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ADDENDUM NO. 1

June 23, 2023

Title: RFP for Non-Emergency Medical Transportation, No. H23-0035

1. General

This addendum revises RFP documents. This addendum is issued to respondents of record prior to execution of contract and forms a part of contract documents and modifies previously issued documents. Insofar as previously issued contract documents are inconsistent with modifications indicated by this addendum, modifications indicated by this addendum shall govern. Where any part of the contract documents are modified by this addendum, all unaltered provisions shall remain in effect.

2. Addendum Acknowledgement Form

Acknowledge receipt of this addendum in the space provided on the Addendum Acknowledgement Form. Proposers must include the signed form with their response. Failure to do so will subject Proposers to disqualification.

3. Changes and Clarifications

a. Proposal Due Date

Proposal Due Date has been changed from July 7, 2023, to July 24, 2023, by 2:00 PM, Central.

b. Proposal Submission

- i. Responses to this RFP shall be submitted no later than 2:00 PM (CT) on July 24, 2023 by sending an electronic copy via email to purchasing@cookcountyhhs.org.
- ii. The email subject shall clearly indicate the RFP title and proposer's Name with naming convention "**Response RFP # H23-0035 - [Vendor Name]**" to be followed. The email body should include proposer's address and point of contact RFP. The **Technical Proposal, Cost Proposal, and EDS Attachments must** be submitted in the same email as attachments.
- iii. Proposers are required to submit an electronic copy (emailed to the email addressed on the cover page) and no later than the time and date indicated in the RFP.
 - Submission must have one (1) complete electronic response package (including Attachments) emailed to the email addresses on the cover page. The technical response must be a single electronic file (do not submit a file per RFP section).
 - Cost Proposal copy must be submitted separate from the rest of the response.

- Economic Disclosure Statement (EDS) copy must be submitted separate from the rest of the response.
- Material should be organized following the order of the Required RFP Content Section separated by **labeled tabs**.
- CCH reserves the right to waive minor variances.

c. **Response to Questions received before 05/26/2023.**

4. Attachments

Proposer(s) may access the following attachments by 1) download and save this Addendum file to a local drive and 2) open the Addendum document using Adobe application, 3) expand the navigation pane (left of window) and click on the paper-clip icon.

- a. CCH Master Agreement (Word format)

Responses to Vendor Questions

	Question	Response
1	Will the County consider vendors that are certified by the State of Illinois and applying for City or County certification?	CCH will consider all vendors; however, to received credit towards the MBE/WBE Participation Goals, the vendor must be certified by the County or the City of Chicago
2	Would Cook County be open to receiving electronic submissions for proposal?	Yes.
3	Section 1.3: Please provide utilization details (2021 - 2022) for Rideshare (Uber, Lyft) and Public Transit (Bus, El, train)	See 2021-2022 Public Transit utilization tables below.

2021	Single Ride	7-Day Pass	PACE
Jan	856	7374	1025
Feb	724	6695	858
Mar	1030	7947	1114
Apr	906	7603	1128
May	600	6572	1033
Jun	800	8088	1322
Jul	820	7179	1215
Aug	806	7419	1372
Sept	864	8332	1410
Oct	872	8146	1523
Nov	776	7765	1473
Dec	788	9552	1880
Total	9842	92672	15353

2022	Single Ride	7-Day Pass	PACE
Jan	856	8975	1894
Feb	2149	7887	1667
Mar	718	9510	2081
Apr	692	9140	2072
May	806	9921	2182
Jun	648	9839	2243
Jul	638	9581	2342
Aug	578	10922	2960
Sept	694	9743	2663
Oct	580	10291	2946
Nov	586	10118	2330
Dec	574	9946	2247
Total	9519	115873	27627

	Question	Response
4	Section 1.3: Please provide 2022 trip utilization data (sections 1.3.1 and 1.3.2)	See 2022 net trip utilization below.

2022 Trip Statistics	Net Trips
Jan	32,028
Feb	31,741
Mar	36,523
Apr	35,038
May	34,766
June	34,563
July	33,085
Aug	36,682
Sept	33,859
Oct	34,774
Nov	33,328
Dec	33,571

	Question	Response
5	Section 5.6: Please provide the email address referenced in this section "refer to the email address on page 1". There is no email listed.	Refer to Section 3.b of the Addendum.
6	Section 1.3.2: Is transportation for incarcerated individuals a requirement as part of this RFP? If so, how are they transported currently?	This population is not a part of this RFP.
7	Section 8.17: What is the projected Go-Live date?	Q2 2024
8	Section 8.17: What is the projected award date?	TBD
9	Section 5.5: MBE/WBE: Please confirm that qualified transportation providers fall under the category of "subcontractors" and can contribute towards the 35% MBE/WBE goal?	See response Question 1.
10	Section 4.1, question 3. We are a transportation broker (not a transportation provider), and in the past were unable to complete an enrollment because there is no "transportation broker" provider type. Please confirm this is acceptable.	This is acceptable, however all transportation providers contracted with proposer must be registered in IMPACT.
11	Section 5.5 – If we include documentation that our transportation providers are BEP certified, will that satisfy the MBE/WBE obligation?	See response Question 1.
12	Section 4.2.18 - Please provide a breakdown of Enrollee call volume for weekdays and weekends so we can staff weekend calls appropriately	See 2022 Call Volume 242,848 calls received in table below. Current hours of operations are M-F 7a-7p Sat/Sun 9a-1pm. We do not currently have a breakdown of call volume for weekdays vs weekends.

2022 Call Statistics	Calls Received
Jan	19,178
Feb	20,572
Mar	22,058
Apr	20,326
May	21,139
Jun	22,848
Jul	19,150
Aug	20,027
Sept	18,428
Oct	19,460
Nov	19,326
Dec	20,336

	Question	Response
13	Section 4.3.1 - Please provide the page limit for this section.	Section 4 will now have an overall 150 page limit excluding attachments and required forms.
14	Section 4.2.5 - Please confirm that CCH will allow the use of offshore providers.	Proposer will be generally prohibited from using, or from involving any Downstream Entity that will use, Persons or locations outside of the United States and its Territories in the furnishing of NEMT Services, except in compliance with conditions specified in prior written consent issued by the CCH Chief Compliance and Privacy Officer. Certain conditions will have to be met by the Proposer in order to obtain written consent from the CCH Chief Compliance and Privacy Officer.
15	Section 4.2.5 and 4.2.24.13 - Will the requirements around data being used outside of US territories inhibit the use of offshore providers?	Proposer will be generally prohibited from using, or from involving any Downstream Entity that will use, Persons or locations outside of the United States and its Territories in the furnishing of NEMT Services, except in compliance with conditions specified in prior written consent issued by the CCH Chief Compliance and Privacy Officer. Certain conditions will have to be met by the Proposer in order to obtain written consent from the CCH Chief Compliance and Privacy Officer.
16	Section 5.6 - Can it be clarified what reimbursement structure that CCH is expecting? Does this indicate a preferred structure where transportation cost is passed through, and the transportation broker would cover administrative costs and profit as a percentage of transportation costs?	Both pass-through and fully risk-based models will be considered.
17	Section 6.1 and 7.1.1 - Both generally and in relation to price as a separate consideration, is there an available rubric or additional information for how requirements will be accounted for in the selection process?	Detailed evaluation criteria are in the process of being developed.
18	Section 1.3 - Can it be further clarified what level of care is necessary for Medica and service car transportation?	Service Car – transporting Members who do not need a specialized mode of transportation due to their medical conditions. These Members can walk, with or without the assistance of walking devices such as canes or walkers or use a transfer wheelchair and can step into a passenger vehicle. MediCar – intended for Members who have medical needs that necessitate the use of a hydraulic or electric lift, ramp, and/or wheelchair restraints. It applies to electric scooters, electric wheelchairs, and manual wheelchairs. This option would be chosen if a Member cannot enter a standard vehicle without assistance from a lift or ramp. If and Enrollee is selecting MediCar, there must be a need for the MediCar selected i.e., wheelchair bound, unable to step into a regular car.
19	Section 1.3 - Ambulance data is reflected in the chart but not directly in the table, can ambulance volume be broken out directly?	This service is carved out from the contract and currently provided by HFS FFS.

	Question	Response
20	Section 4.2.24.13 - Please confirm that CCH will allow the use of offshore providers.	Proposer will be generally prohibited from using, or from involving any Downstream Entity that will use, Persons or locations outside of the United States and its Territories in the furnishing of NEMT Services, except in compliance with conditions specified in prior written consent issued by the CCH Chief Compliance and Privacy Officer. Certain conditions will have to be met by the Proposer in order to obtain written consent from the CCH Chief Compliance and Privacy Officer.
21	Section 1.3 - Can data be provided for any more recent time periods (2022 and into 2023)?	See responses to other questions.
22	Section 1.3 - Please provide mileage or general location data	See 2022 Mileage Data below.

2022 Mileage Statistics	0 - 5 Mile Trips	6 - 10 Mile Trips	11 - 15 Mile Trips	16 - 20 Mile Trips	Mileage Over 20 miles	Mileage Over 50 miles	Mileage Over 100 miles	Total Mileage
Jan	29,222	7,423	3,490	1,307	1,490	116	3	231,804
Feb	29,541	7,177	3,534	1,412	1,417	102	6	229,448
Mar	32,819	8,341	4,007	1,446	1,664	96	2	259,594
Apr	30,095	7,728	3,801	1,452	1,554	107	0	246,416
May	30,268	7,610	3,928	1,436	1,380	126	0	243,933
June	29,356	7,454	4,223	1,343	1,364	103	0	241,286
July	28,923	7,138	3,741	1,272	1,317	106	0	227,759
Aug	30,707	7,742	4,378	1,549	1,557	62	4	256,859
Sept	29,110	7,156	3,941	1,397	1,446	20	0	232,728
Oct	29,142	7,481	3,855	1,407	1,523	50	1	238,716
Nov	30,276	7,148	3,669	1,344	1,474	42	2	228,639
Dec	31,564	6,995	3,755	1,264	1,479	11	0	227,905

	Question	Response
23	Section 1.3 - What are the CPT codes associated with each level of service offered under this program?	A0130 – MediCar A0120 – Service Car
24	Section 1.3 - Is the volume provided in the RFP document gross trips, authorized trips, or paid trips?	Authorized/approved trips.
25	Section 1.3 - Please provide a breakout of gross trips, authorized trips, and paid trips be provided from 2021 -2023	See 2021-2023 YTD gross vs net trips below. Paid trips data cannot be provided at this time.

2021 Trip Statistics	Gross Trips	Net Trips
Jan	36,203	30,262
Feb	37,736	30,770
Mar	42,664	35,630
Apr	41,001	34,403
May	39,462	32,437
June	40,807	33,213
July	41,825	32,120
Aug	42,143	32,787
Sept	41,137	31,120
Oct	42,082	31,724
Nov	43,832	31,855
Dec	44,638	32,765

2022 Trip Statistics	Gross Trips	Net Trips
Jan	43,100	32,028
Feb	43,214	31,741
Mar	48,401	36,523
Apr	44,756	35,038
May	44,767	34,766
June	43,847	34,563
July	42,511	33,085
Aug	46,026	36,682
Sept	43,085	33,859
Oct	43,484	34,774
Nov	43,975	33,328
Dec	45,075	33,571

2023 Trip Statistics	Jan	Feb	Mar	Apr	May
Gross Trips	46,185	43,430	48,349	43,430	46,998
Net Trips	34,481	32,852	36,300	32,921	35,270

	Question	Response
26	Section 1.3 - Please provide the number of Ambulance trips	See Question 19. NEMT Ambulance carved out 1/1/2022.
27	Section 1.2.1 - Does the plan prefer pricing be developed separately for CareLink members.	Yes
28	Section 1.3 - Can average distance by level of service, month, year be provided	See mileage data provided in Question 22. Transportation services are provided throughout the entire Cook County.
29	Section 1.3 - Please provide average cost per trip by level of service, month, year.	Average cost per leg cannot be provided at this time.
30	Section 1.3 - Does the plan currently utilize a volunteer driver network as an alternative method of transportation?	We do not currently utilize volunteer driver networks. All transportation providers must be IMPACT certified. Other alternatives for transportation are CTA/PACE bus passes.
31	Section 4.3.8 - Please provide number of Public Transit trips taken.	See public transit utilization in Question 3.
32	Section 4.3.9.1 - Please provide volume and mileage data for mileage reimbursement.	We cannot provide the data at this time.
33	Section 7.1.1 - Please provide the weight allocated to points A-D.	Detailed evaluation criteria are in the process of being developed.
34	Section 7.1.1 - Please provide detailed scoring criteria.	Detailed evaluation criteria are in the process of being developed.

	Question	Response
35	Section 1.3.3 - Top 10 Approved Trip Reasons - Please explain why Doctor visits dropped to 0 in April of 2021. Please explain why Vision visits dropped to 0 in November 2021.	<p>In April 2021, the most common reasons for Approved Trips were dialysis, methadone treatment, behavioral health, physical therapy, primary care, specialist appointments, dental visits, Covid vaccination appointments, vision, and radiology appointments. Doctor visits did not make it into the top ten reasons for trips in April and was not included in the data.</p> <p>During November 2021, dialysis, methadone treatment, behavioral health, physical therapy, primary care, specialist appointments, dental visits, radiology sessions, doctor and substance abuse appointments were the top ten trips that were approved. Vision appointments did not fall under the top ten reasons for travel during November and were therefore excluded from the data.</p>
36	Section 1.3.2 - Approved Trips by Category - Please define the terms "Medicar" and "Service Car"? What is the difference? What levels of service are not covered under the plan?	MediCars are equipped with ramps for wheelchair access, while Service Cars are standard vehicles. The health plan does not include coverage for non-emergency ambulances/stretchers.
37	Section 1.3.2 - Approved Trips by Category - Is every approved trip paid or do approved trips refer to trips that are booked but not necessarily paid or taken?	Approved trips are Net Trips taken by members broken down by service category.
38	Section 1.2 Health Plan Services and County Care - Please confirm all 450,000 enrollees eligible for the transportation benefit. If so, is this the number of members expected to be eligible each month when the contract begins?	All members are eligible for transportation services provided by the health plan. A member is only ineligible if their coverage has ended with HFS, transportation is requested for a non-covered service, facility did not verify appointment, or less than 72-hour notice. In 2022, there were an average of 34,163 trips per month.
39	Section 1.3.2 - "Wellness Exam" is listed as a top 10 reason in the graph with no volume listed. Is this expected to be a more prominent trip reason in the future?	In 2021, Wellness Exams did not make it into the top ten reasons for trips and were not included in the data. In 2021 there were 3409 Wellness Exam trips. In 2022 there were 2,894 Wellness Exams trips.

	Question	Response
40	Section 1.2.1.1 - Please provide details on the CareLink program for uninsured	<p>CareLink is a free program that helps Cook County residents cover the cost of treatment at any Cook County Health facility. CareLink is specifically designed to assist uninsured or underinsured patients and help cover the costs of services at Cook County Health, including clinic visits, lab tests, hospital stays and urgent or emergency services.</p> <p>Any individual living in Cook County may apply for financial assistance or receive assistance in applying for state and federal assistance. Applicants must meet eligibility requirements to be eligible. Program eligibility determinations are based on analysis of the following criteria:</p> <ul style="list-style-type: none"> • Identification • Family size • Income • Illinois address <p>Cook County Health's CareLink financial assistance program now offers enhanced benefits and coordinated access to health care services for uninsured patients. The program aims to provide Care Coordination Services to help individuals stay healthy and avoid unnecessary and expensive visits to the emergency room. Individuals enrolled in the program receive assistance from Care Coordinators who help the patient improve their health through regular clinic visits and check-ins. All Carelink participants are eligible for these enhanced benefits.</p>
41	Section 5.6 Cost Proposal - We are required to submit one electronic copy to the email address on the cover page. Please provide the email address; it is not listed on the cover page.	Please Section 3.b of this Addendum
42	Section 8.2 Pre-RFP Conference - if this call was held, please provide a recording or transcript.	Not available. A Pre-Proposal Conference was not held.
43	Section 8.3 - for the electronic copy, is there a file size limit? If so, please provide.	20 Mb
44	Section 5.6.a - Is the collection process directly related to NEMT business or is it for other products and services?	Not applicable to this RFP
45	Section 5.6.a - If the collection process is directed related to NEMT business, please describe your current collection process. How much is collected weekly, annually and per rider on average?	Not applicable to this RFP

	Question	Response
46	Section 5.6.a. Our financial model does not support "collections" and we cannot propose this model. Will Cook County accept fee for service (cost plus X) and/or capitated pricing models?	Not applicable to this RFP
47	Section 5.6.b. Our financial model does not support "collections", so we do not have any data from counties or health systems to report on. Please advise if this information is required as we will have to respond N/A.	Not applicable to this RFP
48	Section 4.2.18 - Will call center agents schedule rides on the weekends?	Yes, CSRs are expected to follow the normal protocol of verifying and scheduling rides on the weekends. If appointments are not able to be verified on a weekend, they can be verified on the next business day.
49	Section 4.2.18 - Will call center agents have to take routine trip reservations on the weekends, or will they only need to schedule urgent rides such as hospital discharges?	See response in Question 48.
50	(Page 6, Section 1.3: Health Plan Services Medicaid Data). The data provided in the RFP is from 2021. Can CCH provide this same data for 2022?	See trip data in Question 25.
51	(Page 6, Section 1.3: Health Plan Services Medicaid Data). Can you please provide the current average cost per leg by mode?	Average cost per leg cannot be provided at this time.
52	(Page 9, Section 1.3.4: Call Center Metrics). The call data is only provided in bar chart format. Can you please provide a table with specific call volume numbers?	See call statistics below.

2021 Call Statistics	Calls Received
Jan	15,123
Feb	17,171
Mar	18,123
Apr	15,735
May	14,707
June	16,801
July	16,566
Aug	17,638
Sept	17,763
Oct	19,133
Nov	19,665
Dec	18,188

2022 Call Statistics	Calls Received
Jan	19,178
Feb	20,572
Mar	22,058
Apr	20,326
May	21,139
June	22,848
July	19,150
Aug	20,027
Sept	18,428
Oct	19,460
Nov	19,326
Dec	20,336

	Question	Response
53	(Page 10, Section 3: Schedule). Can CCH please provide the anticipated award date, as well as the contract start date?	TBD
54	(Page 10, Section 3: Schedule). Due to the extensive nature of this RFP and the volume of information requested, would CCH consider at least a two-week delay to the due date? If an extension is not possible, would CCH consider accepting physical mailed copies of proposals after the deadline as long as the electronic emailed copy arrives by the deadline? Otherwise, proposers must ship proposals at least two days prior to July 7th to ensure timely arrival, which would fall immediately after the Fourth of July weekend.	Yes, the new submission deadline is July 24, 2023.
55	(Page 14, Section 4.3 Proposer Narrative). Section 4.3 has roughly 25 separate page limits totaling approximately 90 pages. Additionally, there are some sections without page limitations (Provider Network, Transition Plan, Implementation Approach, and Readiness Review). Would CCH consider simplifying the narrative for Section 4.3 to an overall 150-page limit, excluding any attachments or required forms? If not, can CCH confirm that sections without noted page maximums allow unlimited space for response?	Section 4 will now have an overall 150 page limit excluding attachments and required forms.
56	(Page 14, Section 4.3 Proposer Narrative). For ease of review, would CCH prefer bidders include the Scope of Work text preceding narrative responses in each section? If yes, will CCH increase page limitations for each section, and/or simplify the page limit for the entire narrative? Some sections of the Scope of Work text take up half or the entirety of the currently allotted pages.	Section 4 will now have an overall 150 page limit excluding attachments and required forms. For ease of review, CCH prefers bidders include the requirement text preceding the bidder's responses.
57	(Page 14, Section 4.3.1.2: Provider Network). This section asks if proposers plan to utilize their own vehicles or subcontract transportation. Does the current provider operate an internal fleet? If so, how many vehicles are provided by the contractor directly and are the vehicles dedicated to the program?	The current provider does not operate an internal fleet. Subcontractors are utilized.
58	(Page 15, Section 4.3.4: Call Center and Scheduling Office). This section states that the contractor shall operate a call center dedicated to CountyCare. By "dedicated" does CountyCare mean that agents can ONLY answer CountyCare calls and cannot be shared with other programs for cost efficiencies?	Correct.

	Question	Response
59	(Page 15, Section 4.3.4: Call Center and Scheduling Office). Is CCH open to the Contractor using Work from Home call center agents in addition to, or in lieu of, a traditional brick and mortar call center? In our experience, allowing WFH call center agents improves attendance, retention, and employee satisfaction.	CCH is open to the bidder using Work from Home call center agents only if the bidder agrees to provide additional reporting on call quality monitoring and agent connectivity/downtime. Additionally, bidder must provide a business continuity plan for when agents may have electricity or internet outage with RFP submission.
60	(Page 15, Section 4.3.3.10: Vehicle Qualifications). This section states that all vehicles must be equipped with GPS tracking and that the Contractor is not paid for trips performed in vehicles that do not meet the qualifications in the contract. Does this mean that the contractor will not be paid for trips that do not have a record of GPS data?	Section 4.3.3.10 will now read: What percentage of vehicles in the Contractor's provider network are equipped with reliable and accurate GPS tracking devices that allow for the location of the vehicle at all times. Describe Contractor's GPS tracking abilities. Describe what abilities CCH and Contractor will have to review historical GPS data to review trip routes, stops, and delays to determine if efficient routes are being used or if there are excessively long stops that are preventing the efficient use of the vehicle and to confirm the accuracy of trip and billing data from drivers.
61	(Page 15, Section 4.3.3.10: Vehicle Qualifications). What percentage of the current network is equipped with GPS tracking?	Data is not available at this time.
62	(Page 17, Section 4.3.6: Prior Authorization). This section asks proposers to describe their prior authorization system. Does CCH need to prior authorize any of the trips, and if so, what types of trips require prior authorization? Alternately, by "prior authorization" is CCH asking how the contractor will determine and authorize the correct mode of transportation?	Prior authorization by the contractor is required. All appointments are required to be verified (verification of member eligibility, verification of appointment, verification that appointment is for a covered service, medical necessity for type of transportation, etc.) before trips are booked and confirmed with the member.
63	(Page 18, Section 4.3.8: Public Transit). What percentage of trips are currently performed using public transit? Does CCH believe that there is potential to increase utilization of this mode?	See public transit utilization response in Question 3. Public transit utilization has remained consistent.
64	(Page 18, Section 4.3.8.2: Public Transit). What is required to confirm that the Enrollee has a scheduled appointment prior to distributing bus passes – is the expectation that 100% of appointments must be pre-verified? If so, will CCH consider relaxing this requirement as it will decrease the use of this very efficient mode due to abrasion with medical facilities and the administrative cost/effort of appointment verification.	The expectation is that 100% of appointments will follow verification procedure that is established and approved by CCH.

	Question	Response
65	(Page 18, Section 4.3.8.3: Public Transit). The RFP asks proposers to describe how they will assist members in obtaining PACE Paratransit services for members with oversized wheelchairs. Does the proposer have responsibility for assisting members who may qualify for PACE Paratransit beyond just those with oversized wheelchairs?	ADA Paratransit is selected for Members who wish to ride (PACE) Paratransit. These vehicles include hydraulic or electric lift or ramp and wheelchair lockdowns. Members must have a PACE ID, prior to scheduling for PACE Paratransit trips. The assistance required is providing the member with information to obtain a PACE ID to include providing website, phone number, and hours of operation. Members should be referred to their Care Coordinator to complete the application. Additional information could be found here: paratransit landing Pace Suburban Bus (pacebus.com)
66	(Page 18, Section 4.3.8.3: Public Transit). The RFP asks proposers to describe how they will assist members in obtaining PACE Paratransit services for members with oversized wheelchairs. Is the provider allowed to assign eligible NEMT trips to PACE paratransit services? If so, are there limitations such as members with oversized wheelchairs only?	If PACE Paratransit is a subcontractor in your fleet, rides can be assigned. If PACE Paratransit is not a subcontractor, please refer members to PACE Paratransit to schedule their rides. The current provider has subcontractors that accommodate oversized wheelchairs.
67	(Page 18, Section 4.3.9.1: Reimbursement for Mileage). How is the vendor to be reimbursed for the administrative functions associated with mileage reimbursement since we are not to include the cost of those reimbursements in our bid?	Please provide detail on all costs within your bid and your proposed pricing structure.
68	(Page 18, Section 4.3.9: Reimbursement for Mileage). What is the current mileage reimbursement rate? Does the contractor have latitude to modify the rate?	Mileage reimbursement rate is not provided at this time. Contractor does have limited latitude to negotiate rates that must be authorized by CCH.
69	(Page 18, Section 4.3.9: Reimbursement for Mileage). Are Enrollees eligible for direct mileage reimbursement, or is it only payable to a third party (family, friend, neighbor, etc.)?	This is TBD. Proposal should address process for enrollee and third party mileage reimbursement.
70	(Page 18, Section 4.3.9.1: Reimbursement for Mileage). Will CountyCare accept GPS verification for reimbursement for mileage in lieu of phone, fax, email to healthcare provider or healthcare provider's signature. Enrollees throughout the country successfully use our mobile app and geofencing technology to verify appointment attendance. Due to safeguards built into the system it streamlines the process and reduces fraud, waste, and abuse.	Yes, if documentation that is able to be provided is deemed sufficient.

	Question	Response
71	(Page 21, Section 4.3.19: Providers, Subcontractors, and Oversight Mechanisms). Please confirm transportation providers are not considered Subcontractors for the purpose of filling out the tables in Section 4.3.19. If transportation providers ARE considered Subcontractors, and proposers are required to fill out a table for each provider, please confirm the tables are not part of the 2-page limit in this section.	For the purposes of section 4.3.19, providers are considered subcontractors and proposers are required to fill out a table for each provider. See question 56.
72	(Pages 27-28; Section 4.3.24.4 and 4.2.24.11): The Scope of Work numbering goes from 4.3.42.4 to 4.2.24.11. Please confirm whether the numbering is off or if there are missing sections.	Confirming that there are no missing sections.
73	(Page 32, Section 4.5, Part 9: Implementation Approach): It states that CCH is in the process of acquiring tools to manage NEMT services. Can CCH please share more information on this statement. Are we to assume that we will be required to use CCH-owned technology instead of our own operating platform? CCH is also inviting vendors to submit pricing for technologies available to manage NEMT services – can more information be provided on what functionality you are requiring?	After further review, 4.5 Part 9 should read: Proposers should submit pricing for technologies available to CCH to manage NEMT services. Please refer to Section 4 of the RFP to identify functionality.
74	(Page 34, Section 4.7: Minimum Performance Guarantees): There are two separate penalties for pick-up and drop-off times. The requirement for 95% of rides to be performed within 10 minutes of the scheduled time is very ambitious, especially in downtown Chicago. Would CCH consider removing this requirement and instead using the 90% within 15 minute standard for ALL trips with a single guarantee?	We are not considering removing this requirement at this time.
75	(Page 37, Section 5. Required Proposal Content): May proposers include a Table of Contents before the Executive Summary/Cover Letter?	Yes
76	(Page 38, Section 5.5 MBE/WBE Participation): This contract requires 35% MWBE participation. Is the current contractor meeting this goal? To ensure no MWBE providers are displaced in the event of a contractor transition, can CCH share a list of current MWBE subcontractors serving this contract?	Please visit https://www.cookcountyil.gov/service/search-certified-vendors

	Question	Response
77	(Page 38, Section 5.5 MBE/WBE Participation): This section states, "The Proposer may be comprised of one or more firms as to assure the overall success of the project. The proposer must present a team chart that clearly identifies each team member and specify their role in the project (this should be more detailed than the information provided in the executive summary)." Please confirm proposers are not required to submit a team chart if submitting only as a primary bidder.	Each Proposer team must present a team chart.
78	(Page 39, Section 5.6 Cost Proposal): Please clarify the pricing request. Is it expected that transportation costs will be passed through plus a fixed admin dollar per trip, or transportation costs will be passed through plus a percentage of the trip cost?	Please submit your pricing proposal with sufficient detail to understand the pricing structure proposed. We are not restricting to any specific pricing structure.
79	(Page 40, Section 5.9 Contract): This section states, "All responses must be provided in a Microsoft Word compatible format with redline." Please provide a copy of the CCH Master Services Agreement in Microsoft Word format to ensure proposers redline the document appropriately.	Refer to <u>Attachment A</u> in this Addendum:
80	(Page 44, Section 8.3. Number of Copies). Electronic copies of proposals are to be emailed to the email address listed on the cover page, however no email address is listed on the cover page. Please provide the email address proposers should use to submit proposals.	See response to Question 5.
81	(CCH MWBE Utilization Forms, A., 2. Letter(s) of Certification). The link provided to access the MBE/WBE Reciprocal Certification Affidavit (www.cookcountyiil.gov/contractcompliance) leads to a "Page Not Found" error. Please provide an updated link to the Affidavit.	https://www.cookcountyiil.gov/service/mbewbevbe-certification
82	(Page 13, Section 4.2.37). The section refers to CCH's policy for driver apparel. Can you please share that policy?	This requirement is being removed from section 4.2.37. Section 4.3.2.3 has been added: Describe Proposer's policies regarding on-person photo identification and apparel for drivers and Attendants.
83	(Page 10, Section 2). Section 2b describes the basis for award based on value. Can you share if the Evaluation Committee will be using an objective measurement of value, or weighting and scoring the Criteria in section 7.1.1? If so, will you please share that process?	Detailed evaluation criteria are in the process of being developed.

	Question	Response
84	(Page 10, Section 2). Can CCH share what percentage of the evaluation points will be dedicated to pricing?	Detailed evaluation criteria are in the process of being developed.
85	Section 4.2.4 and 4.2.5 (pg 11): What is the process to use resources outside of the United States?	Proposer will be generally prohibited from using, or from involving any Downstream Entity that will use, Persons or locations outside of the United States and its Territories in the furnishing of NEMT Services, except in compliance with conditions specified in prior written consent issued by the CCH Chief Compliance and Privacy Officer. Certain conditions will have to be met by the Proposer in order to obtain written consent from the CCH Chief Compliance and Privacy Officer.
86	Section 4.2.4 and 4.2.5 (pg 11) How do these requirements relate to Section 4.3.24.3 (which states "Provide a description of any of the Proposer services that will be performed by offshore operations, including any contracted services")?	Section 4.2.4 and 4.2.5 are removed.
87	Section 4.3.1.1.5 and 4.3.2 - please provide details on the IMPACT credentialing system. What is required of the Proposer to coordinate with the IMPACT system.	More information can be found here: https://hfs.illinois.gov/impact.html
88	Section 4.1 Question 3: As a transportation broker, we were unable to complete an enrollment because there is no "transportation broker" provider type. Please advise if this is acceptable.	This is acceptable, however all transportation providers contracted with proposer must be registered in IMPACT.

ATTACHMENT A
Master Services Agreement in Microsoft

Proposer(s) may access the following attachments by 1) download and save this RFP file to a local drive and 2) open the RFP document using Adobe application, 3) expand the navigation pane (left of window) and click on the paper-clip icon.

1. Attachment A - CCH Master Services Agreement

ADDENDUM ACKNOWLEDGEMENT FORM

As required by the RFP, Proposers must submit this acknowledgement form with their response. One acknowledgement form per response, listing all addenda, is appropriate.

Addendum No.: _____

Addendum No.: _____

Addendum No.: _____

Addendum No.: _____

Addendum No.: _____

Addendum No.: _____

Company Name: _____

Representative's Name: _____

Signature: _____

Date: _____

END OF ADDENDUM