



Saint Louis County

Public Health and Human Service Department – www.stlouiscountymn.gov

Linnea Mirsch
PHHS Director

Request for Proposal (RFP)

I. **Date:** 8/21/2019

II. **Saint Louis County Contacts:**

1. Name/Title: Janet Nilsen, Business Manager
Phone: 218- 726-2053
E-mail: nilsenj@stlouiscountymn.gov

2. Name/Title: Eric Blomstrom, Contract Services Representative
Phone: 218- 726-2143
E-mail: blomstrome@stlouiscountymn.gov

III. **PHHS Resource Proposal Description:**

Geographic area to be served:

St. Louis County, Minnesota

Purpose/Statement of Need:

St. Louis County Public Health and Human Services is soliciting proposals for partners to provide transportation management coordination services to meet Social Services needs for clients served throughout the County.

Services/Resources to be Developed:

Transportation Management/Coordination and access transportation services for social service clientele served through St. Louis County social service programs.

Client population to be served:

Waiver and Non-Waiver Children and Adults with authorized transportation needs

IV. **SCOPE OF SERVICES:**

A. Minimum Requirements and Qualifications:

- Provider must either be enrolled with Minnesota Health Care Provider Enrollment as an enrolled Medical Assistance provider for Volunteer Driver Transportation Services, or show the ability and willingness to become enrolled
- Background Checks for all providers
- Driver's License Verification for all providers
- Insurance documentation that demonstrates sufficient coverage or willingness to obtain sufficient coverage;
- Insurance documentation verifying liability and workers compensation insurance coverage meeting St. Louis County standards
- Development and adherence to agreed-upon business practice and business rules including social worker authorization, billing, adherence to pick up and delivery standards and so forth.
- Complete car seat training for all providers in accordance with the agency guidelines.

B. Service Summary:

1. General Service Summary

St. Louis County Public Health and Human Services is called upon to provide transportation for vulnerable children and adults served through a variety of programs. In 2018 St. Louis County and two other NE counties contracted with Medical Transportation Management Inc. (MTM) for access transportation services for non-emergency medical transportation. A significant volume of transportation needs and services were thereby transitioned from volunteer driver coordinated rides to a variety of licensed transportation providers contracted by MTM that directly bill Medical Assistance according to CMS rate structures.

During the last 12 months St. Louis County has seen a significant increase in the number of licensed, specialized transportation services in this transition. In addition, the mobility world continues to expand with alternative ride share options including Lyft and Uber increasing in the NE MN marketplace.

St. Louis County is requesting proposals for a transportation management coordination services to meet the remaining needs for social service rides, specifically as a waiver service provider (and licensed as a waiver service provider) and the current needs for

children and their caregivers served through our Children and Family Services Division.

The need is both North and South St. Louis County and throughout the State with rides to treatment locations, tribal reservations, and other locations for children and their families. Ride requests that are unable to be fulfilled due to short time notification can be reasonably denied.

2. Waiver Funded Transportation

Provider will coordinate transportation for waiver-funded individuals with transportation needs. These rides could set up by the individual a service provider or a social worker. The individuals' Social Worker will need to be identified and their full name noted. Transportation coordinator and provider are enrolled waiver providers and would bill the waiver directly for funding the transportation and bill an administrative expense for coordination to St. Louis County.

The provision of home and community-based services as defined in Minnesota Statutes chapter 245D requires the provider to abide by the Minnesota Olmstead Plan and/or the Olmstead Minnesota Statutes, Chapter 245D which establishes licensing standards that ensure and protect the health, safety and rights of people who receive services. This includes but is not limited to the Provider providing services:

- In response to the person's identified needs, interests, preferences and desired outcomes as specified in the person's plan; and
- In a manner consistent with the principles of person-centered service planning and delivery, self-determination and providing the most integrated setting and inclusive service delivery options.

3. Children and Family Services Rides

Provider will coordinate transportation for children and adults with diverse transportation needs. These rides will be set up by a PHHS employee with an authorization from a social worker. The individuals' Social Worker will need to be identified and their full name noted. Transportation coordinator and provider are enrolled waiver providers and would bill the waiver directly for funding the transportation and bill an administrative expense for coordination to St. Louis County.

We are requesting that the transportation coordinator consider and propose a rate structure for short- and long-distance trips that adequately covers the time of the driver during the duration of the appointment/visit so that return trips and unloaded miles can be minimized.

C. Supplemental Questions:

1. Please detail your proposed rate structure by type of transportation.
2. Please detail the system reports and customizations to accommodate St. Louis County requested business rules for requested transportation services.

3. Please describe how workers and individuals can request transportation (phone call center, online portal, etc.) and your confirmation functionality.
4. Please detail the type of transportation you plan to contract with to provide services and their geographic coverage.
5. Please address your capacity to meet the needs of PHHS as specified above.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by individuals performing this function. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

V. Financial:

St. Louis County requires the partner to be able to implement business rules to authorize rides and dispatch for most cost-effective service to meet the needs when authorized by a Social Worker. The transportation management firm needs to code the rides appropriately to designate SW authorization and budget coding. St. Louis County desires a partner who will contract with a wide variety of transportation providers and license them for this specialized transportation work according to MnDOT and DHS requirements including implementing background checks for all employees.

VI. Timeline:

Due Date for providers to submit proposals	9/27/2019.
Target date for completion of all follow-up interviews	10/11/2019.
Target date for notifying providers of proposal selection	10/25/2019.
Targeted contract begin date	1/1/2020.
Targeted service begin date	1/1/2020.

VII. Provider Response:

If your organization is interested in being considered to provide this service, please submit one (1) copy of your response to this proposal, providing at a minimum the information requested below (**Section VI. A-G**) by: **9/27/2019**

At the top of your response please clearly indicate your proposal is one to provide Transportation Management Coordination Services

A. Organization:

1. Firm name and address
2. Type of organization – Corporation, Partnership or Individual, HealthCare Agency, Contractor
4. Number of years in business

B. Personnel:

Provide name, educational and experience background, and other qualifications of persons who would provide services indicated.

C. Experience:

Provide a general description of your agencies relevant activities over the past three (3) years as well as specific information regarding prior relevant services provided.

D. Proposal:

1. Scope of services.
2. Proposed rates and related budget information.

E. Supplemental Questions:

Insert answers to questions to, **Section IV. C., Supplemental Questions.**

F. Relevant Certifications or Licenses:

In addition: Any Purchase of Service provider contracting with the St. Louis County Board of Commissioners is expected to comply with the following requirements:

1. Data Privacy
2. Equal Employment Opportunity and Civil Rights Clause
3. Fair Hearing Appeal
4. Rehabilitation Act
5. Health Insurance Portability and Accountability Act (HIPAA)

G. Insurance:

The following insurance must be maintained for the duration of this Agreement. A Certificate of Insurance for each policy must be on file with the St. Louis County Public Health and Human Service Department Contract Services. Each certificate must include a 10-day notice of cancellation non-renewal, or material change to all named and additional insureds.

1. General Liability Insurance
 - a. \$500,000 when the claim is one for death by wrongful act or omission and \$500,000 to any claimant in any other case.
 - b. \$1,500,000 for any number of claims arising out of a single occurrence.
 - c. No less than \$2,000,000 Aggregate coverage.
2. Policy shall include at least premises, operations, completed operations, independent contractors and subcontractors, and contractual liability and environmental liability.
3. St. Louis County shall be named as an Additional Insured on a primary and non-contributory basis.
4. Business Automobile Liability Insurance
 - a. \$500,000 for claims for wrongful death and each claimant.
 - b. \$1,500,000 each occurrence.
 - c. No less than \$2,000,000 aggregate.
 - d. Must cover owned, non-owned and hired vehicles.
5. Workers' Compensation

Per statutory requirements, Certificate of Compliance must be executed and filed with St. Louis County.
6. Professional Liability Insurance For Licensed Professionals
 - a. Provider shall maintain at its sole expense a valid policy of insurance covering professional liability, arising from the acts or omissions of Provider, its agent and employees in the amount of not less than \$500,000 per claim and \$2,000,000 annual aggregate. This provision applies only in situations where Provider's staff or volunteers are performing licensed professional services under this Agreement.

VIII. Selection:

All responses will be reviewed by Public Health and Human Services Department and other appropriate County personnel. Prior to making the final selection, interviews may be scheduled with Agency staff to determine potential fit as a provider of these services. Once a provider is chosen a recommendation to enter into an agreement will be submitted to the County Board of Commissioners for their approval.

Any additional questions regarding this proposal should be directed to the contacts listed in **Section II**.

IX. Receipt of response:

Your response must include one (1) copy and be received no later than **9/27/2019**

X. Submit to:

Contract Services – Please submit your proposal electronically to the appropriate Contract Services Representative.

<input checked="" type="checkbox"/>	Eric Blomstrom	blomstrome@stlouiscountymn.gov	726-2143
<input type="checkbox"/>	Adult Services <ul style="list-style-type: none">▪ Housing Support (GRH)▪ Mental Health▪ CHORE & Modifications▪ Chemical Dependency▪ DD Extended Employment		
<input type="checkbox"/>	Homelessness		
<input type="checkbox"/>	Technology – Non IT		

St. Louis County Public Health & Human Services
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