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**Date: June 29, 2021**  
**Addendum Number: One**  
**RFP Number: 004-21**  
**RFP Title: ESP Medical & Non-Medical Transportation Services**

### Questions & Answers

Q1: Is there an example of or will we be provided with a grid that can be used for the area/zone we will be bidding on and putting in unit rates?

*A1: Please see Attachment 2 – Bid Rate Worksheet for years 1-5.*

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Q2: Please clarify: FTH – on page 6 of the RFP – it indicates transportation services may be part of this bid (taking clients to and from a hospital or rehabilitation facility). Then on page 10 of the RFP – it indicates that transportation services may **not** be part of taking clients to and from a hospital or rehabilitation facility.

*A2: A client enrolled in the traditional ESP program can not receive transportation for admission to or discharge from a hospital or rehabilitation facility. The hospital or SNF is responsible for arranging and paying for transportation home from a facility at discharge. This is not currently covered by FTH.*

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Q3: What are the guideline for posting the RFP's and what is the timeline for them being awarded?

*A3:*

<b>Last Day to Submit Questions</b>	<b>Friday, June 25, 2021</b>
<b>Last Day for COA to Answer Questions</b>	<b>Wednesday, June 30, 2021</b>
<b>Proposal Due Date</b>	<b>Wednesday, July 14, 2021 no later than 12:00 p.m.</b>
<b>Estimated Award Date</b>	<b>The week of August 23rd</b>

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Q4: Fast Track Program - is this for transportation for caregivers?

*A4: FastTrack Home (FTH) services are assigned to clients enrolled in the FTH program. A caregiver may accompany a FTH client in the vehicle during transportation services.*

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Q5: Hands-on escorting for ALL passengers - does this include spouse/aide, etc?

*A5: Hands-on escorting is required to be provided to the client and/or companion as needed.*

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Q6: Section Four: (iv): Are you requesting A/P or A/R information?

*A6: Accounts Payable Aging (classified in 30, 60, 90 days past due).*

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Q7: On the Evaluation sections, do you need a full narrative? and do you need a cover letter for the narrative, if so?

*A7: Section Five contains evaluation questions which require bidders to provide responses (narratives) to demonstrate how the bidder meets the program requirements. Please refer to the Examples for Scoring within each question for a guide as to how proposals will be scored and the types of documents that are being requested. A cover letter is not required for the narrative.*

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Q8: Table 1 gives number of clients/units (volume). Can you also provide the average miles per trip? Can you provide a Zone map? This also is related to the rate structure of "out of county" vs. "out of territory." The COA five county area is a rather arbitrary delineator. If the client is in Middletown it is further to take them to Milford (out of county) than it is to Dayton (out of territory). These requests are rare but do happen, and in this type of three tiered rate structure it is the miles not the county that drives the cost. Any insight you can provide as to

why the structure was divided this way, or what you anticipate seeing in terms of rates related to that structure would be helpful.

*A8: COA does not have access to mileage data for trips. Please see the ESP Zones by Zip Codes for Butler and Warren County on page 9 of this Addendum; however, please be advised that contracts will be awarded by county.*

*The rate structure was developed to minimize the provider and CM administrative oversight of service authorizations. This rate structure does capture every potential scenario. Out of territory trips are exceptions and should be bid accordingly.*

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Q9: Just clarifying, so the ONLY day you will take in person deliveries of the RFP bid is on 7/14 from 8:00 to 12:00? If our bid is ready on 7/9 for example, our options are that we could mail it (and run the risk of it not getting there in time), or hold it until 7/14, correct?

*A9: Due to COVID-19, 95% of COA's staff remain offsite. Due to the limitations in staff resources and to ensure bidders are assured receipt of their bids, proposals will only be accepted in-person on July 14<sup>th</sup> from 8 am to Noon. Please see the RFP for additional ways to submit your proposal.*

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Q10: In the service specification, 3.8 (f) talks about safety and the use of devices while driving. We use a tablet system for tracking and GPS, etc. as part of our work process so we do have, and will have, tablets in use during transport IF NEEDED for navigation. How does this fit with this standard? Because of this technological capacity we can also do electronic signatures and reduce the reliance of paper. Is this acceptable?

*A10: The use of technological devices is acceptable to aid in the delivery of services. Trip verification components as outlined in the service specification 3.9 are acceptable in written or electronic format.*

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Q11: Do you anticipate or have plans to add a star rating system to the ESP transportation program, similar to what you recently added the HDM program? If so how is that tied to this RFPs scoring system and evaluation levels?

*A11: A potential star rating for ESP transportation has no affect for the scoring of these propoals. There is potential to add a star rating system to the ESP transportation program. A*

*star rating has been utilized for HDM. The components of the star rating are price and quality scores.*

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Q12: Have you given thought on ways to simplify or mitigate the administrative time that comes from moving to a model with a yearly allotment of units? Every client is on a different yearly schedule so they run out of units at different times. This is exacerbated by the 10/1 new rate direct awards, and becomes a lot for providers and care managers to manage and keep track of. Do you have guidelines or expectations regarding prioritizing medical over non-medical trips in this yearly allotment model?

*A12: We have chosen the 10/1 time frame as a consistent date when rates will change. Every client has a varying "care plan year". It is important to track costs on an annual method so at this point we are continuing with the annual care plan. It can be a lot to keep track of but it is a method to ensure we are spending appropriate amounts in the program per county. Non-Medical transportation is available in Butler County and it is a separate authorization. The Care Manager assesses for the need of this benefit and takes into consideration the cost of other services and needs of that client before authorizing. All counties offer Medical transportation which is also authorized based on need.*

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Q13: Even though FTH is not active or planned for next pilot in Butler County, can you provide some update on the program related to expectations, guidelines, current data collection, and where to best learn about the Coleman Transition Model? If we need to prepare for that eventually coming to BC we need to consider it in our proposal, and therefore, need more information please.

*A13: The FTH Program is set up to enroll clients bedside at the hospital or facility and have services in place to start the day of discharge. Clients are eligible to enroll up to 7 days after discharge. If the client enrolls after discharge we expect to have services in place within 48 hours. Clients are enrolled in FTH up to 60 days. Approximately 35% of clients transfer to ESP for long term support and their current services transfer with them. Coleman Model information can be found at <https://caretransitions.org>. FTH has a current census of 178. We had approximately 90 new enrollments in May for Hamilton, Clinton, and Warren County.*

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Q14: Under the service specs 1.1(b) can a client be transported under anesthesia if he or she has an aide with them?

*A14: No client, under any circumstances, will be transported if they have been under anesthesia.*

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Q15: When a client has a companion/assistant riding with them does that companion also have to sign or only the client?

*A15: At the completion of service delivery the client is the only person that needs to sign for the trip verification.*

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Q16: For BC, on page 10 of the RFP you highlight the additions or changes to the service specs, and how you have worded (b) has caused some confusion. The sentence "Medical Transportation and non-medical Transportation are now combined as Transportation" is where confusion has been created. To clarify, for BC there is still medical and non-medical as separate categories, correct? The rest of the RFP is written as if both are still in play, but that one sentence has muddied the waters.

*A16: The Butler County Transportation Service Specification includes both Medical and Non-Medical Transportation. Previously, Butler County ESP had a service specification for Medical Transportation and a separate service specification for Non-Medical Transportation. Clients in Butler County will be awarded separate service authorizations for Medical and Non-Medical Transportation.*

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Q17: Under the service specs 1.1(a) for transportation to the pharmacy after a medical appointment, are we to bid as if the pharmacy stop is all inclusive in the ONE RATE/TRIP in picking them up from the medical appointment to home, or will we bill from the pick up at the appointment to the pharmacy and then bill again from the pharmacy to the home as TWO RATES/TRIPS?

*A17: The stop at the pharmacy is not going to be considered a separate trip. Stopping at the pharmacy does not occur frequently and should be a component of your bid rate.*

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Q18: From what I read in the RFP that a provider can as an example bid on Ambulatory Transportation only?

*A18: Yes, as detailed in your example, the provider can choose to bid only on ambulatory transportation.*

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Q19: From what I read in the RFP you can choose which County that you choose to bid on?

*A19: Yes, bidders are required to select if they will provide services for Butler, Clinton, and/or Warren County clients. Bidders may select one or more counties.*

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Q20: How many vehicles do you require for the program?

*A20: Bidders are required to ensure they meet the service specification Section 3.1 which addresses back-up for the vehicle in the event of failure and driver in the event of unavailability. For example, if an agency has one vehicle and one driver they are required to have one back-up vehicle and one backup driver that meet the service specifications.*

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Q21: Page or Word number limits on the narratives? The RFP does not give any but sometimes you do put limits so double checking.

*A21: We have not included any page limits. We do ask that you are clear and concise with your answers for the evaluators reviewing the bids.*

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Q22: Medical Transportation suppliers, operating in the State of Ohio, are required to be licensed by the Ohio Department of Emergency, Fire, and Medical Transportation Services (EFMTS). This agency licenses all of our Ambulances and Ambulettes. Stretcher Vans are currently not permitted to operate in the State of Ohio. Therefore can I assume you would accept our bid for Ambulance services in lieu of stretcher van service?

*A22: Yes, ambulance services will be accepted for this RFP.*

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Q23: Can the provider select to bid as Pick up fee + Miles or it has to be fixed rate???

*A23: Bids for these services would be a fixed rate per type of trip as noted in the directions in Attachment 2 of this RFP.*

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Q24: Can the Transportation Demographics be broken down to decipher how many Ambulance (stretcher) trips vs. Ambulettes (non-ambulatory) are included in the "Medical Transportation" category?

*A24: We have not offered the stretcher trips prior to this RFP so we do not have data for that service. At this time we do not have volume information for Non-Ambulatory trips. We are tracking this type of data more closely so that we will have this type of information in the future.*

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Q25: Is there an intention to use the TripSpark/NovusMed platform (like home52) to conduct these trips?

*A25: This is not anticipated to be implemented for these services. If that were to change in the future a new RFP would be issued under home52.*

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Q26: Can a provider submit a base rate for certain number of base miles in excess of the base rate for each trip?

*A26: The rate structure will only allow for a fixed rate per type of trip as noted in the directions in Attachment 2 of this RFP.*

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Q27: Can we bid on specific zones? If so how are we expected to document this?

*A27: This RFP does not allow a bidder to submit rates for specific zones. The RFP will be awarded by county only.*

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Q28: Will multiple vendors be assigned for each county? If multiple providers are selected for each county, how will trips be assigned to each of the multiple providers?

*A28: Multiple transportation agencies will be assigned to each county. Clients have the option to choose their provider before the request is sent to the transportation network for competitive bid. Providers have the option of bidding on clients based upon their availability to meet the clients needs. Once a client has been awarded to a provider, the client remains with the provider for all transportation services until termination by either the client or provider.*

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Q29: Can COA disclose as to how many vendors are covering the current need in each county and if the current rates could be disclosed as well?

*A29: At the present time, COA contracts with five providers in Butler County, one provider in Clinton County, and four providers in Warren County. Under the current transportation contracts, each trip is bid separately. There are no fixed rates.*

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Q30: Can we continue to use our current software with this RFP bid?

*A30: COA is not asking any bidder to discontinue using their current software with the award of this RFP. Awarded bidders would need to be able to work within COA's CareDirector system to be able to accept referrals and for billing.*



COA Butler County ESP Zones by Zip Codes			
West Zone		45003	
		45004	
		45030	
		45053	
		45056	
		45064	
		45311	
		47003	
		47010	
		47012	
		47016	
		47060	
Northeast Zone			45005
			45036
			45042
			45043
			45044
			45050
			45067
			45327
Central Zone		45011	
		45012	
		45013	
		45018	
		45025	
		45026	
		45055	
		45062	
		45063	
			45014
			45015
			45040
Southeast Zone			45061
			45069
			45071
			45231
			45240
			45241
			45246
			45249
			45251
			45252

COA Warren County ESP Zones by Zip Codes				
Zone 1 - North		45005		45034
		45032		45039
		45036		45040
		45042		45065
		45044		45107
		45050		45113
		45054		45122
		45066		45140
		45068		45152
		45342		45162
		45458		45249
Zone 2 - South				