,831	13,848	16,172	15,270	15,028	15,178	15,671	15,351	15,589	15,605	122,349	67.5%
Ambulatory			13,226	11,715	13,745	13,066	12,805	12,885	13,276	12,944	13,198	13,352	103,662	57.2%
Wheelchair			2,605	2,133	2,427	2,204	2,223	2,293	2,395	2,407	2,391	2,253	18,687	10.3%
Mass Transit			5,456	5,284	6,162	5,976	6,162	6,161	6,582	6,421	6,271	6,354	48,204	26.6%
Mileage Reimbursement			1,183	1,126	1,411	1,348	1,365	1,395	1,409	1,359	1,364	1,371	10,596	5.8%
Drug Rehabilitation			286,360	270,108	315,467	297,944	286,495	260,485	245,031	257,804	244,603	250,171	2,219,694	59.3%
Paratransit			1,554	1,172	1,888	1,721	1,705	1,905	1,895	1,935	1,994	2,089	13,775	0.6%
Ambulatory			1,267	983	1,532	1,341	1,337	1,527	1,527	1,544	1,552	1,636	11,058	0.5%
Wheelchair			287	189	356	380	368	378	368	391	442	453	2,717	0.1%
Mass Transit			270,416	255,749	299,510	282,719	271,734	245,419	230,250	243,122	230,740	235,598	2,098,919	94.6%
Mileage Reimbursement			14,390	13,187	14,069	13,504	13,056	13,161	12,886	12,747	11,869	12,484	107,000	4.8%

Mental/Behavioral Health Program (Adult & Child)		132,184	115,459	154,492	141,585	128,300	132,373	121,340	125,249	121,071	125,145	1,050,982	28.3%
Paratransit		50,243	36,615	58,849	55,717	51,238	51,788	47,876	50,238	47,513	48,867	402,564	38.3%
Ambulatory		49,691	36,191	58,177	55,041	50,667	51,173	47,262	49,534	46,889	48,195	397,736	37.8%
Wheelchair		552	424	672	676	571	615	614	704	624	672	4,828	0.5%
Mass Transit		79,897	77,104	93,530	84,123	75,342	78,188	71,546	73,017	71,696	73,578	632,747	60.2%
Mileage Reimbursement		2,044	1,740	2,113	1,745	1,720	2,397	1,918	1,994	1,862	2,700	15,671	1.5%
Physical Therapy		3,465	3,350	4,641	4,962	4,708	5,198	4,811	5,305	5,214	5,786	36,440	1.0%
Paratransit		2,518	2,185	3,377	3,492	3,300	3,576	3,295	3,383	3,296	3,796	25,126	69.0%
Ambulatory		1,990	1,761	2,733	2,853	2,732	3,032	2,798	2,690	2,603	2,981	20,589	56.5%
Wheelchair		528	424	644	639	568	544	497	693	693	815	4,537	12.5%
Mass Transit		942	1,164	1,246	1,444	1,390	1,601	1,495	1,887	1,886	1,942	11,169	30.7%
Mileage Reimbursement		5	1	18	26	18	21	21	35	32	48	145	0.4%
Primary Care Physician		6,223	5,297	7,017	6,965	6,520	7,253	7,224	8,017	7,895	8,434	54,516	1.5%
Paratransit		3,620	2,809	4,384	4,253	3,798	4,231	4,194	4,539	4,219	4,537	31,828	58.4%
Ambulatory		3,192	2,534	3,892	3,800	3,429	3,812	3,757	4,078	3,831	4,074	28,494	52.3%
Wheelchair		428	275	492	453	369	419	437	461	388	463	3,334	6.1%
Mass Transit		2,586	2,481	2,595	2,688	2,691	2,991	3,004	3,426	3,621	3,853	22,462	41.2%
Mileage Reimbursement		17	7	38	24	31	31	26	52	55	44	226	0.4%
Specialist		2,795	2,500	3,553	3,447	3,163	3,413	3,504	4,090	4,341	4,545	26,465	0.8%
Paratransit		1,387	1,065	1,873	1,844	1,613	1,677	1,731	2,071	2,105	2,181	13,261	50.1%
Ambulatory		1,152	901	1,540	1,552	1,353	1,440	1,451	1,753	1,779	1,807	11,142	42.1%
Wheelchair		235	164	333	292	260	237	280	318	326	374	2,119	8.0%
Mass Transit		1,331	1,308	1,554	1,477	1,448	1,602	1,705	1,931	2,155	2,258	12,356	46.7%
Mileage Reimbursement		77	127	126	126	102	134	68	88	81	106	848	3.2%
Other		17,678	15,062	19,175	18,523	17,328	19,119	21,427	22,060	19,110	18,167	150,372	4.1%
Paratransit		9,488	7,478	10,644	10,242	9,725	11,044	13,235	12,751	9,817	9,023	84,607	56.3%
Ambulatory		8,355	6,690	9,366	9,070	8,615	9,849	12,242	11,685	8,671	7,812	75,872	50.5%
Wheelchair		1,133	788	1,278	1,172	1,110	1,195	993	1,066	1,146	1,211	8,735	5.8%
Mass Transit		8,050	7,439	8,310	8,172	7,367	7,889	8,037	9,145	9,115	8,978	64,409	42.8%
Mileage Reimbursement		140	145	221	109	236	186	155	164	178	166	1,356	0.9%

Complaints Summary	Performance Standard	JAN. 10	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	Total	Percent of Total
# of Complaints		188	176	216	205	205	240	239	250	246	241	2,206	
Complaint rate (based only on paratransit)	<5%	0.22%	0.27%	0.22%	0.22%	0.24%	0.27%	0.27%	0.28%	0.29%	0.28%	0.26%	
Type of complaint													
Provider no-show		21	16	18	16	21	29	41	32	35	33	262	11.9%
Timeliness		51	58	77	74	76	99	112	116	102	101	866	39.3%
Driver behavior		16	18	19	12	19	13	4	12	22	11	146	6.6%
Service quality		46	31	43	69	70	83	72	41	54	72	581	26.3%
Misc.		54	53	59	34	19	16	10	49	33	24	351	15.9%

Customer Service Center Performance Summary Report	Performance Standard	JAN. 10	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	Total	Percent of Total
# calls received		44,532	41,193	48,427	44,287	42,311	41,802	44,116	45,602	45,054	45,292	442,616	
# calls answered		43,819	39,538	47,279	43,568	41,405	41,050	42,263	42,820	42,982	43,979	428,703	
% of abandoned Calls	<5%	1.6%	4.0%	2.4%	1.8%	2.1%	1.8%	4.2%	6.1%	4.6%	2.9%	2.8%	2.4%
Average speed to answer (seconds)	<60 sec.	20.5	44.4	29.1	19.7	18.5	21.6	34.6	47.5	41	29.5	30.6	3.1
Average hold time (seconds) (duration of call)		90	88	87.4	75.5	87.8	95.5	95.1	94.0	95	95.9	90.4	9.0
Average talk time (seconds)		249.5	228	238.1	186	221.2	232.1	241.2	241.0	236	241	231.4	23.1

Customer Satisfaction Survey Results		Performance Standard	JAN. 10	FEB.	MAR.	APR.	MAY	JUN.	JULY	AUG.	SEPT.	OCT.	YTD Average	Percent of Total (YTD)
Satisfaction with customer service			99.3%	98.9%	99.7%	99.1%	97.9%	98.8%	99.6%	98.5%	99.2%	97.8%	98.9%
Satisfaction with transportation timeliness			96.2%	92.5%	95.4%	96.0%	92.0%	91.9%	91.6%	93.9%	91.5%	89.2%	93.0%
Satisfaction with driver safety and service			93.9%	95.5%	97.0%	95.7%	95.1%	90.3%	89.9%	89.7%	87.8%	93.7%	92.9%
Satisfaction with vehicle cleanliness and maintenance			97.5%	96.5%	98.7%	97.6%	96.9%	94.5%	93.5%	95.2%	94.4%	92.1%	95.7%
Average total	Total Satisfaction	>85%	96.7%	95.9%	97.7%	97.1%	95.5%	93.9%	93.7%	94.3%	93.2%	93.2%	95.1%



**Philadelphia
Medical Assistance
Transportation Program
(MATP)
RFP #14-09**

**Pre-proposal Conference
December 13, 2010**

Today's Agenda

- ❖ Welcome/Introductions
- ❖ Goals of RFP
- ❖ Implementation Schedule
- ❖ Procurement Requirements
- ❖ Technical Evaluation/Program Focus Areas
- ❖ Small/Socially Disadvantaged Business Participation
- ❖ Mentor Protégé Program
- ❖ Contractor Partnership Program
- ❖ Cost Proposal Submission
- ❖ Questions & Answers

Medical Assistance Transportation Program Goals

- ❑ Increase attendance rates and reduce no shows at medical service and healthcare appointments
- ❑ Manage costs through use of lower cost modes (i.e., public transportation, mileage reimbursement)
- ❑ Ensure client satisfaction



Philadelphia MATP Implementation Schedule

Activity	Date
RFP Released	11/30/10
Preproposal Conference	12/13/10
Respond to Questions on RFP	By 12/20/10
Proposals Due	01/31/11
Contractor Selection Announced	5/2011*
Readiness Review/Transition Period	6/1/11-10/30/11*
Contract Effective Date	12/1/11*

Procurement Requirements

- ◆ Due **01/31/11** by **2:00 pm**
- ◆ Transmittal Letter
- ◆ Technical Proposal (8 Proposal Copies)
 - **separately sealed**
- ◆ Technical Proposal Disc/CD (2 copies)
under **separate cover**
(attachments not required)
- ◆ Cost Proposal Submission (2 copies)
 - **separately sealed**
- ◆ Small/Socially Disadvantaged Business Proposal (2copies)
 - **separately sealed**



Procurement Requirements

- ◆ Contractor Partnership Program (2copies)
 - **separately sealed**
- ◆ Mentor Protégé Program (2copies)
 - **separately sealed**

Program Focus Areas

- Reduce average cost per trip
- Reduce paratransit utilization rate
- Enhance relationships between program and healthcare provider communities (dialysis centers, behavioral health programs)
- Assure call center specialist and driver language capabilities for MA recipients w/LEP
- Enhance assessment of the most appropriate mode

Program Focus Areas (Cont'd)

- Ensure quality paratransit services for children receiving behavioral health services
- Establish a responsive complaint process
- Develop a process to establish, monitor, and measure continuous quality improvement
- Develop greater capabilities of management reporting available to the Commonwealth

Cost Proposal Submission

- Separately sealed
- No cost information in the technical portion of submission
- Per Member Per Month



Verification



Information provided at today's preproposal conference is not final nor official until verified in writing by the Department

Important Internet Addresses

<http://www.dgs.state.pa.us/procurement>



<http://www.dpw.state.pa.us>



PROJECT OFFICER

Tyrone Williams
Bureau of Managed Care Operations

tywilliams@state.pa.us
Fax 717-705-8112

Any contact with the Department concerning this RFP must be through the **Project Officer**

Questions and Answers





PA DEPARTMENT OF PUBLIC WELFARE

Contractor Partnership Program

What is the Contractor Partnership Program?

- **The Contractor Partnership Program (CPP) was created by Pennsylvania's Department of Public Welfare (DPW) to create additional employment opportunities within the Commonwealth.**
- **CPP is designed to leverage the economic resources of DPW to create jobs for individuals currently receiving TANF cash assistance by maximizing the recruitment, hiring and retention of those individuals by Commonwealth contractors, subcontractors and grantees.**

Who's required to participate in the program?

- All contractors, vendors, organizations, fiscal agents, county governments etc. that receive funding (25,000 or more) from the Department of Public Welfare (DPW) or a DPW funded initiative in the form of a contract, grant, memorandum of understanding or other contracting vehicle

What are the Pre Selection responsibilities of the Contractors?

- Fully answer **all** questions outlined in the Contractor Partnership Submittal section of the this RFP and any applicable BAFO memos
- While developing hiring numbers and plans to be submitted for scoring and approval; look **both** company and subcontractor wide for the **full** duration of the contract, when evaluating openings and/or potential openings to be filled.
 - ❖ *Percentages and ranges are not acceptable*

It should be noted that...

- In recognition of the difficulties contractors may face in hiring TANF recipients due to the specific scope of services of some RFPs; CPP will credit contractors for TANF public assistance hires that are specific to this RFP, any TANF public assistance hires made in their respective organization not specific to this RFP, as well as any (non duplicated) TANF public assistance hires subcontractors make and maintain on behalf of contractors **during the life of this contract.**
- While DB/MWBs can volunteer to assist contractors in meeting CPP requirements, Contractors can not require DB/MWBs to hire qualified TANF recipients as a stipulation to partnership on any contract that derives from this RFP.

Where are these people located?

- **Contractors can partner with the local service delivery providers in their area; the Workforce Investment Agency (WIA) or Community Action Agency Program (CAAP)**
(Note: Contact CPP to locate an agency within your area)
- **Contractors can also work with faith based organizations, host targeted job fairs, post advertisements in newspapers or the internet**
- **Contractors can post job orders that match “CPP Eligible” TANF recipients via the Commonwealth Workforce Development System (CWDS)**

How do contractors identify that candidates are qualified?

- PA contracts with public and private businesses to provide job skills recipients of TANF
- These Employment and Training sites are located in every county in PA
- Sites train on all things job related ranging from GED, ESL, soft skills, computer skills through in demand trade certifications and associate degrees
- Sites assist TANF recipients with multiple services including but not limited to; transportation, tools, uniforms and childcare
- Sites are monitored by DPW for performance in training curriculum , participation, job placement and job retention of placements
- Sites have designated CPP contacts to facilitate assisting contractors to make qualified hires and to meet your CPP requirements



What organizations have hired individuals through the Contractor Partnership Program?

- Educational Data Systems Incorporated
- Keystone Mercy
- Ameri Choice
- Logisticare
- University of Pittsburgh Medical Center
- Health Partners
- Deloitte
- Community Behavioral Health
- Multiple County Commissions statewide

What type of positions are typically filled by CPP applicants?

- Outpatient Case Manager
- Customer/Member Service Representative
- Data Entry Clerk
- Help Desk Operator
- Administrative Assistant
- Certified Nursing Assistants

- Receptionist
- Janitorial
- Call Center Operator
- Care Manager
- Security
- Outreach Coordinator
- Home Health Aides

What are the reporting requirements for CPP?

- **Within 10 days of receiving the notice to proceed, Contractors must register in the Commonwealth Workforce Development System (CWDS). In order to register the selected contractor must provide business, location and contact details by creating an Employer Business Folder for review and approval, within CWDS at <HTTPS://WWW.CWDS.State.PA.US>.**
- **Contractors are required to complete and submit the PA 1540 Quarterly Employment Report Form on a quarterly basis to document the number of TANF cash assistance recipients hired for that quarter.**
- **The form must be completed in its' entirety and forwarded to the Contractor Partnership Program by the fifteenth day of the following month after the quarter ends. If the 15th falls on a weekend or state holiday the report is due the next business day.**
- **A copy must also be sent to the DPW Project Officer**

What are the reporting requirements for CPP?

Cont.

- **All Contractors, regardless of their contract start date, must submit the PA 1540 based on the calendar quarter. If a contract begins in the middle of a quarter the information reported will be based on activity that occurred from the contract start date through the end of the quarter.**
- **If no activity occurred the form must be completed by stating “No Activity in this Quarter with the Contractor’s comments. This report must be signed by the entity that holds the contract with the DPW; it may not be signed by a subcontractor.**
(This form will be available to be completed via CWDS in spring 2011.)
- **The information submitted on this report will be audited for its’ accuracy and the findings will be utilized to determine if the Contractor is meeting its’ hiring requirements as noted in the contract.**

What are the benefits for hiring via CPP?

- Contractor can utilize PA's vast Employment & Training Network to assist in training, hiring and retention at no cost
- Contractors may be eligible for tax credits for hiring individuals receiving cash assistance
- It depends on the specific profile of the individual candidate
 - Information on tax credits can be found at: <http://www.dli.state.pa.us> (Search for Work Opportunity Tax Credit) or call 1-800-345-2555



For Additional Questions and Information

PA Department of Public Welfare
Office of Income Maintenance – BETP
Contractor Partnership Program
Health & Welfare Building
7th & Forster Streets, 2nd Floor West

Harrisburg, PA 17105

Phone: 1-866-840-7214

Email: RA-BETPCPP@state.pa.us

SIGN-IN SHEETS
 PRE-PROPOSAL CONFERENCE
 RFP # 14-09
 DECEMBER 13, 2010

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