

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

RFP No. 16267

**New York State Medicaid Transportation Management Initiative –
Hudson Valley Region**

October 30, 2015

Amendment 1

Section E. Proposal Requirements, Part E.1.6. Organizational Support and Experience (10 page limit), (beginning on page 28) of the above referenced RFP is hereby deleted in its entirety and replaced with the following:

E.1.6. Organizational Support and Experience (10 page limit)

Bidder should submit the following in support of meeting their eligibility of bidder as stated in RFP Section C and in addition respond to the following:

- a. Describe how the bidder meets the required minimum of three (3) years of experience in coordinating Medicaid transportation services in a geographic and demographic area similar to the area in New York State within which the contractor would manage such services (see Section C, Eligibility of Bidders, and Section E.3.1, Pass/Fail Assessment (Mandatory Requirements)).

In the description, the bidder should provide a list of at least three (3) projects, similar to this project in size and scope, for whom the organization has provided services for the past five (5) years, including any government contracts, if any. The response should include a clear description of the services provided and the timeframe the services were provided. Provide the name, title, organization, address, telephone number and email address of a contact person for each project listed. Prior to award, the Department of Health may confirm this experience.

- b. **The bidder must indicate that the Primary Call Center will be located and operated within New York State.** The bidder should identify the actual or anticipated location of the primary call center, if known (see Sections D.1, Location of Core Management Team & Primary Call Center and Backup Call Center and E.3.1, Pass/Fail Assessment (Mandatory Requirements)).

- c. **The bidder must indicate that the backup call center (if using a Backup Call Center) (see section D.2.h) will be located and operated within the Continental USA.** The bidder should identify the actual or anticipated location of the backup call center, if known (see Sections D.1, Location of Core Management Team & Primary Call Center and Backup Call Center and E.3.1, Pass/Fail Assessment (Mandatory Requirements)).
- d. Provide a brief history and description of your organization. Include an organizational chart that indicates the structure that will be used for this project, and shows the relationship with management staff.
- e. Identify your organization's structure, including an organizational chart, and the background and experience of the officers, executives and core management staff that would be assigned to manage the contract, and the location of the office from which each will work. Describe your anticipated staffing pattern relative to this transportation management RFP and related job descriptions for each position responsible for both administration/management and direct service delivery. **Specify the staffing level, job descriptions and qualifications for each member of the core Hudson Valley Region Transportation management team.** Discuss the strategy to replace key staff if they leave.

The bidder should describe how the key staff and their functions relate to the successful completion of the project.

Resumes of key staff are not required and will not be evaluated.

- f. Describe the essential features of a successful regional model, what support the organization will contribute to develop these features, and what experience the organization has with participating in a regional transportation management structure.
- g. Describe the organization's experience with the administration, provision, and coordination of non-emergency medical transportation services including:
 - 1. Experience in professional transportation coordination and delivery activities, scheduling, dispatching and provision of Medicaid-funded transportation;
 - 2. Capability to receive and respond to a high volume of telephonic and electronic requests for non-emergency medical transportation;
 - 3. Experience and knowledge of the rules and regulations for New York State Medicaid eligible individuals;

4. Proven ability to utilize automated systems to support coordination and administration of transportation services; and
 5. Demonstrated ability to establish partnerships with various transportation vendors and local transportation networks to manage and coordinate transportation services.
- h. Describe the organization's proven experience coordinating transportation services in a geographic and demographic area similar to the area in New York State as outlined in this RFP.
 - i. Describe the organization's experience in coordinating transportation services during an emergency event that disrupts telephone and transportation services.
 - j. Describe the organization's experience providing functional assessments to determine level-of-need and the appropriate mode of transportation.
 - k. Provide information on the organization's technology support relative to back-up and redundancy capabilities.

All other terms and conditions remain the same.