



DATE: July 17, 2025

HSS-25-051 - NON-EMERGENCY MEDICAL TRANSPORTATION

ADDENDUM #1 – Questions & Answers

PLEASE NOTE: The following on the next page becomes part of the RFP:

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Public Q&A for HSS-25-051 - NON-EMERGENCY MEDICAL TRANSPORTATION

1. Bid Questions

Vendor, Jun 10, 2025 11:59 AM EDT

Our organization is new to the bidding process. What is the bid price range and where do we find that information on the bid solicitation? We are in Wilmington, New Castle County, what is the service coverage, are social transportation services included, such as grocery shopping and church visits? Can the broker alter routes for mileage and fuel efficiency? Is more than one country encouraged?

The state pays a capitation rate per person per month. Your bid should take that into consideration. The service coverage area is the entire state of Delaware (See I. Overview 5th paragraph). There are also times when out of state transportation will be required. The only services are for Medicaid covered services. The routes used by the broker are at their discretion.

2. Delay

Vendor, Jun 26, 2025 3:00 PM EDT

Page 2, Section I. Overview: Would DMMA consider delaying the due date for proposals by two weeks to allow bidders additional time to review answers to questions and refine proposals accordingly?

No. The dates will not change.

3. Follow-Up Question Period

Vendor, Jun 26, 2025 3:00 PM EDT

Page 2, Section I. Overview: Would DMMA consider a second round of questions to allow bidders to ask follow-ups based on the answers posted on 7/17/25?

No.

4. Go Live Date

Vendor, Jun 26, 2025 3:01 PM EDT

Page 2, Section I. Overview: The RFP estimates award notification on 9/30/25. What is the estimated go live date for the contract? This will help vendors understand the timeline for implementation.

11/1/2025

5. Multiple Awards

Vendor, Jun 26, 2025 3:01 PM EDT

Page 4, Section II. Scope of Services, C. Program Oversight: This section states that services may be provided by one or more NEMT Brokers.

Can DMMA clarify its intentions regarding awarding to a single or multiple brokers?

If DMMA is considering award to a broker for each County, can/should bidders provide pricing by County vs. statewide? Specifically, administrative costs are higher (such as labor costs for maintaining the required key personnel positions, and facility costs) with less trip volume to spread the cost over, which will impact pricing.

The state's intention is to contract with one statewide broker.

6. Selection Criteria

Vendor, Jun 26, 2025 3:02 PM EDT

Page 16, Section C. RFP Evaluation Process, 2. Proposal Selection Criteria: The last bullet in this section states that the team reserves the right to "Select more than one broker... Such selection will be based on the following criteria:" but the criteria for multiple broker award selection appears to be a placeholder with nothing listed. Please provide the criteria.

The state's intention is to award the contract to one broker.

7. Contract Extensions

Vendor, Jun 26, 2025 3:02 PM EDT

Page 18, Section C. General Information, Item 1: The RFP outlines two optional extension periods. Please clarify if exercising the option years is based on mutual consent, or DMMA's sole discretion.

DMMA's sole discretion.

8. Public Transit Data Clarification

Vendor, Jun 26, 2025 3:03 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Please provide the number of public transit trips for each month. Please also clarify if these were included in the initial “Ambulatory” trip count within this table.

Yes, they are included in Ambulatory. 1st Quarter 2025 Mass Transit net trips = 22,769.

9. Public Transit Data

Vendor, Jun 26, 2025 3:03 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Please provide similar data, to include public transportation as a separate category, for 2024 and 2025 YTD.

1st Quarter 2025 Mass Transit net trips = 22,769.

10. Gross Trip Clarification

Vendor, Jun 26, 2025 3:03 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Please clarify whether the “Gross Cancellations” are included in the “Gross Trips” total, or if the “Gross Trips” only represents completed trips.

Gross trips represent all trips that were scheduled.

11. Trip Leg vs. Round Trip

Vendor, Jun 26, 2025 3:04 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Please confirm that “Gross Trips” are individual trip legs and not round trips.

Confirmed. Gross trips constitute legs.

12. Trip Data by County

Vendor, Jun 26, 2025 3:04 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Please provide trip breakdown by County.

2025:

	New Castle County	Kent County	Sussex County	Other Counties	Not Classified	Total
January	36,745	11,759	12,960	78	1,051	62,593
February	35,061	11,314	12,193	90	1,246	59,904
March	39,034	12,522	14,067	92	1,265	66,980
April	38,894	12,557	13,669	67	1,142	66,329
May	38,456	12,150	14,027	105	882	65,620

13. Call Data

Vendor, Jun 26, 2025 3:05 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Please provide call data by month for 2023, 2024, and 2025 YTD. Please include number of calls, average duration of calls, and average speed to answer if available.

2024:

	Offered	Answered	Abandoned	Call length
January	2848	2837	7	6:30
February	3109	3107	4	6:20
March	2739	2735	0	6:21
April	2805	2801	0	7:07
May	2932	2926	4	7:06
June	2593	2586	3	7:12
July	2683	2671	7	6:40
August	2657	2645	8	6:18
September	2500	2459	30	6:30
October	2825	2809	3	6:42
November	2257	2244	6	6:30
December	2248	2234	9	6:30
	32196	32054	81	6:39

14. Unique Riders

Vendor, Jun 26, 2025 3:05 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Will DMMA please provide unique riders by mode type by month for 2024? Please ensure that public transit is separated from other modes.

Data unavailable for 2024.

2025:

	Ambulatory	Mass Trans.	Stretcher	Wheelchair	Total
January	4232	383	339	840	5794
February	3833	436	344	838	5451
March	3876	431	342	875	5524
April	3965	484	330	841	5620
May	3853	508	371	869	5601

15. Enrollment Data

Vendor, Jun 26, 2025 3:05 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Will DMMA please provide total members by eligibility group by month and county for 2023, 2024, and 2025 YTD? If the total monthly enrollment or enrollment mix during the contract period is expected to be materially different than the monthly enrollment and enrollment mix in the most recent months, please also provide the projected future enrollment and enrollment mix.

Data unavailable.

The expected monthly enrollment during the contract period is not expected to differ However due to the recent bill passing, we are unable to determine if this will impact membership.

16. Bus Pass Data

Vendor, Jun 26, 2025 3:06 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Can DMMA share the number of bus passes issued each month of 2024, by type if possible (i.e. single ride vs. monthly/weekly pass)?

Data not available.

17. Data Inconsistency in January 2023

Vendor, Jun 26, 2025 3:07 PM EDT

Page 49, Attachment 10, Delaware NEMT Data Book: Can DMMA explain why the number of gross trips and cancellations in January 2023 for Wheelchair and Stretcher are significantly different than other months during 2023?

The numbers for W/C and Stretcher were inadvertently switched.

18. Option Year Pricing

Vendor, Jun 26, 2025 3:07 PM EDT

Page 50, Attachment 11, Cost Proposal Work Sheet: How will the option year pricing be determined?

Every option year the vendor provides a SOW which includes pricing.

19. Pricing Scenarios

Vendor, Jun 26, 2025 3:07 PM EDT

Page 50, Attachment 11, Cost Proposal Work Sheet: If DMMA is considering splitting the service amongst multiple brokers, how should bidders reflect cost savings if awarded all regions?

The state's intention is to select one broker.

20. On-Time Performance Standard

Vendor, Jun 26, 2025 3:08 PM EDT

Page 61, Section 17. On-Time Performance: The on-time performance standard is listed at 99%. This metric is much higher than industry standards. Please consider adjusting this to 95%.

This can be discussed during contract negotiations with the selected broker. The current DMMA standard is 99%.

21. 15% Administrative Cost Limit

Vendor, Jun 26, 2025 3:08 PM EDT

Page 67, Section 25. Broker Compensation: Please clarify what broker costs (if any) can be excluded from the 15% administrative cost limit (i.e. call intake, dispatch, staffing, technology, FWA monitoring, etc.).

Anything outside these categories and examples would be excluded. If there are further concerns or questions that can be handled during contract negotiations with the selected vendor.

Examples:

Personnel- Salaries and benefits for administrative staff, project/contract managers

Supplies/Equipment- Office supplies, software, computers and other items used for contract management

Legal/Accounting Fees- Costs associated only with the contract (legal review of the contract, financial audits)

Overhead- A portion of the rent, utilities and insurance related to the contract

Training- Reasonable expenses for training staff on contract related procedures and policies

No travel expenses

22. 15% Administrative Cost Limit

Vendor, Jun 26, 2025 3:08 PM EDT

Page 67, Section 25. Broker Compensation: Would DMMA consider removing the 15% administrative cost limit, or at least change it to 20%, which is the industry standard for similar programs? It is important to consider that the administrative cost percentage is much higher for lower cost modes such as public transit and mileage reimbursement (brokers still need to manage bookings and trip payment processes the same as any other trip) so a low admin limit can deter brokers from assigning low cost modes. The 15% administrative cost limit may also deter brokers from submitting a bid as it is overly restrictive.

All administrative fees are capped at 15% and are not negotiable.

23. TNC/RideShare

Vendor, Jun 26, 2025 3:09 PM EDT

Page 70, Section 30.2 Modes of Transportation: Are rideshare/TNCs (i.e. Uber and Lyft) an allowable mode of transportation? If so, are there any restrictions on assignment to this mode?

Uber/Lyft are allowed. Restrictions – ambulatory only.

These providers are currently being reviewed by the appropriate agency to determine if their use can be continued.

24. Current Utilization of TNC/Rideshare

Vendor, Jun 26, 2025 3:09 PM EDT

Page 70, Section 30.2 Modes of Transportation: If rideshare/TNCs are currently used, what percentage of trips were assigned to this mode in 2024 and/or 2025 YTD?

2025:

	January	February	March	April	May
Uber	30.3%	32.5%	27.5%	28.1%	27.7%
Lyft	13.9%	11.7%	11.8%	13.2%	13.1%

25. Work From Home Staffing

Vendor, Jun 26, 2025 3:09 PM EDT

Page 100, Section 66. Central Business Office, 66.1: This section states that the Project Director and scheduling staff must be located at the central business office. Will DMMA allow Work From Home staff (including call center agents) for this program?

Call center staff must be on site. Other positions may be able to. To be discussed in negotiations.

26. Alternate Call Center Locations

Vendor, Jun 26, 2025 3:09 PM EDT

Page 100, Section 66. Central Business Office, 66.1: May the broker forward calls to call centers located outside of the state during periods of high call volume, after-hours, or on holidays?

Yes. The other call center(s) must be located within the United States.

27. Section 11.0 Eligibility Verification System (EV) and Sections 15.0 (Monthly Eligibility File)

Vendor, Jun 27, 2025 10:49 AM EDT

Section 11.0 Eligibility Verification System (EV) in part states "...DHSS expects the selected transportation Broker to make use of the EVS options and HIPAA transactions listed above to verify member eligibility where the member does not appear on the monthly eligibility file." However, Section 15.0 states..."Each month the Delaware DMES will transmit an eligibility file for all Medicaid members who are eligible for transportation services through the transportation broker. The selected transportation broker is required to use and maintain the eligibility file to verify member eligibility for services. In the event that a member requests services but is not on the monthly eligibility file transmission, the Broker must contact DMMA."

Can the Department please confirm the preferred process to be used in the event that a member requests services but is not on the monthly eligibility file transmission? Should the broker use the EVS options and if the member is not eligible, deny the request? Should the Broker use the EVS options and if the member is not eligible, contact DMMA? Or should the broker contact DMMA first?

[If the member is not listed on the EVS, they should contact the DMMA. Contract manager.](#)

28. Member Education & Materials

Vendor, Jun 27, 2025 10:50 AM EDT

Section 31 – Member Education & Materials, page 85

Regarding Section 31.0, can DMMA clarify whether the initial member notification regarding NEMT service availability must be distributed via USPS mail, or if electronic methods (e.g., email, member portal, SMS) are acceptable with prior approval? Additionally, should the notification be sent to each individual Medicaid member, or is it acceptable to send a single notice to the head of household, even if multiple eligible members reside at the same address?

[All notices and information materials used by the Broker shall be reviewed and approved by DMMA prior to mailing or otherwise disseminated. All eligible members.](#)

29. Contract Start Date

Vendor, Jun 27, 2025 10:51 AM EDT

What is the start date for the contract?

[11/1/2025](#)

30. Member Eligibility

Vendor, Jun 27, 2025 10:51 AM EDT

The RFP mentions 256,000 + 8,900 NEMT eligible members per month for July 2022 - June 2023.

- a. Would the State be able to provide more recent membership figures?
- b. Was the NEMT eligible membership count significantly impacted by the end of the PHE / resuming of redeterminations in 2023?

A.

Reporting Period	Total Medicaid Enrollment	Total CHIP Enrollment	Total Medicaid and CHIP Enrollment
01-2024	269,299	11,412	280,711
02-2024	266,251	11,647	277,898
03-2024	263,207	11,544	274,751
04-2024	258,864	11,384	270,248
05-2024	254,217	11,290	265,507
06-2024	240,829	11,410	252,239
07-2024	239,348	11,562	250,910
08-2024	239,770	11,537	251,307
09-2024	240,276	11,469	251,745
10-2024	238,843	11,808	250,651
11-2024	236,760	12,249	249,009
12-2024	236,840	12,528	249,368
01-2025	235,074	12,776	247,850
02-2025	234,793	13,057	247,850

B. Yes – eligible membership was reduced.

31. Trip Volume

Vendor, Jun 27, 2025 10:52 AM EDT

Trip volume for calendar year 2023 was provided by mobility

a. Are these round trips or trip legs?

Legs

b. Would the State be able to provide more recent trip data?

MONTH	Category	Ambulatory	Wheelchair	Stretcher	TOTAL
January	Gross Trips	102,345	11,563	2,018	115,926
	Gross Cancellations	40,078	3,277	519	43,874
February	Gross Trips	99,683	10,646	2,057	112,386
	Gross Cancellations	41,698	2,624	595	44,917
March	Gross Trips	97,128	10,811	2,202	110,141
	Gross Cancellations	36,836	2,789	691	40,316
April	Gross Trips	101,144	11,060	2,261	114,465
	Gross Cancellations	40,805	2,840	637	44,282
May	Gross Trips	101,835	11,461	2,320	115,616
	Gross Cancellations	40,840	2,750	667	44,257
June	Gross Trips	88,263	10,517	2,022	100,802
	Gross Cancellations	36,197	2,833	513	39,543
July	Gross Trips	92,137	11,615	2,263	106,015
	Gross Cancellations	36,952	3,010	729	40,691
August	Gross Trips	94,928	11,095	1,983	108,006
	Gross Cancellations	38,255	2,680	590	41,525
September	Gross Trips	86,652	10,443	1,774	98,869
	Gross Cancellations	32,463	2,791	452	35,706
October	Gross Trips	94,946	10,877	2,172	107,995
	Gross Cancellations	35,439	2,504	621	38,564
November	Gross Trips	88,691	10,116	2,114	100,921
	Gross Cancellations	35,847	2,307	629	38,783

December	Gross Trips	91,008	10,870	2,255	104,133
	Gross Cancellations	37,630	3,052	796	41,478
2024 Totals	Gross Trips	1,138,760	131,074	25,441	1,295,275
	Gross Cancellations	453,040	33,457	7,439	493,936
	Net Trips	685,720	97,617	18,002	801,339

c. Would the State be able to provide a breakdown of trip data by provider type as well?
Data is unavailable

d. Approximately how much of the volume is public transportation?
2025 Data:

January	February	March	April	May
12.2%	12.0%	11.9%	25.6%	26.0%

e. Approximately how much of the volume is mileage reimbursement?
2025 Data:

January	February	March	April	May
2612	2417	2498	2559	2641

f. Are the numbers for wheelchair and stretcher trips mixed up for January 2023 in the data provided?
Apologies. They are reversed.

32. Member Eligibility File

Vendor, Jun 27, 2025 10:53 AM EDT

Section 15.0 Monthly Eligibility File – Is it possible to receive the eligibility file transmission more frequently (weekly / daily)?

Monthly 834 member eligibility file is in addition to the daily 270/271 eligibility inquiry transaction.

33. Escort and Attendant Services

Vendor, Jun 27, 2025 10:53 AM EDT

Section 30.9.1 Escort and Attendant Services – Please confirm members under the age twenty-one (21) require an escort.

The correct age is under 18.

34. Specialized Transportation

Vendor, Jun 27, 2025 1:29 PM EDT

Please confirm if expenses incurred by the broker for “Specialized Transportation” as defined in section 30.3.2 will be reimbursed to the broker or will the expenses incurred be part of the capitation payment with the excess being borne in full by the broker.

Expenses incurred in “finding” and “arranging” specialized transportation is considered covered by the capitation payment. Reimbursement will be provided for the actual, expense of the transportation.

35. Vehicles and Drivers

Vendor, Jun 27, 2025 1:30 PM EDT

How many active vehicles are currently in the network? How many active drivers are currently in the network?

The state contracts with one broker who then subcontracts providers. The number of vehicles/drivers can vary.

36. Transportation Providers

Vendor, Jun 27, 2025 1:31 PM EDT

Contract Reference – Pages 39–40, Section 8(c):

Are transportation providers required to maintain the insurance coverage limits outlined in this section? The limits specified are as follows:

- o Commercial General Liability: \$1,000,000 per occurrence / \$3,000,000 aggregate
- o Commercial Automotive Liability: \$1,000,000 combined single limit per accident for bodily injury

- o Property Damage: \$250,000
- o Uninsured Motorist: \$25,000
- o Personal Injury Protection (PIP): \$25,000 per person / \$300,000 per accident

Yes, the amount of insurance coverage are as noted in the RFP document under Insurance V.G.8.

37. TNCs

Vendor, Jun 27, 2025 1:31 PM EDT

Are Transportation Network Companies (TNCs) such as Uber and Lyft currently transporting members?

Yes. However, TNC's are under review for continued use.

38. TNCs

Vendor, Jun 27, 2025 1:31 PM EDT

Contract Reference – Page 146:

The contract states that Uber and Lyft must meet all driver and vehicle requirements. Are there currently any exceptions in place? Based on our experience, TNCs are generally able to meet most—but not all—contractual requirements.

There are no exceptions in place and no exceptions will be considered.

39. 30.2 Modes of Transportation 30.2.1 Mini Van/Car 30.2.2 Wheelchair Van 30.2.3 - 30.2.7

Vendor, Jul 02, 2025 1:50 PM EDT

This section does not capture all current modes of transportation currently offered in Delaware under the NEMT procurement. Van-Stretcher (non-medical stretcher service) has been excluded from the RFP list. Will the Department please confirm if it is no longer an approved mode of transportation?

Only vehicles approved by the appropriate state agency are allowed. If approved, then they can be used.

40. 30.2.6 Mileage Reimbursement 30.2.7 Gas Reimbursement

Vendor, Jul 02, 2025 1:53 PM EDT

Will the Department please confirm that mileage and gas reimbursement are the same mode of service whereby reimbursement is made at a set rate for the approved mileage when a friend or family member may drive from the origination address to the destination address?

[They are one and the same.](#)

41. 30.5 The Transportation Broker is responsible for the provision of transportation services to all eligible Medicaid members to or from a stated point of origin at the request of the member or person acting on behalf of the member.

Vendor, Jul 02, 2025 1:56 PM EDT

Will the Department please provide clarity on which services would require special review and/or approval at the beyond the 30-mile mark / 45 minutes mark? As written, there is no distinction on which guidelines apply in which circumstances or if it is simply 'outside the county'.

[Any Medicaid covered service outside of these parameters require a medical necessity form from the members physician explaining the need for the travel and be approved by DMMA.](#)

42. Uber and Lyft All driver and vehicle requirements apply to Uber and Lyft as well.

Vendor, Jul 02, 2025 1:57 PM EDT

Recognizing that Uber and Lyft maintain their own credentialing and processes for non-emergency medical transportation services, will the Department please consider changing this section as follows, "Uber and Lyft: Broker will monitor compliance that Uber and Lyft adhere to their unique and separate requirements as well as compliance with the regulatory authority (such as DELDOT) for vehicles and drivers providing non-emergency medical transportation services."

[This can be discussed in contract negotiations with the selected broker.](#)

43. Overview -Transmittal Letter The Broker "shall not store or transfer non-public Delaware data outside of the Unites States."

Vendor, Jul 02, 2025 1:58 PM EDT

Will the Department please define 'non-public Delaware data'?

Per the Department of Technology and Information, Document SE-ESP-001, Enterprise Policy:

“The goal of this policy is to preserve the Confidentiality, Integrity and Availability (known as the CIA triad) for all State communications and computing resources.

Confidentiality ensures that information is accessible only to those authorized to have access. Integrity ensures the accuracy and completeness of the data is safeguarded. And Availability ensures that authorized users have access to the information.”

(Please refer to <https://webfiles.dti.delaware.gov/pdfs/pp/DelawareInformationSecurityPolicy.pdf>)

44. Appendix B There are areas of conflicting formatting throughout the RFP. Some sections seem to have subsections and sub-subsections, but they are not clearly defined.

Vendor, Jul 02, 2025 2:42 PM EDT

Will DMMA update the formatting for the RFP? For example, Question 23 appears to have subsections in 23.1 (23.1.1 or 23.1.2), while 23.3 appears to be a subsection (23.3 Reports Of Accidents And Moving Violations), but it is not clearly marked.

Based on our review, formatting appears to be fine.

45. Appendix B Question Out of Order

Vendor, Jul 02, 2025 2:44 PM EDT

Should Section 17. Quality Assurance be numbered 9. Quality Assurance for continuity purposes?

Yes. It is #9

46. Section III Required Information A. Minimum Requirements

Vendor, Jul 02, 2025 2:48 PM EDT

Can you provide more clarity on the layout of the proposal and the order that you would like the items? If we are to follow the order you have under A. Minimum Requirements, would Appendix A (Minimum Mandatory Submission Requirements) answer question 3.? Would Appendix B

(Scope of Work and Technical Requirements) answer question 2? Where should Appendix C (Divisional Requirements) be placed?

The proposal format is at the brokers discretion. However, all parts of the proposal need to address each area of the RFP.

47. Section III Required Information B. General Evaluation Requirements

Vendor, Jul 02, 2025 2:52 PM EDT

Is B. General Evaluation Requirements, items 1. - 6. included in your ordering? Items 1. - 6. are answered throughout the proposal and not necessarily in this order. Can we refer to where in the proposal these items are answered? For example, References are provided on Attachment 5 which is in Appendix A.

The proposal format is at the brokers discretion. However, all parts of the proposal need to address each area of the RFP.

48. Appendix A - MINIMUM MANDATORY SUBMISSION REQUIREMENTS 4. One (1) complete, signed Non-collusion agreement (See Attachment 2). Bid marked "ORIGINAL". All other copies may have reproduced or copied signatures – Form must be included.

Vendor, Jul 02, 2025 3:27 PM EDT

Since we are submitting the proposal through the portal, are copies unnecessary? Is this possibly a typo?

No copies are needed since proposals are submitted electronically.

This is a typo!

49. 30.9.2 Escort And Attendant Services An escort is defined as an individual who must accompany a member due to the member's physical/mental/developmental capacity and the escort's presence is required to ensure that the member receives proper medical...

Vendor, Jul 02, 2025 3:29 PM EDT

Will the Department please confirm that children without an appointment, are not allowed to be an 'escort' or extra passenger with the parent as the member who has a medical ride?

30.9.1 An escort must be of an age of legal majority recognized under Delaware law.

50. 23.3 Reports of Accidents and Moving Violations 23.3.1 The Broker shall notify DMMA or its agent immediately (with in the first 24 hours of the broker being notified) of any accident resulting in driver or passenger injury or fatality while delivering...

Vendor, Jul 02, 2025 3:30 PM EDT

Will the Department agree to one business day to cover those reported late Friday/weekends/holidays?

No. It must be within 24 hours of the broker being notified.

51. 25 Broker Compensation No more than fifteen percent (15%) of the reimbursement shall be for administrative costs, corporate overhead and profit.

Vendor, Jul 02, 2025 3:31 PM EDT

Was there a specific analysis that Mercer undertook to determine the 85/15 or is the basis more in following CMS's guidance that states that 85% of all dollars must be related to direct service expenses and not support?

All administrative fees are capped at 15% and are not negotiable"

52. 25 Broker Compensation No more than fifteen percent (15%) of the reimbursement shall be for administrative costs, corporate overhead and profit.

Vendor, Jul 02, 2025 3:38 PM EDT

In the wake of the COVID pandemic, along with economic forces like record inflation, and increased gas and insurance prices, many Medicaid plans employed third party consultants that determined, in order to remain profitable, NEMT brokers need 25% administrative load to be profitable. This includes Florida, New Jersey, Oklahoma, and Texas. Would DE DSS consider amending this 85/15 to 75/25 to reflect current economic realities?

All administrative fees are capped at 15% and are not negotiable"

53. 24.2 Service Agreements With Transportation Providers The Broker shall submit a copy of its standard service agreement with the transportation providers to DMMA as part of the proposal. DMMA must approve the standard service agreement and all of its...

Vendor, Jul 02, 2025 3:39 PM EDT

COVID and economic conditions have caused significant increases in transportation costs in the last three years. For ambulatory, cost per mile alone increased 40% from 2022 to 2024. Should external influences like a pandemic or record inflation cause cost increases again, would the plan be willing to renegotiate pricing?

[This can be discussed in contract negotiations with the selected broker.](#)

54. 25 Broker Compensation The Broker shall be reimbursed by a monthly capitation rate for each eligible member... DMMA will produce a monthly NEMT Eligibles Report

Vendor, Jul 02, 2025 3:42 PM EDT

In 2023, average monthly membership was 283k. In 2025, the average monthly membership is 236k. Does the plan anticipate the membership to continue decreasing?

[Data unavailable.](#)

[The expected monthly enrollment during the contract period is not expected to differ from current levels. However, due to the recent bill passing, we are unable to determine if this will impact membership.](#)

55. 25 Broker Compensation The Broker shall be reimbursed by a monthly capitation rate for each eligible member... DMMA will produce a monthly NEMT Eligibles Report

Vendor, Jul 02, 2025 3:43 PM EDT

Does the plan anticipate future policy or funding changes that would significantly alter eligible membership counts?

[Data unavailable.](#)

[The expected monthly enrollment during the contract period is not expected to differ from current levels. However, due to the recent Federal Budget bill passing, we are unable to determine if this will impact membership.](#)

56. 25 Broker Compensation The Broker shall be reimbursed by a monthly capitation rate for each eligible member... DMMA will produce a monthly NEMT Eligibles Report

Vendor, Jul 02, 2025 3:44 PM EDT

If membership does significantly change, would the plan be willing to revisit pricing?

Data unavailable.

The expected monthly enrollment during the contract period is not expected to differ from current levels. However, due to the recent Federal Budget bill passing, we are unable to determine if this will impact membership.

57. Table 1 Gross Trips

Vendor, Jul 02, 2025 3:45 PM EDT

Gross Trips have increased each year since 2023. Does DE DSS expect this trend to continue?

Data unavailable.

The expected monthly enrollment during the contract period is not expected to differ from current levels. However, due to the recent Federal Budget bill passing, we are unable to determine if this will impact membership.

58. Table 1 Gross Trips

Vendor, Jul 02, 2025 3:46 PM EDT

In more recent months, completed claims increased YoY by about 35%. Does DE DSS expect this trend to continue?

Data unavailable.

The expected monthly enrollment during the contract period is not expected to differ from current levels. However, due to the recent Federal Budget bill passing, we are unable to determine if this will impact membership.

59. Grievances 56.2 The Broker shall respond verbally to the complainant within twenty-four (24) hours of the Broker's receipt of the grievance and, upon

request, provide DMMA a written record of the grievance and resolution including any corrective...

Vendor, Jul 02, 2025 3:48 PM EDT

Will the Department adjust this SLA timeline to one business day for verbal acknowledgement in case the complaint comes in after hours or over a weekend/holiday?

Yes.

60. 13. Sub-contracting Use of subcontractors must be clearly explained in the proposal, and subcontractors must be identified by name. Any sub-contractors must be approved by State of Delaware.

Vendor, Jul 02, 2025 3:50 PM EDT

Will the Department please confirm that brokers are not required to list transportation providers as subcontractors, since the broker's obligations under the contract are to arrange for transportation, not provide transportation.

Confirmed

61. Appendix R: Performance Standards SLA-6: Service Agreements

Vendor, Jul 02, 2025 3:51 PM EDT

Will the Department consider reduction or elimination of the three ambulatory and three non-ambulatory transportation commercial provider per county requirement? There are situations where a single provider or two may adequately cover a county's requirement and that network sufficiency could be measured through other SLAs such as meeting on-time performance and missed rides metrics?

No.

62. Appendix R: Performance Standards SLA-14C: On-time performance

Vendor, Jul 02, 2025 3:52 PM EDT

Will the Department please consider adjusting the late or missed trips performance metric to a more national standard of 5% or even to align to the current standard of 4%? An adjustment to

4% will preserve the service and quality of the program but not inflate the cost of the program to provide additional resources.

This can be discussed during contract negotiations with the selected broker. The current DMMA standard is 99%.

63. Appendix R: Performance Standards SLA-1 through SLA-36

Vendor, Jul 02, 2025 3:53 PM EDT

Will the Department consider reduction of SLA penalties from \$10,000 per occurrence to \$250-\$500 per occurrence, in line with penalties in current contract?

Yes, and will be formalized at contract negotiations.

64. Appendix R: Performance Standards SLA-1 through SLA-36

Vendor, Jul 02, 2025 3:55 PM EDT

Would the Department consider a range of penalties with the higher \$10,000 value on items that impact member experience or regulatory violations vs. administrative changes?

Yes, and will be formalized at contract negotiations.

65. 12 Computer and Information and Interchange Standards Various

Vendor, Jul 02, 2025 3:56 PM EDT

Will the customer except Modivcare's security certifications – HITRUST, SOC2, ISO 27001/27701, HIPAA – in lieu of future annual questionnaires?

We will accept these initially. The State's future expectation is that the vendor will complete third party security audits annually (SOC and NIST).

66. Delaware NEMT RFP (HSS-25-051) Questions

Vendor, Jul 02, 2025 6:44 PM EDT

Vendor Questions – Delaware NEMT RFP (HSS-25-051)

Enrollment and Ride Data

1. Can the State please provide enrollment data by county for the past 12 months, including total eligible members for:
 - o Medicaid [Not tracked by County](#)
 - o Delaware Healthy Children Program (SCHIP) [Included in Medicaid](#).
 - o Other NEMT-eligible populations, if applicable [See Appendix O and P](#).
2. Can the State please provide historical ride data for the past 12 months, trended by county and eligibility category? Specifically:
 - o Total ride counts – provided in RFP - [801,339](#)
 - o Mode mix percentage – provided in RFP [Ambulatory 85.6% W/C-12.2% Str -2.2%](#)
 - o Utilization rate (rides per eligible member) [2025 – Jan 26.1%; Feb. 25.0% Mar – 28.1%](#)
 - o Average trip distance by mode of transport [Overall = 8.3 miles](#)

For the following modes: [2024](#)

- o Ambulatory Sedan – [685,720](#)
- o Wheelchair – [97,617](#)
- o Stretcher – [18,002](#)
- o Ambulance - - [Unavailable](#)
- o Public Transportation [2024 Unavailable](#). [2025 1st Qtr = 22,769 net trips](#)
- o Mileage Reimbursement

[2025:](#)

January	February	March	April	May
2612	2417	2498	2559	2641

- o Airfare (if applicable) [2024: Approx. 8; 2025 YTD = 5](#)
 - o Meals and Lodging (if applicable) [Not reimbursable](#).
 - o Other (please specify if available)
3. Is TNC (Uber/Lyft) part of the current providers network and authorized to operate as part of the overall NEMT program?

[Uber/Lyft are currently being utilized. This is currently subject to review by the appropriate state agency for continued use.](#)

Call Center Metrics

4. Can the State please provide historical call center data for the current NEMT program, including:

- o Total number of calls received per year – 2024 = 32,196
- o Call volume breakout by day, per month

2024:

January	February	March	April	May	June	July	August	September	October	November	December
2837	3107	2735	2801	2926	2586	2671	2645	2459	2809	2244	2234

- Total number of calls received via language line per year

Not tracked. Most popular languages in Delaware are: Spanish, Chinese and Haitian Creole.

- Top 10 most requested languages on the language line

Not tracked. Most popular languages in Delaware are: Spanish, Chinese and Haitian Creole.

- o Number of calls received on the “Where’s My Ride?” line, broken down by day per month

Data Unavailable

5. Are there any restrictions or requirements related to the use of artificial intelligence (AI) within call center operations for this program?

Can be discussed at contract negotiations

Program Design and Technology

6. Does the State require medical necessity, physician authorization, or any additional approval process for members to access long-distance transportation, lodging, or advanced funds for the NEMT benefit?

Yes

7. Is there an opportunity to collaborate with healthcare providers or facilities in Delaware to enable online booking of NEMT services?

To be discussed in contract negotiation. Please include any potential plans in your proposal.

8. Are NEMT members currently utilizing a mobile app for transportation booking or management? If so, can the State provide usage metrics for the app?

Yes. Data unavailable.

9. Is the State open to adopting self-service solutions for members, such as a mobile application that enables direct trip booking, ride tracking, and trip management?
- Open to discussion.
10. Do transportation providers, medical facilities, and care teams currently have access to an online portal to book, modify, or cancel transports?
- Yes.
11. Can the State provide any available data regarding member adoption and utilization of digital applications for transportation management, including web-based tools and SMS communication?
- No
12. For reporting and encounter data submission, does the State require vendors to submit data directly to DMMA or another agency? Is there a required data format or template for these submissions?
- Dependent upon the data being reported, the appropriate agency will be identified.

Program Scope and Performance

13. Does the Delaware NEMT benefit include value-added transportation services such as trips for grocery shopping, WIC appointments, job training, etc.? If so, are these trips reflected in the historical ride data provided?
- For employment, through the Pathways and Promise Programs See Appendix O and P. They are included.
14. Can the State provide historical grievance and complaint data for the incumbent NEMT broker, including:
- Total number of complaints
 - Types and categories of complaints
 - Complaint resolution timeliness metrics
15. Can the State provide transportation provider performance scorecards from the incumbent broker, including data on missed trips, complaints, and on-time performance?
16. Can the State share encounter data timeliness and accuracy metrics for the incumbent broker, if available?
- All of these (#'s14-16) are confidential with the incumbent broker and will not be shared.

67. Who is the incumbent service provider?

Vendor, Jul 03, 2025 8:29 AM EDT

1. Who is the incumbent service provider?

The current service provider is Modivcare. Solutions, LLC

- a. Regarding the current vendor's performance/service – what specific pain points or challenges are you looking to address with the new vendor/broker?

These are confidential with the incumbent broker and will not be shared

68. Will there be a period of parallel operations with the incumbent service provider, and what will the data or operational duties/things need to be migrated from the same?

Vendor, Jul 03, 2025 8:30 AM EDT

2. Will there be a period of parallel operations with the incumbent service provider, and what will the data or operational duties/things need to be migrated from the same?

There is a turnover plan from the incumbent and will be discussed with the selected broker.

69. Current Contract

Vendor, Jul 03, 2025 8:31 AM EDT

3. If DMMA has a current contract, can DMMA share the details:

No.

- a. When did the current contract come into force and what is the end date?

Award date 9/21/19 End date 10/31/25

70. Broker's Role

Vendor, Jul 03, 2025 8:31 AM EDT

4. What will be the broker's role— will the broker be responsible for managing billing, providing software and operation support or do they serve solely as a brokerage?

The broker is responsible for all aspects of the NEMT contract and the transportation providers they contract with,

71. Projected number of vehicles

Vendor, Jul 03, 2025 8:32 AM EDT

5. Does DMMA have any projected number of vehicles required for each service area/county?
- No. However, there must be a minimum of 3 ambulatory and non-ambulatory providers per county.

72. List of Incumbent Vehicle Providers

Vendor, Jul 03, 2025 8:33 AM EDT

6. Can DMMA provide the list of incumbent vehicle providers for the service? Can brokers utilize the same vehicles if available?
- No. It is the brokers responsibility to solicit and contract with transportation providers.

73. Existing Ride Data

Vendor, Jul 03, 2025 8:34 AM EDT

7. Will it be possible for DMMA to share the existing ride data if available for each service area/county.

Data for 2025:

	New Castle County	Kent County	Sussex County	Other Counties	Not Classified	Total
January	36,745	11,759	12,960	78	1,051	62,593
February	35,061	11,314	12,193	90	1,246	59,904
March	39,034	12,522	14,067	92	1,265	66,980
April	38,894	12,557	13,669	67	1,142	66,329
May	38,456	12,150	14,027	105	882	65,620

74. Existing Systems for Integration

Vendor, Jul 03, 2025 8:34 AM EDT

8. Does DMMA has any existing systems which need integration with the new software?
Also, are there any specific fare collection systems that require integration?

[Yes, for member data from our MMIS. No specific fare collection system Integration](#)

75. Role of DART

Vendor, Jul 03, 2025 8:35 AM EDT

9. What role does DART play in NEMT, if any for this project?

[Dart Paratransit can be utilized as a provider.](#)

76. Specific Accounting or Financial Software

Vendor, Jul 03, 2025 8:36 AM EDT

10. Does DMMA use any specific accounting or financial software that requires integration?

[No.](#)

77. Operational Software Requirements

Vendor, Jul 03, 2025 8:36 AM EDT

11. Will the operational software requirements be limited to scheduling and dispatching services or does DMMA have other specific requirements?

[The broker should have software capable of handling all aspects of the RFP.](#)

- a. And what does DMMA means by “Gatekeeping”?

[Please refer to: Appendix N- Definitions](#)

78. Regarding section 3. Recruit and Maintain an Adequate Transportation Network, on page 53 of 189 in the RFP.

Vendor, Jul 03, 2025 8:37 AM EDT

12. As mentioned under section 3. Recruit and Maintain an Adequate Transportation Network, on page 53 of 189 in the RFP:

“The Broker shall use both service agreements with transportation providers and other arrangements such as public transit, volunteers and gas reimbursement. Access to transportation services shall be at least comparable to transportation resources available to the general public. Capacity shall include ambulances, wheelchair vans, public transportation, and taxicabs.”

- a. Is it possible that the broker can have its own fleet of vehicles or can it go under contract with any specific vendor for the statewide service (in all 3 counties)?

The broker may have their own vehicles or contract with other providers. All must meet the standards set forth in the RFP.

79. Service Agreements with Transportation Providers in each County

Vendor, Jul 03, 2025 8:38 AM EDT

13. “The Broker shall secure service agreements with a minimum of three (3) ambulatory and three (3) non-ambulatory transportation providers in each county, not including Dart First State (the statewide transit authority), to sufficiently provide resources (as measured by numbers and types of vehicles, drivers and attendants) so that the failure of any provider to perform service shall not impede the ability of the Broker to provide NEMT service in accordance with the requirements of the RFP.”

- a. Is this the necessary term for the broker to have service agreements with a minimum of three (3) ambulatory and three (3) non-ambulatory transportation providers in each county?

Yes

80. Budget for Each Year

Vendor, Jul 03, 2025 8:39 AM EDT

14. What is the annual budget for each year of the project duration?

The broker will be paid a capitation rate per member per month during the contract period.

81. Funding for NEMT

Vendor, Jul 03, 2025 8:39 AM EDT

15. Is the funding for NEMT in Delaware going to change next year or the year after?

The expected funding during the contract period is not expected to differ However due to the recent Federal Budget Bill passing, we are unable to determine if this will impact membership/funding.

82. DBE Goal/Requirement for this Project

Vendor, Jul 03, 2025 8:40 AM EDT

16. Is there a DBE goal/requirement for this project?

- a. And if yes, does the vendor need to be DBE certified in Delaware to submit a proposal or can the vendor become DBE certified in other states that suffice for the DBE goal/requirement?

No.

83. White Labelling

Vendor, Jul 03, 2025 8:41 AM EDT

17. Does DMMA need White labelling?

No.

84. Digital Signatures

Vendor, Jul 03, 2025 8:41 AM EDT

18. Can DMMA allow digital signatures on the forms and cover letter?

This depends on the type of form/letter being utilized which may also require DMMA approval.

85. Minimum Qualifying Score Required

Vendor, Jul 03, 2025 8:41 AM EDT

19. What is the minimum qualifying score required to advance to the final evaluation?

That is at the sole discretion of DMMA.

86. Minimum Qualifications for a Vendor/Company

Vendor, Jul 03, 2025 8:42 AM EDT

20. What are the minimum qualifications for a vendor/company to be considered a valid bidder responding to this RFP?

There are no minimum requirement. All bidders will be judged based on:

A. General Evaluation Requirements

1. Demonstrate understanding of the project/needs/requirements
2. Corporate background & experience
3. Organization - capacity to meet requirements
4. References
5. Workplan
6. Pricing

87. Submission Deadline Extension

Vendor, Jul 03, 2025 8:43 AM EDT

21. Could DMMA extend the submission deadline to allow vendors to submit more detailed and informed proposals?

At this point in time, we do not expect to extend the deadline.

88. 25.0, App B p.31

Vendor, Jul 03, 2025 10:30 AM EDT

What is the current PMPM rate being paid to the incumbent broker? What has been the historical trend of PMPM rates over the past 3 years?

That is considered confidential between DMMA and the current broker.

89. 25.0, App B p.31

Vendor, Jul 03, 2025 10:30 AM EDT

Can DMMA provide historical utilization data including average trips per member per month for the past 24 months, broken down by mode of transportation?

[Trips per member per month is not a currently tracked statistic.](#)

90. 25.3, App B p.31

Vendor, Jul 03, 2025 10:30 AM EDT

For specialized transportation reimbursed on a fee-for-service basis, what are the current reimbursement rates by mode? What volume of specialized transportation trips occurred in the past year?

[Airline trip for 2024 = 8](#)

91. Attachment 10

Vendor, Jul 03, 2025 10:31 AM EDT

The referenced "Attachment 10 - NEMT Data Book" appears to be missing from the RFP package. Can this critical historical data be provided?

[Attachment 10 is included in the RFP. An updated one for 2024 will be included.](#)

92. 25.2, App B p.31

Vendor, Jul 03, 2025 10:31 AM EDT

Are start-up costs truly non-reimbursable, or is there any provision for implementation funding given the extensive infrastructure requirements?

[All start-up costs are borne by the broker.](#)

93. 3.0.3, App B p.11

Vendor, Jul 03, 2025 10:32 AM EDT

Does the requirement for 3 providers per mode per county exclude Uber and Lyft from counting toward this minimum, even though they are mentioned as acceptable providers?

At his point in time, they would be considered one provider. However, their inclusion is currently being reviewed by the appropriate state agency to decide if they do qualify as NEMT providers.

94. 30.0, App B p.34

Vendor, Jul 03, 2025 10:32 AM EDT

Will the operational readiness testing be conducted on-site or remotely? What specific scenarios will be tested during the 3-week testing period?

Please refer to Appendix B # 39.

95. 33.5, App B p.37

Vendor, Jul 03, 2025 10:32 AM EDT

What is the current process for same-day urgent care requests? What percentage of total trips are currently urgent care trips?

See Appendix B – Section 38. 1st Qtr. 2025 = 7.5%

96. 18.0, App B p.23

Vendor, Jul 03, 2025 10:33 AM EDT

The 99% on-time performance requirement seems extremely stringent. What is the current vendor's actual on-time performance rate?

That information is considered confidential and will not be shared at this time.

97. 31.3.2, App B p.35

Vendor, Jul 03, 2025 10:33 AM EDT

For specialized out-of-state transportation beyond 50 miles, what is the prior authorization process timeline with DMMA?

For specialized transportation, prior authorization is needed dependent upon the type of transportation needed and distance.

98. 12.10, App B p.18

Vendor, Jul 03, 2025 10:34 AM EDT

Can DMMA provide technical specifications for the required interfaces with Delaware's Medicaid Fiscal Agent and DMES?

Yes, at contract negotiations or DDI.

99. 15.0, App B p.22

Vendor, Jul 03, 2025 10:34 AM EDT

What format will the monthly eligibility file be in? What is the typical file size and record count?

Will be addressed with vendor selected.

100. 75.2, App B p.63

Vendor, Jul 03, 2025 10:35 AM EDT

What specific eligibility verification system (EVS) options are currently in use? Are there APIs available for real-time verification?

Monthly 834 member eligibility file in addition to the daily 270/271 eligibility inquiry transaction. No real time API's.

101. 64.0, App B p.52

Vendor, Jul 03, 2025 10:35 AM EDT

Are there specific branding guidelines or requirements for the member and provider websites beyond the functional requirements listed?

Must follow DHSS standards for branding.

102. 41.0, App B p.44

Vendor, Jul 03, 2025 10:35 AM EDT

Does DMMA have a preferred Automated Vehicle Locator (AVL) system or specific technical requirements for AVL implementation?

[Vendor's choice.](#)

103. 2.0, App B p.10

Vendor, Jul 03, 2025 10:36 AM EDT

For Part 2 compliance, can DMMA confirm whether substance abuse treatment transportation requires specific credentialing or handling procedures?

[There are no specific requirements](#)

104. 58.3, App B p.48

Vendor, Jul 03, 2025 10:36 AM EDT

For the 10% pre and post-trip verification requirement, are there specific data elements DMMA requires to be verified?

[Include problem areas such as after-hours transportation; and verify that "routine trips" are for legitimate medical services. The Broker will ask for only minimally necessary information to accomplish each verification.](#)

105. DTI Terms App Q

Vendor, Jul 03, 2025 10:38 AM EDT

The cyber liability insurance table shows levels up to 10 million PII records. What is the estimated number of PII records the system will contain?

[FYI if data is encrypted in transit and at rest, no need for cyber liability insurance.](#)

106. 74.0, App B p.62

Vendor, Jul 03, 2025 10:39 AM EDT

Can DMMA provide an example or template of an acceptable HIPAA Security Plan that meets their requirements?

No, industry standard will suffice.

107. IRS 1075 p.85

Vendor, Jul 03, 2025 10:39 AM EDT

Will the broker be handling Federal Tax Information (FTI) that would trigger IRS Publication 1075 requirements?

No.

108. 24.0, App B p.29

Vendor, Jul 03, 2025 10:40 AM EDT

Can DMMA provide a list of currently certified transportation providers by county and mode to assist with network development and help avoid member abrasion?

No.

109. 31.6.2, App B p.34

Vendor, Jul 03, 2025 10:40 AM EDT

For volunteer transportation, what is the current volume of volunteer trips? Are there existing volunteer organizations currently providing service?

Data unavailable.

110. 43.0, App B p.42

Vendor, Jul 03, 2025 10:40 AM EDT

For wheelchair van requirements, what percentage of the current fleet meets the specified ADA requirements?

All Wheelchair vehicles must meet ADA.

111. Appendix N p.96

Vendor, Jul 03, 2025 10:41 AM EDT

Will the state allow Transportation Network Companies (TNCs) like Uber and Lyft to count toward the minimum provider requirements despite not meeting all traditional vehicle requirements?

At this point yes. However, all TNC's would be considered as one provider. FYI - they are currently under review for inclusion in the program as an NEMT provider.

112. Appendix O p.91

Vendor, Jul 03, 2025 10:41 AM EDT

For Pathways participants, what is the current monthly volume of employment-related trips? How many active Pathways participants require transportation?

Trip data 2025:

	January	February	March	April	May
Promise	1489	1451	1694	1738	1773
Pathways	174	171	166	191	118

113. Appendix P p.94

Vendor, Jul 03, 2025 10:41 AM EDT

Who is the designated DSAMH transportation point of contact for PROMISE participants? What is the current authorization process timeline?

This will be provided to the selected vendor during the negotiations.

114. 31.6, App B p.34

Vendor, Jul 03, 2025 10:42 AM EDT

What is the current volume of Chronic Renal Disease Program (CRDP) transportation? Are these members tracked separately in the eligibility file?

2025 Trip Data:

	January	February	March	April	May
Renal	5696	5296	5671	5886	6036

They are not separately tracked.

115. Appendix G p.88

Vendor, Jul 03, 2025 10:42 AM EDT

Can DMMA provide a breakdown of current enrollment by coverage group to better understand service needs?

A breakdown of numbers by coverage group is not available. All coverage groups are included in the overall Medicaid numbers.

116. Appendix R p.98

Vendor, Jul 03, 2025 10:42 AM EDT

With 36 different SLAs each carrying \$10,000+ daily penalties, the potential exposure exceeds reasonable limits. Would DMMA consider a cap on total monthly damages?

Yes, and will be formalized at contract negotiations.

117. 55.2, App B p.45

Vendor, Jul 03, 2025 10:43 AM EDT

If transportation is denied and DMMA requires written notification within 2 business days, what constitutes acceptable delivery (email, mail, portal)?

The denial and reason must be given verbally to the member and followed up with a written notice, not email, within 2 business days.

118. 23.5.1, App B p.26

Vendor, Jul 03, 2025 10:43 AM EDT

For the 24-hour accident notification requirement, does this include minor incidents with no injuries? What is the threshold for required reporting?

The Broker shall notify DMMA or its agent immediately (with in the first 24 hours of the broker being notified) of any accident resulting in driver or passenger injury or fatality while delivering services under this contract.

119. 18.0, App B p.23

Vendor, Jul 03, 2025 10:43 AM EDT

How is "on-time" performance calculated when medical appointments run late and affect subsequent trips?

On time: The time from fifteen (15) minutes before the scheduled pick-up time until fifteen (15) minutes after the scheduled pick-up time. If the vehicle arrives within this span of time, the vehicle is on time for the pick-up.

120. Current Vendor N/A

Vendor, Jul 03, 2025 10:44 AM EDT

Who is the current NEMT broker? When does their contract expire?

Modivcare Solutions, LLC – 10/31/25

121. 78.0, App B p.64

Vendor, Jul 03, 2025 10:44 AM EDT

Will the current broker be required to cooperate with transition activities? What data will be transferred?

Yes. There is a turnover plan in place and will be discussed upon awarding of the contract.

122. 29.0, App B p.33

Vendor, Jul 03, 2025 10:44 AM EDT

Can DMMA provide more details about the operational readiness testing criteria and specific pass/fail thresholds?

[Please refer to Appendix B # 39](#)

123. Member Count p.3

Vendor, Jul 03, 2025 10:45 AM EDT

The RFP mentions 256,000 Medicaid and 8,900 DHCP enrollees. Does this include all NEMT-eligible members or total enrollment?

[All Medicaid eligible members are entitled to transportation benefits.](#)

124. 2.1, p.2 p.2

Vendor, Jul 03, 2025 10:45 AM EDT

Can proposals be submitted electronically only through Bonfire, or are hard copies also required?

[Bonfire only. No need for Hard copies.](#)

125. Page Limit

Vendor, Jul 03, 2025 10:45 AM EDT

Is there a page limit for the technical proposal response?

[No.](#)

126. Appendix Q p.97

Vendor, Jul 03, 2025 10:46 AM EDT

When will the final versions of the Professional Services Agreement, BAA, and DTI Terms be available for review?

[Bonfire houses the most current Template with this RFP. Those templates will be the bases of your new contract package.](#)

127. 66.0, App B p.53

Vendor, Jul 03, 2025 10:46 AM EDT

Must the central business office be in New Castle specifically, or can it be centrally located in any of the three counties?

[Any of the three counties. New Castle County preferably.](#)

128. Extended answer date

Vendor, Jul 03, 2025 10:47 AM EDT

In light of the open questions and the proposed return date for answers is the department anticipating an extension for the deliveries of responses.

[No.](#)

129. Section 64

Vendor, Jul 03, 2025 10:48 AM EDT

Please confirm staffing complement required to be hired and located in the state of Delaware

[As stated, the broker must have a designated project Manager, a designated QA Manager and sufficient staff to support all necessary functions.](#)

130. EEO Plan

Vendor, Jul 03, 2025 10:48 AM EDT

65.1 – the required EEO plan – says plan is due 30 days prior to beginning operations. Is a required EEO plan meant to cover Delaware based employees or all employees who support the Delaware plan, regardless of their work location?

[All employees.](#)

131. p97

Vendor, Jul 03, 2025 10:49 AM EDT

Regarding after-hours staffing for non-urgent trips. Section 62 states Broker shall connect the caller to a live agent within a maximum of 3 minutes from the end of the initial greeting or message to the connection with the agent and inclusive of any time on hold before connecting the caller to the agent. On hold timeframe will not exceed an average of 2 minutes. Do we have to connect a caller to a live person during after-hours after 2 minutes?

[The same level of service does not change due to after hours.](#)

132. p.77

Vendor, Jul 03, 2025 10:49 AM EDT

Member Intake Worksheet: Is this worksheet for the Friend/Family Mileage Reimbursement only, or is this worksheet to be used for every member call?

[For every member request for transportation.](#)

133. Current data

Vendor, Jul 03, 2025 10:49 AM EDT

In terms of current trip data, how many monthly booked trips are done through an online portal, versus connection to a live agent?

[Data unavailable.](#)

134. Historical Data

Vendor, Jul 03, 2025 10:50 AM EDT

What is the historical call center data including average calls per member per month for the past 24 months?

[The statistic for calls per member per month is not tracked.](#)

135. III. Required Information, A. Minimum Requirements, 2.

Vendor, Jul 03, 2025 2:30 PM EDT

Please confirm that DMMA does not intend for brokers to respond to all 79 items in the Scope of Work. Is it sufficient to address the evaluation criteria and performance standards?

Vendors choice

136. Table 1: Statewide Trips and Cancellations Calendar Year 2023

Vendor, Jul 03, 2025 2:30 PM EDT

Can you confirm that the January data for Wheelchair is the actual Stretcher trip volume and the Stretcher trip volume is actually for Wheelchair trips?

For January 2023, the data was inadvertently switched.

137. Cost Proposal Work Sheet

Vendor, Jul 03, 2025 2:31 PM EDT

Can you confirm how pricing will be considered for year 3 of contract term?

Pricing for the duration of the contract is a capitation rate per member per month.

138. Appendix A - Minimum Mandatory Submission Requirements, 4.

Vendor, Jul 03, 2025 2:32 PM EDT

Please confirm that since the proposal is required to be submitted electronically through the portal, bidders are required to submit one version rather than multiple copies.

One version.

139. 11.2 Member Eligibility Verification System

Vendor, Jul 03, 2025 2:32 PM EDT

Can you confirm if the selected Broker will receive a monthly 834 member eligibility file in addition to the daily 270/271 eligibility inquiry transaction?

Confirmed

140. 20. Provider List

Vendor, Jul 03, 2025 2:33 PM EDT

Can DMMA provide a list of transportation providers that are authorized as NEMT providers within the state of Delaware? If unable to provide a list, can you supply the number of providers in the network by county?

Unable to provide at this time.

141. 25 Broker Compensation

Vendor, Jul 03, 2025 2:34 PM EDT

Section 25.0 states that no more than 15% of the reimbursement shall be for administrative cost, corporate overhead, and profit. Can DMMA clarify what would happen if the transportation spend exceeds 85% of the monthly capitation revenue.

All administrative fees are capped at 15% and are not negotiable.

142. 25.2 Broker Compensation

Vendor, Jul 03, 2025 2:35 PM EDT

25.2 states, "DMMA will not reimburse start-up costs". Can DMMA clarify this statement as the cost proposal work sheet includes a section for pricing related to implementation

DMMA will not reimburse any start-up costs.

143. Broker Compensation

Vendor, Jul 03, 2025 2:36 PM EDT

25.3 states Specialized Transportation as defined in Appendix B.31.3.2 will be reimbursed on a fee for service basis but also states, "The Broker is required to arrange this transportation as part of the monthly capitated rate". Can DMMA confirm which statement is accurate?

The cost associated with "finding" and "arranging" the specialized transportation is part of the capitation payment. The actual; cost of the transportation, such as airline tickets, are reimbursed.

144. 66.1 Central Business Office

Vendor, Jul 03, 2025 2:36 PM EDT

Section 66.1 states that “scheduling staff must be located at the central business office,” and that “the Broker’s call center does not need to be physically located at the central business office.” For clarification, will DMMA permit calls to be answered by call center agents (non-schedulers) who reside outside of Delaware? Additionally, will DMMA allow remote agents?

Yes. U.S. based only.

145. Current NEMT Program/Appendix N - Definitions

Vendor, Jul 03, 2025 2:37 PM EDT

The RFP states that "the Broker should accommodate requests for a specific provider when able" while also requiring the Broker to utilize "the least expensive mode of transportation available that is appropriate to the medical and or functional needs of the member". Can DMMA clarify how the Broker should balance accommodating member provider preferences with the requirement to use the most cost-effective provider?

That is up to the broker to balance cost effectiveness with member satisfaction. Some members prefer certain providers due to negative encounters with some.

146. Appendix O - Transportation Service for Participants in the Pathways Programs

Vendor, Jul 03, 2025 2:38 PM EDT

Please provide 2024 trips by level of service for the Pathways Program.

2025 Data:

	January	February	March	April	May
Pathways	174	171	166	191	118

147. Appendix P - Transportation Service for Participants in the Promise Programs

Vendor, Jul 03, 2025 2:38 PM EDT

Please provide 2024 trips by level of service for the Promise Program.

2025 Data:

	January	February	March	April	May
Promise	1489	1451	1694	1738	1773

148. Delaware NEMT Data Book

Vendor, Jul 03, 2025 2:39 PM EDT

Can DMMA supply the provided trip data for 2024?

MONTH	Category	Ambulatory	Wheelchair	Stretcher	TOTAL
January	Gross Trips	102,345	11,563	2,018	115,926
	Gross Cancellations	40,078	3,277	519	43,874
February	Gross Trips	99,683	10,646	2,057	112,386
	Gross Cancellations	41,698	2,624	595	44,917
March	Gross Trips	97,128	10,811	2,202	110,141
	Gross Cancellations	36,836	2,789	691	40,316
April	Gross Trips	101,144	11,060	2,261	114,465
	Gross Cancellations	40,805	2,840	637	44,282
May	Gross Trips	101,835	11,461	2,320	115,616
	Gross Cancellations	40,840	2,750	667	44,257
June	Gross Trips	88,263	10,517	2,022	100,802
	Gross Cancellations	36,197	2,833	513	39,543
July	Gross Trips	92,137	11,615	2,263	106,015
	Gross Cancellations	36,952	3,010	729	40,691
August	Gross Trips	94,928	11,095	1,983	108,006
	Gross Cancellations	38,255	2,680	590	41,525
September	Gross Trips	86,652	10,443	1,774	98,869
	Gross Cancellations	32,463	2,791	452	35,706
October	Gross Trips	94,946	10,877	2,172	107,995
	Gross Cancellations	35,439	2,504	621	38,564
November	Gross Trips	88,691	10,116	2,114	100,921
	Gross Cancellations	35,847	2,307	629	38,783

December	Gross Trips	91,008	10,870	2,255	104,133
	Gross Cancellations	37,630	3,052	796	41,478
2024 Totals	Gross Trips	1,138,760	131,074	25,441	1,295,275
	Gross Cancellations	453,040	33,457	7,439	493,936
	Net Trips	685,720	97,617	18,002	801,339

149. Delaware Medicaid

Vendor, Jul 03, 2025 2:39 PM EDT

Can DMMA provide monthly Medicaid membership totals for 2024? Additionally, are there any anticipated or planned changes that may impact overall membership levels or transportation utilization?

At this time, there are no planned changes. However, due to the recent Federal Budget Bill passing, we are unable to determine if this will impact membership/funding.

Reporting Period	Total Medicaid Enrollment	Total CHIP Enrollment	Total Medicaid and CHIP Enrollment
01-2024	269,299	11,412	280,711
02-2024	266,251	11,647	277,898
03-2024	263,207	11,544	274,751
04-2024	258,864	11,384	270,248
05-2024	254,217	11,290	265,507
06-2024	240,829	11,410	252,239
07-2024	239,348	11,562	250,910
08-2024	239,770	11,537	251,307
09-2024	240,276	11,469	251,745

10-2024	238,843	11,808	250,651
11-2024	236,760	12,249	249,009
12-2024	236,840	12,528	249,368
01-2025	235,074	12,776	247,850
02-2025	234,793	13,057	247,850

150. Delaware Medicaid

Vendor, Jul 03, 2025 2:40 PM EDT

Can DMMA provide total unduplicated riders by month for 2024?

2024-Unavailable.

2025 Data:

	January	February	March	April	May
Unduplicated Riders	5794	5451	5524	5620	5601

151. Delaware NEMT Data Book

Vendor, Jul 03, 2025 2:41 PM EDT

Can DMMA provide total 2024 trip volume for each of the following categories:

- Mileage reimbursement 2025:

January	February	March	April	May
2612	2417	2498	2559	2641

- Fixed route

Data unavailable

- Paratransit

Dart Paratransit 2025:

	January	February	March	April	May
Dart	2841	2576	2722	2612	2609

152. Delaware NEMT Data Book

Vendor, Jul 03, 2025 2:42 PM EDT

Can DMMA provide the current mileage reimbursement rate?

Gas reimbursement shall be made at the State agency mileage allowance rate in effect on the date of service.

153. 62. Call Center Requirements

Vendor, Jul 03, 2025 2:44 PM EDT

Can DMMA provide the total calls received by month for 2024?

January	February	March	April	May	June
2837	3107	2735	2801	2926	2586
July	August	September	October	November	December
2671	2645	2459	2809	2244	2234

154. 62. Call Center Requirements

Vendor, Jul 03, 2025 2:44 PM EDT

Can DMMA provide the 2024 Average Handle Time (AHT) for the following:

- Reservations

No. Calls are not tracked by type.

- Where's my ride

No

All Calls:

January	February	March	April	May	June
6:30	6:20	6:21	7:07	7:06	7:12
July	August	September	October	November	December
6:40	6:18	6:30	6:42	6:30	6:30

155. Delaware NEMT Data Book

Vendor, Jul 03, 2025 2:45 PM EDT

Can DMMA provide the 2024 trip cancellations for the following categories:

- Member no show
- Provider no show
- No provider available

2025	January	February	March	April	May
Member No Show	7557	6049	5481	6374	5907
Provider No Show	20	115	107	114	85
No provider	0	4	2	33	22

156. NEMT SLA 14B – On time Performance

Vendor, Jul 03, 2025 2:45 PM EDT

The RFP states "Broker must not have any late or missed rides 99% of the time". The industry standard for On-Time Performance (OTP) is 95% or higher to account for factors beyond the transportation provider's control (e.g., late members, traffic delays, inclement weather etc.). Will the State consider revising the 99% OTP requirement to align more closely with industry standards?

This can be discussed during contract negotiations with the selected vendor.