RFP YH23-0003 Travel Related Services Reimbursement		
	Max Points	Medical Transportation Management, Inc. (MTM)
EXPERIENCE & EXPERTISE	***450***	332.5
METHOD OF APPROACH	***400***	257.5
COST	***150***	150.0
TOTAL SCORE	**1000**	740.0

Evaluation Committee Members Attestation: We hereby attest that the points awarded to the offeror listed on this Scoring Sheet was scored in accordance with the established evaluation criteria and represent our best judgment of the Offeror's proposal.
As indicated by the scores and the justification in the Executive Summary, our recommendation for contract award is:

NAME OF RECOMMENDED AWARDED VENDOR

Medical Transportation Management, Inc. (MTM)

Evaluator: Melina Solomon *Melina Solomon* Jan 10, 2023

Evaluator: Lauren Colon *Lauren C Colon* Jan 10, 2023

Evaluator: Elsie McWilliams Elsie McWilliams Jan 10, 2023

NARRATIVE SCORING TOOL

RFP # YH23-0003 Travel Related Services Reimbursement

Guidance	Points
Excellent, insightful response	5
A good response, provided details and some special insights	4
Adequate response, no special insights	3
Below average response, lacks detail and clarity	2
Insufficient response, missing requested information	1
Totally inadequate, no relivant response given	0

			Medical Transportation Management, Inc. (MTM)		
Evaluation Criteria	Points Max	Weight	Evaluator's Score (0-5)	Weighted Score	Comments
Experience & Expertise					
5.2.1 Offeror shall submit information documenting successful and reliable experience in past performances as related to the services in this RFP. The Offeror's experience and past performance will be evaluated on the extent of its success in managing and integrating work relevant to that defined in the Scope of Work.	275	61%	3.5	193	Offeror provided information that they serve millions of customers and in the capicity of this service. They have many of years of experience. Travel agent approach that loosly aligns with the Scope of the RFP. Good presentation of information of partner agreements with providers.
5.2.2. The qualifications of the key personnel proposed by the Offeror to perform the requirements of this solicitation. Detailed information related to the experience, any technical expertise and qualifications for each key personnel proposed. Offeror shall provide the names, titles, and a summary of experience and expertise for each proposed key personnel the Offeror would assign to carry out the services of the Scope of Work. Clerical staff is not considered key personnel.	125	28%	4	100	The personnel has at least 5 years or more experience. They answered the question with good detail. Have medicaid experience and ALTCS. Clinical Nurse Specialist is noted as a key staff. Very thourough and much insights on application of their staff serving this contract. Good variety of expereince.
5.2.3 The offeror may submit any other pertinent information which would substantiate each proposed key person possesses the experience, expertise and capability to provide the assigned services.	50	11%	4	40	Two of the staff are identified as local to Arizona which provides added value. They provided good information to demonstrate they have experience providing meals and lodging, however, they did not leverage the opporunity to provide information that demonstrates medicaid and/or medically necessary experience in this section. Some resumes provided good insight into role and function at MTM and applicability to the RFP.
Total	**450**	100%		332.5	
Methodology					
5.3.1.1. Describe your process and details of payment to a vendor or hotel.	50	13%	4	40	Their travel team uses a single use authorization (SUA) virtual credit card to pay the hotel eliminating the risk of fraud waste and abuse. They require the providers to submit service requests at least 5 days prior to the date of services. They conduct retroactive reviews of authorizations requests and has a good sense of our criteria. Offeror confirmed through clarifications that they could and would add new vendors as required to obtain appropriate lodging services for Members.
5.3.1.2. Describe your process and details of payment of meal per diem to a Member and/or escort including method of payment, and timeframes for both standard and same day/urgent requests.	75	19%	2.5	38	The vendor demonstrates a convenience and ease of using the card at multiple food establishments to meet a variety of dietaty needs or restrictions. Meal portion was not described in detail. No process or timeline identified of delvery of the currency meal cards was mentioned. Did not address same day urgent requests. They did not address timeframes in their response. Additional information was provided through clarifications.
5.3.1.3 Describe your method of making the additional $50 per diem payment to an escort meeting the established requirements (not Member's family Member/Member of household).	25	6%	3	15	The Offeror answered the question but did not provide detail on how it is to used and how it is administrered to the Escort. Clarification was provided and accepted in the BAFO.
5.3.1.4. Describe your process and provide details on how you will ensure the quality of each Member's lodging accommodations (i.e. safety, cleanliness, etc.).	50	13%	3.5	35	The Offeror states they only work with preferred hotel partners and charitable partners and carefully review the businesses. They do reviews on a quarterly basis. They investigate issues of safety and cleaniness to ensure the Member receives proper lodging. They did not address how they woud determine quality and safety if they cannot place a Member in a preferred lodging facility. Additional information was provided through clarifications.
5.3.1.5. Describe your process for ensuring 24-hour/7 days a week access to your services for resolution of member/escort issues with arrangements.	50	13%	3.5	35	Offeror has a toll-free number 24/7 access for urgent support but does not describe how they will resolve issues and the timeframe for doing so. Additional information was provided through clarifications.
5.3.1.6. Describe your process for achieving cost containment using the most reasonable options available to include use of charitable lodging and meals services when available.	50	13%	4	40	Offeror states they look for charitable lodging, then look to lodge the Member at facility where they have negotiated rates, taking into consideration whether the lodging facility provides meals, shuttles, etc. Offeror's response does not address scenario where there is no availability at a facility for which that have negotiated rates. Provided details for the containment factor for lodging. Negotiated competitive rates. Mentioned national motel chains for which they have agreements. Offeror's response does not address scenario where there is no availability at a facility for which that have negotiated rates. Additional information was provided through clarifications.
5.3.1.7. Describe your process for making payment to unregistered transportation providers, authorized by AHCCCS, to provide medically necessary transportation.	50	13%	2.5	25	Gave a brief response with not much detail of what the claims process looks like. Offeror mentions use of MTM claims process for reimbursement of NEMT services to unregistered providers. The expectation is FFS payment for most travel related services at the time of service delivery.
5.3.1.8. Describe your internal method for monitoring and verifying appropriate utilization of meal cards in the absence of obtaining Member receipts and provider signatures as verification of services.	50	13%	3	30	Offeror states they pull a monthly report of the useage of the card, however, they are not monitoring during the time services are occuring, only after the fact. Offeror indicates they can monitor and verify fund utilization on MTM currency card and can control where and how the card is used by using merchant category codes. The Offeror also states they will audit utilization history and will involve their quality and compliance team to address discrepancies, which may include flagging member accounts and/or card inactivation.
Total	**400**			257.5	

COST SCORING

	Medical Transportation Management, Inc. (MTM)
Initial Per trip, flat rate price	$207.00
Continuation Per trip, flat rate price	$156.00
	$363.00
Cost Points Awarded	150

$$\left(\frac{\text{Price}_{lowest}}{\text{Price}_{offered}}\right) \times \text{Points}_{max} = \text{Points}_{awarded}$$