RFQ 2019-07-19 Non-Emergency Medical Transportation Brokerage Software

Valley Regional Transit (VRT) is requesting quotes for non-emergency medical transportation software and technology

Date Issued:	07-19-2019
Request:	Non-Emergency Medical Transportation Brokerage Software
Detailed Scope:	Attached
RFQ Deadline:	07-31-2019 @ 4:00 p.m. MT
RFQ Contact:	Kelly Jakovac, Grants and Compliance Administrator procurement@valleyregionaltransit.org

Quotes can be emailed or delivered to:

> Valley Regional Transit
> Attention: Kelly Jakovac, Grants and Compliance Administrator
> 700 NE 2nd Street, Suite 100, Meridian, Idaho
> or emailed to procurement@valleyregionaltransit.org on or before
> 07-31-2019 @ 4:00 p.m. MT

Background
Valley Regional Transit runs a program called Rides2Wellness(R2W). R2W is a program designed to get individuals to and from the medical appointments, by way of third party NEMT providers. Eligibility can determined by multiple factors such as destination or place of residence. This program currently leverages a shared spreadsheet to coordinate 300-400 rides per month. We are looking for a program to replace this spreadsheet that will facilitate growth of this program by support and enhancing existing functions as well as introducing new functions that our NEMT providers may be able to take advantage of later.

All Late Bids will be Rejected
Please submit a price proposal on company letterhead according to the scope objective below. All quotes must be signed by duly authorized representative of the firm.

All Unsigned Proposals will be Automatically Rejected.
Valley Regional Transit will review and evaluate all quotes. A recommendation to enter into an agreement with the successful vendor will be made based upon best value and price. Vendors will be notified by email with a Notice of Intent to Award.

Bid Evaluation
Evaluation of quotes will be based on a combination of the ability to meet minimum

requirements, the value added features immediately available, and pricing. Quotes should notate any minimum standards that cannot be met and value added standards that are currently available.

We appreciate your interest in Valley Regional Transit and look forward to your response.

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SCOPE OBJECTIVE

Project Objectives
- Proved Rides2Wellness with a robust scheduling software that will allow the program to grow and expand
- Automate Rides2Wellness' invoicing process
- Give Rides2Wellness the capability to be more flexible in the scheduling parameters
- Increase usability for our contracted private providers

Minimum standards required:
- Technology must be capable of supporting an NEMT brokerage type ride distribution system. When a ride is scheduled it is available to all providers and the providers are able to select the rides they will take. Providers will be able to select from a pool of trips rather than have individual trips automatically pushed to them.
- Technology must notify providers when a new ride is booked. Notification is preferred through text or mobile application, but an email or other digital notification would suffice.
- Technology must be able to schedule rides 24 hours before and further out.
- Technology must be capable of distributing rides for single trips and standing orders.
- Technology must provide at least two methods for scheduling. Rides will be able to be booked over the phone through VRT's customer service. Rides must be able to be booked in at least one addition method, which could be: web interface, online, of mobile phone application.
- Technology must provide a scheduling method for hospital/clinic staff to be able to book riders on behalf of their patients either online or through a web interface.
- Technology must notify ride broker (Valley Regional Transit) of rides with less than 24 hours before scheduled appointment and no designated NEMT provider has picked up the trip.
- Technology must have the ability to setup rules to notify individuals entering the ride if the scheduled trip falls outside of program parameters.
- Technology must provide some way to designate trip parameters for scheduling rides to only the locations serviced by the program. This may be customizable geo-fencing for both pick-up and drop-off. There also needs to be the ability to make exceptions to these rules for individuals with higher level permissions.
- Technology must have reporting system that allows filtering of data for customized reporting.
- Technology must be able to calculated mileage and cost of trip for invoicing by provider.

Value added standards that are not required, but desired:
- Technology adheres to HIPAA compliance with regard to user information within the system.
- Technology is able to fold in other non-NEMT programs run by VRT that also utilize a brokerage type system.
- Technology has API interface or other programmable mechanism to extract data from the system for external customized reporting.
- Technology has the capability to support on demand scheduling.
- Technology has the capability to auto populated customer information.
- Technology has the capability to send notifications to passengers about ride being in route, ride confirmation, and ride schedule deviation.

Pricing Schedule

While quotes do not need to use the price schedule below, any quote provided should provide, at minimum, the same information requested.

LN	Note	Item	Qty	Price	Subtotal Capital	Subtotal Annual
		Base System Cost				
		Additional Features Costs				
				Total		

Notes	