

Buncombe County Finance Department - Procurement Division

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Request for Proposals

Administration of Non-Emergency Medicaid Transportation

November 6, 2019

The Buncombe County Department of Health and Human Services (BCHHS) is seeking interest from qualified service providers for the operation of the County's administration of the Non-Emergency Medicaid Transportation (NEMT) program.

It is anticipated that this contract will be for two years, renewable in each of those years. Medicaid Transformation will decrease the counties responsibility to provide this service as it will be provided by the pre-paid health plans in the coming years.

NEMT Provider

Specific Activities Include:

- Operate the Non-Emergency Medicaid Transportation program on behalf of Buncombe County.
- Ensure service is provided only to residents of Buncombe County who are current recipients in and eligible Medicaid Category, with a current Medicaid transportation assessment.
- To ensure that accurate information and services are provided to Buncombe County, passengers, contracting agencies, and other over the course of the contract, will be responsible for being familiar with all policies, procedures, guidelines, and regulations associated with Buncombe County Medicaid Transportation services, including those for any service provider/contractors, agencies and funding sources. Will operate the program in accordance with applicable federal, state and local regulations, policies and procedures.
- Be responsible for program oversight.
- Agree to keep and maintain good and proper business records of all services and charges provided for under this agreement. The source of these records shall be information supplied to the contractor as recorded by drivers' trip logs or through automated software reports, where applicable, in addition to DMA 5118 forms and other forms of verification from medical providers.

- Schedule all trips in a coordinating manner intended to maximize on-time performance & vehicle utilization, minimize passenger ride time & deadhead service, while considering agency requirements.
- Maintaining the capacity to handle all Non-Emergency Medicaid transportation related calls and referrals in a timely and effective manner.
- Ensure that any direct provider of transportation services arranged under this contract meets and follows the requirements outlined in local, state and federal policy.

<http://www.ncdhhs.gov/dma/services/transportation.htm>

Requirements:

- The contractor must abide by all relevant State, Federal, and local policy and recognize that such policy is subject to change. A contractor's failure to comply shall constitute a material breach of contract. This includes but is not limited to whatever regular investigation may be necessary to ensure personnel are properly qualified to provide services.
- Preference will be given to applicants with experience administering local Non-Emergency Medicaid Transportation programs and are able to demonstrate track records of excellence relating to this program.
- Applicants must summarize the type of software they will use in carrying out the duties of the NEMT program.
- Preference will be given to proposals that include strategies to integrate their services with other Health and Human Services programs that the County provides, along with other partner organizations.
- The contractor must operate using relevant County, State, and/or Federal software and data systems. Examples include but are not limited to NC Fast (web based case management system).
- The contractor shall recognize that the protection of private information and careful professional discretion are tantamount to ethical practice in providing services. Employees of the contractor may routinely have access to or may overhear information concerning a client's personal or family circumstances. Substantiated failures to keep such information confidential will be treated as a breach of contract and may be subject to other types of policy based liability, including, but not limited to, civil and criminal liability.
- The contractor shall ensure that services provided involving persons with disabilities is equivalent to the level and quality of service providing involving individuals without disabilities.
- The contractor must ensure that its employees diligently refrain from working on cases where a conflict of interest exists, or where the appearance of a conflict of interest may exist.

- All employees of the contractor must maintain a pleasant, courteous, professional demeanor of all times. Complaints of rudeness or unprofessional behavior will not be tolerated.
- The contractor must agree to provide services and maintain Non-Emergency Medicaid Transportation office within Buncombe County.

Availability:

- The contractor must be available during regular County business hours (M-F, 8:00 AM – 5:00 PM). Exceptions include holidays observed according to Buncombe County's operating calendar.

Budget:

- Applicant should submit a budget that includes a summary of proposed positions with salary and benefits, indication of full or part time status for each position, an operating budget, and a narrative summary of how funds will be expended.

Please ensure that you have included the following with your proposal:

- An overview of services currently provided by the agency and an agency history of services.
- Recent results of client feedback (survey results, comments, etc.) for a similar program.
- Your track record for providing similar services, including a list of providers under which your agency is contracted to provide services.
- The agency's capacity to provide the requested services, which include administrative (personnel management, management information system, and infrastructure) capacity.
- The agency's capability to provide the services as outlined above, including any track record for accessing electronic data management/client record systems, providing excellent customer service, and reporting results.

If you have questions, you may contact the Economic Services Division Director:

Phillip Hardin
Economic Services Division Director
Phillip.Hardin@BuncombeCounty.org
(828) 250-5592

PROPOSAL SUBMISSION

Prospective contractors are invited to indicate their interest by submitting three copies of your proposal by 2:00 p.m. on December 20, 2019. Proposals must include a signature from both the Executive Director and the chair of any oversight board. Buncombe County reserves the right to accept or reject all or any part of any proposal, waive informalities and award the contract to best serve the interest of the County. It is the responsibility of the applicant that their proposal is received.

Proposals may either be submitted electronically to Phillip.Hardin@BuncombeCounty.org (if submitted electronically only one copy is necessary)

OR

Dropped off in person at the Department of Health and Human Services at 40 Coxe Avenue and addressed to:

Phillip Hardin
Economic Services Director

OR

Mailed to the Department of Health and Human Services and addressed as follows:

Phillip Hardin
Economic Services Director
P. O. Box 7408
Asheville, NC 28802-7408

Dates and Deadlines:

- November 27, 2019, 5:00 p.m.: Deadline to submit questions in writing about the RFP
- December 6, 2019 5:00 p.m.: Responses to questions are published
- December 20, 2019, 2:00 p.m.: Proposals submitted to HHS Economic Service Director

METHOD OF AWARD

All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the RFP requirements and best fits the needs of the County.

Buncombe County reserves the right to reject any and/or all submittals, and to waive defects, technicalities and/or irregularities in any submittal. The County reserves the right to finalize a contract with one or more firms based on all factors involved in the written qualification submittal without further discussion or interviews.

Proposals will generally be evaluated according to completeness, content, and experience with similar projects, ability of the Vendor and its staff, and cost.

Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the County reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the County.