November 22, 2022 THIS NOTICE WAS SENT EXCLUSIVELY VIA EMAIL

Medical Transportation Management, Inc. (MTM)
Amy Ritchie
16 Hawk Ridge Circle
Lake St. Louis, MO 63367
aritchie@mtm-inc.net
Phone: (636) 695-5634

Re: Request for Proposal Number YH23-0003 – Travel Related Services Reimbursement RFP
Request for Best and Final Offer

Dear Ms. Ritchie,

In accordance with A.A.C. R9-22-602, the State of Arizona/AHCCCS requests a Best and Final Offer from Medical Transportation Management, Inc. (MTM) of your Offer to the YH23-0003 – Travel Related Services Reimbursement RFP.

1. In your agency's proposal, Attachment A: Pricing Sheet, and subsequent Clarification responses, MTM provided non-specific information pertaining to the content detail of your agency's administrative flat fee per trip. AHCCCS requests that MTM re-evaluate the administrative fee that is inclusive of all costs associated with standard, short notice, and same day service coordination, to include coordination with Member representatives and providers, meal card funding and delivery, and arranging for and negotiating lodging accommodations and other travel related services. Therefore, AHCCCS requests MTM to submit a revised Attachment C: Pricing Sheet.

2. As discussed in the meeting that convened on November 17, 2022, AHCCCS is requesting MTM to confirm in writing the following:

   A) MTM will implement standard business hours Monday - Friday excluding state observed holidays of 8am - 5pm Arizona time, for services provided in this contract.

   B) MTM will establish and maintain urgent 24/7 accessibility for all travel related services issues that occur outside Arizona standard business hours.

   C) MTM will restrict and/or monitor meal card utilization, to include monitoring of cash withdrawals.

   D) MTM will reimburse a separate monetary payment to non-family member escorts who do not reside in the AHCCCS member's household, as specified in the Travel Related Services RFP.

Instructions for submission of a Best and Final Offer (BAFO):

1. Your organization's response must be submitted to the AHCCCS Procurement Office no later than 3:00 pm Arizona Time on Wednesday, November 30, 2022.

2. Please send your Best and Final Offer via email to procurement@azahcccs.gov with a copy to cynthia.smolens@azahcccs.gov including the signature of the Medical Transportation Management, Inc. representative authorized to offer the Best and Final Offer for this RFP.

If MTM chooses not to submit a Best or Final Offer, your immediate previous offer will be construed as your best and final offer. If you have any questions, please do not hesitate to contact me at (602) 417-4054.

Sincerely,

Cynthia Smolens

Cynthia Smolens
AHCCCS Senior Procurement Specialist