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REQUEST FOR PROPOSALS

Non-Emergency Medicaid Transportation Software

For

Land of Sky Regional Council

Submit Proposals to:

Land of Sky Regional Council

Attn: Christina Giles

339 New Leicester Highway, Suite 140 Asheville, NC 28806

christina@landofsky.org

Submittal Deadline: 4:00 p.m. (EST) May 16, 2025

Overview:

Land of Sky Regional Council (LOSRC), a contractor for Buncombe County located in Asheville, North Carolina, is seeking a software provider for Non-Emergency Medicaid Transportation (NEMT) services. LOSRC is seeking a qualified applicant to develop a software platform to enable Medicaid case workers the ability to provide service for eligible Medicaid clients, schedule trips with brokers, interface with NC Tracks (North Carolina's Medicaid billing system) and provide accurate, monthly reports for Buncombe County and other stakeholders.

To be considered, the proposal must be received at our office by **4:00 p.m. on Friday, May 16, 2025**. It is the sole responsibility of the Vendor to see that the proposal is received before the submission deadline. The Vendor shall bear all risks associated with delays in the U.S. mail or delivery service. Late proposals will not be considered.

Proposals shall be accepted in person, by U.S. Mail or by private courier service. No proposals will be accepted via oral or email communication, telephone or fax transmission. LOSRC review panel will subsequently review and evaluate the proposals according to the criteria outlined below.

This solicitation does not commit LOSRC to award a contract, to pay any cost incurred in the preparation of a proposal or to procure or contract for the articles of goods or services. LOSRC reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified Vendors, or to cancel in part or in its entirety this proposal, if it is in the best interest of LOSRC to do so.

Written questions or requests or requests for clarification must be received before the question deadline of **4:00 p.m. on May 12th, 2025**. Any request received prior to the above deadline will be responded to in writing in the form of an addendum addressed and emailed to all prospective vendors.

Needs and Objectives:

A robust software platform is needed to meet the everyday needs of Buncombe County's Medicaid clients. These requirements can be categorized by the following sections:

CLIENT NEEDS

SCHEDULING TOOLS

PROVIDER PORTAL

REPORTS

- A. BILLING REPORTS
- B. CASEWORKER REPORTS

CLIENT NEEDS

Any software to be considered must have robust database capabilities to capture the following demographic information regarding Medicaid clients:

- a. Name
- b. Address
- c. Date of Birth
- d. Phone (alternate, mobile)
- e. Social Security number
- f. Intake date
- g. Gender
- h. Preferred language
- i. Mobility status
- j. Disability status
- k. SSI eligibility
- l. Case Worker information
- m. Medicaid ID
- n. Case Head
- o. Emergency contact information
- p. Status (active vs. inactive)
- q. Other fields as necessary

Other Client information:

- a. Notes regarding communication, issues, etc.
- b. Trip notes (trips taken, cancellations, authorizations, etc.)
- c. Trip history
- d. Ability to generate Form DHB-5047
- e. Other fields as necessary

SCHEDULING TOOLS

- a. Client pick-up information, including addresses, times, etc.
- b. Ability to edit trips
- c. Applying both in-county and out-of-county provider rates
- d. Tracking provider availability, holidays, etc.
- e. Applying least-cost provider principles in accordance with Medicaid and Buncombe County guidelines
- f. Determination of pricing according to mobility type
- g. Interface with Google maps to determine mileage and feasibility
- h. Destination database with common information including facility name, address, telephone number, driver instructions, provider number, provider type, destination type, notes, and any other necessary information

PROVIDER PORTAL

- a. Ability of providers to view/accept/deny/schedule and verify trips
- b. System must have the ability to interface with portal, including accessing information from providers

REPORTS

BILLING REPORTS

- a. Active cases by each case worker, including name, authorization begin/end dates, status and case head
- b. Individual reports for providers detailing client information, trip date, mobility status, pick-up and destination address, mileage, and individual trip invoice amount
- c. Reports for case workers to verify trips by mobility status (funding source), sorted by client and including trip date, pick-up location, destination address, mileage and individual trip invoice amount
- d. Summary report of each provider detailing total trips per individual client, including mileage, total invoice amount and total verified trip count
- e. Ability to generate CSV file to interface with NC Tracks (North Carolina's Medicaid billing system)
- f. Ability to generate and track private-pay bills and reimbursements

CASEWORKER REPORTS

- a. Ability to pull information regarding individual client status and active/end dates
- b. Ability to pull information regarding individual client status and active/end dates sorted by individual case workers
- c. Ability to pull information regarding individual client status and active/end dates sorted by date
- d. Ability to generate form letters to individuals needing recertification

Qualifications

Vendors should have a demonstrated track record of furnishing satisfactory service and products to meet the stated goals and objectives. LOSRC reserves the right to make the final determination as to the proposed vendor's ability to provide the services requested. Vendor must have:

- a. Solid project references
- b. Adequate personnel/staffing to provide excellent and responsive on-going support and service
- c. Contact information for at least two project references
- d. List of personnel that would be assigned to this project along with each team member's role
- e. List of any subcontractors, including the degree of work that any subcontractor will be performing.

Respondents shall provide proof of these qualifications upon submittal of proposals.

This is an open and competitive process, and alternate solutions are welcome as long as software goals and objectives can be met as stated above.

The price quoted should be inclusive. If your price excludes certain fees or charges, you must provide a detailed list of excluded fees with a complete explanation of the nature of those fees.

Instructions for preparing and submitting proposals

All proposals must include the following:

- a. Cover sheet
- b. Project Narrative, including full company name, location of company headquarters, brief company history, key contact name, title, address, email address and direct phone number
- c. Relevant experience and qualifications
- d. Budget
- e. Statement of work, including relevant information on providing needed services
- f. Schedule, including availability and completion schedule for the project
- g. References
- h. List of personnel/subcontractors as listed in **Qualifications** section

TERMS AND CONDITIONS

Any and all materials submitted in response to this RFP shall become the sole property of LOSRC and shall be subject to the provisions of North Carolina General Statutes, Chapter 132 (Freedom of Information).

Incurred Costs

This request does not commit LOSRC to award a contract or to pay any costs incurred in the preparation of a response to this request. Land of Sky Regional Council will not be liable in any way for any costs incurred by respondents in replying to this RFP.

Right to Cancel

LOSRC reserves the right to cancel this RFP at any time and to decide not to consider any or all of the respondents submitting information in response to this request. Severability If any terms or provisions of this Request for Proposals shall be found to be illegal or unenforceable, then such term or provision shall be deemed stricken and the remaining portions of this document shall remain in full force and effect.

Collusion

By responding, the firm implicitly states that his/her proposal has not been made in connection with any other competing firm submitting a separate response to this RFP; is in all respects fair; and has been submitted without collusion or fraud.

Oral Presentation/Interview

Respondents who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to LOSRC. This provides an opportunity for the respondent to clarify or elaborate on the proposal. These are fact-finding and explanation sessions only and do not include negotiation. LOSRC will schedule the time and location of these presentations. Oral presentations are an option of Land of Sky Regional Council and may or may not be conducted.

Affirmative Action

LOSRC is an equal opportunity employer and requires an affirmative action policy from all contractors and vendors as a condition of doing business, as per Federal Order 11246. By signing the Response Page for this RFP, all respondents agree to this condition of doing business.

Assigning/Transferring of Agreement

Any successful firm is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of the resulting agreement or its rights, title, or interest therein or its power to execute such an agreement to any other person, company or corporation without prior consent and approval in writing from Land of Sky Regional Council. Debarment and Suspensions (Executive Orders 12549 and 12689) A contract award (see 2 CFR 180.220) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235