

BHD Transportation RFP
Questions and Answers

Q1: How many riders require a security guard vs. no security guard? What is the current trip volume?

A1: YTD current for one agency ("Provider A") is averaging 220 Non-Secure Non-Emergent trips per month. A security guard would not be required for these trips. The average number of secure rides is 79 per month.

The other incumbent ("Provider B") Non-Secure transportation provider completed (12 month totals shown):

838 Regular (Non T-19) trips, and billed
128 No-Shows

Completed and billed T-19 for:
431 trips, and billed
3 No-Shows

Completed: 32 Regular (Non T-19) trips for Outings, and billed
0 No-Shows

Q2: How many non-security guard riders require a one-hour window for appointments? Why aren't non-emergency, non-discharge trips pre-scheduled?

A2: When a ride request is made, the company will be told the appointment time the patient has at the destination. The expectation of the one-hour window is that the patient would not be picked up more than an hour before their appointment time and be required to ride around in the vehicle for an unduly long time before delivery to the destination.

Non-emergency rides are often pre-scheduled.

Q3: Do all drivers need to have a State of Wisconsin issued security guard license regardless of if the client requires a security guard? If no, what credentials are required to qualify as a driver?

A3: Drivers providing secure transportation would be required to have a Wisconsin guard's license. Drivers providing non-secure service would not.

All drivers would be required to be validly licensed with the State DOT Division of Motor Vehicles, and also hold a City of Milwaukee Public Passenger Vehicle Driver's License per Chapter 100 of City Ordinances.

Q4: What was the volume of "non-security" transportation provided in 2013 & YTD 2014?

A4: See Question 1.

Q5: Will there be services required outside of the 9455 Watertown Plank Rd location? If so, from where to where?

A5: As to locations to be served, any and all as long as an approved BHD person is making the request (list will be provided). The Northside CRC has been closed. The Southside CRC may have transports requested at times. In all cases the request must come from an approved BHD staff person.

Q6: Would all vehicles require wheelchair lifts/ramps? What are the vehicle licensing requirements?

A6: Current experience is that about half of rides require a lift or ramp for non-emergency rides. BHD staff will communicate the mobility needs of the patient when requesting service. All vehicles would be required to be registered by the State of Wisconsin as Human Service Vehicles and comply with State Administrative Rule Chapter Trans 301. In addition, vehicles would need to be certified by the State as Specialized Medical Vehicles in order to bill T19.

Q7: Do the services under this contract differ from previous contracts?

A7: Services provided under this contract include non-emergent (pre-scheduled); non-secure; and secure rides. There were two separate contracts in the past, and under this RFP all three service types are being combined.

Q8: Does this contract have a Disadvantaged Business Enterprise (DBE) requirement? What about subcontracting?

A8: Per the contract that will be issued from this RFP, subcontracting would be permitted provided the contractor makes a written request in advance, which must be approved by Milwaukee County. Subcontractors are held to the same contractual standards as the prime contractor, and the prime contractor is responsible for supervising services provided by the sub. As for DBE

involvement, this is a blanket purchase contract with no guarantee of volume, making it difficult to assign a portion to DBE participation.

Q9: Would every company submitting a proposal need to be certified to provide T19 trips?

A9: Yes, we expect companies to bill applicable trips to T19. Companies that are not currently certified to bill for T19 services would have until 6 months from the start date of the contract to complete the certifying process. T19-reimbursable non-emergency trips provided prior to the company's certification could be billed to BHD under this contract. Companies must state in their proposal whether they are certified or not, and, if not, the likely time needed to achieve the certification.

Note that being certified as an MTM provider is important as it ensures vehicle compliance with Medicaid standards.

MTM procedures should be used where practical for non-emergency trips. Milwaukee County BHD does operate a nursing home and procedures for authorizing T19 trips from such a facility should be followed.