

RFP Questions				Answer:
Item	Page	Section	Comments From Reviewers	
1		General	Is it correct to assume that the current contractor's administration costs account for 15% of the total budget?	Please see current Memorandum Of Agreement online with amendments and VPTA's Proposal for 2008.
2		General	Is it correct to assume that the reimbursement for the current contractor's administration costs are roughly \$1.4 million annually?	Please see current Memorandum Of Agreement online with amendments and VPTA's Proposal for 2008.
3		General	Could the State please define "hardship drivers?"	From OVHA's Transportation Procedure Manual (section 5.1): 1) Any natural or adoptive parent of a child less than 18 years of age. Such an individual may receive Medicaid transportation reimbursement only through the Hardship Program. 2) An individual living in the Medicaid household providing transportation to a Medicaid beneficiary using a vehicle owned/provided by the Medicaid household.
4		General	The RFP does not indicate the source of funds to cover either the direct trip trans service payments or the administration of the agreement. Will the funds be state funds, federal funds provided under a CFDA number, or a combination of fund sources? If so, what is the approximate mix of funds and their sources? Under which CFDA program will these be provided?	Transportation is funded utilizing several funding sources, though the vast majority is Global Commitment funding (a blended dollar of state and federal resources). Additionally, expenses associated with beneficiaries enrolled in the SCHIP (children's) program who utilize transportation services are paid for with 28.7% general funds and 71.3% federal. Those Federal funds are provided under CFDA 93.778.
5		General	Please explain how you define bus and van? Are wheelchair vehicles part of the program?	Vans are on-demand services and buses are fixed routes. Handicapped accessible vehicles are utilized within this program; however, Medicaid does not purchase vehicles.
6		General	The RFP seems to talk only about transit providers and taxis. Where do non-taxi commercial transportation companies fit in? Is that "van"?	Please see OVHA's Transportation Procedures Manual section 2.1.4. The Vermont legislature has directed that Agency of Human Services transportation services must be provided by means of public transportation systems, in all instances where public transit services are appropriate to client needs and as cost-efficient as other transportation. 24 V.S.A. § 5090.
7		General	How much is VPTA currently paid to manage the service, and under what methodology (e.g. capitation, per trip, fixed rate, etc.) are they paid?	Please see current Memorandum Of Agreement online with amendments and VPTA's Proposal for 2008.
8		General	With a mid-April bid date, and a July 1 start date, and even if the proposal evaluation period is rushed, it does not seem like there would be sufficient time for a bidder to implement the contract. Would OVHA consider allowing at least two months for the contract implementation?	Please see the Procurement Schedule in the RFP - section 3.6, p 27.

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9		General	Medicaid Budget Document-State Fiscal Year 2009. This document shows that \$9.6 Million was spent in SFY 07 and \$10.9 Million is budgeted for SFY 08. Since the size of the program may affect the staffing levels needed to manage this program, can you provide a)increases in Medicaid enrollment, b)funding of wait list for certain ABD programs, c)enhanced coverage of members based on income level, d)additional medical services being entertained for coverage (like psycho-social, adult day care,	The Governor's Recommend for SFY 2009 for enrollment is depicted in the OVHA's Medicaid Budget Document on pages 96 and 97. The Category of Service is depicted in the Budget Document as Insert 3. Please see RFP section 1.31 for the web location of the OVHA's Budget Document for SFY 2009.
10	6	1.1	Please provide an org chart or summary for positions employed by current vendor specific to providing services under the current contract. Please also provide the current annual cost for services paid to current vendor, along w/copy of expiring contract.	Please see current Memorandum Of Agreement online with amendments and VPTA's Proposal for 2008.
11	6-7	1.1	Please provide statistical summaries of the number and cost of trips, by mode, provided through each of the existing trans brokers. If not available, please provide copies of the last 3 annual statistical reports so we can better analyze trends.	Please see current Memorandum Of Agreement online with amendments and VPTA's Proposal for 2008.
12	6-7	1.1	Page 6 of the RFP states, "the selected Contractor will establish new operations in regions that are transitioning services to new providers or where there have been systemic transportation failures due to external events." Does this statement mean that some of the brokers and providers listed on pages 6 and 7 will no longer be providing service? If so, which one(s)? Please list which regions have had "systemic transportation system failures due to external events" and describe for each one what the systemic failure has been.	If one of those providers listed finds themselves unable to continue providing services, the Contractor must step in and ensure coverage of the service. It is the Contractor's responsibility to ensure a statewide network and to step in to ensure coverage of the service.
13	7-8	1.1.1	Miles, Trips, and Costs have all increased significantly over the 3 years listed. Please provide info about any significant program changes or new trans services provided during these periods. Also, the 3rd graphic shows 5,652,665 volunteer miles and 6,467,025 total miles yet there is no other mode of transport that tracks miles. What accounts for the 814,360 mileage discrepancy and should we account for an additional \$333,887.60 (or .41 cents per mile) spending in our budget?	There have not been any significant program changes during the period in question. The difference between the number of volunteer miles and total miles is made up of hardship miles - which are paid at .18/mile, not .41. The proposed contract is for administrative services only, not for the direct provision of transportation services. Currently, the payments for the direct provision of transportation services are made by EDS, and are a 'pass-through' to the actual transportation providers (they are submitted to the current contractor who in turn pays the broker).
14	8	1.1.2	Our copy of the RFP only includes Appendix 1, Attachments C, E, and F, and Appendix 2. However, we can't locate Attachments A, B, and D. Please provide copies of these documents, along with the Trans Procedural Manual.	The OVHA's Transportation Procedure Manual is posted online. Amendments A, B, and D are not needed with this RFP, and are therefore not included with this posting.

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15	12	2.1	This seems to imply that the payments to the individual transport providers will be made directly to them. Does this mean that the current system of the contractor receiving the payment for billing and reconciliation first will be changed? Will the EDS payment now go directly to the trans provider?	Currently, the payments for the direct provision of transportation services are made by EDS, and are a 'pass-through' to the actual transportation providers (they are submitted to the current contractor who in turn pays the broker). Bidders may propose their best practices/process for this segment.
16	12-13	2.1	Please provide info about any significant new services sought under this RFP that were not included in the previous contract. And, if services were previously included which are being removed, please describe those as well.	There have not been any significant program changes during the period in question.
17	12-13	2.1	There appears to be no mention of the need for the Contractor to take reservation calls, and assign the trip to the most cost effective transportation company. Can you please expand on how Medicaid members currently access transportation? And if this is not a function that the Contractor is involved in, how does the Contractor assure the most cost effective transportation?	See OVHA's Transportation Procedures Manual, sections 1.1.1, 2.1.4, and sections 3 and 3.1.
18	12-13	2.1	There appears to be no mention of the need for the Contractor to perform gate keeping questions for the members. Can you please expand on how the Contractor ascertains whether the transport is to a Medicaid compensable service?	See OVHA's Transportation Procedures Manual, sections 2.1.2, 2.1.2.1, and 2.1.2.2.
19	13	2.1f	Is "transportation staff" the Contractor's own staff, or does it refer to the staff of the transportation providers?	This refers to both the Contractor's own employees and those of the transportation brokers.
20	13	2.1g	Does "this contract" refer to the contract between the state and the Contractor, or between the state and each transportation provider?	This refers to the contract between the State and the Contractor.
21	13	2.1j	Could you please provide a copy of a cost allocation plan that has been reviewed in the past for a regional transit provider, as well as a commercial taxi/van provider? Is the report used for rate adjustments or some other purpose?	For more information, please contact the Vermont Department of Transportation (VTrans).
22	13	2.1k	Does "employees" refer to the Contractor's own employees, or does it refer to the employees of the transportation providers?	This refers to both the Contractor's own employees and those of the transportation brokers.
23	13-14	2.1.1	This section states, "volunteers are enrolled and reimbursed through the local transportation brokers, who also arrange for and reimburse the taxi companies." Does this reference to the broker mean the contractor or the Community Transportation Services vendors?	See list of brokers in the RFP - section 1.1.
24	14	2.1.1	Could the State please verify that this contract only pertains to administration costs and no transportation costs or transportation provider reimbursement is involved on the part of the contractor?	This contract only pertains to administration costs and no transportation costs or transportation provider reimbursement is included in the contract amount.

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25	13-17		We do not fully understand the State's intent in assigning financial risk to the selected contractor as indicated by the following portions of the RFP:	
26	12	2.1, 2nd para	<ul style="list-style-type: none"> “These payments are made directly to the transportation provider.” 	Contractor will not include actual cost/payments for services, only administrative payments and associated costs.
27	14	2.1a, end of 1st para	<ul style="list-style-type: none"> “In the existing system, volunteers are enrolled and reimbursed through the local transportation brokers, who also arrange for and reimburse the taxi companies.” 	The actual payments for these services are not made through the contract itself. Those payments come from EDS, and simply pass through the contractor to the broker. The brokers make the payments. The proposed contract is for administrative services only, not for the direct provision of transportation services.
28	17	2.2e	<ul style="list-style-type: none"> specifying that the Contractor will “bear the expense of services provided that are later denied either because the beneficiary was found to be ineligible for Medicaid on the date of service or because the service provided failed to meet Medicaid transportation criteria.” 	From the OVHA's Transportation Procedure Manual: 3.1.2 Verification of Medicaid Eligibility - Brokers must verify a beneficiary's Medicaid eligibility by 1)checking the eligibility via the Medicaid internet portal; 2)entering the beneficiary's SS# in the EDS swipe machine; 3)calling the EDS Voice Information Service at 1-800-925-1706 and entering the appropriate information; and 4)using the PES software and entering the appropriate information.
29	18	2.3c	<ul style="list-style-type: none"> specifying that the Contractor will “bear the expense of services provided that are later denied either because the beneficiary was found to be ineligible for Reach Up on the date of service or because the service provided failed to meet Reach Up transportation criteria.” 	From the OVHA's Transportation Procedure Manual: 3.1.2 Verification of Medicaid Eligibility - Brokers must verify a beneficiary's Medicaid eligibility by 1)checking the eligibility via the Medicaid internet portal; 2)entering the beneficiary's SS# in the EDS swipe machine; 3)calling the EDS Voice Information Service at 1-800-925-1706 and entering the appropriate information; and 4)using the PES software and entering the appropriate information.
30	18	2.3c	If the local transportation brokers arrange for and reimburse volunteers and taxi companies, yet service provided somehow fails to meet program transportation criteria, why is the state-wide contractor bearing the expense? It would seem logical that the local brokers would bear some of the responsibility if they are arranging the delivery of transportation in their region. Are these expenses currently borne by the VPTA? If so, please provide the annual costs of these expenses (for transportation the State had paid to the transportation providers, and then charged back to the VPTA) over the past 3 years	Brokers are subcontractors. See OVHA Transportation Provider Manual section 3.1.3.

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31	14	2.1.1	"...taxi company or drivers obtained by the beneficiary (volunteers)..." This is confusing. In general, volunteers have been recruited by the local providers, not the benes. Is it the intention of OVHA to continue to have the contractor/sub-contractor recruit volunteers?	Yes.
32	14-15	2.1.1	The RFP states two apparently contradictory requirements with respect to background checks: p 14 states in part that the contractor shall prohibit the providing of direct transport services to elig benes by any person who has not cleared all background checks. This suggests that no employee or volunteer may provide transport unless a background check has already been completed and cleared (we'll refer to this as the "P 14 Provision"). P 15 states that the contractor will require Registry checks of all persons who provide transport services to elig benes on initial hire or engagement to provide services and annually thereafter. Similarly, item 'c' on p 15 states that all persons applying for a position as an employee or volunteer to provide transport services to elig benes under a contract resulting from this RFP shall be subject to background conviction checks with VCIC. This suggests that the background checks will take place on initial hire.	Please see the following questions and answers with regard to these requirements.
33	14-15	2.1.1	In the case of a VCIC check, this check can only take place on initial hire (we'll refer to this as the "P 15 Provision"). The provisions discussed above raise questions: a) Does the background check requirement apply only to new hires (or new volunteers) who are retained after the start of the contract? b)Alternatively, does the background check provision apply to existing employees and volunteers as well as new hires or volunteers? c)Since the brokers have an existing work force and use an existing group of volunteers, and some of these employees or volunteers may never have had VCIC checks, will these persons be grandfathered in? Stated otherwise, because a VCIC check can only be performed at initial hire, brokers may not be able to comply with the P 14 Provision for some or all of its employees and volunteers (and may have no way of knowing if it is in compliance with the P 14 Provision), unless there is an exception (grandfather provision) for existing employees and volunteers. d)Does the registry requirement apply to the existing work force, or will there be an exception for existing employees and volunteers?	The RFP contemplates three checks: the Adult and Child abuse registries and the criminal information center (VCIC). With regard to the registry checks, both current employees and new hires are required to undergo screening. With regard to the criminal background check, for current employees, the check may have been performed by the employer at the time of hire, or the employee may request the record check; for new hires, it should be performed after a conditional offer of employment. Otherwise, all employees who provide direct transportation services to eligible beneficiaries must have passed registry and VCIC checks in conjunction to offenses identified and listed in the RFP.

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34	13-16	2.1.1a	It appears that "volunteers" are defined here as "drivers obtained by the beneficiary." Also, this section states that "all persons [including volunteers] providing transportation services...shall be subject to background checks." We typically differentiate between two different types of volunteers: 1)those identified by the beneficiary, who are typically a family member or family friend, and 2)those identified by the transportation manager/Contractor to provide transportation. In similar systems across the country, the second type of volunteer is always background checked, while the first type is not background checked. There are two reasons for this: 1)runnings checks after the trip has been requested and the driver identified adds significant program cost and significantly delays trip approval, and 2)if the beneficiary identifies the volunteer, it is reasonable to expect that the beneficiary is comfortable with that volunteer. Would the state consider not mandating the background checks (including VCIC and registry background checks) for the first type of volunteer described above?	Volunteers recruited and obtained by the beneficiary are considered to be "personal choice" drivers, and are treated differently than are true volunteers. These personal choice drivers still need to be approved by the transportation broker, but they are not subject to background check requirements. Refer to OVHA's Transportation Manual, sections 1.1.2 and 5.1.
35	14	2.1.1a, Paragraph 5	"...The State shall not provide reimbursement...If the State provides such reimbursement and it is learned after the fact that the service was provided by a person ...the amount of reimbursement shall be considered an overpayment and may be recovered by the State as such." Is this deduction coming out of future payments of the transportation providers or out of the administrative budget the bidders are proposing? If the latter, please provide a history of recovered dollars that the agency has assessed against their current administrative managers of this service?	Pertains to reimbursement, not administrative monies.
36	15	2.1.1b	Can someone still be listed on a registry for neglect?	Yes.
37	15-16	2.1.1c	Do you currently use 1 service provider that reports on all infractions detailed under this section that the Contractor may be able to subcontract with?	Such a provider is not in place under the current system. The requirements relating to VCIC, adult abuse registry, and child abuse registry checks are new to this RFP and have not been included in previous contracts.
38	16	2.1.1c	Does the last paragraph of clause c of 2.1.1, dealing with non-restricted convictions and motor vehicle violations apply to taxi cos?	Yes, to the extent that the Agency of Transportation contract requirements may apply to taxi companies.

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39	16-17	2.1.1d	The background check requirement for taxi companies listed in clause (d) of 2.1.1 includes a prohibition on the provision of Medicaid trans unless the driver has cleared the Registry and VCIC background checks. It is very possible that many taxi companies have existing work force for which no background checks have been conducted. Because the VCIC law only allows background checks for new hires, the flat prohibition would prevent such companies from providing any Medicaid trans with its existing workers. In addition, although registry checks are required for existing workers, conducting those checks will take some time. How may a proposer reconcile the prohibition on providing Medicaid trans by anyone who does not have a clear VCIC background check with the facts that taxi companies have an existing work force and that some in that work force may not have had checks when hired? Is 30 days sufficient time for a taxi co to conduct a new registry check or to update a reg check that is more than one year old?	The possibility that not all of a taxi company's employees may have clean criminal records does not mean that none of them do. Furthermore, 20 V.S.A. § 2056f provides a means for an individual who wishes to qualify to provide Medicaid transportation to obtain his or her own criminal record check. 30 days should be sufficient time.
40	16-17	2.1.1d	The RFP states that, w/in 30 days of the beginning date of the contract services, the Contractor will develop and maintain a list, including the names of taxi co employees who have cleared the registry and VCIC checks. Does OVHA have a time line in mind for how recent these checks need to be?	Registry checks should have been performed within the past year. An employer may disclose this information to the Agency of Human Services for audit compliance, pursuant to 33 V.S.A. section 4919(b). An employee also may give permission to disclose the information to the Contractor and AHS. VCIC checks should not predate the date of hire. An employee may give an employer permission to disclose this information to the Contractor and AHS.
41	16-17	2.1.1d	Can you please provide a list of the taxi companies currently in	Will be posted at a later date.
42	16-17	2.1.1d	Requirements for background checks for employees of taxi cos who do not have a contract with a broker are set out in clause (d) of 2.1.1. Does this mean that the requirements for background checks of taxi cos with whom the brokers do not have a contract are limited to the 4 bullets on p 16 of the RFP, as well as the prep list on p 17?	Yes.
43	16-17	2.1.1d	ABC Taxi wants to participate. No employee has had a VCIC check. What next?	Employees can go to VCIC and request a check themselves.
44	16-17	2.1.1d	The broker of a cab company has three employees who check out o.k., and three that do not. Is it still o.k. for the three that have clear background checks to participate?	Yes.

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45	16-17	2.1.1d	Do the separate provisions for background checks for taxi cos mean that so long as a taxi co provides a list of cleared drivers to the broker or contractor, that the broker or contractor will not be charged for an overpayment, if it later turns out that the: a)the taxi co was mistaken about a particular driver, b)a driver in fact had cleared checks but was added to a registry and the broker provided reimbursement w/o knowledge of this addition until the audit? An audit will not pick up a subsequent criminal offense because the background check is only for initial hire. Does the RFP expect the brokers to reimburse OVHA if it pays Medicaid reimburse to a taxi co in good faith and w/o knowledge that a previously cleared driver committed a prohibited criminal offense?	The subcontractor/broker assumes the risk of mistakes. The Contractor's obligation is to ensure that registry and VCIC checks take place as required, and that direct transportation services are provided only by employees and volunteers who have cleared them. If the checks take place as required, and the employee or volunteer clears them, then that person's services are reimbursable.
46	17	2.2d	This specifies that the Contractor "check the ongoing eligibility of each beneficiary prior to each transport that is provided." What mechanism is currently in place for the Contractor to perform this task? Is this required for those individuals receiving a monthly bus pass, or is a single eligibility verification acceptable for the month? Does the State provide a mechanism for the Contractor to import the recipient eligibility information into its own COTS software application?	From the OVHA's Transportation Procedure Manual: 3.1.2 Verification of Medicaid Eligibility - Brokers must verify a beneficiary's Medicaid eligibility by 1)checking the eligibility via the Medicaid internet portal; 2)entering the beneficiary's SS# in the EDS swipe machine; 3)calling the EDS Voice Information Service at 1-800-925-1706 and entering the appropriate information; and 4)using the PES software and entering the appropriate information. For those on the bus pass system, the contractor receives monthly an electronic list of those eligible beneficiaries, and the passes are issued for the following month.
47	17	2.2d,e	We have several questions about eligibility regarding this section:	
48			Can you please explain if Maximus will be providing a weekly, bi-weekly, or monthly download of all eligibles for the Contractor to download into their own system?	From the OVHA's Transportation Procedure Manual: 3.1.2 Verification of Medicaid Eligibility - Brokers must verify a beneficiary's Medicaid eligibility by 1)checking the eligibility via the Medicaid internet portal; 2)entering the beneficiary's SS# in the EDS swipe machine; 3)calling the EDS Voice Information Service at 1-800-925-1706 and entering the appropriate information; and 4)using the PES software and entering the appropriate information. For those on the bus pass system, the contractor receives monthly an electronic list of those eligible beneficiaries, and the passes are issued for the following month.

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49			Does the State currently make retro-adds or deletes to members eligibility? For example, in most states, nursing home Medicaid members could be retro-actively determined eligible up to six months, or sometimes a member may have lost their eligibility a couple of months previously before it is entered into the system.	In certain situations, the State does retroactively update a beneficiary's eligibility. The State does not retroactively delete eligibility.
50			If a member was eligible on the evening before the transport and in subsequent weeks becomes retroactively ineligible, will the Contractor be made responsible for this?	See OVHA's Transportation Procedures Manual, sections 3.1.2 and 3.1.3.
51			If the Contractor is just receiving an Administrative fee for administering this program (either by trip or by member), it seems like if an ineligible member is granted transportation the cost that should be removed from the Contractor should be the administrative fee and not the actual cost of transportation, since there is no profit of any kind to the Contractor on the transportation component?	If it is found that the Contractor has submitted an incorrect claim to EDS for payment, the State would recoup the monies paid out on the claim. Eligibility for the ride should have been checked prior to transport. The Contractor needs to ensure proper billing from its subcontractors.
52			Could you please provide a historical quantitative report on how much has been recouped from your current transit providers due to ineligibles having received transportation when they should have not?	Not currently available.
53	17	2.2f	This requires that "a voice mail system(s) that beneficiaries may use to cancel scheduled transports after normal business hours" be provided. Does this requirement mandate the use of an IVR system, or are traditional voicemail recording systems be sufficient?	Yes.
54	17	2.2g	This section asks that any complaints be reported to the State within 24 hours. Does this mean only safety/incidents/accidents types of complaints or all types of complaints, (i.e., a call taker was rude or the trip was 10 minutes late, etc.)?	All complaints reported to the Contractor need to be reported to the State within 24 hours of notification, regardless of complaint type.
55	18	2.4a	"Provide centralized billing for all trans services" - does the RFP propose to discontinue the practice of having the providers utilize the billing software, billing direct trips to EDS? Does the RFP request that a central billing system be implemented, eliminating billing at the field office level?	The RFP does not propose the discontinuation of the current process.
56	18	2.4b	Please provide an estimate of the volume of work for reconciling RAs provided by EDS to Program Reports. How many staff members or man-hours might this require on a weekly basis? Is it done manually or electronically? And will the State accept a fully electronic solution for the RA to Invoice reconciliation?	Completed both manually and electronically. Reference RFP section 2.1, third paragraph.

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57	18	2.4b	Please explain the Reconciling of Remittance Advices process. As a Contractor/Administrator we would assume that we would be passing an authorization report to EDS for all those trips that were called in, properly screened and authorized for service with the proper Level of Service and the mileage determination. This would eliminate a 100% detailed post review of RAs. Would the Agency consider changing this check and balance to be placed before and not after payments are made?	Reference RFP section 2.1, third paragraph, and RFP section 4.8.2 (#5).
58	19	2.4g	Will the state agency consider waiving this requirement as we do not receive federal funding?	Transportation programs and expenditures fall under the Global Commitment to Health 1115 waiver and receive federal funds. Because of this, the contractor will need to comply with federal requirements, including the need for regular audits.
59	19	2.4g	Completing an audit of this particular program under OMB Circular A133 could be very costly (as much as \$100,000), in particular to the overall administrative budget in light of the fact that most of the expenses are paid by EDS. Would the Agency consider a more cost effective manner for reporting the entire year's performance through a compliance review than a certified audit?	Since A133 is a federal requirement, it would have to be confirmed with federal sources that the proposal of an annual compliance review in lieu of a certified audit would be an acceptable method for testing performance standards.
60	19	2.4i	Please provide a copy of the existing Quality Assurance Plan.	This is a new requirement.
61	20	2.5c-f	Please describe information systems required in the process of managing the current Bus Pass Program. Is there software currently in place to provide this functionality? Would the State be open to the awarded Contractor utilizing/improving the existing software? Can specifications for the data formats and data flow please be provided?	Yes to all questions. The system currently in use is a Microsoft Access 2000+ database.
62	20	2.5i	This section seems to be asking the Contractor (who is not responsible for transportation cost) to maintain working capital account for service providers awaiting claim payment or in emergency situations. If EDS is responsible for each payment cycle, please explain why they are not asked to maintain this account in case of system error glitches? Can you please provide over the last year how often the providers payment cycle has been delayed by more than one day?	The Contractor must maintain a line of credit in case of emergency. The payment cycle has not been delayed by more than one day in the past year.
63	20	2.5i	Does the State provide or reimburse the funds for the working capital account and line of credit for service providers awaiting claim payments?	No. The State does not provide lines of credit.

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64	20-21	2.5.1	This states "This approval will be handled electronically between the Contractor and CCTA." Is there software currently in place to provide this functionality? Would the State be open to the awarded Contractor utilizing/improving the existing software? Can specifications for the data formats and data flow please be provided? Also, paragraph 1 on page 21, states "Notice is sent by the Contractor to Medicaid bus pass clients prior to their bus pass expiration to give them opportunity and time to request another pass." Please provide the number of mailings for the last 12 months so that appropriate mailing preparation and postage can be accounted for in our response.	See Item #61. Mailings are sent on a monthly basis to those eligible for and receiving passes. The passes are not mailed; eligible beneficiaries are required to go to a local address to sign for and pick up their monthly passes.
65	20-21	2.5.1	What information is included in the Bus Pass Program database? Are dispatch and billing controlled by Microsoft Programs?	The database contains beneficiary demographic information (name, SS#, address) plus the current eligibility code. The dispatch and billing system is a Microsoft Access 2000+ database. .
66	20-21	2.5.1	If the Medicaid bus pass is good for one year (and they are only recertified once a year) and an individual loses their eligibility, but has received a pass, how do you recoup that cost?	See answer concerning the bus pass warrant system. Mailings are sent on a monthly basis to those eligible for and receiving the passes. The passes themselves are not mailed; eligible beneficiaries are required to go to a local address to sign for and pick up their monthly passes.
67	21	2.6	Are ancillary costs of this program such as meals, lodging, etc., to be included in this Administrative budget, and under what category in the Cost Proposal Sheet should this be identified?	No.
68	21	2.6a	Please provide statistical information on the call volumes over the recent past. How many lines are needed? What is the average wait time? Are there any particular problems with the phone service at this time?	Statewide (including brokers), the current contractor estimates that there are between 650,000 and 700,000 incoming calls/year. Calls that come in to administrative office itself total approximately 700/month.
69	21	2.6e	Please provide the number of such lodgings for the last 12 month period, along with the reimbursement method for such expenditures to the Contractor.	Such lodgings are billed through the contractor's credit card. Those centralized claims are then submitted to EDS for reimbursement.
70	21	2.6e	"Directly assist benes to book lodging at approved locations using the contractor's credit card, etc". Will benes have the option of making their own arrangements, or will the contractor make all arrangements assuring lowest costs? Will all brokers be required to use the central office for bookings or have the option of making the arrangements locally?	To ensure a smooth process, and to effectively assure the lowest cost to meet the appropriate need, the out-of-state lodging arrangements are currently being set up by the current contractor's staff using the contractor's credit card (with the exception of two of the brokers). Bidders can propose other arrangements.
71	21	2.6e	How should the Contractor bill for the use of a credit card to accommodate lodging?	The Contractor will submit claims to EDS for reimbursement for these charges.

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72	22	2.7a	Quarterly financial reports cannot be provided w/in 30 days of the end of the quarter; will reports w/in 75 days of the end of the quarter be acceptable?	Reference section 4.8.2 (#5).
73	22	2.7a	Does this section require reports across our entire book of business or only for services provided in or to Vermont?	All reports must be responsive to the services provided under this contract.
74	22	2.7c	Processing of invoices, data entry, EDS remittances and financial accounting can take 3 weeks or longer. Weekly reports can be provided, but these will not include all trips 'provided' by the end of the previous week. These will be all trips entered into the system at week end. Weekly reports will then be grossly underreported. Quarterly and yearend trip status reports are required at 30 days following the end of the period. Billing and accounting entail a 60-75 day period for processing. Will a reporting period of 75 days following the period be acceptable?	Reference RFP section 4.8.2 (#5).
75		2.7d	Could the State please clarify whether the referenced "selected service providers" are the Community Transportation Services vendors?	These "selected service providers" are the brokers, a listing of which is found in section 1.1 of the RFP.
76	22	2.7d	Are these financial statements available by the current regional transit providers, or is this going to be an additional cost to them with this RFP? Also, is this required of any commercial taxi/van provider?	The brokers (regional transit providers) submit these reports to the current contractor within 30 days of the end of the quarter. The Contractor then submits them to the OVHA. This is not required of any commercial taxi/van provider at this
77		2.7e	Concerning the numbered list, why are numbers and 2 and 3 necessary and what does the State do with this information?	This information is currently required for monitoring and reporting purposes.
78	23	2.8	What are the existing State regulations regarding beneficiary no-shows?	See OVHA's Transportation Procedure Manual, section 6.1.
79	23	2.8	Please provide a copy of the "existing State regulations regarding beneficiaries who fail to show for scheduled transports". Is the state also open to recommendations from the Contractor with respect to improving these regulations based on proven best practices within the industry if they exist?	See OVHA's Transportation Procedure Manual, section 6.1.
80	23	2.10	The first paragraph states that the contractor is responsible for reviewing and determining the need for out-of-state travel. Is this correct or does it really refer to 'out-of-area travel'? The next paragraph states that the OVHA must authorize out-of-state travel. Are the statements contradictory?	The OVHA must authorize out-of-state travel.
81	25	2.13.1	Will the State consider alternatives to the 15% retainage?	Reference RFP section 4.8.2 (#5).

RFP Questions				Answer:
Item	Page	Section	Comments From Reviewers	
82	25	2.13.1	Is the interest added to the 15% retainage? If so, is the contractor paid that retainage?	No, interest will not be paid to the contractor.
83	25	2.13.1	Most State programs request a performance bond of 15% of the annual contract value in the name of the Agency, versus actually retaining cash flow which may be needed to operate this program. Could the State consider this?	Reference RFP section 4.8.2 (#5).
84	26	3.10	Is it acceptable to withdraw a proposal if the State selects multiple vendors in response to the RFP?	Yes.
85	31	3.15	Please describe the existing technology used by VPTA, particularly the reservations/scheduling/billing product.	The system currently in use is a Microsoft Access 2000+ database.
86	34	4.7	In addition to Microsoft Word and Excel formats, can we also submit files in Adobe PDF format? For instance, our audited financial statements are in PDF format?	Audited financial statements may be in PDF format.
87	35-36	4.8	Please clarify, does the 25 double-side page limit equal 50 numbered pages?	Yes.
88	35-36	4.8	Please clarify what "double-spaced text" means. Does it mean there needs to be an extra line between each sentence, which would greatly limit the amount of space to adequately respond to the RFP requirements? Or does it mean including two spaces at the end of each sentence?	"Double-spaced text" refers to a space between each line of type.
89	35-36	4.8	In requirement 1 of Section 4.8, the RFP states "...appendices (#7-#11 in RFP section 4.8.1) are not factored into the 25 page maximum." Number 11 of Section 4.8.1 reads, "Other Appendices of the Bidder's choosing." Does this mean that bidders are allowed to include multiple appendices that will not count toward the page limit, such as reference letters, list of current contracts, sample program material, etc.?	Yes.
90	35-36	4.8	Please clarify if the following required proposal items count toward the 50-page limit: i. Table of contents ii. Tabs and/or cover sheets for each section iii. Bidder information sheets, for both the bidder and proposed subcontractors iv. Gantt chart (a sufficiently detailed Gantt is typically between 3-5 pages)	i: Yes ii: No iii: Yes iv: Yes
91	38	4.8.5	Does the 5-page limit on the Executive Summary mean 1/5 of the total or 1/10?	5 pages (2 sided) is the limit.

RFP Questions				Answer:
Item	Page	Section	Comments From Reviewers	
92	41	4.9	Since a big portion of the overall program is maintaining a healthy network of transportation providers, can the agency provide the Contractor with the current rates for the transit providers?	Refer to RFP section 4.9 and VPTA's Proposal for 2008.
93	41	4.9	When was the last time that they received a rate increase? Does the State have any future adjustments underway for transportation provider rates in lieu of the fuel increases currently being experienced?	Transportation rates are assessed annually.
94	41-42	4.9	Is reimbursement for meals and lodging included within the administrative fee or outside of the administrative fee? If meals and lodging reimbursement is included within the administrative fee, then what was the amount spent last year for these services by the current contractor?	It is not included in the administrative fee.
95	41-42	4.9	The cost proposal addresses the direct costs of trans indicating these may later be negotiated. Is it therefore accurate to say that the RFP has no requirement to present any info on the direct trans costs until a later time? Does the cost proposal exclude or modify the historic practice of including the flat admin payments to the id'ed subcontractor brokers?	Those payments would be included only if the contractor themselves either are or expect to be providing direct transportation to beneficiaries. If bidder is intending to develop flat rates, the RFP requires a description of the process that would be used to develop the rates. The RFP cost proposal requirements do not either modify or exclude the historic practice of including administrative payments for subcontracted brokers in the contract that will result from this RFP.
96	42	4.9.2	Just to clarify, the State is seeking a per-month and annual cost that will not change during the entire 2-year initial term, correct? And after that, bidders should propose an annual inflation rate for each of the 2 option years, correct?	The State is seeking a fixed-price contract for two years. After that, bidders should propose an annual inflation rate for each of the two option years.
97	42	4.9.2	This section states that the contract will be a fixed price contract for two years, but throughout the RFP it also states that the Contractor will bill EDS for their services. Please address the following questions: - Can a Contractor have a monthly bid amount for the first year and then a different monthly bid amount for the second year (to account for CPI inflation)? - Since this is a fixed price contract, is it safe to assume that the Contractor is not billing on a per trip basis?	The State is seeking a fixed-price contract for two years. After that, bidders should propose an annual inflation rate for each of the two option years. The actual payments for services are not made through the contract itself.
98	42	4.9.3	"...[U]sing current State guidelines: \$0.485 per mile for travel by own vehicle." The current GSA rate is \$0.505, eff 1/1/08. Is this an error?	Yes, this is an error. The rate should read \$.505 per mile.

RFP Questions				
Item	Page	Section	Comments From Reviewers	Answer:
99	42	4.9.3	Does the Contractor's management fee include meal and lodging allowances for members? If so, can you please provide an EDS report with how much in the last two years has been paid for these CPT codes representing meals and lodging?	This operating expenditure should be outlined in the submitted proposal.
100	43-44	4.9.3.1	Can we add any other line items for various aspects of management that might not fit into these already crafted	Yes. There is a provision for "Other."
101	49	6.13	Prohibits advance payments for services and supplies. What will the process be for payment for <u>administrative</u> services under this agreement and what are the time lines for receipt of invoices and issuance of payments?	Bidder to propose.
102	49	6.14	This section states that the State shall bear no liability for paying the valid claims of the contractor's subcontractors. Please define who pays them since the Contractor is not responsible for actual <u>payments</u> .	This does not refer to reimbursement for services or "claims." It refers to any administrative payment arrangements between the contractor and the subcontractor.
103	52	6.16.4	"In the event that either party deems it necessary to take legal action to enforce any provision of the contract, the Contractor shall bear their costs associated with the litigation, including any attorney fees as assessed by the Court." We found this provision to be confusing. Both the wording and substance of this sentence raise the question of whether some words were inadvertently omitted. Should this read: "In the event that either party deems it necessary to take legal action to enforce any provision of this contract, the Contractor, <i>or the State, as applicable</i> , shall bear <i>their own costs</i> ."?	The State agrees that the proposed change is acceptable.
104	61	6.2.1.1	If the Contractor proposes a Third Party software application will it be sufficient that the State be listed as a licensed user if leased, or will it be required that the Contractor purchase the software?	The State will consider such a proposal but may or may not be able to accept it, depending on a variety of factors.
105	61	6.2.1.1	Software and source code ownership. Is it understood that while file content may be transferred to the state, programs utilized in the conduct of business performed under this agreement such as Access, are owned by Microsoft Corporation and all users must have individual licenses for such use?	Yes.
106		Attach C, #6	Is Professional Liability Insurance required?	No.

RFP Questions				Answer:
Item	Page	Section	Comments From Reviewers	
107		Attach F, para 11	If a firm proposes a commercially available software product, it will be virtually impossible to comply with this requirement. If strictly interpreted, this may unfairly limit bidders and/or restrict the State to "home-grown" software products. What leeway is there in this clause?	This paragraph is currently under review as bidders have raised a number of questions. Bidders should feel free to bid commercially available products and note the question citing the reference.
108		Attach F, para 12	Will the State accept an offer of the right to utilize the software developed indefinitely but allow the Contractor to utilize said software in any facility said Contractor may operate outside of the contract described? Does this clause relate to software Contractor may already have developed for other contracts?	The State must own any products developed under the contract resulting from this procurement. The State will consider a request from a bidder to utilize the software outside of the contract.