



OFFICIAL RESPONSES TO VENDOR QUESTIONS
 RFB-2017-OMBP-02-TRANS

No.	Question	Answer
1.	<p>Section 1.3: Would the State consider the following alternate language for this section? <i>The Department and the selected vendor may extend contracted services via contract amendments for up to five (5) years, contingent upon mutual agreement, satisfactory vendor performance, continued funding and Governor and Executive Council approval.</i></p>	<p>If contracted services are extended, then the Department would draft a contract amendment for the selected vendor to review and, if the terms of the amendment are acceptable, execute.</p>
2.	<p>Section 2.3.2 & Addendum #1, Item 1 a) Do trip authorizations clearly indicate when such a seat is required? b) Do trip authorizations indicate which type of seat is required? c) Do trip authorizations clearly state the current height/weight of the consumer requiring the car seat? d) Is the Department willing to substitute the requirement that the Provider provide the appropriate car seat with a requirement that the Consumer provide the appropriate care seat and that the Provider will alert NH DHHS in instances where the Consumer lacks such a car seat?</p>	<p>a) –c) This is the information the vendor must obtain from clients when scheduling transportation. d) No. However, the Provider should allow the clients to use their own car seat/carrier, as preferred by the clients.</p>
3.	<p>Section 2.4 a) What is the average trip distance in miles for ambulatory trips? b) What is the average trip distance in miles for</p>	<p>The transportation benefit has only been outsourced to a transportation broker for 8 months. With a 6 month claims run out, the Department is not able to provide credible data that would be reflective of future trends. The Bidder may, based upon experience, include</p>

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	wheelchair trips? c) Can these trip averages be provided by county?	information on their experience and how that translates into costs. a) In the Fee for Service program the average round trip differs between the southern and northern tiers of the state. The southern tier average in 2013, which is the last full year of data, the average trip distance was 10 miles in the southern tier. In the northern tier the average is closer to 55 miles. b) Data on the average trip distance for wheelchair trips is not available. c) The Department is not able to provide the data by county.
4.	Section 2.4 Are the numbers 25-35 cited in this section supposed to be percentages?	No. See Addendum #2.
5.	Section 2.5 In instances of urgent transportation need, is the ability to utilize a taxi partner an option?	Yes, as long as the taxi partner is part of the vendor's network and the client is able to safely travel by taxi.
6.	Section 2.5 During the current contract period, what number of trips were made available with less than 24 hours notification?	This information has not been reported to the Department as of this date.
7.	Section 2.6 During the current contract period, what was the volume of mileage or other reimbursement activity/usage?	This information has not been reported to the Department as of this date.
8.	Section 2.9.7 Please provide current call volume by hour for one sample week.	The Department has not captured these data elements as of this date.

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9.	<p>Section 3.1 Can the Department extend the Due date by one to two weeks to allow vendors sufficient time to incorporate answers to questions and recruit an adequate network?</p>	See Addendum #2.
10.	<p>Section 5.2.1.3 a) May vendors submit signed forms in PDF format? b) May vendors submit the electronic copy on a USB drive rather than a CD ROM?</p>	<p>a) Yes. b) Yes.</p>
11.	<p>Appendix B, Section 8 & Section 10 Would the State consider the following alternate language for this section? <i>Either party may terminate the Agreement at any time for any reason, 180 days after giving the non-terminating party written notice that the party is exercising its option to terminate the Agreement.</i></p>	The State may consider the alternate language during contract negotiations.
12.	<p>Appendix B, Section 8 Would the State consider the adding the following alternate language to a new Section 8.3? <i>If the State violates any of the covenants or duties imposed upon it by this Agreement, such violation shall entitle the Contractor to terminate this Agreement in accordance with the following procedure: The Contactor shall give the State thirty (30) days' written notice of default and the opportunity to remedy the violation or take steps to remedy the violation. If at the end of such 30-day default notice period, the State has not remedied the purported violation or taken steps to do so, the Contractor may terminate this Agreement within two (2) business days.</i></p>	The State may consider the alternate language during contract negotiations.

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13.	<p>Appendix C, Bid Transmittal Letter, Item #1 Should the PMPM cost be an average of the two (2) contract years or an overage of the two (2) contract years and the two (2) optional years?</p>	See Section 1.3, Contract Period.
14.	<p>Appendix D, Section 2 a. Is the broker paid with a 45-day lag (i.e. for a July payment, July membership is determined and paid on August 15)?</p>	Yes.
15.	<p>Appendix E, Scope of Services, 1. Provisions Applicable to All Services, 1.10 Is there a limit on the number of days in advance that trips can be requested?</p>	No. However, client eligibility must be confirmed on the day service is provided.
16.	<p>Appendix E, Scope of Services, Provisions Applicable to All Services 1.10 a) Would the Department consider increasing the required notice for non-urgent transportation requests from 48 hours to three business days? b) Since no days' notice is required for methadone transports, what is the volume of methadone trips?</p>	<p>a) No. b) The language is flexible in order to allow the selected vendor to request prior notice for trips to methadone clinics. Information regarding volume is not available at this time.</p>
17.	<p>Appendix E, Scope of Services, Section 2 Contractor Obligations, Section 2.4 Operational Standards Criteria Please provide the following additional information: a) Historical data for monthly membership covered under this RFP. b) Historical data for monthly number of one-way trips by mode of transport c) Historical data for average miles traveled by mode of transportation d) If the above historical data is not available, will the</p>	<p>a) Through c) This information is not available at this time. d) No.</p>

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	Department provide operational report(s) from the current contractor, preferably for the last three to six months?	
18.	<p>Appendix E, Scope of Services, 2. Contractor Obligations, Section 2.9 Contractor Call Center, and Appendix E Scope of Services, 2. Contractor Obligations, 2.9.7</p> <p>Would NH DHHS consider a non-specific call center strictly for overflow or business continuity purposes?</p>	Yes. However, the transfer of information to the vendor must be completed promptly and the non-specific call center must confirm that the client received a call back and/or their call was answered by the vendor's primary call center.
19.	<p>Appendix E, Scope of Services, Section 2 Contractor Obligations, Section 2.9, Contractor Call Center</p> <p>Can the Department share any reports or data related to call center performance received from the current Contractor? Specifically:</p> <p>a) Number of calls received b) Number of calls answered c) Average talk time d) Number of calls taken after hours for urgent appointments</p>	<p>a) This information is not available at this time. b) This information is not available at this time. c) This information is not available at this time. d) This information is not available at this time.</p>
20.	<p>Appendix E, Scope of Services, 2. Contractor Obligations, Section 2.9.4</p> <p>a) What degree of coordination is desired? b) What purpose will this coordination serve – responding timely to client requests? Transfer of information between the contractor and the Department? c) Can the definition of 'coordination' be clarified for intended purpose(s)?</p>	<p>a) The Department expects that clients to receive the correct type of transportation to the correct provider at the correct time. Additionally, to the extent that multiple trips can be coordinated (for example: going to the pharmacy to pick up a prescription following a doctor's appointment), it is expected that the vendor will coordinate these types of trips. b) See a), above. c) Coordination means taking responsibility for all</p>

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		aspects of a client’s transportation. The Department will establish a “critical incident” communication plan between the transportation vendor and Department and/or the MCOs.
21.	Appendix E, Scope of Services, 2 Contractor Obligations, Section 2.13, New or Modified Product Attachments Please explain what ‘Product Attachments’ refer to?	See Addendum #2.
22.	Appendix E, Scope of Services, Table 6.1A: Please provide the current call abandonment rate.	This information has not been reported to the Department as of this date.
23.	Appendix E, Scope of Services, Section 6, Reporting Requirements a) How does the Department plan to audit the Vehicle Daily Safety Inspection Reports required on a quarterly basis? b) Does the Department have a Regular Preventative Maintenance Schedule to which each vendor provider must adhere, or is this verbiage simply referring to a preventive maintenance schedule used by each individual provider?	a) Vehiclesafety.01 is a quality measure reported quarterly by the contractor and tracked by the Department. This aggregate data will be monitored by evaluating trends and appropriate comparison data. Performance concerns may result in further inquiries from the Department. b) See Appendix E, Scope of Services, Section 5, Vendor Provider Requirements, Subsection 5.1.6, Vehicle Standards and Safety Inspections, Paragraph 5.1.6.2.
24.	Addendum #1, Item #10, Paragraph 2.8.1 a) How many providers are currently providing service for each county? b) What is the currently monthly trip volume (or average trip volume) for each county?	a) This information is not available at this time. b) This information is not available at this time.
25.	Addendum #1, Item #10, Paragraph 2.8.2 a) What is the current transportation reimbursement utilization?	a) This information is not available at this time. b) See Addendum #1, Item #7.

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	b) Does the Department have any objectives or goals regarding transportation reimbursement usage?	
26.	Addendum #1, Item #14, Paragraph 5.1.7.4.3 Will exceptions to this requirement be granted for long distance and out of state trips?	See Addendum #2.
27.	General Would the State consider the addition of the following language to an Agreement? <i>In the event Contractor is unable to provide the transportation services as specified in this Agreement because of any act of God, civil disturbance, fire, riot, war, terrorism, picketing, strike, labor dispute, labor shortages, governmental action or any other condition or cause beyond Contractor's control, the Stat shall excuse Contractor from performance under this Agreement.</i>	The State may consider the alternate language during contract negotiations.
28.	General Can details, as indicated below, be provided for current call center volume, including a breakout of call type by weekday (day and hour) and weekend (day and hour)? Details including: a) Number of reservation calls b) Number of cancellation calls c) Number of Where's My Ride calls d) Average call length for reservation calls e) Average call length for cancellation calls f) Average call length for Where's My Ride calls.	The Department has not captured these data elements.
29.	General Please provide a one week sample daily trip log, in Excel	The Department has not captured these data elements.

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	format, including pick up and drop off points.	
30.	General Are any long-term trip authorizations made – for example are a series of trips authorized for a number of weeks or months for such services as dialysis?	Such arrangements can be made with the understanding that eligibility for Medicaid must be confirmed on the date of service.
31.	General Please provide a listing of the positions and corresponding number of FTE for each position, currently provided by the contractor(s) for this operation. Please indicate whether these positions are 100% dedicated to this contract.	The Department is not able to provide this proprietary information.
32.	General Please provide a seniority list for the current employees for the call center services and indicate position, full time or part time, length of service and current rate of pay.	The Department is not able to provide this proprietary information.
33.	General Please provide information regarding the current benefits and co-pays for the current employees to include drivers and staff. Please include as many specifics as possible.	The Department is not able to provide this proprietary information.
34.	General At various times state, federal and local governments change laws, rules and regulations, which may require a company to increase wages or benefits for employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the Department respond to a request for increased compensation?	The Department would evaluate such a request on a case by case basis. The Department cannot guarantee that funds will be available to increase the contract price limitation should there be a change in in state, federal or local government laws, rules and/or regulations that result in the vendor being required to increase to employee wages and/or benefits.
35.	General What is the current contract value?	The current contract can be viewed on-line at that Secretary of State's website

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		(http://sos.nh.gov/nhsos_content.aspx?id=8589952248), Item #A2.
36.	General Please provide a list of current providers supporting this service.	DHHS is not able to provide this proprietary information.
37.	General a) If the bidder proposes more than one method of meeting the RFB requirements, shall each method be submitted as a separate Bid Proposal? b) If yes, will each method be evaluated separately?	a)Yes. b)Yes.
38.	General a) Is stretcher and/or ambulance a covered mode? b) If so, what is the volume of transports per month?	a) Stretcher and/or non-emergency ambulance transit is covered. b) This information is not available at this time.
39.	General a) Are ancillary services (meals and/or lodging) covered under this contract? b) If so, what is the current volume of requests?	a) Ancillary services are covered. b) This information is not available at this time.