



STATE OF ARKANSAS
OFFICE OF STATE PROCUREMENT
1509 West 7th Street, Room 300
Little Rock, Arkansas 72201-4222

ADDENDUM 1

Addendum Issued: October 13, 2016

RFP Number: SP-16-0228

Description: NET Transportation

All changes shown below by virtue of this Addendum are a permanent revision to the referenced RFQ

BID OPENING DATE AND TIME: No changes.

Bid opening Date: 10/20/16

Bid Opening Time: 2:00 p.m., Central Time

SECTION 1.13 PRICING

A. Vendor(s) **must** include all pricing on the Official Price Bid Sheet(s) only. Any cost not identified by the successful vendor but subsequently incurred in order to achieve successful operation **shall** be borne by the vendor. The *Official Bid Price Sheet* is provided as a separate excel file posted with this *Bid Solicitation*.

Has changed to the following:

A. Vendor(s) **must** include all pricing on the Official Price Bid Sheet(s) only. Any cost not identified by the successful vendor but subsequently incurred in order to achieve successful operation **shall** be borne by the vendor.

SECTION 2.20 (B) 2nd bullet

B. The Broker will ensure that services comply with the following minimum service delivery requirements:

- ☐ Medicaid beneficiaries will be advised of pick-up times at the time the transportation request is made.

Has changed to the following:

B. The Broker will ensure that services comply with the following minimum service delivery requirements:

- ☐ Medicaid beneficiaries will be advised of the estimated pick-up times at the time the transportation request is made.
- IVR or SMS text message service is permitted to be utilized as notification tools.

SECTION 2.26 (Q) VIDEO CAMERA

The following is the minimum requirements for the video systems that **must** be in each transportation vehicle used on the NET contract.

- ☐ HD 1080 p
- ☐ Minimum 45 day playback/viewing
- ☐ GPS on camera
- ☐ Interior view

The required video systems **must** be in good working order each day the each transportation vehicle used on the NET contract. If the video systems are not fully operable, then the vehicle may not be used to transport beneficiaries until the video system is in good working order.

Has changed to following:

Q. Vehicle Camera

The following is the minimum requirements for the video systems that **must** be in each transportation vehicle used on the NET contract.

- ☐ HD 1080 p
- ☐ Minimum 45 day playback/viewing
- ☐ GPS on camera
- ☐ Interior view

- A. The required video systems **must** be in good working order each day the each transportation vehicle used on the NET contract. If the video systems are not fully operable, then the vehicle may not be used to transport beneficiaries until the video system is in good working order.
- B. Cameras purchased within the past (18) months will be acceptable with the following conditions:
- Forty-five (45) days of the most recent video **must** be stored in a secure location and be accessible anytime for review by DHS or any DHS agent.
 - If a provider's current camera system does not have (45) days of storage capacity, current systems **must** have the capability to upload their maximum storage capacity to a secure server in increments that provide a total of (45) days of reviewing capacity.
 - If current systems do not have GPS on the camera, a separate, operational GPS device **must** be on the vehicle at all times.
 - All new camera systems **must** meet RFP specifications.
 - Camera/GPS systems **must** be installed and operational at the start of the contract.
 - Camera/GPS systems **must** be in working order at all times while Medicaid recipients are in the vehicle.
 - Continuous recording **must** take place at all times while a Medicaid recipient is in the vehicle.
 - Camera's **must** be positioned so all passenger activity is recorded.
- C. HIPPA Policy regulations for Audio or Video recordings are as follows:
- DHS policy 1075 addresses the audio or visual recording of agency clients or patients in the course of conducting work for the agency.
 - The policy protects client and patient information as mandated by the federal Health Insurance Portability and Accountability Act (HIPAAA), the Arkansas Personal Information Act (PIPA) Arkansas Code § 4-110-101, and other applicable federal and state laws, rules and regulations. This policy allows for the use of recording devices in accordance with the limitations included in Arkansas Code § 5-60-120.
 - The policy as applied to brokers requires adherence to above mentioned security and privacy rules, and imposes on them responsibility for using secure devices, both with regard to recording, as well, as handling and storing of the recorded information.
 - The Brokers will have responsibility for notifications. The signs or other means of communication will be provided by the brokers.

SECTION 2.6 OPERATIONAL REQUIREMENTS (E) TELEPHONE REQUIREMENTS

3. The Broker **must** answer ninety percent (90%) of all calls within five (5) rings and ensure that the wait time after answering will not exceed five (5) minutes.

Has changed to the following:

3. The Broker **must** answer ninety percent (90%) of all calls within five (5) rings and ensure that the wait time after answering will not exceed five (5) minutes. Interactive Voice Response (IVR) is acceptable.

SECTION 2.13 INSURANCE AND INSURANCE CERTIFICATE (F)

- F. The Insurance certificate **must** document that the liability insurance coverage purchased in the amount of \$5,000,000.00 by any sub-contractor includes contractual liability coverage to protect the State, and **must** contain information required by the Insurance Department of the State of Arkansas.

Has changed to the following:

- F. The Insurance certificate **must** document that the liability insurance coverage purchased in the amount of \$1,000,000.00 by any sub-contractor includes contractual liability coverage to protect the State, and **must** contain information required by the Insurance Department of the State of Arkansas.

SECTION 2.7 STAFFING REQUIREMENT (B) CRIMINAL HISTORY/CENTRAL REGISTRY CHECK

1. Broker **shall** require criminal history check, provided by the Arkansas State Police, and a central registry check on all employees prior to providing services for:

Has changed to the following:

1. Broker **shall** require criminal history check, provided by the Arkansas State Police, and a central registry check conducted by DHS, on all employees prior to providing services for:

SECTION 2.7 STAFFING REQUIREMENTS (H) BROKER CORRESPONDENCE

1. The Broker is financially responsible for all costs incurred in printing and mailing letters, one per household, to notify the beneficiaries and facilities of changes.

Has changed to the following:

1. The Broker is financially responsible for all costs incurred in printing and mailing letters, one per household, to notify the beneficiaries and facilities of changes. Secure electronic notifications may be utilized.
2. The outgoing Broker will provide a list of facilities to which mailings have previously been sent.

SECTION 2.26 VEHICLE MAINTENANCE AND SAFETY STANDARDS (G)

1. The Broker **must** assure that transportation providers maintain vehicles and vehicle equipment adequately to meet the requirements of this RFP and contract.
2. Brokers or Sub-contractors failing to meet any of the vehicle requirements are subject to termination from the program.
3. The number of persons in the vehicle, including the driver, **shall** not exceed the vehicle manufacturer's approved seating capacity.

Has changed to the following:

1. The Broker **must** assure that transportation providers maintain vehicles and vehicle equipment adequately to meet the requirements of this RFP and contract.
2. Brokers or Sub-contractors failing to meet any of the vehicle requirements are subject to termination from the program.
3. The number of persons in the vehicle, including the driver, **shall** not exceed the vehicle manufacturer's approved seating capacity.
4. All vehicles used to provide NET Transportation services are required to have video/GPS systems.

SECTION 2.26 VEHICLE MAINTENANCE AND SAFETY STANDARDS (O) VEHICLE SAFETY PRECAUTIONS (BUZZERS)

Vehicle Safety Precautions (Buzzers)

- ☐ Multi-passenger vehicles used to transport children **must** have child safety buzzers.

Has changed to the following:

Vehicle Safety Precautions (Buzzers)

- ☐ Multi-passenger vehicles used to transport children **must** have child safety buzzers.
- Act 1979 of 225 states: All vehicles designed to transport more than seven (7) passengers and one (1) driver shall have a child safety alarm device installed by a qualified technician or mechanic.

SECTION 2.26 VEHICLE MAINTENANCE AND SAFETY STANDARDS (P) VEHICLE SAFETY FLOORING

Vehicle Safety Flooring

- ☐ Vehicle floor **must** be covered with commercial anti-skid, ribbed rubber flooring, or carpeting.
- ☐ Ribbing **shall** not interfere with wheelchair movement between the lift and wheelchair positions.
- ☐ Vehicles and attached components **must** be in compliance with or exceed standards as set by the manufacturer, state and federal regulating authorities.

Has changed to the following:

Vehicle Safety Flooring

- ☐ Vehicle floor **must** be covered with commercial anti-skid, ribbed rubber flooring, or carpeting.
- ☐ Ribbing **shall** not interfere with wheelchair movement between the lift and wheelchair positions.

- ☐ Vehicles and attached components **must** be in compliance with or exceed standards as set by the manufacturer, state and federal regulating authorities.
- It is not necessary for sedans or mini vans not equipped with a wheelchair ramp or lift to have rubber flooring.

SECTION 2.31 FIRST AID CERTIFICATIONS

- A. Drivers **must** have current First Aid and CPR Training Certificates.
- B. Drivers **must** have documentation of child passenger safety, defensive driving, and lift operation and wheelchair securement training.

Has changed to the following:

- A. Drivers **must** have current First Aid and CPR Training Certificates.
- B. Drivers **must** have documentation of child passenger safety, defensive driving, and lift operation and wheelchair securement training.
- C. All drivers **must** have child passenger safety and defensive driving training.
- D. If necessary, drivers **must** have lift and wheelchair securement training.

SECTION 2.5 BROKER RESPONSIBILITY

- A. Audited Financial Statements
Broker **must** provide DHS/DMS with audited annual financial statements specifically detailing the Broker's Arkansas Medicaid NET services for each region(s) in which they operate no later than April 1st of each contract year.

Has changed to the following:

- A. Audited Financial Statements
Broker **must** provide DHS/DMS with audited annual financial statements annually and no later than (30) days after the statement are certified. Statements received after April 1st may not be considered until the following year's AAF is calculated.

SECTION 2.26 VEHICLE MANIFEST REQUIRED INFORMATION (F)

Vehicle manifests are to be completed by each vehicle operator daily and **must** contain the following information:

Has changed to the following:

Vehicle manifests (digital or paper copies) are to be completed by each vehicle operator daily and **must** contain the following information:

SECTION 2.23 BENEFICIARY RESIDENCE – IN AND OUTSIDE NET SERVICE REGION (B) BENEFICIARY APPLICATION FOR SERVICES

- B. Beneficiary Application for Services
 - 1. To request NET services, the beneficiary **must** contact the Broker forty-eight (48) hours prior to an appointment, excluding weekends and state holidays.
 - 2. Broker **must** check eligibility upon scheduling.
 - 3. Medicaid beneficiaries **must** have a valid Medicaid number to receive NET services. If the number cannot be provided by the beneficiary, the beneficiary **must** be instructed to contact Medicaid or the Medicaid NET helpline to obtain the number. Verification of eligibility is the responsibility of the Broker at the time of the reservation.
 - 4. The Arkansas Medicaid NET waiver program does not include transportation services for beneficiaries who are:
 - ☐ Nursing facility residents
 - ☐ Residents of intermediate care facilities for the mentally retarded (ICF-ID)
 - ☐ Qualified Medicare Beneficiaries (QMB) (Medicaid pays only the Medicare premium, deductible and co-pay)
 - ☐ Special Low Income Qualified Medicare Beneficiaries (SLMB)
 - ☐ Qualifying Individual-1 (QI-1)
 - ☐ ARKids First-B Beneficiaries
 - ☐ Covered for periods of retroactive eligibility

Has changed to the following:

- B. Beneficiary Application for Services
 - 1. To request NET services, the beneficiary **must** contact the Broker forty-eight (48) hours prior to an appointment, excluding weekends and state holidays.

2. Broker **must** check eligibility upon scheduling.
3. Medicaid beneficiaries **must** have a valid Medicaid number to receive NET services. If the number cannot be provided by the beneficiary, the beneficiary **must** be instructed to contact Medicaid or the Medicaid NET helpline to obtain the number. Verification of eligibility is the responsibility of the Broker at the time of the reservation.
4. The Arkansas Medicaid NET waiver program does not include transportation services for beneficiaries who are:
 - ☐ Nursing facility residents
 - ☐ Residents of intermediate care facilities for the mentally retarded (ICF-ID)
 - ☐ Qualified Medicare Beneficiaries (QMB) (Medicaid pays only the Medicare premium, deductible and co-pay)
 - ☐ Special Low Income Qualified Medicare Beneficiaries (SLMB)
 - ☐ Qualifying Individual-1 (QI-1)
 - ☐ ARKids First-B Beneficiaries
 - ☐ Covered for periods of retroactive eligibility
5. The outgoing Broker will provide a file containing the beneficiaries who had utilized NET services in their region the previous year.

SECTION 2.6 OPERATIONAL REQUIREMENTS

- A. The Broker will oversee the overall day-to-day operations in their region including but not limited to:
- ☐ Annual and on-going safety training for all vehicle operators
 - ☐ Field observations of operations
 - ☐ Monitor staff levels, including vehicle operators and their training
 - ☐ Broker **must** have procedures in place to screen driving records of each prospective vehicle operator prior to hiring; and to monitor and report any serious traffic violations which result in points or a felony offence of hired vehicle operators.
 - ☐ Vehicle maintenance standards (repairs and preventative maintenance)
 - ☐ Inspecting vehicles and vehicle maintenance records (announced and unannounced)
 - ☐ Safety oversight including safety audits (announced and unannounced)
 - ☐ The Broker will investigate all incidents and accidents and will be responsible for reporting incidents and accidents to DHS/DMS NET Monitoring Contractor within one (1) working day in the format prescribed by the NET Monitoring Contractor.

Has changed to the following:

- A. The Broker will oversee the overall day-to-day operations in their region including but not limited to:
- ☐ Annual and on-going safety training for all vehicle operators
 - ☐ Field observations of operations
 - ☐ Monitor staff levels, including vehicle operators and their training
 - ☐ Broker **must** have procedures in place to screen driving records of each prospective vehicle operator prior to hiring; and to monitor and report any serious traffic violations which result in points or a felony offence of hired vehicle operators.
 - ☐ Vehicle maintenance standards (repairs and preventative maintenance)
 - Vehicle maintenance standards includes, but is not limited to, regular tire rotation, oil changes, fluid and belt checks, etc. Including maintenance of wheelchair lifts, if equipped.
 - ☐ Inspecting vehicles and vehicle maintenance records (announced and unannounced)
 - ☐ Safety oversight including safety audits (announced and unannounced)
 - ☐ The Broker will investigate all incidents and accidents and will be responsible for reporting incidents and accidents to DHS/DMS NET Monitoring Contractor within one (1) working day in the format prescribed by the NET Monitoring Contractor.

SECTION 2.25 LEVELS OF TRANSPORTATION

- A. Modes of transportation required by beneficiary due to functional independence
1. When determining the most appropriate mode of transportation for a beneficiary, a basic consideration **must** be:
 - ☐ The beneficiary's current level of mobility and functional independence.

Has changed to the following:

- A. Modes of transportation required by beneficiary due to functional independence
1. When determining the most appropriate mode of transportation for a beneficiary, a basic consideration **must** be:

- ☐ The beneficiary's current level of mobility and functional independence. (1/4 mile with the consideration of the beneficiary's current level of mobility and functional independence).

SECTION 2.27 VEHICLE INSPECTIONS (K) SCHEDULED INSPECTIONS – BROKER/SUB-CONTRACTOR VEHICLES**K. Scheduled Inspections – Broker/Sub-Contractor Vehicles**

Subsequent inspections to identify the need for repairs and to record preventative maintenance **must** be completed no later than thirty (30) days after the most recent inspection.

Has changed to the following:**K. Scheduled Inspections – Broker/Sub-Contractor Vehicles**

Subsequent inspections to identify the need for repairs and to record preventative maintenance **must** be completed no later than thirty (30) days after the most recent inspection.

- Vehicles inspections include, but are not limited to, a daily walk around by the driver, monthly inspections by the broker, and a yearly inspection performed by a certified mechanic at the brokers cost.
- The NET Monitoring Contractor will also inspect each vehicle annually with random inspections throughout the year.

OFFICIAL PRICE SHEET – last sentence on each region price sheet

The final total cost points (FTCP) per region will be determined by adding the Pop 2 points to Pop 2 and Pop 3 points.

Has changed to the following on each sheet per region (A-G):

The final total cost points (FTCP) per region will be determined by adding the Pop 1 points to Pop 2 and Pop 3 points.

SECTION 2.22 PAYMENT AND INVOICE PROVISIONS (D) RATE ADJUSTMENTS**Annual Adjustment Factor and Monthly Trip Reporting**

1. The Annual Adjustment Factor (AAF) adjustment for January 1, 2017 through December 31, 2017 will be 1.0.
2. A new and revised AAF will be applied at the beginning of each new calendar year, beginning January 1, 2018. These revised factors will be based on encounter data, audited annual financial statements, and other factors as deemed substantive by the DHS/DMS actuary.

Has changed to the following:**Annual Adjustment Factor and Monthly Trip Reporting**

1. The Annual Adjustment Factor (AAF) adjustment for July 1, 2017 through June 30, 2018 will be 1.0.
2. A new and revised AAF will be applied at the beginning of each new State fiscal year, beginning July 1, 2018. These revised factors will be based on encounter data, audited annual financial statements, and other factors as deemed substantive by the DHS/DMS actuary.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this *Addendum*. Failure to return this signed addendum may result in rejection of your response.

Company: _____

Authorized Signature: _____
Use Ink Only.

Title: _____

Printed/Typed Name: _____

Date: _____