

**New York State Department of Health
Office of Health Insurance Programs
Division of Program Development and Management**

RFP No. 16683

**New York State Medicaid Transportation Management–
New York City**

July 25, 2016

Amendment 2

The following are official modifications, which are hereby incorporated into the New York State Department of Health, Office of Health Insurance Programs, Division of Program Development and Management Request for Proposal (RFP) #16683, issued June 16, 2016. The language in Amendment #2 prevails over (1) the original RFP language, (2) the Amendment #1 language, and (3) Questions and Answers document dated July 19th. The revision is in **bold and is underlined**.

A. Section 1.0 Calendar of Events

Revised Language:

| RFP #: 16683 – New York State Medicaid Transportation Management – New York City Region | |
|--|--|
| <u>EVENT</u> | <u>DATE</u> |
| Issuance of Request for Proposals | June 16, 2016 |
| Deadline for Submission of Written Questions | June 30, 2016 4:00 p.m. ET |
| Responses to Written Questions Posted by DOH | On or About July 14, 2016 |
| Deadline for Submission of Proposals | <u>August 9, 2016</u> 4:00 pm ET |
| <i><u>Anticipated</u></i> Contract Start Date | October 23, 2016 (new vendor) January 23, 2017 (incumbent vendor) |

B. Revised Response to Question and Answer #8

A revision has been made to the previous response for question #8 dated July 19, 2016. The following answer includes the revised response to question #8, dated July 25, 2016. The revision is in **bold and is underlined**.

| Question # | Corresponding RFP Section | Bidder's Question | Answer |
|------------|-----------------------------|---|--|
| 8. | Call Volume/ Call Center | Please provide the total number of calls and average handle time for calls received, by month for the last two years. | <p><u>The table provided below includes the total* number of calls received from the following sources: enrollee reservation calls, medical practitioner reservation calls and hospital discharge calls; during normal business hours with the average talk time per call.</u> Refer to the table below for the total* number <u>of the above-defined</u> calls and average talk time for June 2014 through May 2016.</p> <p><u>The transportation manager vendor will also be expected to handle other types of calls, including after-hours and weekend calls, estimated to be 60,000 additional calls per month, which are not included in this table.</u></p> |

| NYC Call Statistics June 2014 - May 2016 | | | | | | | |
|--|-----------------------|-----------------|----------------|-----------|--|----------|-------------------|
| Month- Yr. | *Total Calls Received | Calls Abandoned | Calls Answered | Abandon % | Average Speed to Answer after the Automated Voice Response | Max Time | Average Talk Time |
| Jun-14 | 110,230 | 971 | 109,259 | 0.9% | 00:15 | 16:12 | 06:53 |
| Jul-14 | 112,482 | 711 | 111,772 | 0.6% | 00:19 | 12:13 | 06:56 |
| Aug-14 | 149,549 | 1,356 | 148,193 | 0.9% | 00:21 | 18:02 | 07:13 |
| Sep-14 | 134,388 | 1,897 | 132,449 | 1.4% | 00:30 | 08:19 | 07:10 |
| Oct-14 | 126,974 | 1,265 | 125,709 | 1.0% | 00:20 | 06:12 | 07:26 |

| | | | | | | | |
|--------|---------|-------|---------|------|-------|-------|-------|
| Nov-14 | 105,933 | 1,134 | 104,799 | 1.1% | 00:22 | 08:06 | 07:10 |
| Dec-14 | 116,893 | 1,554 | 114,534 | 1.3% | 00:26 | 21:00 | 06:50 |
| Jan-15 | 120,005 | 2,276 | 117,239 | 1.9% | 00:27 | 03:19 | 07:56 |
| Feb-15 | 117,784 | 5,089 | 112,695 | 4.3% | 01:01 | 14:11 | 07:05 |
| Mar-15 | 126,662 | 2,354 | 124,308 | 1.9% | 00:42 | 10:10 | 07:01 |
| Apr-15 | 116,691 | 2,159 | 114,532 | 1.9% | 00:39 | 30:36 | 07:14 |
| May-15 | 109,861 | 2,251 | 107,610 | 2.0% | 00:39 | 23:33 | 07:26 |
| Jun-15 | 121,621 | 2,411 | 119,210 | 2.0% | 00:34 | 28:47 | 07:33 |
| Jul-15 | 121,995 | 1,857 | 120,138 | 1.5% | 00:31 | 26:54 | 07:25 |
| Aug-15 | 113,880 | 950 | 112,930 | 0.8% | 00:22 | 22:58 | 07:32 |
| Sep-15 | 118,126 | 1,094 | 117,032 | 0.9% | 00:20 | 20:07 | 07:14 |
| Oct-15 | 129,739 | 1,625 | 128,114 | 1.3% | 00:22 | 15:54 | 07:22 |
| Nov-15 | 119,309 | 2,248 | 116,728 | 1.9% | 00:24 | 28:56 | 07:25 |
| Dec-15 | 120,004 | 1,686 | 118,318 | 1.4% | 00:24 | 23:56 | 07:43 |
| Jan-16 | 126,962 | 4,810 | 122,152 | 3.8% | 00:52 | 19:51 | 07:56 |
| Feb-16 | 127,281 | 1,668 | 125,613 | 1.3% | 00:30 | 23:54 | 07:44 |
| Mar-16 | 137,519 | 1,506 | 136,013 | 1.1% | 00:21 | 20:27 | 07:43 |
| Apr-16 | 125,959 | 1,001 | 124,958 | 0.8% | 00:19 | 13:50 | 07:38 |
| May-16 | 129,052 | 1,065 | 168,609 | 0.8% | 00:18 | 14:26 | 07:32 |

All other terms and conditions remain the same.