



3 West Road | Virks Building | Cranston, RI 02920

MEMORANDUM

TO: David Francis
FROM: Mario Olivieri
CC: Marlanea Peabody
Jason Lyon
Lissa DiMauro

DATE: June 27, 2018

SUBJECT: Evaluation of Proposal Submitted in Response to RFP # 7591562 Rhode Island Transportation Brokerage Services

Please find enclosed a copy of the Technical Review materials for the proposals that were submitted in response to RFP # 7591562 – Rhode Island Transportation-Brokerage Services. The minimum technical score to be considered responsive is sixty (60) points out of a possible total of seventy (70).

Six proposals to provide the services covered by this request were received on or before Friday, May 18, 2018 at 10:30 AM (Eastern Time). The proposals were reviewed on June 4 through June 15, 2018, and two met the sixty (60) point threshold requirement.

Technical Evaluation Team:

1. Mario Olivieri, Chief Human Services Business Officer, EOHHS, Chair
2. Jason Lyon, Administrator, EOHHS
3. Elizabeth Shelov, Interdepartmental Project Manager, EOHHS
4. Meghan Connely, Chief Program Development, DHS
5. Bridget Kinsella, Social Caseworker II, DCYF
6. Tracy Tillinghast, Coordinator of Community Planning and Development, BHDDH
7. Maria Narishkin, Health Program Administrator, EOHHS
8. Catherine Hunter (SME), Program Manager, EOHHS (Conduent)

Applicants:

Acces2Care, LLC
Coordinated Transportation Services, Inc.
LogistiCare Solutions, LLC

MTM, Inc.
One Call
Transdev Services, Inc.

Project Background:

The Rhode Island Executive Office of Health & Human Services (EOHHS) solicited proposals from qualified firms to provide brokerage services and management of the daily functions of the Rhode Island Medicaid Non-Emergency Medical Transportation Program (NEMT), the Elderly Transportation Program (ETP), and individuals participating in Temporary Assistance to Needy-Families (TANF)/RI Works. EOHHS seeks to continue using a centrally-managed transportation system by using the most cost-effective medically-necessary transportation mode available. The Broker will be responsible for arranging and securing transportation when eligible recipients do not have access to other modes of transportation. These services shall be delivered in a responsive and timely manner and provide opportunities and incentives to improve overall cost-effectiveness and program efficiency.

Under Federal regulations, states are required to provide transportation to Non-Emergency Medicaid-funded services for Medicaid eligible individuals who have no other means of transportation. Ensuring transportation to necessary non-emergency medical appointment services is a critical aspect of delivering medical care to the Medicaid population.

Rhode Island is also able to provide transportation to eligible elderly residents under the State's ETP. This program provides transportation to and from non-emergency medical appointments, adult day care, meal sites, dialysis/cancer treatment centers and the INSIGHT Program. This Program is both federally and state-funded and subject to eligibility criteria, state funding and restrictions as noted in Rhode Island Rules and Regulations Section 1360.

All recipients of the TANF Program (also known as RI Works) are eligible to receive a monthly bus pass, including adults and children. This bus pass is provided to assist these recipients to pursue employment opportunities.

Evaluation Criteria Included:

• **Staff Qualifications (5 points):**

1. Bidder describes how it will maintain sufficient levels of supervisory and support staff with sufficient training and work experience to perform all contract requirements on an ongoing basis, including a general manager and key staff.
2. Bidder describes how it will provide planned physical location of staff, requirements for start-up, implementation, and ongoing operations.
3. Bidder proposes a staffing plan/model showing personnel categories and staffing equivalents for major categories of staff assigned to each activity. Responses must identify the persons proposed for the key positions by name; including resumes and a short narrative description summarizing relevant experience of all proposed key personnel. Resumes should include relevant project experience, description of the person's role on the project, dates of participation, and three references with names, addresses, telephone numbers and e-mail addresses.

4. Bidder provides an organization chart for all key personnel (prospective).

• **Capability, Capacity, and Qualifications of the Bidder (30 points):**

1. Bidder describes its ability to fulfill recipient requests, trip requests and recovery trips.
2. Bidder describes its ability/experience with verifying recipient eligibility.
3. Bidder describes its ability to reimburse transportation providers.
4. Bidder describes its ability to reimburse transportation providers.
5. Bidder describes how it will report accidents, injuries, and incidents.
6. Bidder describes how it will monitor performance and consumer satisfaction.
7. Bidder describes how it will integrate websites, mobile applications & other innovations.

• **Work Plan (15 points):**

1. Bidder describes how it will develop policies and procedures for authorizing, scheduling, managing, and making payment for all transportation services. Applicants will provide a protocol for staff supervision and project oversight on a daily, weekly and monthly basis in this section.
2. Bidder describes how it will subcontract for the actual transportation services with transportation providers.
3. Bidder describes how it will develop a successful transportation provider network.
4. Bidder describes how it will ensure all drivers and vehicles providing transportation services meet the minimum requirements listed in the Provider and Vehicle Requirements section of this RFP.
5. Bidder describes how the Broker will provide ongoing education throughout the life of the contract by the bidder for medical providers, transportation providers (TP's), and recipients.
6. Bidder describes how the Broker will develop transportation service marketing materials.
7. Bidder describes its standard complaint process and approach to handling complaints, whether verbal or written, from recipients, TPs, healthcare providers and other facilities, EOHHS, other interested parties, or the Broker itself. Include written procedures and processes that will be used by the bidder to receive and respond to all complaints about transportation services and the use of technology to aid in determining the validity of complaints.
8. Bidder describes how it will develop a plan to demonstrate its readiness to begin operations under a contract with EOHHS as outlined in section 4.5.12- Implementation of this RFP.

• **Approach proposed (20 points):**

1. Bidder describes its overall approach to providing a quality service delivery, including proposed plans for generating all of the required reports as well as development of any ad hoc reports required by EOHHS.

Scoring and Recommendations:

Proposals were reviewed by the Technical Review Committee in sessions conducted from June 4 through June 15, 2018, and were rated according to the criteria listed above. Per the RFP, to advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Therefore, we are requesting that the following cost proposals be forwarded to the Chair of the technical review committee, Mario Olivieri:

LogistiCare Solutions, Inc.
MTM, Inc.

The following are the scores for each of the bidders, for your reference. Please contact me with any questions.

Bidder: Access2Care, LLC

COMPONENT	Max								Average
Reviewer	Point Value	1	2	3	4	5	6	7	Score
Staff Qualifications	5.00	2.50	3.00	2.75	2.75	3.50	2.75	3.00	2.89
Capability, Capacity, and Qualifications of the Bidder	30.00	16.00	18.50	17.00	18.00	20.25	20.50	21.00	18.75
Work Plan	15.00	9.50	12.25	12.75	9.50	11.00	11.75	8.00	10.68
Approach Proposed	20.00	13.00	14.00	15.00	13.00	15.00	10.00	16.00	13.71
Technical Proposal Score		41.00	47.75	47.50	43.25	49.75	45.00	48.00	46.04
Minimum Required Score									60.00
Cost	30.00								
Total Score									

Reviewer Comments

A Rhode Island location was offered in describing location and staff start-up and a lot of relevant details presented, but the bidder did not bring the key points together relating to actual start-up. A resume was missing for a key position, no references were offered on resumes, and there was no description of roles on the project. Limited NEMT experience was offered for staff and lack of clarity on supervisory experience of staff. Bidder offered a good presentation on the connection of technical capability and vehicle tracking. A good description of non-eligible listed recipients being referred to EOHHS for review was offered. However, nothing was offered for ETP, retro claims, and recipient needs testing was offered regarding recipient eligibility. A good presentation on websites, mobile apps, and other innovations. No accidents, injuries, and incidents reporting details were offered. An inadequate description of measuring consumer satisfaction and addressing subcontracting with transportation providers. The bidder provided a very good section on developing marketing materials. No technology or AVL tech was mentioned in handling complaints. In describing readiness to begin operations there were a lot of staff roles and teamwork mentioned, but the specific items asked for were not present. There was a good description of use of technology and an emphasis on quality assurance in describing the overall approach.

Bidder: Coordinated Transportation Solutions, Inc.

COMPONENT	Max Point Value								Average Score
Reviewer		1	2	3	4	5	6	7	
Staff Qualifications	5.00	2.00	2.75	2.50	2.75	3.25	4.00	3.75	3.00
Capability, Capacity, and Qualifications of the Bidder	30.00	11.75	18.50	15.00	24.25	22.25	21.00	22.50	19.32
Work Plan	15.00	10.00	9.75	10.00	8.00	10.00	11.00	8.50	9.61
Approach Proposed	20.00	13.00	12.00	10.00	11.00	14.00	13.00	13.00	12.29
Technical Proposal Score		36.75	43.00	37.50	46.00	49.50	49.00	47.75	44.21
Minimum Required Score									60.00
Cost	30.00								
Total Score									

Reviewer Comments

A commendable presentation on how the bidder will maintain sufficient staff but no references were provided in the resumes and there was very minimal information on the planned location of staff. The staffing plan is missing three key positions, including the General Manager. Resumes do not offer good experience description or history. The description of fulfilling requests for trips quotes technical capabilities but not much is offered for the human and process integration to execute actions. There was a very short and incomplete (systems processing, only) description of verifying recipient eligibility. There was a good description of subcontracting for the actual transportation services combined with subcontractor requirements. A lot of the required elements were covered in the presentation of ensuring the vehicles meet the minimum requirements, but no real detail or substance. A commendable presentation on how overall approach to provide quality service delivery, but no attempt to offer elaboration or substance or reporting aspects. There was no mention of obtaining EOHHS approval for disseminating marketing materials. There were errors in key term usage and understanding in addressing the process of handling of complaints. A reasonable response to providing a quality service delivery but there was no attempt to offer elaboration on the items listed, and minimal inclusion reporting requirements.

Bidder: Logisticare Solutions, Inc.

COMPONENT	Max Point Value								Average Score
Reviewer		1	2	3	4	5	6	7	
Staff Qualifications	5.00	4.75	4.75	5.00	4.75	4.50	4.00	4.25	4.57
Capability, Capacity, and Qualifications of the Bidder	30.00	27.75	26.00	25.50	25.25	25.50	22.50	25.25	25.39
Work Plan	15.00	14.25	14.00	14.25	11.00	13.00	11.50	14.00	13.14
Approach Proposed	20.00	19.50	16.50	18.50	17.00	17.00	15.00	16.00	17.07
Technical Proposal Score		66.25	61.25	63.25	58.00	60.00	53.00	59.50	60.18
Minimum Required Score									60.00
Cost	30.00								
Total Score									

Reviewer Comments

Good presentation on maintaining sufficient levels of staff. Physical location of staff already in place and well detailed implementation plan presented. Good description of staffing roles in the overall process. A lot of relevant detail provided in the process of fulfilling trip requests, including gatekeeping measures, and managing member no-shows. A good presentation of their ability and experience with verifying recipient eligibility, with good coverage of the RFP requirements. Good technology and controls presentation regarding the reimbursing subcontracted drivers, but not all of the required elements were mentioned and no payment timeline was stated. Good coverage of reporting accidents and incidents, including the issue of abuse. Good coverage of elements in the area of websites, apps, and other innovations, including fraud oversight, but not clear on which parties use which applications. It is stated that policies and procedures are, substantially, currently in place but none are specifically listed. The transportation provider network described shows approximately twice the capacity of other bidders. Not all elements are mentioned for ongoing education throughout the contract. Not a lot offered for developing marketing materials. Describes a high level of readiness to begin operations. A good overall approach to providing quality service delivery, but minimal information offered on the reporting aspect.

Bidder: MTM, Inc.

COMPONENT	Max Point Value								Average Score
Reviewer		1	2	3	4	5	6	7	
Staff Qualifications	5.00	3.25	4.75	5.00	4.50	4.25	4.50	4.25	4.36
Capability, Capacity, and Qualifications of the Bidder	30.00	20.75	26.25	25.50	27.50	26.75	24.25	26.50	25.36
Work Plan	15.00	11.00	13.50	14.25	12.25	13.50	13.00	11.75	12.75
Approach Proposed	20.00	15.00	18.50	18.50	18.00	19.00	17.75	17.00	17.68
Technical Proposal Score		50.00	63.00	63.25	62.25	63.50	59.50	59.50	60.14
Minimum Required Score									60.00
Cost	30.00								
Total Score									

Reviewer Comments

A good presentation on maintaining sufficient levels of staff. Good physical location presented, but lacks staff content descriptions. Resumes show the General Manager with no relevant experience, but there is a good description of roles within the project. Good technology systems revealed for fulfilling trip requests. Most of the required items were addressed in verifying recipient eligibility, but no elaboration on some of them. All elements were mentioned in reimbursing transportation providers and there was inclusion of port-trip verification and retroactive claims. Good presentation on reporting accidents and incidents with inclusion of abuse and mention of all State departments. Good presentation on integrating websites, apps, and other innovations, but little presented on using AVL for complaints. Good presentation on developing policies and procedures except for making payment. Many elements are covered in subcontracting for transportation services, but little is provided on the bidder will actually subcontract. A good description on developing a successful transportation network. A good general method presentation on providing ongoing education, but specifics are lacking, and confusion about including staff and managers. Good points on developing marketing materials. Good proposal, criteria, and procedures that met the conditions in the RFP for the approach to providing a quality service delivery, but lacks specifics in some areas.

Bidder: OneCall

COMPONENT	Max Point Value								Average Score
Reviewer		1	2	3	4	5	6	7	
Staff Qualifications	5.00	2.00	2.75	3.25	2.75	3.25	2.75	3.25	2.86
Capability, Capacity, and Qualifications of the Bidder	30.00	21.25	16.00	22.50	21.50	23.25	18.50	21.00	20.57
Work Plan	15.00	9.00	9.00	12.75	10.00	11.25	10.00	8.50	10.07
Approach Proposed	20.00	16.50	11.00	17.50	13.50	12.00	13.00	15.00	14.07
Technical Proposal Score		48.75	38.75	56.00	47.75	49.75	44.25	47.75	47.57
Minimum Required Score									60.00
Cost	30.00								
Total Score									

Reviewer Comments

No planned physical location identified yet. Unsatisfactory presentation of staffing plan showing very little names, references, and experience- what is shown is unclear. Good presentation on fulfilling-trip requests including all modes of communication with good recovery and disaster plans. All three programs mentioned in describing the ability to verify recipient eligibility, and covers most RFP items correctly. Weak presentation in monitoring performance and consumer satisfaction with no mention of surveys and, generally, not addressing the topic. No substance in presenting development of a successful provider network. Inadequate presentation on on-going education including the medical provider, recipient, and staff areas. A good presentation on internal controls for processing and handling complaints. But no technology or AVL mentioned for this area. Commendable presentation on overall approach to the project, but lacking in the reporting area.

Bidder: Transdev Services, Inc.

COMPONENT	Max Point Value								Average Score
Reviewer		1	2	3	4	5	6	7	
Staff Qualifications	5.00	2.75	3.00	3.75	3.50	3.00	3.25	4.00	3.32
Capability, Capacity, and Qualifications of the Bidder	30.00	14.25	16.50	18.00	18.50	19.00	19.50	18.50	17.75
Work Plan	15.00	7.75	8.25	11.25	9.25	9.75	10.75	11.50	9.79
Approach Proposed	20.00	12.00	15.00	15.00	12.50	9.00	14.00	14.00	13.07
Technical Proposal Score		36.75	42.75	48.00	43.75	40.75	47.50	48.00	43.93
Minimum Required Score									60.00
Cost	30.00								
Total Score									

Reviewer Comments

Unsatisfactory presentation for maintaining sufficient levels of staff with not much offered, no key staff, and little on training and education. Staff presentation shows a short employment time with the bidder, and there is no description of double role of Quality Manager and Computer Manager. Very little offered for fulfilling trip requests. Good control procedures mentioned for reimbursing the transportation providers. Good safety procedures presented for report accidents and incidents. Very little offered for monitoring performance and consumer satisfaction. Nothing offered on transportation provider technology use with confusion on the points of operating a distinct website. Good description of the process of the administration of providing services with a good description of the process, but minimal formulation of policies and procedures mentioned. Inadequate presentation on maintaining a vehicle fleet with describing how the broker will utilize its own fleet that is owned by the bidder. Very little offered in presenting overall approach of providing quality service delivery.