



County of Sampson

Request for Proposals No. 007-25

Non-Emergency Medicaid Transportation Services

Addendum No. 3

The following questions were submitted in response to RFP No. 007-25. Answers are provided by Sampson County DSS. The following questions were submitted by the posted deadline. All other terms and conditions of the RFP remain unchanged.

Q: How are trips assigned currently?

A: We utilize the CTS TripMaster program software for scheduling trips. Referrals are exported three business days in advance. Example: Trips scheduled for September 2, 2025, are exported to the vendor on August 26, 2025, by 4:00 PM.

Q: The RFP requires no more than 5% of trips to arrive late to beneficiary appointments in any given month. Can DSS define what constitutes a "late" arrival (e.g., time threshold beyond scheduled appointment)? Please provide a monthly report of late trip percentages for the past 36 months.

A: A late arrival is when a client is more than 10 minutes past their scheduled appointment time and their provider will not see them due to lateness. Due to the agency's confidentiality policy, we are unable to provide information regarding another vendor's performance regarding late trips.

Q: The RFP specifies no more than 0.25% of trips may be missed annually. Can DSS provide clarification on how "missed trips" are defined (e.g., no-show by driver, cancellation due to vehicle issues)? Additionally, please share historical data on missed trip rates for the past 36 months.

A: Missed trips are when a rider is unable to be seen by their provider due to the following: driver no-shows, equipment malfunctions, or late arrivals. Due to the agency's confidentiality policy, we are unable to provide information regarding another vendor's performance on missed trips.

Q: Could DSS please provide 3 days of trip scheduling data so vendors can include an analysis of this data in their proposals?

A: Due to confidentiality policy, we are unable to release scheduling data. However, the number of individuals transported daily varies. On average, we typically schedule between twenty to thirty riders each day.

Q: Is DSS open to or does it require software solutions for scheduling, dispatching, trip tracking, or reporting? If so, what specific features (e.g., NCTracks integration, real-time monitoring) are preferred?

A: Sampson County DSS does not require specific software for scheduling, dispatching, trip tracking, or reporting. However, we do require the selected vendor to have the means to track and report real-time data if needed.

Q: Regarding NCTracks enrollment, does DSS expect proposers to use software that integrates directly with NCTracks for billing and claims? If yes, can you provide details on required APIs or protocols?

A: Sampson County DSS does not require the selected vendor to utilize software that integrates directly with NCTracks for billing or claims. If the vendor does not use software that integrates with NCTracks, they will be required to submit billing in an Excel document formatted by Sampson County DSS.

Q: The RFP includes evenings as part of after-hours services. Can DSS clarify the expected hours for "nighttime" or evening services (e.g., after 5:00 PM or 8:00 PM)? Please provide data on the volume of nighttime trips.

A: After-hours transport refers to trips that occur after 5:00 PM. Example: Sampson County DSS receives a call at 2:00 PM from UNC–Chapel Hill requesting a return ride home for an approved NEMT client being released from the hospital, but the client will not be ready for pick-up until 6:00 PM. Historically, we receive very few after-hours requests. In the past 36 months, we have received approximately 10 trips.

Q: To inform fleet and staffing planning, can DSS provide ridership data for the past 36 months, including total one-way trips broken down by weekday, after-hours, weekends, same-day, holidays, and mobility type?

A: From August 1, 2022, to August 31, 2025, a total of 22,210 trips were scheduled:

- 219 wheelchair trips
- 199 lift trips
- 21,792 ambulatory trips
- 2,587 of the above were holiday trips

We are unable to provide a breakdown of trips by same-day or weekends.

Q: The RFP requires an adequate fleet for all mobility types. Can DSS confirm the number and types of vehicles currently in use by the incumbent provider?

A: Our current vendor has nineteen vehicles available to transport clients, seventeen of which are wheelchair accessible. Due to confidentiality policy, we are unable to disclose information about the current vendor's fleet expansion or replacement plans. Sampson County DSS requests that all vendors submit a plan reflecting their own capabilities to meet the standards outlined in RFP No. 007-25.

Q: For proposers not yet enrolled, can DSS provide guidance on the enrollment process in NCTracks, including timelines, documentation, and challenges? Is there a grace period for enrollment post-award?

A: Sampson County DSS is unable to provide guidance on the enrollment process. However, resources are available through NCTracks:

- Website: <https://www.nctracks.nc.gov/content/public/providers/getting-started.html>
- Phone: 800-688-6696

Q: While no budget is specified, can DSS share the estimated annual funding allocation for NEMT services, or historical spending data for the past 36 months?

A: The funding allocation for the past 36 months was \$2,065,942.00.

Q: If there is an incumbent provider, can DSS share any performance issues or areas for improvement that the new provider should address?

A: Due to confidentiality policy, we are unable to disclose performance information about the current vendor. We ask that all vendors provide a description of the services your company can offer, based on the guidelines outlined in RFP No. 007-25.

Q: The RFP mentions separate invoicing for non-Medicaid trips (e.g., Disability Determination). Can DSS provide the number of such trips per month for the past 36 months, and clarify billing processes?

A: Between August 1, 2022, and August 31, 2025, Sampson County DSS scheduled 42 Disability Determination Services (DDS) trips.

- DDS trips are capped at \$2.00 per mile.
- DDS trips are not paid through NCTracks; the vendor will receive payment directly from the Sampson County Finance Office.

Q: Can DSS elaborate on required staff certifications or training, and provide an estimate of needed staff levels based on current demand?

A: Sampson County DSS does not require specific staff certifications. However, the selected vendor must verify that all drivers are trained in handling and reporting incidents such as client emergencies, accidents, delays, and equipment malfunctions.

Vendors must comply with all DOT regulations and provider enrollment requirements, and provide the following for each employed driver:

- Employment application
- Driving record for the past three years prior to the date of application
- Copy of driver's license
- Alcohol and drug screening results
- Background checks

Q: Is there a page limit for proposals? Are electronic signatures allowed on affidavits?

- A: - There are no page limits.
- Electronic signatures are not accepted at this time.

Q: Can DSS confirm the initial contract term and any options for renewal or extension?

A: The initial contract term will be 1 year, with the option to extend for 2 additional years after the first year.

Q: Would DSS kindly extend the submission deadline to allow vendors additional time to prepare a response?

A: The submission deadline will not be extended.

ACKNOWLEDGMENT OF ADDENDUM NO. 3

We, the undersigned, acknowledge receipt of Addendum No. 3 to RFP No. 007-25 and understand that it is now part of the RFP.

Firm Name: _____

Authorized Representative: _____

Title: _____

Signature: _____

Date: _____