

**Department of Human Services**  
**Medical Assistance Transportation Hybrid Model**  
**Request for Proposal #HS-000014 AFS**  
**Provider Question & Responses**

Is there any historical data that could help contractors estimate how many trips will be demanded thru this service? **Any data that Delaware County Human Services is providing was included in the issued Request for Proposal and Budget Proposal.**

Is there an anticipated amount of trips to be taken under this contract? **Any data that Delaware County Human Services is providing was included in the issued RFP and Budget Proposal.**

Is there an FTA funding cap/ceiling/maximum under this contract? **The expectation is the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program.**

Is there a budget or max spend for this contract? **The expectation is the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program. All supplemental information being provided in conjunction with the Request for Proposal was included in the issuance.**

Can you please further clarify what is a "hybrid model" as identified in the name of the RFP? **In conjunction with a transportation provider.**

What is the commencement date of the contract? **To be determined.**

What are the terms of the contract? **Our standard contract terms are outlined in the Request for Proposal as Exhibit A.**

Where can we find the scope of services for this proposal, including such items as: General scope of work, Service description including operating days and estimated revenue hours, Equipment requirements, Communication systems, Fueling and cleaning, Personnel, Maintenance, Training, Safety Administrative responsibilities? **The expectation is that the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program. All supplemental information being provided in conjunction with the Request for Proposal was included in the issuance.**

Will this RFP have one award? **The expectation is to seek a provider to implement the entirety of the Medical Assistance Transportation Program.**

What is the length of this agreement (starting date to ending date)? **The Department of Human Services typically contracts on a fiscal year cycle with the opportunity for annual renewals pending the availability of local, state, and federal funds, and County Council's approval.**

Please provide a Scope of Services for the Medical Assistance Transportation Hybrid Model. Is the Scope of Services provided for the Grantee (County) the same scope of services utilized for the Subcontractor (Vendor)? **The expectation is that the provider will submit a proposal to implement the entirety of the Medical Assistance Transportation Program. All supplemental information being provided in conjunction with the Request for Proposal was included in the issuance.**

Page 2 of the proposal states:

The link for the Medical Assistance Transportation Program Instructions and policies and procedures ([http://matp.pa.gov/PDF/MATP\\_Handbook.pdf](http://matp.pa.gov/PDF/MATP_Handbook.pdf)) within the RFP has the following at the bottom of the page "MATP I&R Rev. 10/2012". **The link provided has been tested and is a working link.**

When utilizing the website <http://matp.pa.gov/PDF/MATPStandardsGuidelines.pdf> for the “standards and guidelines”, the website has the following at the bottom of the page: MATP S&G Rev. 11/2016.

Page 2 of the proposal states: “Consumer No Show”

Is the County willing to pay a fee or a percentage rate for “no-shows”? **No funding will be provided for “no-shows”.**

Page 3 lists the following appendixes:

- Appendix F – Insurance
- Appendix U – Audit Requirements
- Appendix AA – Invoice Submission Requirements
- Appendix CC – HIPAA Business Associate Agreement
- Appendix DD – Federal Awards
- Appendix EE – Child Protective Services Law
- Appendix FF – Medical Marijuana Prohibition
- Appendix II – Political Contribution

Throughout the RFP, other appendixes are also mentioned as follows:

Page 4 mentions Appendix A,

Page 8 mentions Appendix B,

Page 9 mentions Appendix C, Appendix D and Appendix E,

Page 10 mentions Appendix C,

Page 12 mentions Appendix G,

Please provide copies of Appendix A, Appendix B, Appendix C, Appendix D, Appendix E, and Appendix G mentioned above since these appendixes do not appear within the RFP or on the website.

**All supplemental information being provided in conjunction with the Request for Proposal was included in the issuance.**

The RFP document does not mention Appendix AA FFS “Fee for Service Cover Sheet” but Appendix AA-FFS is posted on the website. The Request for Proposal also does not mention Appendix L “Lobbying Certificate Form,” but Appendix L is posted on the website. **These documents are included as a reference and are standard appendices in all Delaware County, Department of Human Services agreements.**

Please explain how the County would like these documents submitted, if these documents need to be submitted with the proposal submission, and how these documents will be utilized. **N/A**

Page 3 states the following:

Additionally, the successful applicant must comply with the following Department of Human Services standard appendixes, attached to this addendum:

Does the County have a copy of “this addendum”? **These documents are included on the PennBid portal.**

Page 3 states the following:

The County reserves the right to disqualify any proposal received after the specified date/time and not completed in the indicated format and inclusive of required information.

What is the specific indicate format required? **All details, to include submission instructions, are included in the Request for Proposal.**

Page 4 states the following:

All responses received to this RFP become the property of the County. Responses may identify proprietary or confidential information for purposes of meeting an exception to the Pennsylvania Right-To-Know Law; however,

the County is not bound by the identification of such information as proprietary or confidential and will provide copies of materials provided hereunder in response to a right-to-know request as required by Pennsylvania law.

If a proposing firm identifies a page or pages as proprietary and confidential, would the County still include that information in the RTKL request? Does the County provide an opportunity for the proposing firm to redact the proposal? **All information in the proposal is subject to the Pennsylvania Right-To-Know Law which allows access to County records to the public, subject to certain exceptions. The law can be found at 65 P.S. § 67.101. One of those exceptions protects certain confidential proprietary information. You should consult your own attorney as to the interpretation of this exception as pertains to your proposal.**

Page 4 mentions "Attachment 2" for the "Campaign Disclosure Form" and page 3 mentions Appendix II – Political Contribution. Is there supposed to be another attachment to this RFP or is Attachment 2 the same as Appendix II which is also not attached? Please provide a copy of these documents. **Attachment B of the Request for Proposal and Appendix II – Political Contribution are the same document.**

Page 8 states the following:

If a Contractor reports a deficit at the end of the year, Contractor shall be responsible for providing the necessary funds. The County is not responsible for an incurred deficit on the part of Contractor.

Please explain. How are payment reconciliations completed by the County? What happens if a deficit is discovered after reconciliations of payments are performed? Currently, this program is billed at an average cost per trip and then reconciled annually. Does the County want the monthly billing to be at a direct cost for each trip, cost per trip, or an average cost per trip rate with a reconciliation at the end of the year? **We do not see the relevance of this question at this time.**

Page 8 states the following:

If Contractor enters into an agreement which extends beyond the end of the Term as provided in Section 1, the time portion of such agreement after the end of the Term shall be treated as a charge against the term of the next agreement between the County and Contractor, if any, and shall not be charged to or paid from funds made available under this Agreement.

Please clarify this statement. Would this include any amendments extending the length of the agreement? Please identify Section 1. **You should consult your own attorney as to the interpretation of this exception as pertains to your proposal.**

Page 9 states the following: Contractor agrees to collect statistical data of a fiscal nature on a regular basis and to make fiscal statistical reports at times prescribed by, and on forms furnished by the County.

How often are fiscal statistical reports required? Can the County provide sample forms? **Statistics are required minimally on a quarterly basis. Sample forms can be provided.**

Page 14 states the following:

Contractor shall be responsible for and agrees to indemnify and hold harmless the County from all losses, damages, expenses, including attorney's fees, claims, demands, suits and actions brought by any party against the County as a result of Contractor's failure to comply with the provisions of this paragraph, and any other provisions in this Agreement.

Please revise to state the following:

Contractor shall be responsible for and agrees to indemnify and hold harmless the County from all losses, damages, expenses, including reasonable attorney's fees, claims, demands, suits and actions brought by any party against the County as a result of Contractor's failure to comply with the provisions of this paragraph, and any other provisions in this Agreement. **N/A**

Can the language in the indemnification clause on page 18 match the language in this clause on page 14? **N/A**

Page 16 states the following: The County may undertake or award other contracts for additional or related work, and Contractor shall fully cooperate with other contractors and County employees and carefully fit its work to such additional work.

Please clarify the above statement. You should consult your own attorney as to the interpretation of this exception as pertains to your proposal.

Page 17 states the following:

Except for those subcontracts specifically authorized by this Agreement, Contractor shall not enter into subcontracts for any of the work contemplated under this Agreement without obtaining prior written approval of the County, which shall be attached to the original Agreement, and subject to applicable conditions and provisions of the Pennsylvania Department of Human Services, Pennsylvania Department of Health, and the County; provided, however, that notwithstanding the foregoing, unless otherwise provided herein, such prior written approval shall not be required for the purchase by Contractor of articles, supplies, equipment and services which are both necessary for and merely incidental to the performance of the work required under this Agreement. Are there requirements to use union labor to perform the services under this agreement? What does the County require in documentation when utilizing a union when submitting a proposal? What subcontracts are authorized by this agreement? You should consult your own attorney as to the interpretation of this exception as pertains to your proposal.

Page 22 states the following:

Contractor agrees to reimburse the County for overpayments resulting from any reason, including but not limited to errors, contract limitations, actual or audited cost adjustments or non-compliance with applicable policies and procedures.

Please revise to state the following: Contractor agrees to reimburse the County for overpayments resulting from any reason, including but not limited to errors, contract limitations, actual or audited cost adjustments or non-compliance with applicable policies and procedures.

County agrees to reimburse the Contractor for underpayments resulting from any reason, including but not limited to errors, contract limitations, actual or audited cost adjustments or non-compliance with applicable policies and procedures. N/A

Appendix F states the following: Performance & Other Bonds, Contractor shall furnish performance and payment Bonds, each in an amount at least equal to the Contract Price as security for the faithful performance and payment of all Contractor's obligations.

When the terms state "at least equal to the Contract Price," instead of the full contract price, could the County permit an equal amount to each year's contract price renewed annually? N/A