

Questions & Answers Log

	Section Reference	Question	Answer
1		What is the annual value of the grant that is to be awarded to the selected applicant? Does the value increase each year? If so, by how much?	The annual value is calculated based on the actual number of Medicaid eligible members in Philadelphia County. The value may decrease or increase depending on the eligibility membership since payment is made on a per member per month basis.
	Section Reference	Question	Answer
2		How many MA sites are there in Philadelphia? Are they located throughout the entire city? Asking for logistical purposes.	There are 6,168 enrolled service locations that participate in the MA Program all throughout Philadelphia.
	Section Reference	Question	Answer
3		I read that the selected applicant will get 6 months to ramp up services prior to launch. When is the potential launch date of this program once the selected applicant has been chosen?	Upon selection of an applicant, an agreement will be negotiated. It is not possible to give a firm date, but an agreement could have an effective date as early as July 1, 2025.
	Section Reference	Question	Answer
4	I-9	Page v. Calendar of Events. Would the Department consider allowing a second round of questions after the first round of answers are posted so that bidders may ask further clarification regarding any of the original answers or new/updated data provided in the addendum?	Refer to Section I-9. Questions and Answers , Paragraph two for guidance on late questions.
	Section Reference	Question	Answer
5		Page v. Calendar of Events. Would the Department consider extending the due date for proposals by at least two weeks to ensure ample time to review answers to questions and any updated data provided with the addendum?	Any change to the application due date will be determine on a case by case basis.
	Section Reference	Question	Answer
6	I-13	Page 4, I-13. Application Requirements. Due to the size limitations for files, would the Department allow bidders to email a link to a Dropbox site with the files in lieu of sending multiple emails with attachments?	No. Applicants must submit their applications in accordance with Section I-13 of the RFA.
	Section Reference	Question	Answer

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7	I-14	Page 15, Part III Technical Submittal: Is the applicant only allowed to respond where “Applicant Response” indicates? Or can applicants respond under the appropriate heading/question? For example, in A. <i>Company Overview</i> , can applicants add response text under each paragraph of the required information so the text immediately follows the pertinent requirement?	No. All applicants shall provide their response for each section as indicated in the RFA in accordance with Section I-14. <i>Economy of Preparation</i> .
	Section Reference	Question	Answer
8	III-3. A.	Page 15, III-3 Qualifications, A. Company Overview: Can you confirm “significant subcontractor” does not include transportation providers.	Refer to the definition of “significant subcontractor” in Section III-3. Qualifications, A. Company Overview. If a single transportation provider is undertaking more than 10% on the total cost basis of the work associated with this RFA, excluding the direct cost of transportation services [emphasis added], the transportation provider would be a significant subcontractor.
	Section Reference	Question	Answer
9	III-3.	Page 16, III-3 Qualifications, References: Will the Department provide updates on which client and personnel references have been received as they have done in past procurements? References are not employees of the offeror, so it puts additional burden on them to request continual status updates and confirmations.	No. It is the applicant’s responsibility to follow-up with their selected reference contacts to ensure they submit the form by the due date and time specified in the Calendar of Events in accordance with Section III-3. Qualifications.
	Section Reference	Question	Answer
10	III-3.	Page 16, III-3 Qualifications, References: What is the consequence of one or more client and personnel references not submitting the form by the due date? Can you clarify how scoring will be impacted per missing reference?	Only References received by due date and time will be included in the evaluation of the application. Scores will be determined by the application evaluators.
	Section Reference	Question	Answer
11	III-3.	Page 16, III-3 Qualifications, References: May bidders request references from more than three clients (to ensure at least three are received)? If the Department receives more than three, how will that impact scoring?	Refer to response to Q. 10.

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	Section Reference	Question	Answer
12	III-3. C.	Page 17, III-3 Qualifications, Personnel: Given the unknown length of the procurement process and implementation timeline, will DHS accept job descriptions in lieu of resumes for proposed key personnel roles? This will allow bidders to conduct a thorough search for qualified candidates to present to DHS and minimize the risk of potential turnover prior to the start of service.	This is not acceptable for Key Personnel in accordance with Section III-3. Qualifications, C. <i>Personnel</i> , of the RFA. In that same section, refer to <i>Key Personnel Diversions or Replacement</i> , if required.
	Section Reference	Question	Answer
13	III-3. C.	Page 17, III-3 Qualifications, Personnel: If the Department allows job descriptions in lieu of named candidates and resumes for one or more positions in the Key Personnel section, how should the Applicant handle the required Personnel Reference Forms? Can these be omitted without penalty?	Refer to response to Q. 12.
	Section Reference	Question	Answer
14	III-6. A.	Page 21, A. Readiness Review and Implementation Phase: Can the Department clarify the projected award (or Notice to Proceed) date as well as the go live date? These dates (even if they are estimates) are required to build the implementation timeline requested in this section. These dates are also helpful in communicating expectations with SDBs, VBEs, and key staff candidates.	Refer to response to Q. 3.
	Section Reference	Question	Answer
15	III-6. A.	Page 21, A. Readiness Review and Implementation Phase, Item G: This section states that bidder must issue written notices that afford MA consumers of appeal rights “when required”. Can the Department clarify in what circumstances “written notices” are required for complaints? Please also confirm that a written letter is not required for every complaint received.	Refer to Section III-6, Work Plan, Item Z, Appeals and Hearings for MA Consumers.
	Section Reference	Question	Answer
16	III-6. A.	Page 22, A. Readiness Review and Implementation Phase, 3. Initial Notice and Consumer Handbook: Would the Department approve the mailing of a postcard with the URL where all handbook information is posted and kept up to date? With this URL, if consumers would like a copy of the handbook they can request via phone, email or text. This would allow us to provide the most updated information to consumers at all times while reducing costs and supporting sustainability. This also allows us to avoid sending costly handbooks to consumer addresses that may not be current.	The Department would consider this approach. Handbooks, and all written materials, must be provided in hard copy to consumers upon request at no cost to them.

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	Section Reference	Question	Answer
17	III-6. G.	Page 25, G. Operate a Customer Service Center, Item 3: We appreciate the ability to complement the workforce with individuals who work remotely. Can the Department just clarify if those remote workers can be located outside of Philadelphia County and/or outside the state of Pennsylvania?	The applicant may staff its call center with individuals who are physically located in any place that allows the applicant to meet all obligations pertaining to call center operations, data security, and emergency preparedness. Note that the Customer Service Center must be located in Philadelphia, and remote workers must supplement, not comprise the entirety of the complement.
	Section Reference	Question	Answer
18	III-6. G.	Page 26, G. Operate a Customer Service Center, Item 4: The RFP states, “ <i>The selected Applicant may not use electronic call answering methods as a substitute for staff persons to perform services during operational hours.</i> ” Will DHS confirm the contractor may use intelligent virtual agent (IVA) and/or interactive voice response (IVR) so long as callers also have the ability to reach a live agent during operational hours?	IVR and IVA technology may be used during operational hours as long as callers may bypass these systems and reach a live agent.
	Section Reference	Question	Answer
19	III-6. I.	Page 29, I. System Requirements: The RFP refers to the Find My Ride Apply system in which the contractor must review and respond to applications. Can the Department clarify: <ul style="list-style-type: none"> a. Will the selected contractor have to sort through a variety of applications, or will the applications already be filtered so that the contractor can only view those relevant to the MATP program? b. What is the expectation for contractors to do with the “applications” relevant to MATP? Is the contractor required to outreach to each individual who applies for MATP through this site? 	<ul style="list-style-type: none"> a. No. Find My Ride Apply assigns a specific transportation provider to each application depending on the location of the applicant. The contractor will only receive Philadelphia County MATP applications within their organization’s FMR dashboard. b. Find My Ride Apply only allows applications to be submitted for individuals with an MATP eligible code in PROMISE as defined here. Due to this, the Applicant should process any received applications in the site and

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			perform additional outreach as necessary.
	Section Reference	Question	Answer
20	III-6. I.	Page 29, I. System Requirements: Regarding the SEPTA Key program, can the Department provide data on the number of users who received services through this program for the last two years? Can the Department also provide data on the total amount of funds issued to SEPTA Key cards in the last two years?	The Department is not in possession of this data.
	Section Reference	Question	Answer
21	III-6. I.	Page 29, I. System Requirements: Does either/both the Find My Ride Apply and/or SEPTA Reloadable Key Card site have APIs available for the applicant to integrate its system with?	Find My Ride Apply uses APIs in the scheduling and dispatch system PennDOT procured for most of Pennsylvania's shared-ride providers. These APIs allow for consumer profiles to be created and updated in the scheduling system. PennDOT will work with the contractor to try and accommodate their processes using the same interface but there is no guarantee that the existing interface can be made fully compatible with other systems. The Department does not have information on SEPTA Key APIs.
	Section Reference	Question	Answer
22	III-6. J.	Page 29, J. Recruit and Maintain an Adequate Transportation Network: Is the Department open to the Applicant maintaining their own network of Independent Contractors that operate similar to a TNC?	The Department will evaluate and consider any proposal that meets the requirements of this RFA.
	Section Reference	Question	Answer
23	III-6. L. 1.	Page 30, L. Transportation Network Standards, 1. Motor Carrier Authority: This requirement was not outlined in the previous RFP. Is this a current contract requirement or new?	This is a new contract requirement. The underlying requirement for motor carriers subject to regulation by the Public Utility Commission to maintain a valid authority to operate is not new.

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	Section Reference	Question	Answer
24	III-6. L. 1.	Page 30, L. Transportation Network Standards, 1. Motor Carrier Authority: Does this requirement apply to TNCs?	Please refer to Chapter 26 of Title 66 of the Pennsylvania Consolidated Statutes for information about the scope of the Public Utility Commission's motor carrier authority.
	Section Reference	Question	Answer
25	III-6. L. 1.	Page 30, L. Transportation Network Standards, 1. Motor Carrier Authority: Does this requirement apply to independent contracted drivers?	Refer to response to Q. 24.
	Section Reference	Question	Answer
26	III-6. L. 1.	Page 30, L. Transportation Network Standards, 1. Motor Carrier Authority: Is the transportation provider only allowed to transport consumers using the mode of transportation for which they are authorized?	A transportation provider may transport consumers using any mode for which it is qualified to provide transportation.
	Section Reference	Question	Answer
27	III-6. L. 2.	Page 30, L. Transportation Network Standards, 2. Driver Clearances: Is Federal fingerprinting required for TNCs?	As stated in the section cited: "[t]his requirement applies to drivers employed by TNCs."
	Section Reference	Question	Answer
28	III-6. L. 3.	Page 31, L. Transportation Network Standards, 3. Vehicle Standards: Please confirm other transportation providers such as volunteers, sole source providers, and independent drivers are exempt from the camera requirement along with TNCs.	Privately owned and operated vehicles may be exempt from the camera requirement.
	Section Reference	Question	Answer
29	III-6. L. 3.	Page 31, L. Transportation Network Standards, 3. Vehicle Standards: Do the current transportation providers serving the contract already have cameras installed in their vehicles or is this a new requirement? Please clarify the estimated percentage of existing network vehicles that already have cameras installed.	Because this is a new requirement, the Department does not have information pertaining to current alignment with the requirement.
	Section Reference	Question	Answer

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30	III-6. L. 3.	<p>Page 31, L. Transportation Network Standards, 3. Vehicle Standards: The State of Pennsylvania is a two-party consent state, requiring consent from both parties for video recording:</p> <ul style="list-style-type: none"> a. Is it sufficient for the contractor to have signage in the vehicle noting it is monitored by audio and video surveillance or is documented consent required? b. What is the process for obtaining and documenting consent? c. What is the process if a driver or consumer does not consent to the recording? 	Applicants should consult with legal counsel to determine how to operationalize recording requirements in compliance with the Pennsylvania Wiretap Act. As stated in the section cited: “[f]or any consumer who does not consent to such recording, the Applicant shall arrange for alternative transportation or ensure that the consumer is not recorded.”
	Section Reference	Question	Answer
31	III-6. L. 4.	<p>Page 31, L. Transportation Network Standards, 4. Semi-Annual Vehicle Inspections: Would the Department be open to moving to a single annual inspection instead of every six months as is standard in the industry and with vehicle inspections in general?</p>	The selected Applicant may request negotiations of terms.
	Section Reference	Question	Answer
32	III-6. L. 4.	<p>Page 31, L. Transportation Network Standards, 4. Semi-Annual Vehicle Inspections: Is the Department open to virtual vehicle inspections (such as over video conferencing software) for one or both of the semi-annual inspections? This will reduce administrative costs for the offeror, but also reduce burden on the transportation providers.</p>	The Department may consider this approach. Applicants should include the method of inspection they propose to use in their response.
	Section Reference	Question	Answer
33	III-6. Q. 1.	<p>Page 35, Q. Modes of Transportation, 1. Public Transportation: This section states that consumers must have written verification (e.g. a signature) that the medical service was provided and was MA-compensable. Is the selected Applicant allowed to use digital means of confirming the appointment in lieu of a physical signature? For example, using an electronic form for the healthcare provider to complete online? Or using a GPS ping in the mobile app to confirm location/attendance?</p>	A physical signature was provided as an example of a way to obtain verification. Other methods of verification may be proposed.
	Section Reference	Question	Answer

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34	III-6. Q. 2.	<p>Page 35, Q. Modes of Transportation, 2. Mileage Reimbursement: This section states that consumers must have written verification (e.g. a signature) that the medical service was provided and was MA-compensable.</p> <ul style="list-style-type: none"> a. Is the selected Applicant allowed to use digital means of confirming the appointment in lieu of a physical signature? For example, using an electronic form for the healthcare provider to complete online? Or using a GPS ping in the mobile app to confirm location/attendance? b. Will the signature collection process be automated at all through the soon-to-be-released MATP mileage reimbursement management system to allow electronic appointment verification? 	<ul style="list-style-type: none"> a. A physical signature was provided as an example of a way to obtain verification. Other methods of verification may be proposed. b. The Mileage Reimbursement application is in development and its specifications and capabilities have not yet been finalized.
	Section Reference	Question	Answer
35	III-6. Q. 2.	<p>Page 36, Q. Modes of Transportation, 2. Mileage Reimbursement: When the new system is live, how will the payment of mileage reimbursement claims be impacted (if at all):</p> <ul style="list-style-type: none"> a. Will the Department pay mileage reimbursement claims directly, or will that be the responsibility of the selected Applicant? b. If the Department intends to pay mileage reimbursement claims directly after the new system is live, is the selected Applicant only responsible for paying the claims until the new system is in place? c. Depending on whether the Department intends to pay any of the claims directly, should mileage reimbursement expenses be calculated into the PMPM rate? 	<ul style="list-style-type: none"> a. Paying mileage reimbursement claims are the responsibility of the selected Applicant. b. Paying mileage reimbursement claims before and after go-live are the responsibility of the selected Applicant. c. The PMPM rate includes all modes of transportation.
	Section Reference	Question	Answer
36	III-6. Q. 2.	<p>Page 36, Q. Modes of Transportation, 2. Mileage Reimbursement: Can the Department share additional information on the online MATP mileage reimbursement management system so we can accurately plan for integration and ensure we meet RFP requirements?</p>	<ul style="list-style-type: none"> a. i. The system will allow for the entry of anticipated or completed mileage reimbursement trips. It will not be possible to find or request a transportation provider for a trip through the system.

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		<p>a. To help Applicants gauge the level of integration that will be required upon the system's release, can you please provide a high level overview of the anticipated features such as:</p> <ul style="list-style-type: none"> i. Ability to book a trip through the system? ii. Ability for consumers to submit electronic reimbursement claims? iii. Ability to submit signature verifications for attendance? iv. Ability to appeal denied reimbursement claims? v. Ability to follow up on the status of claims/payments? <p>b. What is this new system trying to solve for? What are the key objectives for this tool?</p> <p>c. Will this MATP mileage reimbursement system be used for any other programs, or have any other uses outside of the services specifically provided through this procurement?</p>	<p>ii. Consumers will have an option to directly enter reimbursement requests in the system.</p> <p>iii. The system's reimbursement request workflow will require attendance verification documentation to be uploaded.</p> <p>iv. As appeals must be responded to in writing, the system will not digitize the process but will allow MATP administrators to update already processed requests based on the outcome of appeals.</p> <p>v. The system will track the dates that requests are entered and include tools intended to remind administrators to process aging claims or due payments.</p> <p>b. This information is not needed to provide a response to the RFA.</p> <p>c. Initially, the system will only be used for mileage reimbursement requests with the possibility of expansion to other reimbursement types if successful.</p>
	Section Reference	Question	Answer
37	III-6. Q. 2.	Page 36, Q. Modes of Transportation, 2. Mileage Reimbursement: If the offeror has their own online mileage reimbursement platform, may the offeror propose this system in lieu of the DHS system, or at least until the DHS system is available?	As stated in the referenced section: "[t]he selected Applicant may elect to build an interface between the mileage reimbursement system and its own systems for this purpose, but the Commonwealth will not separately reimburse the applicant for any costs it incurs in building said interface."

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	Section Reference	Question	Answer
38	III-6. Q. 2.	Page 36, Q. Modes of Transportation, 2. Mileage Reimbursement: Will the MATP mileage reimbursement management system have APIs available for the offeror to interface with? If yes, when will those be available?	Such an API was not included in the application's initial release requirements. The feasibility of building an API or other means of interface can be explored with the selected Applicant once the application gets further along in development.
	Section Reference	Question	Answer
39	III-6. Q. 2.	Page 36, Q. Modes of Transportation, 2. Mileage Reimbursement: How will mileage reimbursement be handled prior to the MATP mileage reimbursement management system go live?	The Applicant is responsible for proposing an approach to meet the requirements for mileage reimbursement prior to the implementation of the online application.
	Section Reference	Question	Answer
40	III-6. R. 6.	Page 39, 6. Verification of Trips. Please confirm that the selected Applicant can verify a statistically valid sampling of trips and that verification is not required for every single trip as this would be administratively costly, but also very burdensome on the medical providers.	Current guidelines require verification of a total of 5% of all trips annually. See section 25.A.2. <i>Mileage Reimbursement</i> on page 43 of the MATP - Standards & Guidelines .
	Section Reference	Question	Answer
41	III-6. R. 6.	Page 39, 6. Verification of Trips. The RFP states, <i>"The selected Applicant shall obtain written consent from the consumer to obtain any required information from the consumer's medical providers for verification purposes using the Department's required consent forms."</i> Regarding this requirement: <ul style="list-style-type: none"> a. Is this an existing requirement in the current contract? If so, will the selected contractor have access to existing consent forms already on file with the incumbent broker? b. Can the Department provide a sample of this form? c. Can the selected contractor digitize this form and allow electronic signature? d. Can the contractor accept recorded verbal authorization via phone call in lieu of the written consent form? 	This is a new requirement for this agreement. Please refer to MATP Ops Memo # 07/2024-001 for additional information and guidance related to this requirement, including the current form used. MATP Ops Memo 07 2024 001

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		<p>e. Can the contractor digitize the form within their mobile application and allow the consumer to submit the form through the app instead of requiring it to be mailed?</p> <p>What happens if a consumer refuses or fails to submit the consent form? Is the contractor then prevented from verifying service provision? Is the contractor allowed/required to deny service to the consumer if they refuse/fail to fill out the form?</p>	
	Section Reference	Question	Answer
42	III-7. D.	<p>Page 48, D. Bolstering Service Delivery through a Digital Experience Strategy: Upon authenticating with the Keystone Login, is the Commonwealth's intent that the member will be redirected to the Applicants page? Assuming a redirect occurs, is it required that after the redirect the consumer will see Keystone-branded Transportation Service related information, or can the Applicant have standard company branding after the redirect (this is the lower cost option)?</p>	Refer to the attached <i>Keystone Login and Identity Proofing Standard</i> document for more information.
	Section Reference	Question	Answer
43	III-7. D.	<p>Page 48, D. Bolstering Service Delivery through a Digital Experience Strategy: Are the technology requirements outlined in this section required to be functional at the time the contract goes live, or is the Commonwealth willing to grant a grace period (such as three to six months) for vendors to work with the Commonwealth on the necessary integrations and testing?</p>	All selected applicants for this RFA will undergo an <i>IT Risk Management Vendor Risk Assessment</i> . (Refer to the attached document for more information.) If a vendor is found out of compliance with any IT area, a waiver may be requested. Waiver approval will allow the vendor additional time to achieve compliance.
	Section Reference	Question	Answer

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44	III-7.E	<p>Page 48, E. Non-Commonwealth Hosting, Item 1: This section references the Offeror providing SOC I and SOC II reports.</p> <p>a. Are SOC I and SOC II reports required? If so, would the Department consider HITRUST instead? SOC 2 is a reporting format and not a security framework, HITRUST and SOC 2 are both related to the protection of sensitive personal data, but they have different purposes and scopes. SOC 2 is an attestation report, while HITRUST is a certification. SOC 2 is a reporting framework that allows organizations to choose which of the five Trust Service Criteria (TSC) categories to report on and engage an external auditor to verify the controls. HITRUST is a control framework that uses 19 categories and 453 controls aligned with HIPAA and focuses on handling electronic protected health information (ePHI). HITRUST also uses a maturity rating for each control and identifies Corrective Action Plans (CAPs) to help achieve certification.</p> <p>b. If the Department still requires SOC reports, can the Applicant provide a hosting partner's SOC reports instead of performing a SOC on its own?</p>	<p>a. For the IT Risk Management Vendor Risk Assessment, the vendor may provide a copy of the vendor's SOC 2 Type II, ISO 27001 certification, SIG and/or other relevant security documentation.</p> <p>b. See response to "a." above.</p>
	Section Reference	Question	Answer
45	III-7.E.	<p>Page 48, E. Non-Commonwealth Hosting, Item 2: This section refers to a list of documents required for an IT Vendor Risk Assessment review. Please clarify whether these documents are to be submitted with the proposal, or upon award. If they must be submitted with the award, please clarify what the "PenTest Summary Results" refers to and what the offeror should submit for this if it is unavailable.</p>	<p>This assessment requires the vendor to demonstrate compliance with IT Policy. The list of documents referenced in the RFA is required to be provided by the Applicant upon their notification of selection. See below for a description of a PenTest. Penetration Test (PenTest) results are the findings from a simulated cyber-attack on a computer system, network, or application to identify vulnerabilities that could be exploited by attackers. PenTest results typically include:</p>

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			<ol style="list-style-type: none"> 1. Executive Summary: A high-level overview of the test, including the scope, objectives, and key findings. 2. Test Scope and Method: Details about what was tested, the methods used, and the timeframe of the test. 3. Vulnerabilities Found: A list of vulnerabilities discovered during the test, including their severity and potential impact. 4. Exploit Details: Information on how each vulnerability was exploited, including the steps taken by the testers. 5. Risk Ratings: Each vulnerability is assigned a risk rating to help prioritize remediation efforts. 6. Recommendations: Suggestions for fixing the identified vulnerabilities and improving overall security. 7. Conclusion: A summary of the overall security posture and any additional observations.
	Section Reference	Question	Answer
46	III-7. I.	Page 55, Referral and Conflict-Free Requirements: Does this referral prohibition include TNCs or if the Applicant has developed a network of independent driver providers – in essence, a Healthcare TNC?	The applicant should consult legal counsel for guidance regarding compliance with federal law.
	Section Reference	Question	Answer
47	Part VI.	Page 66, Part VI Contractor Partnership Program. If we are not the incumbent, how do we calculate the hiring target as we are to use the number of new hires at our organization's Pennsylvania offices.	The formula for calculating the hiring target is the same. Offerors will only count hires made in PA over the last 3 years.
	Section Reference	Question	Answer

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48	Appendix C.	Appendix C, Page 23, Section 34 Insurance: These are the only insurance requirements listed in the RFP, but are included in the IT Terms and Conditions appendix. Are there other, additional insurance requirements for non-IT components of the program?	Please refer to insurance requirements related to volunteer drivers in Section III-6, Subsection Q, Item 3; transportation provider vehicles in Section III-6, Subsection L, Item 3; and subcontractor monitoring in Section III-6, Subsection L, Item 7.
	Section Reference	Question	Answer
49	Appendix C	Appendix C, Page 23, Section 34 Insurance: Can a General Liability per occurrence limit of \$5M be considered in lieu of the \$500K “per person” requirement?	See Section III–10. An applicant shall identify which, if any, terms and conditions in Appendix C it would like to negotiate. However, the Applicant must submit its application, including the cost proposal, on the basis of the terms and conditions set forth in Appendix C, as any application conditioned on the negotiation of terms and conditions will be rejected.
	Section Reference	Question	Answer
50	Appendix C	Appendix C, Page 23, Section 34 Insurance: Will blanket additional insured endorsements be accepted?	Refer to response to Q. 54.
	Section Reference	Question	Answer
51	Appendix C	Appendix C, Page 23, Section 34 Insurance: The cancellation provision requires 15-day notice of cancellation. Will a 30-day notice and 10-day non-payment notice of cancellation be accepted instead as underwriters are typically unwilling to amend this timeframe?	Refer to response to Q. 54.
	Section Reference	Question	Answer
52	Appendix K	Appendix K: MATP Performance Measures: Would the Department respectfully consider a three-month cure period following go live on any liquidated damages so the vendor can focus on a successful implementation?	The Department may exercise discretion in choosing whether or not to impose liquidated damages pursuant to Section III-9. The Department will consider requests for cure periods on a case by case basis.
	Section Reference	Question	Answer

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53	Appendix K	Appendix K: MATP Performance Measures: Please provide a listing of liquidated damages assessed for the past three years, by year, for this program. Please provide both the category and dollar amount for these liquidated damages.	This information is not needed to provide a response to the RFA.
	Section Reference	Question	Answer
54	Appendix K	Appendix K: MATP Performance Measures: Please provide a report of performance against these Key Performance Measures for each of the past three years.	This information is not needed to provide a response to the RFA.
	Section Reference	Question	Answer
55	Appendix K Part III.R.5.c.	Appendix K: MATP Performance Measures, Late Paratransit Trips: Page 39, Section 5. Completed Trips defines late trips as 30-44 minutes after the scheduled pick-up times, and trips 45 minutes or more late as “exceptionally late”. This does not match the standard in Appendix K which defines late trips as pick up outside 15 minutes from the scheduled pick up time. Can the Department please clarify this standard and revise Appendix K to match the definition of late trips being 30 or more minutes late as defined in Section 5 of the RFP.	The language initially included in the RFA Part III.R.5.c. on page 39 was incorrect. Refer to Addendum 3 for the amended RFA language. .
	Section Reference	Question	Answer
56	Appendix K	Appendix K: MATP Performance Standards, Missed Paratransit Trips: Page 39, Section 5. Completed Trips states that if the transportation provider does not arrive within 30 minutes of the scheduled pick-up time, the trip is considered incomplete. Does this mean that if a trip is more than 30 minutes late, it is also considered a “Missed Paratransit Trip” in relation to the application of this liquidated damage? Or does this standard only apply to trips that were never completed?	An incomplete trip is considered a missed trip.
	Section Reference	Question	Answer
57	Appendix K	Appendix K, MATP Performance Measures, Complaints: Will DHS confirm the performance measure for complaints is < 1% for <i>substantiated</i> complaints?	Yes. This performance measure refers to substantiated complaints.
	Section Reference	Question	Answer
58	Appendix O	Appendix O, Eligibility Verification System: Regarding the PA Medical Assistance (MA) PROMiSe Eligibility Verification (EVS) system's Batch EVS, is this a real time batch process or will results of batch inquiries be returned to the contractor once a day?	PROMiSe accepts Batch 270 EVS Request and will respond with a Batch 271 EVS Response. PROMiSe also accepts Real Time 270 EVS Request and will respond with a Real Time 271 EVS Response.

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	Section Reference	Question	Answer
59	Appendix O	Appendix O, Eligibility Verification System: On what frequency and file format will member eligibility change and full files be provided to the Applicant?	There is no established file format or frequency of eligibility file transfers from the Department to the Applicant. The Applicant will utilize PROMISe EVS Requests to verify eligibility. If a successful Applicant would like to establish a file exchange process, this may be discussed with the Department upon award.
	Section Reference	Question	Answer
60	Appendix Q	Appendix Q: Data Book: The data provided with the RFP only covers July 2019 to July 2022. This is the same original data set that was provided in the 2023 procurement from two years ago and the data is too old to allow bidders to accurately gauge volume for this program. Further, this time period reflects COVID data and is likely not an accurate representation of current program statistics. Please provide updated data for August 2022 to at least July 2024. Data from July 2022 through December 2024 would be preferred.	The data provided in Appendix Q is now updated through December 2024.
	Section Reference	Question	Answer
61	Appendix Q	Appendix Q: Data Book: Please clarify if the trip data in Appendix Q represents individual trip legs or round trips.	The data in Appendix Q represents individual trip legs.
	Section Reference	Question	Answer
62	Appendix Q	Appendix Q: Data Book: Please clarify if the trip data in Appendix Q represents all trips that were scheduled, or if it is limited to only include trips that were completed. In other words, does this data include trips that were booked but later canceled, marked as no-shows, otherwise incomplete, etc.?	The trip data only reflects trips that were completed, as reported by the transportation provider. Canceled, no-shows and incomplete trips are not to be reported as they do not count as a trip.
	Section Reference	Question	Answer

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63	Appendix Q	Appendix Q: Data Book: Please provide the percentage breakdown of ambulatory vs. wheelchair trips included in the Para Transit mode data.	The data source for the Databook does not break down the trips in that format and is not included in the report.
	Section Reference	Question	Answer
64	Appendix R	Appendix R, Definitions: Regarding the definition of Transportation Network Company (TNC), would independently contracted drivers fall into this category?	The Department cannot provide an answer to this question without specific information regarding specific independently contracted drivers. The applicant must consider whether an independently contracted driver meets the following definition: “A person or entity that obtains a license to operate a transportation network service by a parking authority of a city of the first class established and incorporated in accordance with 53 Pa.C.S. Chapter 55 (relating to parking authorities) and that uses a digital network to facilitate prearranged rides.”
	Section Reference	Question	Answer
65	Appendix Q	General: Please provide average mileage per trip leg by mode of transportation for the past three years (2022, 2023, and 2024).	This information is not required by the Department, nor is it reported to the Department.
	Section Reference	Question	Answer
66	III-6. G.	General: Please provide monthly call volume for the past three years (2022, 2023, and 2024).	<u>2024</u> Total: 283,140 January: 23,654 February: 22,101 March: 21,135 April: 24,700 May: 23,479 June: 21,582 July: 24,669 August: 23,519

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			<p>September: 24,397 October: 26,379 November: 23,727 December: 23,798</p> <p><u>2023</u> Total: 326,993 Monthly Low: 19,427 Monthly High: 31,358</p> <p><u>2022</u> Total: 345,951 Monthly Low: 23,756 Monthly High: 33,854</p>
	Section Reference	Question	Answer
67		General: How much of this RFP represents new requirements for the contract? Can DHS specify which requirements, if any, are new to the contract and not currently performed by the incumbent?	Please compare the requirements of this RFA to the RFA under which the program currently operates: RFA 01-15, which can be found on PA - eMarketplace .
	Section Reference	Question	Answer
68		General: What are the Department's three main goals or desired areas of improvement for the new program?	This information is not required to respond to this RFA.
	Section Reference	Question	Answer
69	III-6. N.	General: Will the applicant be required to have an Authorization for mode and number of trips approved on file, before transportation is allowed to be performed?	The applicant must authorize transportation prior to scheduling and providing that transportation. Deviations from this requirement may be considered on a case-by-case basis in the event of urgent need.
	Section Reference	Question	Answer
70	III-6. Y.	General: Please provide the complaint percentage for each of the past three years of the contract.	Refer to response to Q. 54.
	Section Reference	Question	Answer

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71	III-6. L. 2.	(Section L.2. - Pg 30): TNCs, similar to public transit agencies and ambulance companies, are contracted providers but their drivers are not individually credentialed by a transportation broker. The broker's contracts with the TNCs and similar providers include the requirements of MCOPS Memo # 2021-001 in that the providers have agreed to provide individual drivers' applicable background records promptly upon request. Please confirm Applicants are not required to maintain credentialing records for all TNC and similar type drivers and that the contractual ability to obtain applicable records from TNCs and similar providers in compliance with MCOPS Memo #2021-001 will meet the Driver Clearance requirements.	TNCs are required to adhere to the provisions of Section 209, Division CC, Title II, of the federal Consolidated Appropriations Act of 2021, as described in MATP Operations Memorandum # 2021-001. The applicant is not necessarily required to credential individual drivers for TNCs but is responsible for ensuring the TNC's compliance with these provisions.
	Section Reference	Question	Answer
72	III-6. G. 4.	(Section G.4. – Pg. 26): The hours of operation is a new requirement, specifically including Sunday. Is there is an expectation that transit passes are to be distributed during this time frame or is Sunday for reservation support only with customer service?	The Applicant's proposal should include a description of the functions and responsibilities the Customer Service Center will perform during any hours of operation. There is no explicit requirement that transit passes must be distributed on any particular days or during any particular hours.
	Section Reference	Question	Answer
73	III-6. I. 3.	(Section I.3. – Pg. 29): 65% of volume is mass transit, are all unique members required to have a reloadable key card? Or can key cards and other transit options be distributed based on the healthcare facility, member request or treatment type.	The RFA does not specify that all members utilizing mass transit are required to be issued a reloadable SEPTA Key Card. The Applicant's proposal should include a description of the plan to manage mass transit services including utilization of SEPTA key cards.
	Section Reference	Question	Answer
74	III-6. L. 3.	(Section L.3. – Pg. 31): Can verbal consent from a member be documented in our database during the call reservation intake and be considered acceptable?	Refer to response to Q. 30.
	Section Reference	Question	Answer

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75	III-6. G. 6.	(Section III-6.G.6 – Pg. 25): May afterhours and backup customer service centers and staff located out of state be used for overflow calls, including disaster recovery, and for handling sudden and unexpected increases in call volumes as long as all calls handled by such locations and staff are included in call center reporting?	Refer to response to Q. 17. The Applicant's proposal should include the description of the plan to handle the situations listed.
	Section Reference	Question	Answer
76	Appendix K	(Appendix K – MATP Performance Measures): The metric in this RFA references 'Average Speed to Answer', yet the department has added a 95% SLA term to the metric in Appendix A making it extremely confusing and outside of industry standard, and if read in its most restrictive form will require very high staffing levels to meet. Will the Department consider striking the 95% language to maintain an ASA requirement only (i.e., the monthly average speed of answer will be 60 seconds or less)? Alternatively, will the Department consider a standard service level type SLA (i.e., 95% of calls must be answered within 60 seconds)?	The SLA metric in Appendix K is accurate and consistent with the current KPM that is applied to the incumbent vendor. The selected Applicant may request negotiations of terms and KPMs.
	Section Reference	Question	Answer
77	Appendix K	(Appendix K – MATP Performance Measures): The metric in this RFA references 'Average Hold Time' (i.e., Total number of calls on hold less than 2 minutes divided by the number of calls placed on hold), yet the department has added a 95% SLA term to the metric making it extremely confusing and outside of industry standards, and if read in its most restrictive form will require very high staffing levels to meet. Will the Department consider striking the 95% language to maintain an Average Hold Time requirement only (i.e., Total number of calls on hold less than 2 minutes divided by the number of calls placed on hold)? Alternatively, will the Department consider a standard service level type SLA (i.e., 95% of calls must have hold time of 2 minutes or less)?	Refer to response to Q. 76.
	Section Reference	Question	Answer
78	Appendix N	(Appendix N – Covered and Uncovered Services, #16.b,Dentists): Do Age limits apply? Does a member have to be <21? If yes, are there any special circumstance that a member over 21 would be allowed to utilize NEMT service for dental appointments?	No categorical age limits apply to dental services. While adults over age 21 do have a limited dental benefit, dental services may be covered.
	Section Reference	Question	Answer

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79	Appendix N	(Appendix N – Covered and Uncovered Services): Will MATP provide a list to the Grantee of all participating medical providers?	The Department will provide access to systems or file transfers that allow the selected Applicant to verify provider enrollment upon award and determination of readiness. A list will not be provided at this time.
	Section Reference	Question	Answer
80	Appendix N	(Appendix N – Covered and Uncovered Services, #16.FF. Veterans Administration Hospitals): Will MATP provide a list to the Grantee of all enrolled MA providers located within a Veterans Administration Hospital?	Refer to response to Q. 79.
	Section Reference	Question	Answer
81	VI. 3. I.	(Section VI-3.I. – Pg. 62): May the fulfilment of the hiring target include staff hired / employed by Applicant's affiliates that share common ownership with Applicant?	It would be specific to the grantee and any subgrantees. Any affiliate companies, operating separately from the grantee would not be included in their hiring target.
	Section Reference	Question	Answer
82	III-3. C.	<p>(Section III-3.C. – Pg. 18): This section requires that 'A minimum of three client references for each Key Personnel be provided. All client references for Key Personnel must be outside clients (non-DHS) who can give information on the individual's experience and competence to perform tasks similar to those requested in this RFA.'</p> <p>As the incumbent, a number of the candidates serving in Key Personnel roles have served Philadelphia's MATP program for more than ten years and may not have previous experience working directly with non-DHS Clients. To accommodate this requirement given the longstanding service of these employees to Philadelphia's MATP program, will the department consider permitting a Key Personnel candidate who has served 5 or more years supporting the administration of the Philadelphia County MATP program as experience to satisfy the requirement for Client References?</p>	The Applicant should supply the most responsive references available.
	Section Reference	Question	Answer

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83	III-3. C.	(Section III-3.C. – Pg. 18): Alternatively, if the Department answered NO to the prior question, may incumbent employees that have served the MATP program for more than 5 years use medical providers as references?	Refer to response to Q. 82.
	Section Reference	Question	Answer
84	MATP – Standards & Guidelines	(Section III-6.Q.1. – Pg. 36): What repercussions will the Department all the Applicant to enforce against the Member if the Member doesn't return the required signature verification document(s)? For example, are mass transit benefits to be suspended for the Member if the verification is not completed?	Current policy allows mileage reimbursement requests to be denied via written notice with appeal rights when at least one attempt to contact the consumer to obtain missing information is unsuccessful. Refer to section 25.A.1 on page 43 of the MATP – Standards & Guidelines .
	Section Reference	Question	Answer
85	III-6. Q. 1.	(Section III-6.Q.1. – Pg. 36): Based on experience in volume from 2024, if this requirement was applied as written and 100% of all mass transit trips were to be verified, more than 680K forms + signatures would need to be obtained, submitted to the Applicant, and verified each year to maintain compliance with this new requirement. Rather than a paper signature requirement for the Member to return directly to the Applicant, will the department allow Applicants to leverage best practice using an online or electronic verification system that may be completed by the healthcare professional?	Refer to response to Q. 40.
	Section Reference	Question	Answer
86	Appendix N	(Appendix N – Pg. 2): Does PA MATP have any plans to expand covered Levels of Service or update policies or programs with the potential to increase volume?	Appendix N represents the most current summary of covered services. Additional covered services may be added to the program at any time.
	Section Reference	Question	Answer
87	Appendix B	(Appendix B, J-Cost): Over the last three years mass transit has been decreasing in percentage of total volume. In 2022 Mass transit was 71% of total volume versus 61% in 2024. Does MATP anticipate this trend to continue?	Between 2022 and 2024, SEPTA's total fixed route ridership has increased, but utilization of mass transit has not increased similarly within MATP. The Applicant is responsible for selecting the least costly appropriate mode of transportation. Utilization levels of

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			each mode of transportation will depend on which is the least costly and appropriate mode for each individual consumer based on their needs.
	Section Reference	Question	Answer
88	II-6. R. 5.	(Section III-6.R.5 – Pg. 39, "Additionally, if the transportation..."): If the TP does not pick up the member in the 30 minute window (15 before and 15 after the scheduled pick up time), does this mean that a verified-paid trip in our encounter cannot be submitted?	If the member is to be able to attend a covered medical appointment even after the transportation provider arrives late/exceptionally late, the ride may be submitted for payment. If the Member is unable to attend the appointment due to the late/exceptionally late arrival of the transportation provider, the encounter should not be submitted as completed. In addition, all late/exceptionally late arrivals will be reported as such on the monthly state report.
	Section Reference	Question	Answer
89	Appendix Q	(Appendix Q): Membership has decreased by 126,000 since January of 2023 to December of 2024. Does MATP anticipate further decreases in membership in the next three years.	The Department does not anticipate any further decreases in the next three years.
	Section Reference	Question	Answer
90	Appendix N	(Appendix N): Are there limitations on the broker advertising or encouraging members to switch from higher levels of service to Mass Transit and Gas Reimbursement?	It is permissible to advertise and educate members on the availability of different modes of services but are required to arrange the most appropriate and cost-effective transportation services for consumers based on current needs assessment.
	Section Reference	Question	Answer

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91	Appendix B	(Appendix B): Given the volatility of the market in the last three years due to inflation, wage increase, gas prices, and insurance increases, would the state be willing to participate in an annual rate revenue, as opposed to setting rates three years in advance?	At its discretion, the Department may increase or decrease the total grant amount through a funding adjustment. Any requests to the Department for an increase or decrease must be in writing and due to a substantial change in operating the program at the current grant amount.
	Section Reference	Question	Answer
92	Appendix B	(Appendix B): If there are similar future unforeseen drastic economic changes as we've seen in the last three years, would the state be willing to renegotiate rates?	Refer to response to Q. 91.
	Section Reference	Question	Answer
93	Appendix B	(Appendix B): Since 2019 Gas Reimbursement has increased from \$0.12 per mile to \$0.30 per mile in 2022. Current IRS rate is \$0.70. Does the state anticipate another increase to keep up with inflation?	The current mileage reimbursement rate is \$0.25 per mile and currently do not anticipate an increase.
	Section Reference	Question	Answer
94	Appendix B	(Appendix B – J-Cost): Does PA MATP expect increases in Mass Transit rates?	The Department pays a per member per month rate, not a trip rate.
	Section Reference	Question	Answer
95	Appendix B	(Appendix B): The state is projecting an increase in membership increase every month. What is the reasoning for this projected month over month increase?	Membership projections were developed using the best available data at the time the projections were prepared. Note that actual payments will be based on actual, rather than anticipated, enrollment.
	Section Reference	Question	Answer
96	Appendix B	(Appendix B): Mass Transit and Gas Reimbursement usage are lower than they have historically been, decreasing their percentage of all trips. Does the plan expect usage to return to these levels of service?	The Department is unable to provide any projections regarding future utilization levels.
	Section Reference	Question	Answer
97		Are there limitations on the broker advertising or encouraging members to switch from higher levels of service to Mass Transit and Gas Reimbursement?	Refer to response to Q. 90.
	Section Reference	Question	Answer

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98	Appendix B	(Appendix B): The current minimum wage in Pennsylvania is \$7.25, but it is increasing across the country and brokers are having to pay higher wages to retain and attract employees. Gas prices have also doubled in three years and inflation is currently 8%. Due to a labor shortage, facilities have also closed, which is suppressing utilization. Given these economic factors, would the state be willing to participate in an annual rate revenue, as opposed to setting rates three years in advance?	Refer to response to Q. 91.
	Section Reference	Question	Answer
99	Appendix B	(Appendix B): Wages for transportation providers have increased over 30%. Insurance costs have increased significantly as well. Fuel cost has also doubled. Inflation rate is over 8.5%. The combination of all these factors has significant impact on transportation provider reimbursement rate. In recent months, transportation brokers have had to increase rates over 30%. The combination of this increase with increase gas reimbursement rates and shifting level of service cause about 40% increase in unit cost since 2019. If there are similar future unforeseen drastic economic changes, will the state be willing to renegotiate rates?	Refer to response to Q. 91.
	Section Reference	Question	Answer
100		Does participation in the MATP as a broker require a specific brokerage license in addition to our TNC and PUC licenses?	The Department has attempted to include all relevant licensure requirements in this RFA. Please consult an attorney regarding any licensure requirements by any entity other than the Pennsylvania Department of Human Services.
	Section Reference	Question	Answer
101		Are additional licenses required beyond TNC and PUC to comply with the MATP's scope of services?	Refer to response to Q. 100.
	Section Reference	Question	Answer
102	I-5	Will the total routes under the MATP agreement be divided among multiple brokers, or will the awarded broker handle all routes within Philadelphia County?	The Department intends to select a single broker in response to this RFA.
	Section Reference	Question	Answer

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103	II-5	Does the application process mandate bid bonds or performance bonds, and if so, what is the required amount and process?	See Section II–5, Applicant Responsibility, subsection B. regarding when the Department may require a performance bond.
	Section Reference	Question	Answer
104		Are subcontractors providing WAVs, paratransit, and other vehicles required to be registered vendors under Commonwealth or DHS regulations?	The Department has included all relevant requirements for subcontractors and transportation providers of which it is aware in this RFA.
	Section Reference	Question	Answer
105	Appendix C	Must subcontractors carry separate insurance policies in addition to the coverage provided under our TNC umbrella? If so, what specific coverage is required?	Subcontractors must procure and maintain, as appropriate, the types of insurance listed in Appendix C, IT Contract Terms and Conditions, section 34. Insurance.
	Section Reference	Question	Answer
106	Appendices D & E I-11 Part V and IV	Are subcontractors required to hold certifications as a Minority Business Enterprise (MBE) or Disadvantaged Business Enterprise (DBE) to be eligible for participation?	See SDB and VBE requirements in Appendices D and E; and the RFA section I-11, Parts V and VI. The SDB and VBE are certified by the Commonwealth of Pennsylvania, Department of General Services, Bureau of Diversity, Inclusion and Small Business Opportunities (“BDISBO”) which is different than the federal MBE and DBE program.
	Section Reference	Question	Answer
107		Is there a requirement for subcontractors to undergo specific training or certification related to MATP services, such as gatekeeping and scheduling functions?	Refer to response to Q. 104.
	Section Reference	Question	Answer

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108		Will subcontractors need to demonstrate compliance with federal standards, such as 42 C.F.R. §438.10 and §431.53, as part of their participation?	Refer to response to Q. 104. Note that if an Applicant delegates a function to a subcontractor, the Applicant remains responsible for the subcontractor's compliance with all relevant legal and contractual requirements.
	Section Reference	Question	Answer
109	III-6.BB	Should the broker provide a comprehensive fraud and abuse prevention plan, or will DHS supply a framework for this purpose?	Please provide the materials requested in Section III-6, Subsection BB.
	Section Reference	Question	Answer
110		What level of collaboration is expected with the incumbent provider during the transition period?	The incumbent will adhere to all turnover requirements detailed in its current agreement. These requirements may be found in Section IV-4, Subsection CC, of RFA# 01-15 on PA - eMarketplace on pages 53-55.
	Section Reference	Question	Answer
111	Appendix L	Are there defined penalties for subcontractor non-compliance, such as delayed or denied services?	The awarded Applicant will be ultimately responsible for compliance with all terms of the agreement, including those delegated to a subcontractor. The Department will hold the selected Applicant accountable for subcontractor non-compliance according to the penalties and liquidated damages described in this RFA, and the Applicant may in turn hold its subcontractor accountable and assess penalties in whatever manner it chooses, as provided in the subcontract and in alignment with Appendix L.
	Section Reference	Question	Answer
112		How will DHS verify the readiness of the broker's IT systems and operational capabilities?	The Readiness Review process is described in Section III-6, Subsection A.

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	Section Reference	Question	Answer
113	III-6.I	Our dispatch system efficiently assigns rides to subcontractors based on predefined system administrator specifications. Are there specific requirements for such a system, and will DHS provide API access to the broker to validate MA user eligibility?	All relevant requirements pertaining to systems are included in the RFA. Please refer to Section III-6.I. PROMISE does not have an eligibility API.
	Section Reference	Question	Answer
114	III-6.G.1	Is it required for a call center serving U.S. operations to be located in the U.S., or can it be based offshore? Are there any regulations around this?	See Section III–6, G. 1. The successful applicant shall establish and maintain a Customer Service Center physically located in Philadelphia County.
	Section Reference	Question	Answer
115		1. SDB & SB Compliance and Performance in Philadelphia <ul style="list-style-type: none"> What are the current assessed damages for Philadelphia, categorized by reason and total fines assessed? Is the current vendor in Philadelphia meeting its Small Diverse Business (SDB) and Small Business (SB) requirements? Has the incumbent met its SDB commitment goal for the current contract? If not, what corrective action plans have been implemented? Has the incumbent successfully met its SDB commitment goals for its previous two awarded contracts? 	This information is not needed to provide a response to the RFA.
	Section Reference	Question	Answer
116	Appendix F Appendix D	2. Payment Structure & Financial Accountability <ul style="list-style-type: none"> Is there a set standard payment structure required for Small Diverse Business (SDB) transportation providers? How is the state ensuring that any driver bonuses or additional payments provided due to hardships (e.g., COVID-19 relief, emergency support, or other state-issued incentives) are actually distributed to SDBs and not retained by the prime contractor? 	<ul style="list-style-type: none"> Refer to Appendix F, Model Form of Small Diverse Business/Veteran Business Enterprise Subcontractor Agreement, Section 13, Payment for Services, and Appendix D - Small Diverse Business Participation Packet, section V. g. This information is not needed to provide a response to the RFA.

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		<ul style="list-style-type: none"> Has the state tracked previous driver bonuses? What portion of these payments were distributed to SDB transportation providers during the pandemic and afterward? 	This information is not needed to provide a response to the RFA.
	Section Reference	Question	Answer
117	III-3.D. Appendix D Addendum 1 Part V	3. Contracting & Subcontractor Designation <ul style="list-style-type: none"> Are transportation vendors we contract with to provide transportation services considered subcontractors for the purposes of this RFP? Would these transportation vendors be classified as suppliers that could be utilized for SDB eligibility? If an SDB currently serves as a subcontractor with a selected prime contractor under the Medical Assistance Transportation Program (MATP), will a new Letter of Intent (LOI) be required for the upcoming contract? Can an SDB sign multiple LOIs with different prime contractors under this RFP? How does BDISBO ensure that no other agreements overrule an SDB's contractual commitments or Letter of Intent obligations? 	<ul style="list-style-type: none"> All vendors identified by the Prime as a subcontractor will be considered a subcontractor for purposes of this RFA. Refer to the RFA section III-3.D. Subcontractors. To be considered, a vendor must be a verified SDB firm. Refer to Appendix D - Small Diverse Business Participation Packet and the Addendum 1 attachment RFA 06-24 Pre-Application Conference Presentation_1.23.25 for SDB/VBE eligibility requirements. A new Letter of Commitment is required for this RFA. The RFA does not forbid a vendor from participating in multiple applications. The SDB/VBE commitments made as part of the proposal submission for evaluation for award includes SDB and VBE "Letter of Commitment" binding Prime and sub-contractor agreements. As stated in Part V " Small Diverse Business and Veteran Business Enterprise Participation Information, Section V-4. Contract Requirements—SDB and VBE Participation ", V-4 Contract

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			<p>Requirements... , Item B. #1” Required Terms” which states - “Required contract terms. All agreements containing SDB and VBE participation must contain the following provisions to be maintained through the initial term and any subsequent options or renewals”:</p> <ol style="list-style-type: none"> 1. Each SDB participation commitment and each VBE participation commitment which was credited and the total percentage of the SDB participation commitments and VBE participation commitments made at the time of application submittal or agreement negotiations, as applicable, become contractual obligations of the selected Applicant upon execution of its Agreement with the Commonwealth”. 2. And Item #3 “The selected Applicant cannot alter its overall SDB or VBE commitments or commitments made to individual SDB or VBE subcontractors without written approval from the Department and BDISBO”. <p>Furthermore, The ‘commitments’ are tracked for compliance via quarterly utilization reports. Per Part V, Section V-4, Item D #1, “Utilization Reports”. “The selected Applicant cannot alter its overall SDB or VBE commitments or commitments made to individual SDB or</p>
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			<p>VBE subcontractors without written approval from the Department and BDISBO.”</p> <p>Please review SDB/VBE 1 – “INSTRUCTIONS FOR COMPLETING THE SMALL DIVERSE BUSINESS (SDB) PARTICIPATION SUBMITTAL AND SDB UTILIZATION SCHEDULE.” And PART V SMALL DIVERSE BUSINESS AND VETERAN BUSINESS ENTERPRISE PARTICIPATION INFORMATION</p>
	Section Reference	Question	Answer
118	<p>Part V</p> <p>Appendix B</p>	<p>4. Fixed Percentage Commitments & Financial Obligations</p> <ul style="list-style-type: none"> Is the selected applicant obligated under the RFA and grant to fulfill the fixed percentage commitment made to each SDB and SB business as determined by BDISBO? Does the Transportation Agreement (TA) contractor’s obligation extend to both BDISBO and the designated SDB/SB business? Under the Grant Agreement’s Non-Emergency Medical Transportation (NEMT) Per Member Per Month (“PMPM”) rate, is the offeror required to: <ul style="list-style-type: none"> Pay the PMPM percentage commitment made to SDB/SB as a subcontractor? Pay the total agreement cost after the final negotiated cost for the initial term of the prime agreement? If the dollar commitment to an SDB/SB is based on expected membership, and actual membership differs from projections, is the offeror still required to honor the dollar commitment, or is it responsible for paying the percentage of the administrative PMPM it receives? 	<ul style="list-style-type: none"> Each SDB/VBE participation commitment become contractual obligations of the selected Applicant upon execution of the Agreement with the Commonwealth. Refer to the RFA Part V, Section V-4.B.1. The SDB and VBE commitments included in the proposal will be incorporated as terms of the resulting Agreement between the Commonwealth and the selected Applicant. The selected Applicant will be responsible for effectuating these commitments through its contracts with SDBs and VBEs and will be obligated to meet the commitments included in the Commonwealth Agreement. The percentage commitment is only referring to the SDB/SB % of small businesses contracted with and not the amount paid. It is assumed that the

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			<p>amount that is agreed upon between the SDB/DB and the selected applicant would be reasonable since they have agreed to provide the subcontracted services. The PMPM rate is the rate that applies to what the selected applicant through negotiations for being responsible for the MATP Program.</p> <p>The Prime agreement between the Department and the selected Applicant is the agreement that is used to pay the selected applicant. What the selected applicant negotiates with their subcontractors is their responsibility. More than likely it would be a trip based agreement and not a PMPM. The selected applicant is expected to pay its subcontractor the negotiated rate that was agreed upon between the selected applicant and the subcontractor.</p> <ul style="list-style-type: none"> • The dollar commitment or percentage commitment? The percentage commitment is based on the percentage of small businesses providing the services and the required percentage in order to qualify.
	Section Reference	Question	Answer

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119	Part V. D. and E.	Reporting & Transparency <ul style="list-style-type: none"> Can you provide the most recent and/or available Quarterly Utilization Report on SDB participation? How does BDISBO ensure that SDB goals translate into actual commitments rather than being treated as aspirational targets? What mechanisms are in place to ensure that SDB commitments are fulfilled throughout the contract term? 	<ul style="list-style-type: none"> This information is not needed to provide a response to the RFA. This information is not needed to provide a response to the RFA. Refer to the RFA Part V. sections D. and E. regarding reporting requirements and noncompliance with SDB or VBE commitments.
	Section Reference	Question	Answer
120	III-6. J. III-6.L Appendix W	Industry Competition & Equity Measures <ul style="list-style-type: none"> How does BDISBO ensure that SDB transportation providers are not excluded or forced out of business when competing with Transportation Network Companies (TNCs) such as Uber or Lyft, which are not subject to the same credentialing standards as traditional transportation providers? What measures are in place to ensure equity and a level playing field for all transportation providers? Is the agency open to using rideshare companies (e.g., Uber, Lyft) to perform a portion of the trips, provided that a state vehicle inspection can be verified? 	<ul style="list-style-type: none"> This information is not needed to provide a response to the RFA. This information is not needed to provide a response to the RFA. Please refer to Section III-6, Subsection J, which specifically indicates that Transportation Network Companies (TNCs, which include companies like Uber and Lyft) may be included in the network as transportation providers. Transportation network standards for all transportation providers, including TNCs, are further detailed in Section III-6, Subsection L, and in Appendix W.