



May 7, 2018

NOTICE OF REQUEST FOR PROPOSALS

GENERAL CONDITIONS AND INSTRUCTIONS TO OFFERORS

For

Non-Emergency Medical Transportation (NEMT) & Non-Medical Transportation (NMT) Services

L. A. CARE HEALTH PLAN
1055 West Seventh Street, 11th Floor
Los Angeles, California 90017
Main Phone: (213) 694-1250

IMPORTANT

Please acknowledge receipt of this RFP notice by responding to RFP@lacare.org as soon as possible, even if you do not know if your company will be submitting a proposal.

KEY DATES

Issue RFP	May 7, 2018
Letter of Intent (LOI) & Written Questions Due	May 14, 2018
Vendor Proposal Due	June 4, 2018

1. ABOUT L.A. CARE HEALTH PLAN

The mission of Local Initiative Health Authority, operating and doing business as L.A. Care Health Plan (L.A. Care) is to provide access to quality health care for Los Angeles County's vulnerable and low income communities and residents, and to support the safety net required to achieve that purpose.

As the nation's largest public health plan, L.A. Care is dedicated to helping Los Angeles County residents obtain health care for their families from doctors and other health care providers who understand and respect them. L.A. Care Health Plan is governed by 13 board members representing medical and health care professionals, as well as Medi-Cal consumers. L.A. Care is accountable to community stakeholders, not stockholders.

L.A. Care advances individual and community health through a variety of targeted activities including a Community Health Investment Fund that has awarded more than \$132 million throughout the years to support the safety net and expand health coverage. The patient-centered health plan has a robust system of consumer advisory groups, including the Regional Community Advisory Committees and the Executive Community Advisory Committee, CCI Councils, health promoters, five Family Resource Centers that offer free health education and exercise classes to the community, and has made significant investments in Health Information Technology for the benefit of the more than 10,000 doctors and other health care professionals who serve L.A. Care members.

L.A. Care provides care to its members through the following programs.

Medi-Cal is a public program that provides health care coverage to adults, families, older adults, and people with disabilities who meet the income requirements. In addition to offering a direct Medi-Cal line of business, L.A. Care works with three subcontracted health plans – Anthem Blue Cross, Care1st Health Plan (becoming Blue Shield of California Promise Health Plan), and Kaiser Permanente – to provide coverage to Medi-Cal members.

Cal MediConnect is a program that provides coordinated care for Los Angeles County seniors and people with disabilities who are eligible for Medicare and Medi-Cal.

Covered California is the public health insurance marketplace for California. As a state-selected Qualified Health Plan, L.A. Care provides the opportunity for all members of a family to receive health coverage under one health plan in the Covered California state exchange.

PASC-SEIU Homecare Workers Health Care provides health coverage to Los Angeles County's In-Home Supportive Services (IHSS) workers, who enable our most vulnerable members to remain safely in their homes by providing services such as meal preparation and personal care services.

2. PURPOSE:

L.A. Care is issuing this Request for Proposals (RFP) to solicit proposals for providing health plan member Non-Emergency Medical Transportation (NEMT) & Non-Medical Transportation (NMT) Services. Interested bidders (Bidders) may submit a proposal (Proposal) containing the information requested in this RFP.

Currently, L.A. Care delegates most of its transportation operations to one broker/manager, who subcontracts with many providers throughout L.A. County to offer NMT and NEMT services to L.A. Care members. With this RFP, L.A. Care is looking to build a new transportation model. We are exploring and are open to innovative ways, preferably using multi-pronged approaches, that will allow us to best meet the transportation needs of our diverse membership and will improve their overall transportation experience. This could mean that L.A. Care retains one or more vendors to oversee certain administrative and functional aspects of the transportation program, and may mean that we enter into several direct contracts with different transportation providers who may be assigned to certain

levels of NEMT or NMT, to/from specific facilities, zip codes, high-volume locations and destinations, and specific cities within L.A. County. This is a great opportunity for L.A. Care to re-shape how we transport our members to their appointments and back home in a safe, reliable, and timely manner. L.A. Care invites proposals from vendors who are interested in partnering with us to find innovating and creative ways to optimize and improve our transportation program.

3. PROBLEM STATEMENT

L.A. Care currently delegates its day-to-day transportation operations involving NEMT and NMT services to one broker/manager who arranges, through subcontractors, transportation services for our members' transportation needs across Los Angeles County. The current broker/manager handles most functions, with the exception of Utilization Review (UR) authorization functions, and handling of complaints and grievances, which are handled by L.A. Care. Although the broker is responsible for ensuring services across the county, more efficient and cost-effective methods may exist in how we strategize and structure, divide or segment, assign and serve our member transportation population.

From July 1, 2017 to December 31, 2017, an average of 9,829 L.A. Care members actively utilized transportation services each month, averaging 111,160 trips billed per month. (See attached transportation study.) On average, each active member utilized transportation services 11.2 times per month, or roughly three times per week. A large majority of those trips are dialysis patients transported to/from pre-scheduled appointments.

On average, L.A. Care members were provided 41,056 NEMT rides per month, accounting for about 36.9% of transportation activity, and 70,104 NMT rides per month or 63.1% of transportation activity. NMT services account for the majority of the trips. The average distance traveled is 6.5 miles per member, per month. The shortest traveled area is in Long Beach, with an average ride length of six miles. The furthest traveled area is in the Antelope Valley, at an average ride length of 12.1 miles.

In first quarter calendar year 2018, our Medi-Cal membership accounted for approximately 99% of current active transportation users, with Cal MediConnect members at 1%. First quarter 2018 transportation statistics (attached) provide more detailed information.

As of April 2018, L.A. Care's total Medi-Cal membership is 2.1 million with 1.05 million assigned to Plan Partners (Anthem Blue Cross, Care 1st/Blue Shield, Kaiser). L.A. Care's Medi-Cal direct line of business has 1.2 million members, with an additional 15,491 members in Cal MediConnect; 72,170 members in L.A. Care Covered and L.A. Care Covered Direct; and 49,867 in PASC-SEIU.

The following Transportation Benefits Summary table highlights member transportation benefits by Line of Business (LOB).

Transportation Benefits Summary by LOB

Product Line	Transportation Type	Benefit	Authorization Responsibility
Medi-Cal	EMT	Unlimited	Authorization not required
	*NEMT: ALS/BLS/CCT, Gurney/Litter Van and Wheelchair Van	Unlimited	*L.A. Care provides authorization
	NMT	Unlimited	L.A. Care provides authorization
Cal MediConnect	EMT	Unlimited	Authorization not required
	*NEMT: ALS/BLS/CCT, Gurney/Litter Van and Wheelchair Van	Unlimited	*L.A. Care provides authorization
	NMT	Unlimited	Authorization not required
L.A. Care Covered/ L.A. Care Covered Direct	EMT	Unlimited	Authorization not required
	*NEMT: ALS/BLS/CCT, Gurney/Litter Van and Wheelchair Van	Unlimited for transfers/discharges only from facility to facility or facility to home	*L.A. Care provides authorization
	NMT	No benefit	No benefit
PASC / SEIU	EMT	Unlimited	Authorization not required
	*NEMT: ALS/BLS/CCT, Gurney/Litter Van and Wheelchair Van	Unlimited for transfers/discharges only from facility to facility or facility to home	*L.A. Care provides authorization
	NMT	No benefit	No benefit

* Prior authorization is not required when a member is transferred from an acute care hospital, immediately following a stay as an inpatient member at the acute level of care, to a skilled nursing facility or an intermediate care facility licensed pursuant to Health and Safety Code Section 1250.

In addition, members are eligible for:

- One round-trip courtesy trip while L.A. Care conducts utilization review of Physician Certification Statement (PCS) form for approval. Vendor(s) will also be responsible for ensuring oversight and management of courtesy trips to prevent any potential fraud, waste and abuse; and
- NMT Gas Mileage Reimbursement at the Internal Revenue Service (IRS) standard medical transportation rate for qualified members under limited circumstances. L.A. Care's policy and procedure is being finalized.

L.A. Care's Utilization Management Department's transportation authorizations are valid for either 30 days, six months, or one year. L.A. Care transmits an eligibility file twice daily to its broker/manager, but aside from that file being transmitted electronically, the majority of the transportation process is manual. For example, current monthly expenses are reviewed via invoice on a monthly basis. A Member Experience Study & Insight Project is currently underway and the selected vendor(s), in addition to providing NEMT and/or NMT transportation services (or a portion thereof), may be asked to help explore and resolve member experience issues unique to L.A. Care and/or Los Angeles County.

NEMT – Partnership Opportunity Under L.A. Care Brand

Under the current, mostly delegated, broker/manager transportation model, a significant number of sub-contractors provide NEMT and NMT services with wide ranging company names, logos or decals, and level of service. **One of the goals of the RFP process is to partner directly with one or more vendor(s) in on NEMT services (i.e., wheel chair vans) to “brand” L.A. Care and improve our presence in the community.**

In providing NEMT services, we envision vendor(s) using their vehicles, vendor staff, safety-related equipment, and dedicated resources, but **painting or wrapping their NEMT vehicles white and branding them with our L.A. Care logo.** The vendor staff would **wear blue uniforms with appropriate identification** so that vendor(s) covering dialysis clinics, skilled nursing facilities, or other to be determined medical and non-medical eligible locations have an **outstanding member transportation experience.** Here are a couple of preliminary images bringing to life L.A. Care's desired NEMT member transportation experience that vendor(s) can help us realize and maximize.

Desired NEMT Member Transportation Experience



As part of this RFP process, vendor(s) will be evaluated on their ability to meet L.A. Care's business requirements (attached). As a high-level summary to those requirements, vendor(s) will be responsible for, include without limitation the following¹:

1. Ensuring our members are provided with safe, on-time, reliable transportation, and courteous service, regardless of zip code;
2. Providing high quality NMT services including curb-to-curb and door-to-door service. Curb-to-curb is for members who do not need assistance into and out of the vehicle; whereas, door-to-door is for members that do need assistance into and out of the vehicle;
3. Maintaining NEMT and NMT service-levels as described in business requirements;
4. Confirming member eligibility prior to transport; and
5. Partnering to brand L.A. Care on NEMT vehicles and during all pick-ups and drop-offs to assigned coverage area(s), destinations and facilities;

The intent of this RFP is to identify one or more vendor(s) to help L.A. Care transform NEMT and NMT from just another benefit to a service our members will recognize and appreciate. L.A. Care seeks to complete the following as part of this RFP process:

- a. Expeditiously and safely handle pick-ups and drop-offs for discharges and transfers, to/from eligible locations for life-sustaining treatment as part of auto authorizations, and to/from approved eligible locations as prior authorizations;
- b. Covering NEMT and NMT trip activity, including several dozen high frequency locations and zip codes across L.A. County (transportation statistics attached);
- c. Ensuring vehicle safety by credentialing and certifying NEMT and NMT vehicles and drivers prior to transport;
- d. Ensuring driver and passenger safety with dedicated credentialing checks, on-going inspections and controls, dedicated staff training, disability awareness and sensitivity, and added precautions for safe transport, and oversight and monitoring;
- e. Ensuring vehicles are clean, tidy and prepared for transporting members with necessary safety equipment;
- f. Maintaining access to a fleet of NEMT and NMT vehicles required to transport our members to medical and other eligible locations;
- g. Maintaining telephone call-taking, reservation line, access and availability for customers to coordinate transportation 7 days per week, 24 hours per day, 365 days per year;

¹ L.A. Care reserves the right to add, delete or revise any of these requirements and responsibilities.

- h. Leveraging vendor technology to coordinate transportation services ranging from initiating a trip request through evaluating trip satisfaction after arriving at destination, including ability for members to initiate a complaint or grievance should they find transportation unsatisfactory;
- i. Identifying the most efficient and cost-effective transportation model to meet the evolving needs of our members across the range of the county and according to the needs of our lines of business, provider types, service areas, business requirements, and vendor(s) sizable vehicle fleets to ensure appropriate coverage in assigned area of the county;
- j. Electronically receive, intake and process a member eligibility file prior to scheduling or dispatching transportation, and expeditiously coordinating member transportation while ensuring cost-effective service and the right level of NEMT and NMT transportation services the member needs;
- k. Ensuring members have timely access to transportation authorization, obtaining the right vehicle to meet their medical or other eligible needs, arriving at their appointments on-time, and returning to their residence in a timely manner following appointments;
- l. Handling in-bound and out-bound telephone calls, text messages or electronic alerts to/from members and providers in order to seamlessly coordinate transportation to medical and other non-medical eligible locations;
- m. Providing options for the member to choose preferred language of the driver;
- n. If, for some extraordinary reason, a provider is running late, generating out-bound telephone call, text message, or electronic alert to notify the member and/or physician that transportation is running behind and immediately work to resolve;
- o. Using proven technology or electronic platform of scheduling, tracking, evaluating trip satisfaction, and initiating complaints or grievances to L.A. Care's attention;
- p. Managing the confidentiality of Protected Health Information (PHI), compliance with the Health Insurance Portability and Accountability Act (HIPPA), and other applicable privacy laws, and ensuring information is safely secured from cyber-attacks;
- q. Submitting daily cancellation reports within 24 hours and reasons for canceling in order to evaluate performance and improve care coordination; as well as, dedicated measures to reduce member cancellations, which can be costly overtime;
- r. Submitting weekly transportation provider network reports, including vehicle fleet size by NMT or NEMT, and covered areas or zip codes in county, to ensure vehicle fleet and driver to member ratios to meet timely access requirements;
- s. Preparing and submitting State of California compliance-related NEMT and NMT reports including sorting users by age and other demographics;

- t. Providing a robust Fraud, Waste and Abuse (FWA) program, and conducting data mining to identify and eliminate potential FWA;
- u. Submitting accurate electronic claims submission through a claims clearing house so that clean claims are timely received and processed;
- v. Receiving claims paid through Electronic Funds Transfer (EFT);
- w. Cost-effective tiered pricing, applying discounts to L.A. Care's costs as the volume of transportation increases past negotiated thresholds; and
- x. Maintaining adequate commercial, general liability, auto, workers' compensation, and other insurance, and agreeing to indemnify and hold harmless L.A. Care; its officers, agents, and employees for any and all claims and losses for vendor(s) or vendor staff actions;
- y. Implementing within 90 days after a fully executed contract with agreed upon service levels and executive/management level review meetings for continuous improvement;
- z. Partnering and branding L.A. Care on NEMT vehicles to improve our presence in the community, and developing and maintaining a steady-state operating model with clear accountabilities between all parties and stakeholders that ensures the highest level of services for L.A. Care members.

4. SOLICITATION TERMS AND CONDITIONS

The following terms and conditions apply to the submission of proposals.

4.1 Letter of Intent

The LOI is required prior to submission of an RFP response. The letter must be submitted to L.A. Care Health Plan, Attention: Procurement Department, no later than **May 14, 2018**. Please submit the signed letter via e-mail to the address listed below. Letters must contain the following:

- a. Name of the vendor, address, and phone number
- b. Name, address, phone and fax number, and e-mail address of the person responsible/contact for the RFP response
- c. Brief description of the qualifications and experience of the vendor

4.2 Proposal timetable. The timetable for this RFP is as follows. Note: L.A. Care reserves the right to change the dates or time in this section, with notice to bidders.

RFP Activity	Due Date
Release of RFP	May 7 th 2018
Letter of Intent (LOI) due to L.A. Care	May 14 th
Written questions due to L.A. Care	May 14 th
Questions and answers released	May 21 st

RFP Proposals Due (No Exceptions)	June 4 th
Finalist(s) Selections Made	June 11 th
Finalist Interviews	June 13 th to June 22 nd
Vendor(s) Selected	June 29 th 2018

Preparation and submission of a Proposal by interested Bidders will be at no cost or obligation to L.A. Care. L.A. Care reserves the right to terminate its efforts to contract for said services without obligation. Proposals and other materials submitted will become the property of L.A. Care and will not be returned. Your proposal must not be marked proprietary or confidential. Please note that L.A. Care is subject to the California Public Records Act.

4.3 Submission of proposals. Proposals shall be submitted to L.A. Care, as follows. An electronic copy shall be submitted to RFP@lacare.org by the required deadline June 4, 2018.

4.4 Withdrawal of proposals. A Bidder may withdraw its proposal in writing on Bidder's letterhead or by email, signed by an authorized representative, to:

**Attention: Procurement
Email: RFP@lacare.org**

The notice of withdrawal must be received by L.A. Care before the proposal due date listed below.

4.5 Due date. Proposals are due by 5:00pm PST on **June 4, 2018.**

4.6 Contact with L.A. Care personnel. All contact regarding this RFP or any matter relating thereto must be in writing and e-mailed to:

Attention: Procurement Department
Email: RFP@lacare.org

If it is discovered that Bidder contacted and received information from any L.A. Care personnel, other than the person specified above, regarding this solicitation, L.A. Care, in its sole determination, may disqualify Bidder's proposal from further consideration.

4.7 Questions about this RFP. Bidders may submit written questions regarding this RFP by mail, fax or email to the individual identified above. All questions must be received by **May 14, 2018.** All questions, without identifying the submitting Bidder, may be compiled, with the appropriate answers and issued as an amendment to the RFP. When submitting questions please specify the RFP section number, paragraph number, page number, and quote the language that prompted the question. This will ensure that the subject of the question can be quickly found in the RFP. L.A. Care reserves the right to group similar questions when providing answers.

4.8 Amendment of RFP. L.A. Care retains the right to amend any portion of the RFP by a written amendment.

4.9 L.A. Care option to reject proposals. L.A. Care may, at its sole discretion, reject any or all proposals submitted in response to this RFP at any time, with or without cause. L.A. Care shall not be liable for any costs incurred by the Bidder in connection with the

preparation and submission of any proposal. L.A. Care reserves the right to waive immaterial deviations in a submitted proposal.

4.10 Notice regarding the Public Records Act. By submitting a proposal, Bidder agrees to all of the following:

- (a) Proposals submitted in response to this solicitation shall become the exclusive property of L.A. Care, and Bidder grants L.A. Care the right to make unlimited copies of its proposal and any additional documents or communications submitted by Bidder.
- (b) L.A. Care is a public agency, and as such, its records are subject to disclosure under the California Public Records Act (CPRA), Gov't Code Section 6250 *et seq.* Proposals submitted in response to this solicitation are public records subject to disclosure to the public under the CPRA.
- (c) The CPRA grants L.A. Care the authority to withhold from the public all or part of a public record that is exempt from disclosure under the CPRA, and L.A. Care will exercise this authority in its sole and absolute discretion. L.A. Care shall not, in any way, be liable for any damages of any kind, whether under theory of contract, tort (including negligence), strict liability or otherwise, for the disclosure of a Bidder's proposal, communications about a Bidder's proposal, or any such related records or any parts thereof (Bidder's Records). Each Bidder's sole remedy against L.A. Care is to seek injunctive relief prohibiting disclosure of Bidder's Records.
- (d) In the event a Bidder believes parts of its proposal are protected from disclosure under the CPRA, Bidder shall (1) execute and submit with its proposal a Joint Defense, Confidentiality and Reimbursement Agreement ("JDCR Agreement"), which is attached as Appendix B to this RFP; and (2) submit a complete duplicate copy of its proposal as one electronic file in Adobe Acrobat PDF format, with those parts of its proposal which Bidder deems to be exempt from disclosure under the CPRA redacted using black-out (Redacted Copy). Do not omit any pages from the Redacted Copy.
- (e) **A Bidder may redact only those provisions of its proposal which are "Trade Secrets," or are otherwise exempt from disclosure under the CPRA.** "Trade Secrets" mean those trade secrets protected from disclosure pursuant to California Evidence Code 1060 *et seq.* and defined in California Civil Code Section 3426.1.
- (f) Bidder shall submit with its redacted proposal a separate letter detailing its basis for each redaction and citations to the exemption(s) under CPRA that supports the Bidder's contention that the redacted information is protected from disclosure under CPRA.
- (g) **A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of a CPRA exemption, and a Bidder who indiscriminately and without justification identifies most or all of its proposal as exempt from disclosure, or submits a redacted copy but fails to execute and submit a JDCR Agreement, shall be deemed non-responsive.**
- (h) After L.A. Care receives a JDCR Agreement executed by a Bidder along with that Bidder's Redacted Copy, L.A. Care will review the Redacted Copy for responsiveness, and if the Redacted Copy is responsive, L.A. Care will execute the JDCR Agreement and return a copy to the Bidder.

4.11 Conflicts of interest.

- (a) By submission of a proposal, Bidder warrants that no member of L.A. Care's Board of Governors or any officer, official, director, employee or consultant of L.A. Care whose position enables such member, officer, official, director, employee or consultant to influence L.A. Care's award or administration of an agreement in response to this solicitation or any competing agreement is currently or shall be employed in any capacity by the Bidder or has or may have any direct or indirect financial interest in the selection of the successful Bidder.
- (b) By submission of a proposal, Bidder further represents that it is not now aware of any facts that create potential or actual conflicts of interest, including offering or providing any incentive, directly or indirectly, to any member of L.A. Care's Board of Governors or any officer, official, director, employee or consultant in order to obtain a favorable result in this RFP process.
- (c) Bidder understands that L.A. Care is a public agency and, as such, the organization and its Board of Governors, officers, directors and employees are subject to various rules, laws and regulations relating to conflict of interests, gifts, honoraria and travel or other payments. In submitting the proposal, Bidder agrees to comply with and warrant compliance with applicable laws and regulations pertaining to conflicts of interest laws, including without limitation the California Political Reform Act (Government Code Section 81000 *et seq.*), Government Code Section 1090 *et seq.* and/or common law conflict of interest laws (collectively, the "**Conflicts of Interest Laws**").
- (d) If, after submission of the proposal, Bidder becomes aware of any facts, which might reasonably be expected to either create a conflict of interest under the Conflict of Interest Laws or may alter representations covered by this Section 4.11, Bidder shall immediately make full written disclosure of such acts to L.A. Care. Full written disclosure shall include, without limitation, identification of all persons, entities and businesses implicated and a complete description of all relevant circumstances.

4.12 Validity of proposals. Proposals submitted in response to this solicitation must remain valid for a period of at least six (6) months (183 calendar days).

4.13 Eligibility for Award. Please fill out and sign the Appendix E (Eligibility for Award) certification.

4.14 Contract terms and conditions. Any agreement awarded in response to this RFP shall be subject to the terms and conditions in Appendix A (Sample Provider Services Agreement "SPSA"). The sample agreement included in this RFP is provided to assist the proposer in submitting a bid and is subject to material change prior to execution to ensure compliance with applicable laws, regulations, L.A. Care payer agreements and L.A. Care policies and procedures.

4.15 Compliance with HIPAA. Any agreement awarded in response to this RFP may, if deemed appropriate by L.A. Care, require access to protected health information or individually identifiable information, as defined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Title XIII of the American Recovery and Reinvestment Act of 2009 and regulations and guidance promulgated thereunder (ARRA), including the Health Information Technology for Economic and Clinical Health Act (the HITECH Act), and

other privacy statutes or regulations. The access, use and disclosure of such information shall be governed by the Business Associate Addendum.

4.16 Proposal preparation costs. Any costs incurred while developing responses to this RFP are the sole responsibility of the Bidder.

5. PROPOSAL SUBMISSION REQUIREMENTS

5.1 Proposal format. Vendor shall submit its proposal in the following format:

Section	Description
Table of Contents	
Executive Summary	Summary of the contents of the Proposal to provide a broad understanding of the Bidder's approach, qualifications, experience, and staffing.
Vendor Qualifications	<p>Discussion of Bidder's qualifications, including its:</p> <ul style="list-style-type: none"> • Organizational structure (e.g., corporation, partnership, etc.) • Number of years in business • Scope of services available • Relevant background and experience with public agencies, health care organizations, non-profits, etc. • References (at least 3) • Copies of the Bidder's most current financial statements. <p>Complete the Vendor Qualifications Requirements questionnaire spreadsheets attached as part of Appendix C (Vendor Qualifications).</p>
Privacy & Security Questionnaire	Complete the Privacy & Security Questionnaire, in Appendix C-1).
Certifications	Certification of eligibility for award, provided in Appendix E (Eligibility for Award). Please fill out, and sign.
Pricing	<p>Discuss the pricing methodology and structure (e.g., time and materials, fixed price, milestones, etc.), including any expenses.</p> <p>Complete the Pricing Exhibit in accordance with the Vendor Instructions in Appendix D – Pricing Exhibit.</p>
JDCR Agreement	Provide an executed Joint Defense, Confidentiality and Reimbursement Agreement and submit a redacted copy of your proposal as outlined in Section 4.10 (Notice regarding the Public Records Act) above. Ref. Appendix B.
NEMT & NMT Business Requirements	Complete the Non-Emergency Medical Transportation (NEMT) & Non-Medical Transportation (NMT) Business Requirements questionnaire in Appendix F.

Section	Description
Service Areas	Reference Appendix G (Medi-Cal and CMC Members Map) and Appendix H (Transportation Maps), please fill out Appendix I, (Service Areas – Zip Codes/Cities) for which you can provide service coverage.

6. EVALUATION OF PROPOSALS

6.1 The selection of the vendor(s) will be based upon evaluation by L. A. Care considering all appropriate factors and criteria (subjective and otherwise) as L.A. Care may, at its sole discretion, deem relevant. In no event will L. A. Care be limited to selecting a successful respondent based solely upon total cost submissions.

6.2 Bidders will be evaluated on the following factors including, but not limited to:

- (a) Pricing
- (b) References/previous relevant experience
- (c) Ability to meet business requirements
- (d) Provide the required documents as referenced in 5.1 above.

7. SUMMARY

7.1 On or before close of business on May 14, 2018, please submit your Letter of Intent (LOI) and questions to L.A. Care's Procurement Department (see section 4.1).

7.2 To be considered for selection, vendors must submit an electronic copy of their complete proposal by the deadline stated in the proposal timetable (see section 4.2) by 5:00 p.m. on June 4, 2018. The following Exhibits and Appendices should accompany vendor(s) proposal.

7.3 In addition to the RFP Notice, the list of documents included with this RFP are:

- Appendix A: Sample Provider Services Agreement
- Appendix B: Joint Defense, Confidentiality, and Reimbursement Agreement
- Appendix C: Vendor Qualifications
- Appendix C-1: Privacy and Information Security Requirements
- Appendix D: Pricing
- Appendix E: Eligibility for Award Certification
- Appendix F: NEMT & NMT Business Requirements
- Appendix G: Medi-Cal and CMC Members Transportation Map
- Appendix H: Transportation Statistics
- Appendix I: Service Areas (Zip Codes/Cities) Template
- Appendix J: 2017 Transportation Statistics
- Appendix K: 2018 Transportation Statistics