

Addendum #3

RESPONSE TO WRITTEN INQUIRIES AND REVISIONS TO RFP

Request for Proposals # 3000018038

Louisiana Medicaid Transportation Broker



BUREAU OF HEALTH SERVICES FINANCING

12/20/2021

PART 1: QUESTIONS AND ANSWERS

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
1	RFP	1.1	Purpose	5	If an MCO decides to contract with the selected Transportation Broker, will the contract be negotiated separately with the MCO? If so, will all RFP requirements carry to the new contract, including pricing? Alternately, will the selected Transportation Broker have the opportunity to negotiate separate terms and pricing for the MCO contracts?	MCOs who elect to subcontract their transportation broker functions will establish separate contracts with the Contractor. These separate contracts must be in alignment with the requirements of this RFP and with LDH's contracts with the MCOs. The administrative fee will be applied to both the FFS (LDH contract) and managed care (MCO contracts) populations. Additional terms and pricing may be separately negotiated between the Contractor and MCOs.
2	RFP	1.1.3	Purpose	5	It is referenced that MCOs may contract with the broker directly. Please clarify; are the MCOs provided a Medicaid budget to support transportation needs of their membership beyond the FFS model outlined in this RFP? If so, can you provide details on the MCOs model?	Transportation costs are included in the actuarially-sound capitation rates that LDH pays to the MCOs.
3	RFP	1.1.3	Purpose	5	Will the timeline and monetary terms of this contract carry over to the contracts with the MCOs or must those be established independently?	The timeline and monetary terms may differ. See response to question #1.
4	RFP	1.2.4	Background	5	This section states, "In Louisiana, over 1.8 million Louisiana residents receive health care coverage through the Louisiana Medicaid Program. As of June 2021, over 1.7 million are enrolled with an MCO." The RFP also noted that each MCO will have the option to contract with the broker, implying that the only guaranteed membership through this procurement is the remaining 100,000 FFS enrollees. Section 2.7.1.5 states the Proposer may assume a total of enrollment of 1.8 million enrollees for the purposes of estimating program staffing. There is a significant gap between 100,000 and 1.8 million, which will drive extensive price swings. Further, if a bidder assumes 1.8 million enrollees and spreads administrative fixed costs (call center facility, staffing costs, etc.) over the full population, and then subsequently the MCOs do NOT choose to contract with the broker and the broker actually can only bill for trips taken by 100,000 enrollees, the administrative reimbursement won't cover the true operational costs. Can LDH clarify on the population bidders should assume for	Proposers should consider utilization for a population of 1.8 million beneficiaries when developing their cost proposals. Please refer to revision #4 in Part 2 of this addendum. For historic utilization data, see RFP Section 2.1.5 regarding data requests. All incumbent MCOs subcontract with a transportation broker. LDH will review and approve requested changes to contract terms if circumstances change materially.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
					pricing and whether there will be an opportunity to re-negotiate if the MCOs choose not to participate?	
5	RFP	1.2.4	Background	6	Please provide membership for the prior 24 months, broken out for each MCO.	Potential Proposers may request and receive enrollment data. See RFP Section 2.1.5 for data requests.
6	RFP	1.2.4	Background	6	Does LDH anticipate that membership will be equally distributed among MCOs?	LDH cannot speculate on membership distribution at this time, as this is dependent on the results of the MCO reprocurement currently in progress and the ability of enrollees to select an MCO during the enrollment period.
7	RFP	1.5.1	Glossary	10	<i>“Primary Service Region”</i> is defined as <i>“The Region listed on the NEMT Provider Disclosure of Ownership form submitted to the Contractor.”</i> Are there any restrictions that prohibit NEMT providers from accepting and performing trips outside of their primary region?	The Contractor is prohibited from dispatching trips to out-of-region transportation providers, unless the Contractor retains documentation to support that there is no willing and available transportation provider in the region where the beneficiary is domiciled able to comply with time requirements or that the out-of-region transportation provider is the least costly option.
8	RFP	1.6	Schedule of Events	13	Currently, proposals are due (hard copy) on Tuesday, January 4 th . For proposals to arrive on time, they will have to be shipped the prior week (New Year’s Eve), which will be challenging with office closures and potential holiday shipping delays. Will LDH please consider an extension?	No, LDH will not extend the deadline. The proposals are due on or before the date and time specified in the Schedule of Events. If mail delivery is a concern, the Proposer has the option to hand deliver the proposal. See RFP Section 2.1.1.1.
9	RFP	1.6	Schedule of Events	13	With proposals due around the holidays, can LDH specify any days in which offices will be closed so bidders know when deliveries can be made.	The RFP Coordinator will be available to receive hand deliveries on the date specified in the Schedule of Events. See RFP Section 2.1.1.1 regarding early deliveries. For reference, State offices are closed Friday, December 24, 2021, Monday, December 27, 2021, and Friday, December 31, 2021.
10	RFP	1.8.2	Proposer Inquiries	15	How many Medicaid rides per year do you anticipate, or can you share historical data? Can you provide a copy (ies) from previous years’ award details?	Potential Proposers may request and receive claims data. See RFP Section 2.1.5 for data requests. The current and previous contracts for the FFS transportation broker are published at https://ldh.la.gov/page/2864 . Please note that LDH currently does not have a single transportation broker that serves both the FFS and managed care populations.
11	RFP	1.8.3	Blackout Period	15	Does the blackout period include meetings and communication with the provider coalitions/coalition heads?	The blackout period is applicable to meetings or communication with provider coalitions/coalition heads about this specific procurement. It is not applicable if the

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
						meetings or communications are to discuss current operations.
12	RFP	1.23	Veteran-Owned & Service-Connected Disabled Vet-Owned Small Entrepreneurship & Louisiana Initiative for Small Entrepreneurship Programs Participation	21	Is there a preference given to Vet-Owned or minority-owned businesses in this RFP? Is there a requirement to subcontract to vet-owned and/or minority-owned businesses?	Please refer to RFP Section 3.5 regarding evaluation scoring, which includes the Veterans and Hudson Initiative Program. There is no requirement that Proposers subcontract with Veterans Initiative and Hudson Initiative Program participants.
13	RFP	2.1	Proposal Submittal	22	In light of the COVID-19 pandemic, would LDH allow for proposal submission via electronic means only (email, Dropbox, etc.), in lieu of hard copies? This will help with adherence to social distancing guidelines and will minimize in-person exposure risks.	No, proposal submittal requirements remain unchanged.
14	RFP	2.1.1.1	Proposal Submittal	22	For paper copies of the proposal, can bidders submit them after the due date/time as long as digital copies are received within the required time? Given today's shipping challenges, the current labor market and the timing of holidays near the deadline, we feel hard copy deadline requirements could be more lenient than digital copy submittal requirements.	No, the hard copy (printed) and electronic (USB flash drive) proposals must be received on or before the Deadline for receipt of Proposals.
15	RFP	2.1.1.1	Proposal Submittal	22	Please confirm Proposers are to use the 'hand delivery' address if shipping proposal responses via UPS or FedEx, as these companies do not deliver packages to PO Boxes.	If a preferred carrier service does not deliver to P.O. boxes, the Proposer should utilize the hand delivery option. Regardless of how the proposals are hand delivered, the Proposer must comply with RFP Section 2.1.1.1 regarding early deliveries.
16	RFP	2.1.1.1	Proposal Submittal	22	If shipping proposals via carrier such as UPS or FedEx, are Proposers required to contact the RFP Coordinator to confirm availability for receipt?	If a preferred carrier service does not deliver to P.O. boxes, the Proposer should utilize the hand delivery option. Regardless of how the proposals are hand delivered (even if by carrier service), the Proposer must comply with RFP Section 2.1.1.1 regarding early deliveries.
17	RFP	2.2	Number of Copies	23	Will LDH consider eliminating the requirement for hard copies of proposals? Electronic formats will be more efficient for Proposers in an already tight procurement timeframe.	No, the hard copy (printed) and electronic (USB flash drive) proposals must be received on or before the Deadline for receipt of Proposals.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
18	RFP	2.2.2	Number of Copies/Original Signatures	23	Will LDH consider accepting electronic signatures (via DocuSign or some other secure means) rather than original, wet signatures?	No, the original signature requirement will not be changed.
19	RFP	2.4.2	Proposal Response Format	24	We request an increase in page count restriction, or for the 75 page limit to NOT be inclusive of attachments.	The recommended page limit will not be changed. Please note that many attachments are explicitly excluded from the page limit, as specified in the RFP.
20	RFP	2.7.1.2	Technical Proposal	27	State NEMT programs and MCO NEMT programs are very different in detail, scope, and complexity. Can the department explain why State NEMT experience for consecutive five years is not required as is normal in State Agency RFPs? Overlooking a key experience requirement seems to favor state brokers with no state experience if this standard is not adhered to.	The Proposer's experience as a Medicaid transportation broker for a Medicaid MCO and/or FFS program will be considered. See RFP Section 2.7.1.1.
21	RFP	2.7.1.2	Technical Proposal	27	Please define "regulatory entity" from a federal and state perspective.	"Regulatory entity" means a department, office, board, commission, agency, division, committee, or other organizational unit of a State or Federal governmental entity that governs or controls by means of rules and regulations one or more professions, occupations, industries, businesses, or other endeavors.
22	RFP	2.7.1.5	Technical Proposal	28	We are instructed to include the number of FTEs assuming an enrollment of 1.8 million Beneficiaries. Are we to also assume that enrollment number when determining cost? If the membership does not reach 1.8 million, will the successful vendor be able to re-negotiate costs?	See response to question #4.
23	RFP	2.7.3.2	Technical Proposal	28	Should the vendor assume 1.8 million members when determining the size and vehicle capacity of the transportation network?	Proposers should consider utilization for a population of 1.8 million beneficiaries when determining the size and vehicle capacity of the transportation network. For historic utilization data, see RFP Section 2.1.5 regarding data requests.
24	RFP	2.7.3.4	Approach and Methodology	28	Is LDH expecting Level 1, Level 2, Level 3 call center services coming from Louisiana, or only first-level services must be provided from Louisiana? Is LDH open to call center services provided by at-home individuals?	See RFP Section 4.3.2 for call center requirements. In compliance with House Resolution No. 68 of the 2020 Regular Session, the Contractor must have a Louisiana-based call center. All call center services shall be provided via the Louisiana-based call center. LDH will allow Louisiana-based call center agents to rotate between telework and the physical call center.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
					Is LDH open for fully automated/bot-based level 1 call center service?	LDH will allow utilization of an automated/bot-based call center service with an option to speak to a live call center agent at any point during the call. This allowance does not supplant the Contractor's obligation to comply with all call center requirements, include those related to live call center agents and other call center performance standards.
25	RFP	2.7.3.5.4	Approach & Methodology	29	Will LDH provide system connectivity with public transportation system?	LDH does not provide connectivity with the public transportation system.
26	RFP	2.7.3.7	Approach & Methodology	29	Is LDH conducting real-time compliance at this moment or historically? How often does LDH conduct compliance audits? Would LDH be open to real-time compliance?	LDH conducts audits at its discretion. The Proposer may propose real-time compliance monitoring for LDH's consideration.
27	RFP	2.7.3.9	Approach and Methodology	29	Is the department open to digital only claims?	No, the Proposer must be able to process both paper-based and electronic claims.
28	RFP	2.7.4.2	Case Scenarios	30	Please confirm this is the only Case Scenario exempt from the 75-page limit.	No, only the wheelchair policy requested in RFP Section 2.7.4.2 is exempt from the recommended page limit. The response to the case scenario described in 2.7.4.2, with the exception of the wheelchair policy that should be submitted as an attachment, is not exempt from the recommended page limit.
29	RFP	2.7.4.2	Case Scenarios	30	This case study refers to door to door service. Are there ever instances where LDH would require door <i>through</i> door service (i.e. the transportation provider needs to assist the beneficiary into a facility)?	The requirements for door-to-door services may be found in the MCO Manual and Medicaid Services Manual located in the procurement library. LDH does not require door- <i>through</i> -door services.
30	RFP	2.7.4.13	Case Scenarios	32	Is there additional driver training required other than defensive driving? It appears the current NEMT training requirements include the completion of PASS and CPR training.	Yes, please refer to the MCO Manual and the Medicaid Services Manual in the procurement library for all driver requirements.
31	RFP	2.8	Cost Proposal	32	Would LDH accept tiered pricing based on membership? The admin costs will vary widely based on 100,000 Beneficiaries vs. 1.8 million Beneficiaries, or some number in between, as fixed costs could be spread over a wide range of potential trips.	The cost proposal template remains unchanged. See response to question #4.
32	RFP	2.8.1	Cost Proposal	32	The department indicates that LDH will be paying transportation costs. Will LDH be establishing NEMT Provider	LDH establishes the minimum reimbursement. The Contractor may set rates that vary from the minimum reimbursement, but must do so in accordance with RFP Section 4.5.1.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
					Rates by mode/region throughout Louisiana, or will the broker be establishing rates?	
33	RFP	2.8.1	Cost Proposal	32	The admin. PMPM is paid per trip leg. How will Administrative fees be paid for other fees that may not include a transportation leg, or leg administered by broker (e.g. meals, lodging, other permitted travel expenses).	Costs mentioned in this question are considered actual trip costs. See RFP Sections 4.5.3 and 5.1.
34	RFP	2.8.2	Cost Proposal	32	Calculations for this section require additional data. Will the department be supplying audited trip and call data including volumes, distances, mode mix and other relevant data, by Dec 13th when responses are due? Or will this data be available upon completion of intent to propose?	Potential Proposers may request and receive claims data. See RFP Section 2.1.5 for data requests. General call center data has been added to the procurement library as of the date of this publication.
35	RFP	2.9	Veterans/Hudson Initiative	32	The RFP clearly states that Transportation Providers are not considered subcontractors "by virtue of the Provider agreement with the Contractor". Are we correct to assume that Proposers cannot list Veterans/Hudson certified Transportation Providers and earn proposal points under this initiative?	Your assumption is correct. Because transportation providers are not considered subcontractors, Proposers may not include the anticipated dollar value of contracts with those providers in their Hudson/Veterans response.
36	RFP	2.9.2	Veterans/Hudson Initiative	32	Bidders are submitting a proposed administrative fee only, but the Contractor will be responsible for contracting with transportation providers. Can bidders subcontract to Veterans or Hudson Initiative certified transportation providers, even though the costs of these services are not included in the bidder's price proposal? If certified transportation providers are used, will this be considered in the evaluation of points for this category?	See response to question #35. Contracts with transportation providers will not be considered in the evaluation of points for Hudson/Veteran subcontracting.
37	RFP	2.9.2	Veterans/Hudson Initiative	32	The RFP states, " <i>The anticipated dollar value of the subcontract for the three-year FFS contract term. For purposes of the Hudson/Veterans points evaluation only, the anticipated value of the FFS contract is \$174,000.</i> " Is the \$174,000 for each year, or all three years combined? Also, if the Contractor plans to subcontract \$174,000 to a certified business, will that bidder receive all potential points for this category?	\$174,000 is the estimated three-year total. If the Proposer subcontracts with a certified Veterans/Hudson business, they will receive a percentage of the potential points in this category. See RFP Section 3.5.
38	RFP	2.9.4	Veterans/Hudson Initiative	33	Section 2.9.4 indicates that if multiple subcontractors are used, the Proposer must provide a detailed description of each subcontractor's work to determine if there is duplication	No, Proposers are not limited to one transportation provider. See examples in the Hudson and Veteran Initiative Response Template located in the procurement library.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
					or overlap. If Proposers can list appropriately certified Transportation Providers, are we limited to one provider, since multiple providers would be offering duplicative services?	
39	RFP	3.2	Evaluation Team	34	Will managed care organization staff be part of the evaluation team?	No, the evaluation team will be comprised of LDH staff.
40	RFP	3.3.2	Evaluation Criteria and Assigned Points	34	Are NEMT Providers eligible for Veterans business qualifications as well as Hudson Initiative program eligibility?	Qualification requirements for the Louisiana Veteran and Hudson Initiatives are available at: https://smallbiz.louisianaeconomicdevelopment.com/ . See RFP Section 1.23.
41	RFP	3.5.3	Technical Proposal	36	What is "the appropriate number of evaluation points," called out in the last sentence of this section – multiplied by what number?	This is referring to the 120 total evaluation points.
42	RFP	4.1.2, 4.1.5	Introduction	38	Can LDH provide weekly/monthly/yearly historical data on rides scheduled during the past five years?	Potential Proposers may request and receive two years of claims data. See RFP Section 2.1.5 for data requests.
43	RFP	4.1.5	Introduction	38	The department states that "unless otherwise indicated, the terms of this contract apply to MCOs". Does the department contemplate that MCOs will be able to set up separate contracts, terms, payment schedules, etc with the awarded broker? Please offer details for any potential payment structures between providers, brokers, MCOs, and the regulator.	RFP Section 4.1.5 states that "unless otherwise indicated, all requirements within this RFP apply to both the FFS and Managed Care Programs." Some requirements are specific to only the FFS or only the managed care program. For example, RFP Section 4.2.4, "Reporting and Requests for Information for the FFS Program," is specific to the FFS program. MCOs who elect to subcontract their transportation broker functions will establish separate contracts with the awarded transportation broker. These separate contracts must be in alignment with the requirements of this RFP and with LDH's contracts with the MCOs. The administrative fee will be applied to both the FFS (LDH contract) and managed care (MCO contracts) populations. Additional terms and pricing may be separately negotiated between the Contractor and MCOs.
44	RFP	4.1.5	Introduction	38	This section states, "The Contractor shall also contract with each MCO that elects to contract with a Transportation Broker. The Contractor shall accept contract terms that enable the MCOs to meet their contractual obligations with LDH." Is	See response to question #43.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
					the implication that the pricing provided for the FFS contract would extend to any MCO choosing to contract with the broker?	
45	RFP	4.1.5	Introduction	38	If an MCO does not contract with the Transportation Broker, will they have the same specifications and requirements as written in this RFP?	If the MCO elects to perform these functions in-house, the MCO remains responsible for all requirements and specifications within the RFP as applicable for the managed care population.
46	RFP	4.1.5	Introduction	38	1. Does LDH apply any pricing restrictions when contracting with MCOs? 2. Is the broker bound to the FFS structure or amounts if awarded the contract by LDH?	1. LDH establishes the minimum reimbursement. The Contractor may set rates that vary from the minimum reimbursement, but must do so in accordance with RFP Section 4.5.1. 2. The Contractor is bound to the FFS structure for the LDH contract. Additionally, see response to question #1.
47	RFP	4.1.5	Introduction	38	Will the MCOs be obligated to offer contract terms that enable the Contractor to meet the minimum obligations set forth in this RFP?	Yes, the MCOs' subcontracts with the Contractor must comply with all terms of this RFP as applicable for the managed care population.
48	RFP	4.1.5	Introduction	38	Will a Broker be required to sign separate contracts with each MCO?	Yes, the Contractor will be required to enter into separate contracts with each MCO that elects to subcontract their transportation broker functions.
49	RFP	4.2.5.1	Readiness Review	43	Please confirm how many staff from LDH, or its designees, will participate in the onsite Readiness Review. Please also clarify whether flights will be necessary.	Approximately five staff members will participate in the onsite readiness review. However, this number may change at the discretion of LDH. If required, the cost of flights are the responsibility of the Contractor. Flights may be required if the location is out-of-state or more than 150 miles from the LDH Bienville office in Baton Rouge, LA.
50	RFP	4.2.5.2	Readiness Review	43	Can LDH provide the list of items that will be a part of the Readiness Review?	Elements of the readiness review will be identified to the selected Proposer via a request for information following contract award. The Proposer may refer to 42 CFR §438.66(d) for additional information, and should be prepared to have all mandatory requirements reviewed (to the extent that they can be reviewed during the readiness review period).
51	RFP	4.2.6	Project Implementation	43	Historically, how have LDH and MCO's provided member data to the brokers?	Member data is updated via the Form 834 and provided both daily and monthly to the MCOs from the LDH enrollment broker. The MCO is responsible for providing beneficiary demographics to the transportation broker.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
52	RFP	4.2.6.1	Project Implementation	43	“The Contractor is responsible for obtaining all relevant Trip data from LDH, the MCOs, and their outgoing contractors prior to the Operational Start Date. This includes, but is not limited to, Beneficiaries and their established Level of Service, future scheduled Trips, active Standing Orders, active Certification of Ambulance Transportation forms, Healthcare Provider and destination data, Transportation Provider data, and any other information needed to ensure uninterrupted continuity of services.” Is there a turnaround timeframe for each request submitted to LDH?	Turnaround timeframes should be addressed in the Implementation Plan submitted by the Contractor during readiness review.
53	RFP	4.3.1.8	Transportation Network	47	Can LDH provide additional information on LA Wallet, or a reference/user guide? a) Specifically, will the Contractor be required to upload actual credentialing documents (copies of drivers’ licenses, insurance certificates, etc.) into the portal for each transportation provider, or just confirm the transportation provider is up to date and not upload the actual files? b) If actual credential documents must be uploaded, do NEMT providers have access to do this directly, or do they need to submit the documents to the Contractor, and the Contractor has to upload the files? c) Section 4.4.2.1.2 states that the Contractor must provide a secure portal to allow Transportation Providers to submit credentialing documents. Assuming this is separate from the LA Wallet system, would LDH be open to establishing an API connection from the Contractor’s credentialing portal to LA Wallet so information and updates would be automated? d) How many user accounts are allowed to support the updating of NEMT contractor information? e) Is there a limit to the number of concurrent user accounts allowed to log into LA Wallet at the same time? f) Does LA Wallet provide any kind of exception reporting which would identify non-compliant NEMT contractors?	A. No, the Contractor will not be required to upload actual credentialing documents into the portal. The Contractor should maintain the credentialing documentation. The Contractor will submit a spreadsheet to verify any new or updated information each week. The Contractor is responsible for reviewing the credentialing information within LA Wallet daily to ensure accuracy at all times. B. N/A C. LDH is open to opportunities for improving and automating processes. However, LDH is not aware that LA Wallet has the capability to establish an API connection. D. The number of users allowed to access LA Wallet may vary. LDH would suggest 2-3 user licenses for the Contractor. E. LA Wallet may only have one user signed into the mobile application at a time. Shared user IDs may not login to LA Wallet on more than one device. Multiple users with different user IDs may login to LA Wallet simultaneously. F. LA Wallet has established several flags to assist with changes to the driver and vehicle information. However, LA Wallet will not have flags set in place for non-compliance of each transportation provider, transportation driver, and vehicle. LA Wallet does not track all compliance requirements directly. The transportation broker is responsible for ensuring compliance for all parties.
54	RFP	4.3.1.8 – 4.3.1.8.3	Operational Requirements	47	Will the broker be required to specifically use LA Wallet or can a similar method be used to monitor MVRs if it has the same functionality?	The Contractor shall utilize LA Wallet, LDH’s contracted solution for monitoring the status of transportation providers’ driver records, vehicle registration, and insurance.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
55	RFP	4.3.2	Call Center	47	Are work-from-home call center agents based within the state of Louisiana acceptable in addition to, or in lieu of, a physical call center? The use of work-from-home call center agents allows for greater redundancy during weather events or natural disasters. Would a "virtual" call center be allowed in the state of Louisiana as opposed to a brick-and-mortar call center?	A physical call center (i.e., a brick-and-mortar structure where call center agents are stationed) located in Louisiana is mandatory. A virtual call center may not be used in lieu of this requirement. LDH will allow Louisiana-based call center agents to rotate between telework and the physical call center.
56	RFP	4.3.2	Call Center	47	Please provide historical call data, by month and queue, from 2018 – present, including number of incoming calls, average speed to answer, average talk time, call abandonment rate, etc.	See response to question #34.
57	RFP	4.3.2.1	Call Center	47	Is the department open to the bidders utilizing overflow centers outside of Louisiana to ensure the goal of sufficient coverage at a lower cost/trip?	The Contractor may establish overflow centers outside of Louisiana for special circumstances (e.g., natural disasters) if approved by LDH.
58	RFP	4.3.2.4	Call Center	48	Please provide call data for the prior 24 months broken out for each MCO and between Healthcare Facility calls and Beneficiary calls. Please include average hold time, average handle time, and abandonment rate.	See response to question #34.
59	RFP	4.3.2.5	Call Center	48	Regarding the live call center agent answering Transportation Provider, Beneficiary, and Healthcare Facility calls requiring immediate assistance after-hours, may this be handled by a call center agent outside of the state of Louisiana? Utilizing pooled resources for after-hours calls is a very economical solution for this low volume time and will help keep costs low.	No, the after-hours call center agents may not be located outside of Louisiana. All call center operational functions must be performed within the State of Louisiana.
60	RFP	4.3.2.7.3	Call Center	48	This section states the vendor must, "Answer ninety-five percent (95%) of calls within thirty (30) seconds." Would LDH consider lowering the percentage to 80 or 90% as this will represent significant cost savings to LDH and prevent unnecessary overstaffing for potential extreme peaks in call volume.	No, LDH will not lower the requirements for the call center performance standards.
61	RFP	4.3.2.7.3	Call Center	48	Please clarify the necessity to answer 95% of calls within 30 seconds. Is IVR acceptable to meet this requirement, and then follow with up to three minute wait time for a representative?"	The "95% within 30 seconds" performance standard is referring to the time it takes for a caller to be connected to a live call center agent. The "average hold time of three minutes" is referring to the total hold time for the entire call, as a caller may be placed on hold after speaking to a call center agent.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
62	RFP	4.3.3.5	Operational Requirements, Scheduling of Trips	49	Section 4.3.3.5 states "The Contractor shall not allow Transportation Providers to self-select trips." Would LDH consider removing this requirement or providing an option for providers to self-select their trips if the Contractor can demonstrate appropriate control measures, can yield more efficient and cost-effective services, and closer aligns with HR 68 requirements to keep providers closer to the areas they serve?	No, LDH will not remove this requirement.
63	RFP	4.3.3.5	Scheduling of Trips	49	Will transportation providers be allowed to view available trips and request those they are able to run which are not yet assigned or is this considered "self-selection"?	The example given is considered self-selection.
64	RFP	4.3.3.9	Scheduling of Trips	50	"Prior to scheduling out-of-state transportation, the Contractor shall confirm and document that the out-of-state medical care has been prior authorized, as all out-of-state non-emergency medical care must be prior authorized." How is this confirmation received? Does the vendor staff need to call to confirm, or is there a portal or electronic method for verifying authorization? Additionally, is there a timeframe in which this verification must occur?	For all FFS out-of-state requests, the Contractor may contact the appropriate LDH Fiscal Intermediary staff or the LDH transportation team. Each MCO has their own methods and timelines for verification of authorizations and the Contractor will be held to each MCO's policy standards. Verification of all out-of-state transportation approvals must be obtained prior to scheduling the out-of-state transportation.
65	RFP	4.4.1.1	Interpretation and Translation Services	51	What non-English languages does LDH currently consider as "prevalent"?	LDH considers Spanish and any other language that is spoken as a primary language for 4% or more beneficiaries to be "prevalent". The preferred languages in Louisiana are provided on the LDH website at: https://ldh.la.gov/assets/docs/BayouHealth/PreferredLanguageStatewide.pdf .
66	RFP	4.4.2	Provider Support	51	Are all NEMT providers required to utilize GPS to ensure integrity in trip data?	Yes, Profit, Non-Profit, and Gas Reimbursement Provider drivers are required to use the mobile application to capture GPS data. See RFP Section 4.4.2.2.2.
67	RFP	4.4.2.2.1.3	Mobile Application	52	This section states that the mobile application must be capable of scanning the QR code on Medicaid ID cards. Is this scan required on every trip? If the Beneficiary does not present an ID card, can the Transportation Provider still perform the trip?	Yes, scans of the QR code are required for each trip. However, the transportation provider must perform the trip if the beneficiary does not present an ID card.
68	RFP	4.4.2.2.1.3	Mobile Application	52	If a member does not have their card at the time of transport is the provider still required to transport the member?	See response to question #67.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
69	RFP	4.4.2.2.1.3	Mobile Application	52	Please provide what barcode protocol is used.	The beneficiary's unique identifying number will be encoded into a standard 2D, QR machine-readable barcode.
70	RFP	4.4.2.2.1.3	Mobile Application	52	1. Does the information encoded in the barcode need to be decoded? 2. Can you provide the specifications?	A QR code reader will enable the decoding of the beneficiary's unique identifying number. Additional specifications may be given upon contract award.
71	RFP	4.4.2.2.4	Beneficiary and Transportation Provider Support, Mobile Application	52	Section 4.4.2.2.4 requires the Contractor to provide a smart device capable of running the mobile application and receiving and transmitting data, and an unlimited data plan to each driver. However, this requirement can result in significant costs to the proposer in the form of purchasing the devices, providing for unlimited data, and managing the equipment and services. If providers already own mobile devices capable of downloading and safely using related applications, they are more likely to treat and maintain their own device securely and prefer to use given familiarity with functionality. Would LDH consider removing this requirement or providing an option for providers to be able to use their own mobile devices?	Transportation providers may choose to use their own smart devices capable of running the Contractor's mobile application. However, the Contractor must provide a device for those who request one. The Contractor may not mandate that transportation providers use their own devices. Please refer to revision #1 in Part 2 of this addendum.
72	RFP	4.4.2.2.4	Provider Support	53	Will this still be a requirement if the provider has a smart device and ability to download a broker app that meets all requirements?	See response to question #71.
73	RFP	4.4.2.2.4	Mobile Application	53	This section states, <i>"The Contractor shall provide a smart device, which is capable of running the mobile application and receiving and transmitting data, and an unlimited data plan to each Profit and Non-Profit Provider driver."</i> Will LDH please consider removing this requirement? Most drivers already carry a smartphone or internet-enabled tablet in their vehicles, so requiring the Contractor to provide this is a duplicative cost and financial liability. Further, with the current computer chip shortages, it would be very challenging to procure large quantities of devices such as would be required for this type of deployment.	See response to question #71.
74	RFP	4.4.2.2.4	Mobile Application	53	If LDH requires the broker to supply mobile technology and data plans to all drivers, can this cost be considered as part of the transportation cost?	No, this cost should be included in the administrative fee—not the actual trip cost.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
75	RFP	4.4.2.2.4	Mobile Application	53	If LDH requires the broker to supply mobile technology and data plans to all drivers, can LDH provide an estimate of the number of devices required (i.e. number of vehicles currently in the network, or number of devices currently deployed)?	LDH cannot guarantee the number of devices required as this is dependent on the Contractor's transportation network. However, there are currently 1262 drivers eligible in LA Wallet.
76	RFP	4.4.2.2.4	Mobile Application	53	If providers already have a GPS-tracking system that can be integrated with the broker's system via API, does that meet this requirement and preclude the need to provide additional technology to the provider? This will prevent disruption in the network if transportation providers can use their existing technology without duplication.	Transportation providers may choose to use their own smart devices capable of running the Contractor's mobile application. (See response to question #71.) The mobile application must include GPS functionality, which renders an API unnecessary. Providers must use the Contractor's application for consistency and reliability of the information captured.
77	RFP	4.4.2.2.4	Mobile Application	53	To better gauge the number of smart devices needed, please provide the total number of trips provided by MCO by month for the prior 24 months, to include number of trips, mileage, and mode. We acknowledge receipt of the Transportation Broker RFP - claims data.xlsx document however, we would like clarity with the above data due to the change in how the data was reported starting 7/20.	See response to question #75. Potential Proposers may request and receive claims data. See RFP Section 2.1.5 for data requests. LDH confirms the change in reporting data beginning in July 2020, which is when the HCPCS codes and fee schedule were adjusted.
78	RFP	4.4.2.2.4	Mobile Application	53	To control costs, can the broker provide a mobile device for either each active vehicle or active driver, whichever is less, as long as there are enough devices for the providers to capture trip data?	No, the Contractor shall provide a smart device, which is capable of running the mobile application and receiving and transmitting data, and an unlimited data plan to each Profit and Non-Profit Provider driver.
79	RFP	4.4.4	Beneficiary Surveys	54	What will be the methods for member surveys? Digital, phone, paper or all three? Will LDH reimburse the contractor for the costs of mailing and postage for surveys, or should these costs be included in the bid?	The Contractor may conduct the survey via mail or online. The cost of the beneficiary survey should be included in the bid.
80	RFP	4.5.1	Payment and Financial Provisions	55	Rate setting. Please explain how rates will be established by the awarded broker. Regardless of rates set, will 100% of payments to providers be through LDH? Is this true for contracts established between the broker and the MCOs?	See RFP Part 5: Contract Payment Terms for the FFS program. If an MCO elects to contract with a transportation broker, the Contractor will be paid in accordance of the terms of the contract with the MCO.
81	RFP	4.5.1	Payment and Financial Provisions	55	This item indicates a minimum rate to pay transportation providers. What are the maximum allowed amounts and what requirements, or restrictions will the broker have for payment above any maximum rate amounts?	LDH does not have a maximum allowed rate for transportation providers.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
82	RFP	4.4.3	Complaints	60	How does LDH currently manage complaints from beneficiaries?	LDH manages beneficiary complaints internally. LDH requests pertinent documentation from the MCOs and transportation brokers as needed.
83	RFP	4.5.1	Payment & Financial Provisions	61	What are the reimbursement terms for the contractor by LDH?	See RFP Part 5.
84	RFP	4.5.2	Payment & Financial Provisions	61	Is the contractor required to reimburse TP's airfare and lodging before LDH reimburses the contractor?	LDH will reimburse the Contractor for actual trip costs already paid by the Contractor. This includes beneficiary airfare and lodging. See RFP Sections 5.1 and 5.2.
85	RFP	4.8.5	Audit and Inspection Requirements	64	1. How many such ride-alongs does LDH anticipate the Contractor will schedule quarterly? 2. Is it LDH's expectation for the contractor to arrange ride-alongs with contracted transportation providers for LDH staff?	The number of ride-a-longs and/or training meetings with LDH staff will vary per quarter, at the discretion of LDH. LDH's expectation is for the Contractor to arrange ride-alongs with the transportation providers.
86	RFP	5.1.1	Invoicing	65	If trip costs are a pass through, can the department explain why the broker is responsible to pay the providers versus LDH paying the providers directly? This will require the broker to pay the providers and risk the potential that the broker would not be reimbursed on a timely basis by LDH.	LDH does not contract directly with the transportation providers. See RFP Section 5.2 for additional information.
87	RFP	5.1.2	Invoicing	65	The retention of 10% in this format is not usual and customary in other state contracts. For a broker to provide consistent services that remain focused on quality and member satisfaction, under these and other terms outlined, would require significant rate increases to protect against inherent cash flow issues. This 10% retention through contract term seems to not be in the best interest of the member or provider, and we request it be removed.	The retainage requirement will be revised to be applicable to the administrative fee only and released 90 days after the end of each calendar year. Please refer to revision #2 in Part 2 of this addendum. The retainage is applicable to the LDH (FFS) contract. The MCOs may negotiate a similar arrangement with the Contractor.
88	RFP	5.3	Retainage	65	Section 5.3 states "LDH shall retain ten percent (10%) from all billings under the Contract as surety for performance." Can LDH clarify that this retainage only applies to billings related to serving the FFS population and not the managed care populations?	See response to question #87.
89	RFP	5.3	Retainage	65	Section 5.3 states "LDH shall retain ten percent (10%) from all billings under the Contract as surety for performance." Would LDH consider reducing the retainage to a rate similar to that of current MCO contracts or negotiating the rate?	See response to question #87.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
90	RFP	5.3	Retainage	65	Section 5.3 states "The retainage amount shall be released within ninety (90) Calendar Days after the termination of the Contract upon successful completion of contract deliverables and submission of an invoice." Can LDH clarify if the 10% retainage will be released within 90 Calendar Days after submission of the invoice or upon completion of the entire contract?	LDH will release the retainage within 90 calendar days after the end of each Calendar Year and after termination if the following two factors have been met: successful completion of all contract deliverables and invoice submission. Additionally, see response to question #87 for relevant changes to this section.
91	RFP	5.3	Retainage	65	This section states, "LDH shall retain ten percent (10%) from all billings under the Contract as surety for performance. The retainage amount shall be released within ninety (90) Calendar Days after the termination of the Contract upon successful completion of contract deliverables and submission of an invoice." Regarding the retainage: a) Will LDH consider a performance bond in lieu of the retainage fee? A 10% performance bond would provide LDH with the same assurance, but would not impact the cashflow of the Contractor as significantly. b) Will LDH clarify when funds are to be released? If option years are elected, will the funds for the original contract term be held for an additional two years? c) Does "all billings" apply only to the administrative fee, or does it also apply to reimbursement for actual pass through transportation expense? d) Would LDH consider releasing the payment at least annually? 10% of all billings compounded for the life of the contract is a significant withhold and will likely drive higher program costs because Contractors won't be able to access those funds to cover operational costs.	No, LDH will not implement a performance bond in lieu of the retainage fee. See response to question #87.
92	RFP	5.3	Retainage	65	Please confirm that the retainage amount will be 10% of transportation provider reimbursements, meals, lodging, and admin. fees	See response to question #87.
93	RFP	5.3	Retainage	65	Please confirm that LDH will retain 10% of every monthly billing and will continue to accumulate until the end of the contract (e.g. 5 years)	See response to question #87.
94	RFP	5.3	Retainage	65	Will LDH consider releasing retainage 90 days from month of billing?	See response to question #87.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
95	RFP	6.2.2.2	Table of Monetary Penalties	67	On performance penalties such as missed pick ups, it seems appropriate to pass the penalties on to the provider. Is that the position of LDH? Brokers are not compensated for transportation, so responsibility of penalties for provider performance would not be appropriate.	The Contractor may not pass the penalties to the provider at 100%. The Contractor may establish a penalty system that is approved by LDH and the MCOs, for all providers and included in the provider contracts.
96	RFP	6.2.2.2	Table of Monetary Penalties	67	Call Center: <i>“Two thousand dollars (\$2,000) for each thirty (30) second time increment, or portion thereof, by which the daily average hold time exceeds the maximum acceptable hold time.”</i> Please clarify if this is measured on a daily or monthly basis.	This standard is measured on a monthly basis. Please refer to revision #3 in Part 2 of this addendum.
97	RFP	6.2.2.2	Table of Monetary Penalties	67	For the “Failure to Transport” deliverable: <ul style="list-style-type: none"> • Does the \$2,500 dollar penalty apply to ALL failed transports regardless of a negative outcome? • Does this \$2,500 penalty still apply if the Beneficiary is able to reschedule the trip and the broker accommodates the rescheduled trip without a negative outcome? • Instead of calculating this on a per trip basis, which would require research and documentation for each individual case, would LDH be open to imposing this penalty as a monthly fee instead? For example, LDH could impose a higher monthly amount if the percentage of total discharged trips (as a ratio of total reservations) exceeds a certain percentage? 	Regardless of the negative outcome, LDH may assess a penalty for a failed transport. LDH will review all circumstances surrounding the case when determining if a penalty will be assessed. In addition, the penalty may apply when the beneficiary is able to reschedule the trip and the Contractor accommodates the trip without a negative outcome. The penalty will not be assessed as a monthly fee.
98	RFP	6.2.2.2	Table of Monetary Penalties	67	For the <i>“Late Arrival for Pickup Impacting Treatment Time,”</i> can LDH specify what qualifies as “impacting treatment time”? <ul style="list-style-type: none"> • If the beneficiary arrives late to the appointment, but still receives treatment, is the penalty avoided? • Is there a numerical threshold (i.e. number of minutes/hours to be classified as an “impact”)? 	Impacting treatment time is determined on a case-by-case basis. If the beneficiary receives a full treatment, the penalty may be avoided. There is no numerical threshold.
99	RFP	6.2.2.2	Table of Monetary Penalties	67	May the Broker pass liquidated damages on to transportation providers when the missed metric was their responsibility?	See response to question #95.
100	RFP	7	Contract Terms & Conditions	75	Please provide a copy of the previous contract(s).	The current and previous contracts for the FFS transportation broker are published at https://ldh.la.gov/page/2864 . Please note that LDH currently does not have a single transportation broker that serves both the FFS and managed care populations.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
101	RFP	7.28.11	Transportation Providers	83-84	Will LDH establish a transportation provider fee schedule that is sufficient to allow providers the means to procure and maintain industry-standard insurance coverage?	LDH has a minimum transportation fee schedule. Current NEMT fee schedules are published at https://www.lamedicaid.com/Provweb1/fee_schedules/NE_MT_Fee.htm . Current Ambulance fee schedules are published at https://www.lamedicaid.com/Provweb1/fee_schedules/APD_TIP_Fee.htm .
102	RFP	Attachment D	Cost Proposal Template	100	With the potential large fluctuation in membership, would LDH be open to including tiered based pricing based on membership?	See response to question #4.
103	RFP	N/A	N/A	N/A	What percentage of this RFP will be dedicated for compliance?	Due to the omission of the page number and section reference, LDH does not understand the question to respond. See RFP Parts 4 and 6 for additional details.
104	RFP	N/A	N/A	N/A	What is the scope of work for the compliance component?	Due to the omission of the page number and section reference, LDH does not understand the question to respond. See RFP Parts 4 and 6 for additional details.
105	RFP	N/A	N/A	N/A	What are the expectations for the compliance component?	Due to the omission of the page number and section reference, LDH does not understand the question to respond. See RFP Parts 4 and 6 for additional details.
106	RFP	N/A	N/A	N/A	Please provide eligible membership, monthly, for the last 3 years.	Potential Proposers may request and receive two years of enrollment data. See RFP Section 2.1.5 for data requests.
107	RFP	N/A	N/A	N/A	Please provide call volumes received, by line, for the last 3 years.	See response to question #34.
108	RFP	N/A	N/A	N/A	Please provide the number of completed one-way trip legs, by month, for the last 3 years.	Potential Proposers may request and receive two years of claims data. See RFP Section 2.1.5 for data requests.
109	RFP	N/A	N/A	N/A	Please provide the number of scheduled/gross one-way trip legs, by month, for the last 3 years.	Potential Proposers may request and receive two years of claims data. See RFP Section 2.1.5 for data requests.
110	RFP	N/A	N/A	N/A	Please provide the number of net authorized one-way trip legs, by month, for the last 3 years.	Potential Proposers may request and receive two years of claims data. See RFP Section 2.1.5 for data requests.
111	RFP	N/A	N/A	N/A	Please provide any monthly reports for this service, for the last 3 years	See RFP Section 2.1.5 regarding data requests.
112	RFP	N/A	N/A	N/A	Please provide a list of current transportation providers used for this service.	LDH will not provide current transportation provider information at this time.
113	RFP	N/A	N/A	N/A	What trip volumes should bidders expect given the impact from Covid-19?	The Proposer may evaluate the trends over the past two years to assess trip volumes and the impact of COVID-19. See RFP Section 2.1.5 for data requests.

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
114	RFP	N/A	N/A	N/A	Given the impact from Covid-19, will LDH allow for price re-negotiation if trip volume changes by 15% or more?	The administrative fee will not change for the term of the contract.
115	RFP	N/A	N/A	N/A	Can you provide the current transportation provider rates?	Current NEMT fee schedules are published at https://www.lamedicaid.com/Provweb1/fee_schedules/NE_MT_Fee.htm . Current Ambulance fee schedules are published at https://www.lamedicaid.com/Provweb1/fee_schedules/APD_TIP_Fee.htm .
116	RFP	N/A	N/A	N/A	Does LDH allow the use of rideshare companies such as Uber and Lyft? If so, are there specific scenarios in which they may be used? • If rideshare companies are used today, please provide the number of trips provided by rideshare organizations by mode and parish, separated also by FFS and MCO enrollees.	Currently, no rideshare companies are participating in the program. Though LDH does not prohibit the use of rideshare companies, all transportation providers, including rideshare companies, must meet the requirements established by LDH and comply with all applicable Federal and State laws, regulations, and rules.
117	RFP	N/A	N/A	N/A	We acknowledge receipt of the Transportation Broker RFP – Enrollment Data.xlsx document. Please confirm that there have been zero (0) Beneficiaries using the service in Region 2.	The data previously provided was incorrect. As of the date of this publication, the data has been corrected and submitted to all Potential Proposers who signed data use agreements.
118	RFP	N/A	N/A	N/A	Can the LDH please explain the requirements and limitations around Gas Reimbursement for Beneficiaries and/or Providers?	The requirements for Gas Reimbursement Providers may be found in the MCO Manual and Medicaid Services Manual located in the procurement library.
119	RFP	N/A	N/A	N/A	What is the process that will be used to determine if managed care organizations wish to contract with the Transportation Broker? Will they contract on the same timeline as the state? Can they contract with the Transportation Broker at any time during the term of the contract? Will the contract term with the managed care organizations be the same as the contract term of this procurement?	The MCO will determine if their organization will contract with the Contractor. The MCO is allowed to contract with the Contractor at any time during the term of the Contract, and the contract terms and timeline may vary.
120	RFP	N/A	N/A	N/A	Can the Transportation Broker employ independent contractors to provide transportation? If so, what costs are considered transportation costs and what costs should be included in the administration costs?	If the question is regarding the use of rideshare companies, see response to question #116. Any contracted transportation provider must meet the requirements of the program. See RFP Section 4.5.
121	RFP	N/A	N/A	N/A	1. Will LDH please provide a copy of the proposed model contract to be employed with the selected Broker? 2. Does LDH intend to provide a standard model contract to	1. A model contract is not available for this RFP. Proposers should expect to enter into a contract that contains the requirements of the RFP. For example, RFP Sections 4-8 would

Question Number	Document Reference	Section Number	Section Heading	Page	Question	Answer
					be employed by all selected MCOs and the Broker? Please provide a copy.	be applicable to the contract. See RFP Section 3.6 for additional information. 2. There will be no standard model contract to be employed by all selected MCOs and the Transportation Broker. However, the contract must be in alignment with the requirements of this RFP.
122	Claims Data	4.1.1	N/A	N/A	1. Are any of the CLC Procedure Codes listed exempt from the broker scope of work as related to this RFP? 2. Does the data set contain only paid claims, or does it also include non-paid or IBNR data? 3. Please verify whether HCPCS code T2003 represents a single trip leg that is not included with any other trip leg code.	1. Referencing the updated data file, none of the CLC Procedure Codes listed in the data file are exempt from the scope of work as related to this RFP. 2. All of the data within the encounter data file is composed of paid claims. 3. Yes, T2003 does represent a single trip leg.
123	Medical Transportation Provider Manual	N/A	N/A	N/A	Are the program requirements based on the current Medical Transportation Provider Manual Revision-B?	Proposers should reference the Medical Transportation chapter of the Medicaid Services Manual provided in the procurement library. This version is largely based on the current Medicaid Transportation Provider Manual Revision-B, with several updates.

PART 2: REVISIONS

Revision Number	Document Reference	Page	Revised Provisions	Q&A Cross Reference		
1	RFP	53	4.4.2.2.4 The Contractor shall provide a smart device, which is capable of running the mobile application and receiving and transmitting data, and an unlimited data plan to each Profit and Non-Profit Provider driver <u>who requests one. The Contractor may not require that Transportation Providers or drivers use their own devices.</u>	71		
2	RFP	65	5.3 Retainage LDH shall retain ten percent (10%) from <u>the administrative fee component of</u> all billings under the Contract as surety for performance. The retainage amount shall be released within ninety (90) Calendar Days <u>after the end of each Calendar Year and</u> after termination of the Contract upon successful completion of contract deliverables and submission of an invoice.	87		
3	RFP	67	6.2.2.2 Table of Monetary Penalties ... <table border="1" data-bbox="674 721 2408 1008"> <tr> <td data-bbox="674 721 921 1008">Call Center</td> <td data-bbox="921 721 2408 1008"> <p>Ten thousand dollars (\$10,000) per Calendar Day for failure to operate a toll-free hotline in accordance with contract requirements.</p> <p>Two thousand dollars (\$2,000) for each thirty (30) second time increment, or portion thereof, by which the <u>daily-monthly</u> average hold time exceeds the maximum acceptable hold time.</p> <p>Two thousand dollars (\$2,000) for each percentage point for each standard that fails to meet the requirements for a monthly reporting period.</p> </td> </tr> </table>	Call Center	<p>Ten thousand dollars (\$10,000) per Calendar Day for failure to operate a toll-free hotline in accordance with contract requirements.</p> <p>Two thousand dollars (\$2,000) for each thirty (30) second time increment, or portion thereof, by which the <u>daily-monthly</u> average hold time exceeds the maximum acceptable hold time.</p> <p>Two thousand dollars (\$2,000) for each percentage point for each standard that fails to meet the requirements for a monthly reporting period.</p>	96
Call Center	<p>Ten thousand dollars (\$10,000) per Calendar Day for failure to operate a toll-free hotline in accordance with contract requirements.</p> <p>Two thousand dollars (\$2,000) for each thirty (30) second time increment, or portion thereof, by which the <u>daily-monthly</u> average hold time exceeds the maximum acceptable hold time.</p> <p>Two thousand dollars (\$2,000) for each percentage point for each standard that fails to meet the requirements for a monthly reporting period.</p>					
4	RFP	78	7.22.3 Cybersecurity Training 7.22.3.1 In accordance with La. R.S. 42:1267(B)(3) and the State of Louisiana’s Information Security Policy, if the Contractor, any of its employees, agents, or subcontractors will have access to State government information technology assets, the Contractor’s employees, agents, or subcontractors with such access must complete cybersecurity training annually, and the Contractor must present evidence of such compliance annually and upon request. The Contractor <u>may-must</u> use the cybersecurity training course offered by the Louisiana Department of State Civil Service <u>without additional cost or may use any alternate course approved in writing by the Office of Technology Services.</u>	N/A		
5	RFP Attachment D: Cost Proposal Template	N/A	<u>Instructions:</u> Proposers shall propose the administrative fee, which shall be applied to all contract years, in a similar format to the chart shown below. The administrative fee must be a fixed rate and be inclusive of all services described in this RFP minus actual trip costs. <u>Proposers should consider utilization for an estimated population of 1.8 million Beneficiaries in development of the administrative fee. The actual population size may vary.</u>	4		

ATTACHMENT D: COST PROPOSAL TEMPLATE (REVISED BY ADDENDUM 3)

Proposers shall complete a cost proposal to be considered for award. Failure to complete will result in the disqualification of the proposal.

Instructions:

Proposers shall propose the administrative fee, which shall be applied to all contract years, in a similar format to the chart shown below. The administrative fee must be a fixed rate and be inclusive of all services described in this RFP minus actual trip costs. Proposers should consider utilization for an estimated population of 1.8 million Beneficiaries in development of the administrative fee. The actual population size may vary.

Administrative Fee (per Trip Leg)
\$

Payment for the Contract will be based on the administrative fee, which is a fixed rate per Trip Leg and will be applied to both the FFS and managed care populations, plus actual trip costs, which include Transportation Provider payment, commercial airfare, meals, lodging, and other permitted travel expenses. Only the administrative fee component will be evaluated as part of the cost evaluation.