RFP ADA/NEMT CAD Scheduling System RFP #043022TF

All questions received between May 25th and May 31st, 2022

Underlined questions were reviewed during the RVTD scheduled teleconference - June 2nd, 2022 @ 10:00 PST

1. Would RVTD consider accepting electronic-only (i.e., email or submitted) proposals in lieu of hard copies for this procurement? This is a transit industry best practice as it eliminates the environmental impacts of printing and shipping proposals.

   RVTD Response: As outlined on page 20 of the RFP, RVTD requests proposers submit a set of one original and three complete physical copies in an opaque envelope containing: A Technical Proposal, Cost Proposal, contract template and all required materials. An electronic copy may be submitted in addition to 4.3 (b) requirements.

2. Can RVTD clarify that March 31, 2023, is the desired launch/go-live date for the software being obtained through this procurement? In other words, "substantial completion" means that 3/31/2023 is the date on which the contractor's software will need to begin powering ADA trips?

   RVTD Response: RVTD's priority is to have the ADA service, Valley Lift, completed before March 31, 2023, due to license expiration and dissatisfaction with the current system. The preferred vendor needs to demonstrate they can meet this deadline first and foremost. RVTD would prefer to also see NEMT services completed before this timeline otherwise the vendor needs to show they can make progress towards a solution for NEMT, concurrently. The contract will be awarded for both services however licensing and acceptance of the system would not occur simultaneously.

3. Can RVTD confirm that successful bidders will have the opportunity to propose contract exceptions and negotiate terms following notice of award? Can bidders submit suggested contract exceptions/alternatives as part of their bid?

   RVTD Response: Any exceptions or alternatives to the RFP should be described within the respondent's proposal. RVTD will not want to negotiate different terms or exceptions post award.

4. The RFP indicates that the NEMT service comprises 275 vehicles across 25 to 30 contracted providers. Are all of these vehicles owned and operated by private taxi and livery services?

   RVTD Response: Yes. All NEMT providers own/operate their own vehicles. A majority of the NEMT providers we contract with are dedicated to the service and delivery of NEMT.

5. Is there a core fleet of NEMT vehicles that RVTD owns and operates? If so, how many vehicles? What percentage of NEMT trips are served by publicly-owned and operated vehicles?

   RVTD Response: RVTD currently owns and operates a fleet of 21 vehicles for the delivery of ADA paratransit transportation. None of the 21 vehicles owned and operated by RVTD are used to provide NEMT services at this time, as there is great difficulty coordinating trips between our two existing software platforms.

6. Under "NEMT: Driver/Provider Interface," the RFP states a requirement to "Provide driver with turn-by-turn, hands-free directions to use the map navigation." Does RVTD have the plan to require all NEMT drivers — including private taxi and livery services — to use a specific Driver App? If not, how is the vendor supposed to satisfy this requirement?

   RVTD Response: RVTD will require all NEMT providers to utilize any driver app or software that tracks driver arrival/departure times, locations, etc as required by our NEMT contracts.

7. Do NEMT Transportation Providers serve multiple types of trips, or do they only service NEMT trips?

   RVTD Response: RVTD's current contract with providers is only for NEMT services covered by the Oregon Health Plan. RVTD does have a strong interest in having our NEMT providers also do other trips when available.

8. Do NEMT Transportation Providers have the ability to accept or reject individual trips?

   RVTD Response: Although providers can accept and reject rides, RVTD is interested in solutions that minimize the "cherry picking" of trips and encourage providers to accept the trips assigned to them.

9. Do NEMT Transportation Providers work on the basis of scheduled shifts? If not, is this a possibility?

   RVTD Response: RVTD assigns trips to providers based on their known capacity and availability. Providers assign trips from TransLink to their drivers based on what works best for their fleet, capacity and location to name a few.

10. Does RVTD expect the vendor to assign NEMT trips at the level of the provider or the specific driver? Software can optimize efficiency more effectively if trips are

assigned at the driver level.

RVTD Response: Current Oregon Medicaid rules require NEMT brokerages to notify Medicaid members of the driver's name and phone number as early as possible but prior to the transport. To satisfy this requirement, scheduling at the driver level is desired.

11. Does RVTD allow for pooling NEMT passengers? If so, is maximizing pooling a desired outcome?

RVTD Response: Yes, RVTD is currently pooling passengers when schedules allow and is interested in solutions that maximize pooling of trips.

12. Under "NEMT: Brokerage Admin/Dispatch," the RFP states a requirement to "Process reimbursement for multiple programs with different reimbursement rates for common services like lodging or meals. Reimbursement rates vary from contract to contract." Can you please explain this requirement in more detail?

RVTD Response: RVTD currently holds several Medicaid contracts, each with a reimbursement component which requires RVTD to reimburse members for meals, miles, and lodging. Because reimbursement rates can vary between contracts, RVTD seeks a solution that allows granularity in setting these individual reimbursement rates, at the contract level. For instance, Contract A asks RVTD to reimburse member lodging at $40 per night while Contract B reimburses lodging at $80 per night. RVTD seeks the flexibility to offer the different rates based on individual contractual needs.

13. Is RVTD interested in a proposal that enables vehicles from the Valley Lift ADA Paratransit Service to be used to serve NEMT trips when available?

RVTD Response: Yes. RVTD is interested in allowing ADA vehicles to do NEMT trips and NEMT vehicles to do some ADA trips when appropriate. RVTD seeks software that maximizes coordination.

14. The RFP states that proposers should "possess the ability to interface with other equipment and software." Can you specify which software platforms will need to be interfaced with, and the extent to which an integration is required for each?

RVTD Response: RVTD is no longer asking vendors to integrate with our UMO passenger fare program and there are no other software integration needs anticipated at this time.

15. How will RVTD measure/define success for this procurement?

RVTD Response: This will be discussed with the selected vendor. Proposals should us the evaluation scoring criteria for the purpose of submitting the best and most responsive to RVTD's needs as described in the RFP.

16. For NEMT rides, what does the current ride scheduling process look like? Is this entirely through the TransLink call center, or are there other modes of booking an

NEMT ride?

RVTD Response: All NEMT services go through the TransLink call center which include both phone and online scheduling options. Our current process for handling NEMT requests is our call center either receives a call for services or the request comes in through our client portal. Both options will check the members eligibility before allowing a ride to be entered into the system. Once the ride is entered, our scheduling department will assign it to a provider based on cost, availability, capacity, mode, and location to name a few. Once a provider accepts a ride, they provide the trip and bill the brokerage through our online iOBSS portal for providers.

17. Who is responsible for determining eligibility/ineligibility for NEMT – RVTD or TransLink?

RVTD Response: TransLink is the Medicaid brokerage and is responsible for verifying eligibility for all NEMT trips. All eligibility is verified through the 270/271 process at the TransLink building.

18. Where appropriate, does RVTD allow shared rides among multiple passengers for NEMT trips?

RVTD Response: Yes. RVTD groups/shares as many trips as possible when appropriate.

19. Does RVTD have an estimated budget for this RFP (paratransit + NEMT)?

RVTD Response: RVTD is not providing a budget figure for this project but has an estimated cost using other comparable projects.

20. Since the scope of this project is to implement and administer the District's ADA Paratransit software and NEMT software, does the contractor have to validate the members' Medicaid status as well?

RVTD Response: Yes, RVTD expects software to confirm Medicaid eligibility through the 270/271 process currently used by RVTD through their OBSS software. For calendar year 2021 and Q1 2022, RVTD performed 272,036 eligibility checks through the 270/271 process.

21. What is the project budget?

RVTD Response: RVTD is not providing a budget figure for this project but has an estimated cost using other comparable projects.

22. What will be the overall contract length for this program?

RVTD Response: The expected contract length is 5 years with options to extend.

23. How many days should the bid be valid for?

RVTD Response: RVTD expects to release the notice to proceed September 1,

2022 and as expeditiously as possible, begin the process of implementation shortly after.

24. Would you accept an electronic submission for final proposals?

    RVTD Response: Answered #1

25. <u>Does the price proposal need to be in a separate sealed envelope from the technical proposal?</u>

    RVTD Response: No

26. Can Proposers include a copy of the specific vendor pricing sheet as explanation along with the required pricing form?

    RVTD Response: Yes.

27. What are some of the biggest concerns seen with the current software solution that you would change immediately if you could?

    RVTD Response: RVTD is currently using two separate software solutions. OBSS for NEMT and TripSpark for ADA. The biggest challenge is our current NEMT software OBSS requires all trips to be scheduled manually and there is no way to coordinate trips between our ADA and NEMT software. We also do not have a way to track vehicle location, arrival, or departure times for NEMT.

28. What are the goals of Rogue Valley Transportation District surrounding this software upgrade?

    RVTD Response: RVTD expects to improve coordination with between multiple programs, maximize efficiencies in service delivery and resource management and better align with the requirements outlined in our contracts.

29. What is the budget for this project?

    RVTD Response: RVTD is not providing a budget figure for this project bus has an estimated cost using other comparable projects.

30. <u>What is the funding source for this project?</u>

    RVTD Response: RVTD is mostly using local funds for this project, but the project is being treated as a federally funded project.

31. What are the funding deadlines/timelines for this project, ie, when does the money need to be spent?

    RVTD Response: Funding for this project is currently allocated and is expected to be spend by the end of FY 2023 (June 30, 2023)

32. <u>Does Rogue Valley Transportation District have a preferred cellular network? If so, please provide contact information for our account manager.</u>

    RVTD Response: RVTD uses FirstNet by ATT for their ADA cellular network. RVTD will provide all cellular network services for their ADA paratransit service. For

NEMT services, cellular software will be the responsibility of our providers. Vendors are currently not being asked to provide cellular network services.

33. Does Rogue Valley Transportation District provide any other types of service that may be used by the awarded solution?

    RVTD Response: No. The services listed in the RFP are the only services currently supported by the two programs. Future service needs may be of interest in the future.

34. Does Rogue Valley Transportation District have an IVR system currently?

    RVTD Response: Not currently, but RVTD is interested in implementing/integrating with an IVR solution in the future.

35. If so, who is the current IVR system with?

    RVTD Response: N/A

36. What type of functionality does it provide (i.e. night before reminder calls with cancel option, arrival notification calls, floodgate messaging, English, Spanish?

    RVTD Response: N/A

37. Is it an onsite server or hosted solution?

    RVTD Response: N/A

38. Does Rogue Valley Transportation District have any Commuter Routes that would be considered part of this project? If so, how many?

    RVTD Response: Commuter Routes are not part of this project.

39. Is there a consultant involved with this RFP? If yes, what is the name of the firm or individual?

    RVTD Response: No

40. How many office users do you have?

    RVTD Response: 20-25 office users.

41. Do you want the chosen vendor to do all the driver training or are we training the trainers?

    RVTD Response: ADA – Vendor provided training. NEMT – vendor to train the trainer.

42. If training the trainers, how many of those are there?

    RVTD Response: 3-5 trainers

43. How many depots do you operate if more than 1?

    RVTD Response: RVTD has just one location for call center services.

44. Do you have any subcontractors?

    RVTD Response: *Yes. We use subcontractors for both NEMT and ADA services.*

45. If there are subcontractors, will those subcontractors need go-live support on site?

    RVTD Response: Yes, RVTD is interested in having on-site support for go- live for both their ADA subcontractor and on-site RVTD staff. RVTD will as vendor to train RVTD staff so they can train NEMT providers.

46. Are any private contractors/subcontractors used to provide trips for Rouge Valley? If yes, how are these contractors paid, by the trip or by the hour?

    RVTD Response: RVTD uses a subcontractor to provide their ADA services (driver management and dispatching only). Our provider is compensated through a flat administrative rate and an hourly service rate.

47. Will Rogue Valley Transportation District allow proposers to provide a demo of the software before awarding the contract?

    RVTD Response: Yes, RVTD is interested in thoroughly reviewing software prior to contract award.

48. What is your agency expectations related to data conversion from the Route Match system?

    RVTD Response: RVTD currently uses Novus for ADA services and OBSS for NEMT. RVTD will ask vendor to facilitate the conversation process as much as possible.

49. Are there any interfaces required to external sources such as Medicare? If so, what other external source.

    RVTD Response: Our OBSS software currently connects with the 270/271 processes along with handling 835/837/999 files. RVTD is not connected to a clearing house.

50. What is the total number of Drivers to be trained?

    RVTD Response: For ADA: 30-35 drivers. NEMT will need to be handled through train the trainer.

51. How many dispatchers does your agency have?

    RVTD Response: Our ADA service typically has 1 dispatcher available at all service times. We do not use dispatchers for the NEMT service.

52. How many reservation positions does your agency have?

    RVTD Response: 8-10

53. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have?

    RVTD Response: 25 positions between RVTD staff and our ADA subcontractor.

54. Are the Drivers and/or Dispatchers represented by a Union? If so, which Union?

RVTD Response: No

55. Does the service area encompass more than one county? If so, which counties (other states as well)?

RVTD Response: RVTD's ADA service is provided in Jackson County, Oregon. NEMT services are provided throughout Oregon but primarily concentrated in a 7-county area which includes Jackson, Josephine, Douglas, Coos, Curry, Lake, Klamath. RVTD also transports to regular locations outside the seven-county area and includes Lane, Multnomah, and Deschutes Counties to name a few. On occasion, NEMT services will be arranged for locations outside Oregon including California, Washington, Idaho, Minnesota, and Texas. NEMT services through the brokerage can be to any location a covered Medicaid service is provided when that service is not available within the members local area.

56. Does your agency provide group trips? If yes, what percentage of trips are group trips?

RVTD Response: During COVID, group/shared trips were suspended. Prior to COVID, RVTD estimates over both programs, grouped/shared trips accounted for 40% or more of all scheduled trips.

57. What is the maximum number of paratransit vehicles at peak service on any given day?

RVTD Response: 21

58. Please indicate if there are any holidays for no service or reduced service.

RVTD Response: Services for NEMT are provided 365/24/7. ADA transportation services and the TransLink call center holiday closures mirror RVTD's fixed route bus service holiday closures which recognizes 6 holidays including Christmas, New Year's Day, Thanksgiving, Memorial Day, Labor Day and Independence Day.

59. On what days of the week are trips provided?

RVTD Response: RVTD's ADA program operates Monday – Friday. NEMT services are available 24/7/365

60. What are your hours of service?

RVTD Response: TransLink call center hours are Monday – Friday 7am to 5pm. NEMT services are provided 365/24/7. ADA services mirror fixed route bus service hours and are adjusted when fixed route hours are modified.

61. What are your current Rides per Hour (RPH)?

RVTD Responses: For ADA, average number of trips per hour is 1.6-2.0. RPH is currently not tracked for NEMT.

62. What is your average trips per day?

RVTD Response: Average overall trips per day is approximately 389.

63. What is the average trip length?

RVTD Response: For our ADA programs, the average distance is 8-9 miles. The average trip length for NEMT is 20.8 miles.

64. <u>What is the number of will calls weekly</u>?

RVTD Response: RVTD currently limits will-calls for their ADA to 10-15/day. NEMT services typically are scheduled as will-calls to provide the most flexibility to members and NEMT providers. Average will-calls for NEMT is 600 weekly

65. What is the weekly average number of declined trips?

RVTD Response: For ADA, 1-2 trips are declined mostly due to clients not wanting to accept the negotiated time provided by schedulers. For NEMT, 30-50 trips a day can be declined for various reasons such as eligibility and covered service.

66. What is average number of one-way trips provided weekly?

RVTD Response: Average number of trips per day is between 350-400.

67. Does your agency provide subscription trips (standing orders)? If so, what percentage of trips are subscription trips?

RVTD Response: On average, 30% of trips are subscription between both ADA and NEMT programs

68. What is the number of Flex Routes (Deviated Fixed Route) per day and per week?

RVTD Response: None

69. What is the current size of your client population?

RVTD Response: Our current ADA population is approximately 4.5k eligible users. For NEMT, the eligible number of members able to schedule NEMT transportation is between 80-90k. This number fluctuates from month to month as people apply and fall off Medicaid eligibility.

70. What is the growth rate?

RVTD Response: RVTD's ADA eligible clients remains relatively flat with clients falling off eligibility and new clients applying. For NEMT, the changes in eligibility are controlled by the Oregon Health Authority and can have dramatic swings as programs change, eligibility is reassessed, CCO plans fail or are restructured or increases in services that increase Medicaid eligibility for Oregonians. When there are no major program changes with the Oregon Health Plan, increases in member eligibility are typically limited to 1k-3k increases/decreases each month.

71. On average, how many taxi trips are used per day?

    RVTD Response: RVTD only has a few contracts with Taxi providers. Of the taxi providers we use on the NEMT side, the number of assigned trips averages 20- 30 depending on the capacity of our taxi provider.

72. On average, how many calls will your call center handle?

    RVTD Response: Currently, the call center handles an average of 323 calls per day with an average of 7100 inbound and 6500 outbound calls monthly.

73. What is the peak number of calls handled per hour?

    RVTD Response: Peak number of calls is unknown currently. The average number of calls handled per hour is 35. The average handling time for calls is 3 minutes with average time to answer at 45 seconds.

74. Is it mandatory to be able to turn driver messaging capabilities on or off?

    RVTD Response: It is not mandatory to turn driver messaging capabilities on or off.

75. Does the agency have its own drivers and vehicles for the service?

    RVTD Response: RVTD owns and operates their own vehicles for ADA services.

76. As mentioned in the RFP" Although TransLink primarily serves the seven-county area, approximately 15-20% of NEMT trips are to locations across Oregon and approximately 2% of trips to other parts of the US (California, Minnesota, Washington, Idaho, Texas to name a few)." What is the mode of transportation for the 2% rides outside of Oregon?

    RVTD Response: The modes primarily used outside Oregon are common carrier modes such as plane, train, bus or mileage reimbursement is provided to the member. There are limited occasions when a contracted NEMT provider will provide the transport to locations contiguous to Oregon (Washington, California, Idaho)

70. Is there a set budget or Grant for this solicitation?

RVTD Response: Yes, RVTD has established a budget for this project.

71. As mentioned in the RFP "Substantial completion of the project is determined by meeting the March 31, 2023, deadline for the ADA services. Thereafter, the selected vendor(s) will provide the solution for the NEMT services." Will the contract term for NEMT services start after March 2023?

RVTD Response: Refer to question 2.

72. Please provide the excel format for the compliance matrix.

RVTD Response: RVTD would like vendors to use the provided matrix in the RFP.

73. Does agency want to replace TripSpark Novus scheduling software used for Dispatching and Scheduling?

RVTD Response: RVTD is looking for software that improves coordination between their ADA and NEMT services, reduces costs and allows RVTD to be compliant with their NEMT contractual requirements and is seeking the best solution for those outcomes.

77. Referring to Section 3.18 in the compliance matrix "Option to view and store mobility evaluations within client record to track assessments of a client's ability to use the fixed route." Please clarify further.

RVTD Response: RVTD is interested in doing trip-by-trip eligibility for their ADA service. For many Category 3 clients, many trips can be provided on RVTD's fixed route bus while other trips may be more appropriate on paratransit.
Providing mobility information to booking agents allows the district to, at the time of booking a trip, determine if the requested ride can / should be provided by RVTD's paratransit service or if fixed route services are more appropriate. Although not required, RVTD is hopeful there is a solution that improves the district's ability to manage trip-by-trip eligibility.

78. With the introduction of the TransLink NEMT services, is RVTD increasing its fleet size of dedicated vehicles?

RVTD Response: RVTD does not intend to increase the size of their ADA fleet for NEMT services. The interest is to coordinate excess capacity and availability between the two services as when available.

79. If RVTD is not increasing its fleet size, does that mean all NEMT trips are done through the 275 NEMT vehicles and 325 certified drivers?

RVTD Response: No, RVTD's interest is to coordinate services between their ADA and NEMT services as availability and capacity will allow.

80. Can RVTD provide details on the NEMT vehicles and drivers? Are these all volunteer vehicles?

    RVTD Response: RVTD does not currently work directly with volunteers directly. A majority of NEMT providers are private companies who own and operate their own fleet of vehicles. We do contract with social service agencies and non- profits that utilize volunteer drivers, but RVTD does not work directly with the volunteer and all ride assignments and invoicing are done directly with the agency the volunteer works for. Although not scheduled for anytime soon, RVTD is interested in creating a volunteer program where the brokerage works directly with volunteers to provide transportation services locally and throughout Oregon.

81. Based on the average number of annual trips for the 2021 and 2022 data, is it accurate to assume the trips per day for the NEMT service are 389?

    RVTD Response: Yes.

82. If no, please provide a more accurate number of trips per day for the NEMT service?

    RVTD Response: N/A

83. Is RVTD looking to replace the current ADA Novus solution, or are they open to maintaining it with migration to new in-vehicle MDTs (consumer grade tablets)?

    RVTD Response: RVTD is interested in replacing all currently used software with a solution that best coordinates both ADA and NEMT services.

84. Regarding item 1.8, please provide any clarification on the details around the desired integration with UMO?

    RVTD Response: RVTD is no longer asking vendors to integrate with our UMO passenger fare program.

New questions asked at teleconference 06/02/22

85. How does the lodging expense fall under the NEMT benefit?

    RVTD Response: The Oregon mileage reimbursement benefit also provides a meal and lodging benefit as well for those members traveling outside of their local area at least 4 hours. TransLink provides meal and lodging when requested and qualifies for reimbursement. RVTD tracks the issuance of meals and lodging in their current NEMT scheduling software OBSS. OBSS tracks meals (breakfast, lunch and dinner) and lodging requests, including amounts. At the end of each

week, a CSV file is generated and sent to the bank so the members debit card, issued through TransLink, can have funds loaded.

86. Is RVTD requiring both driver and client apps run on both Android and IOS?

    RVTD Response: RVTD is interested in offering both NEMT provider driver and all passengers using both ADA and NEMT services to have the most flexibility in what device they use for our services.

87. Is RVTD's plan to allow certain features not developed initially, to be developed during the implementation timeline or is the expectation all features be available on day 1 at the time of demonstration?

    RVTD Response: RVTD will discuss with selected vendor. RVTD's preference is to have as many software features available to the district as possible at the time of install but are asking vendors to list in their proposals, what features are and are not available and provide information on what needs to be developed and timelines for those features to be available.