



MISSISSIPPI STATE DEPARTMENT OF HEALTH

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Request for Qualifications – RFX # 3150006106

**Transportation to Health- Ride Share Services
Procurement Questions and Answers**

	RFQ Reference	QUESTION	ANSWER
1.	Section 1.1 Page 1	Background: Does the vendor need to have an advertising agency as a subcontractor given the statement “Advertising support for additional initiatives may arise during the terms of the contract.”	YES
2.	Section 1.1, Page 1	If multiple awards are made, how will service areas/responsibilities be divided among vendors?	It is a statewide program. Services will not be divided among vendors.
3.	Section 1.2, Page 1	What documentation is required to file a protest by the March 3, 2025, deadline?	According to the new PPRB rules, protests are no longer acceptable.
4.	Section 1.2 Page 1	Proposal Submission Deadline: Would the Agency consider extending the submission deadline to allow bidders to prepare a more detailed and informed response?	NO
5.	Section 1.8, Page 4	Should proprietary redactions in the public copy be blacked-out text or omitted entirely?	Blacked out
6.	Section 1 Management, Tab-2 Scopes of Work, Page 18	“The Vendor has at least ten (5) years’ experience as an established transportation, rideshare company providing transportation for MSDH patients/clients.” Is the expectation 10 or 5 years of experience?	5 years
7.	Section 2.1 Page 9	Vehicle Requirements: How many vehicles are currently operational, and what types are they?	The agency does not provide vehicles for the current program.
8.	Section 2.1 Page 9	Does the Agency provide its own vehicles, or does the vendor need to supply all required vehicle types?	No, the agency does not provide vehicles for the services being requested. The vendor is required to supply

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			vehicles. The vehicle types are economy, SUV, and Van.
9.	Section 2.1, Page 9	Are Mississippi-specific background checks (e.g., state criminal/driving history) required for drivers, or are national checks sufficient?	National checks
10.	Section 2.1, Page 9	Must the rideshare platform integrate with MSDH's existing systems, or is a standalone solution acceptable?	The rideshare platform will be a standalone solution, focusing solely on securing transportation. Information regarding riders will be entered into the platform, independent of any existing MSDH systems.
11.	Section 2.1 Page 9	Vehicle Requirements: Could you specify the number of vehicles the vendor is expected to provide, along with their capacity and type, e.g., hybrid, EVs, wheelchair accessible?	The vendor will be required to have the capacity to provide services statewide. The number of vehicles will vary depending on the need for transportation.
12.	Section 2.1 Page 9	Service Timings: Could the Agency specify the operational hours for the service?	The agency operational hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.
13.	Section 2.1 Page 9	Operational & Management Staff: a) Will the vendor be responsible for providing staff for ride booking, scheduling, dispatching, and overall management?	No, the vendor will need a platform that allows the agency access to book and schedule rides, track rides, provide post information that includes the driver's name, vehicle type, and color, method of communication with the driver, dispatching rides, and overall management.
		Does the Agency have an existing team for these functions?	Yes
14.	Section 2.1 Page 9	Rider Application: Is there a requirement for a rider-facing application as part of the solution?	If this question is in relation to customer-led/initiated services, the answer would be No. The agency would oversee overall management from booking to completed services via access to the

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			vendor's dashboard that will be specific to the agency's program needs.
15.	Section 2.1 Page 9	Data Migration & System Setup: Is data migration required from the incumbent vendor's system, or is an entirely new system setup expected?	Data migration is required from the vendor which will allow the agency access to pull data specific to the program.
16.	Section 2.1 Page 9	Software & Technical Support: Does the Agency expect the vendor to provide dispatching and scheduling software?	Yes
17.	Section 2.1 Page 9	Training: Is the vendor required to offer technical support and training?	Yes, training will be required by the vendor to ensure agency staff can operate the vendor's platform. If so, will training be a one-time requirement during setup, or will ongoing/repeated training be needed? Training will be as needed.
18.	Section 2.1 Page 9	Hardware & Equipment: Will the vendor need to supply hardware such as MDTs (Mobile Data Terminals) for vehicles?	Yes.
19.	Section 2.1 Page 9	Incumbent Service Provider & Ridership Data: a) Who is the current service provider?	Uber Health
		b) What challenges has the Agency faced with the incumbent provider, if any?	With Mississippi being a rural state, there are counties with no too low driver availability.
		c) Could the Agency provide ridership data for the past year?	No, the agency can provide a list of rural counties. Based on the vendor's experience providing services in Mississippi, the vendor should have relevant ridership data for Mississippi.
20.	Section 2.1 Page 9	Coverage Area Assessment: Could the Agency clarify what is expected under "Conduct an assessment to verify coverage area"?	Based on the vendor's experience providing services in Mississippi, the vendor should have relevant

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			data on driver availability across the state of Mississippi.
21.	Section 2.1 Scope of Services, Page 9	What is the expected volume of rides across the state per month or per year?	On average we have approximately 125 rides per month and that includes to and from.
		Are these patients expected to be fully ambulatory?	Yes, the majority of patients are fully ambulatory. There have been a few who require assistance but are accompanied by someone who can assist them in and out of the vehicle. Parents with children requiring a child safety seat will be responsible for providing the car seat.
22.	Section 2.1.b Scope of Services, Page 9	“Conduct an assessment to verify coverage area for the state of Mississippi” Can MSDH provide a list of health department locations in scope with corresponding zip codes?	YES.
		Alternatively, can MSDH provide de-identified historical ride data to share with bidders to better understand the geographic scope?	No, the agency can provide a list of rural counties. Based on the vendor’s experience providing services in Mississippi, the vendor should have relevant data on driver availability across the state of Mississippi.
23.	Section 2.1(G-J), Page 10	Are there specific reporting templates for the dashboard, or can vendors propose their own formats?	There are no specific reporting templates. Vendors can propose their own and work with the program to develop an appropriate reporting template with detailed specs about rides.
24.	Section 2.1 J, Page 10	What specific services are required from Commute Care Solutions (CCS) for the proposed solution?	Care Solutions (CCS) for the proposed solution? The vendor will need a platform that allows the agency access to book and schedule rides, track rides, and provide post

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			information that includes the driver's name, vehicle type, and color, method of communication with the driver, dispatching rides, and overall management.
		Sub-question: Is CCS obligated to develop a mobile application as part of this service offering?	A mobile application is not a necessary component of this service offering. The scheduler will enter information into the platform based on information received from MSDH. Riders do not use an app but will need a phone capable of receiving texts or phone calls, at the least, regarding details about their ride from the platform.
26.	Section 2.1.K Scope of Services, Page 10	“Provide pertinent information for fiscal and programmatic grants management, reporting purposes, and impact outcomes while addressing any barriers or expansion efforts.” What kind of outcomes does MSDH want to track?	MSDH wants to track, trip status, cost, pickup/drop off location and time, actual trip routes, trip amount, trip distance, trip time, completed rides, canceled rides, request, and drop off time.
27.	Section 2.1(O), Page 10	Which languages must the voicemail system support for riders?	Multiple languages
28.	Section 2.3.1 Page 10	Proposal Requirements: a) Is the vendor required to submit an insurance certificate with the proposal?	Yes, the vendor is required to submit a certificate of insurance or bond that outlines coverage and limits.
		b) Will the Agency accept electronic signatures on the forms and cover letter?	YES
		c) Can the proposal be submitted electronically via email?	No, it has to be a sealed bid and must be submitted by U.S. Mail, other courier, or by hand delivery in a sealed envelope or package.
29.	Section 2.3.1, Page 11	For insurance certificates, is listing "State of Mississippi" as an additional insured sufficient, or must MSDH be explicitly named?	State of Mississippi

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30.	Section 2.4.5, page 12	Insurance Certificate Compliance Timeline: Is CCS required to ensure coverage for all insurance certificates referenced in Section/Clause 2.45 within a 15-day timeframe?	Yes
31.	Section 2.4.5 Scope of Services, Page 12	“The contractor shall submit to Agency within fifteen (15) business days of notification of intent to award, a certificate of insurance and/or bond which outlines the coverage and limits defined in the procurement and contract.” Is a bond required for this contract? If so, what type of bond?	The vendor is required to submit a certificate of insurance or bond that outlines coverage and limits.
32.	Section 3.5.1, Page 16	Is the 5-year experience requirement consecutive or cumulative?	The requirement of experience is 5 years and cumulative.
33.	Section 3.5.1, Page 16	How many years of services a business need to qualify for to bid on contract RFX# 3150006106.	The Vendor has to have at least five (5) years of experience in contracting with state/local government in providing these services.
34.	Section 3.5.2 Financial Stability or Solvency, Page 16	“Costs associated with MSDH transportation/rideshare have ranged up to \$500,000 or more.” What annual budget has MSDH approved for this contract? What is the funding source? Will federal dollars be utilized for this contract? Approximately how many rides per year make up this \$500,000 figure?	MSDH receives federal dollars that will support the contract. The \$500,000 figure is not based on the number of rides. The figure is how much will be allocated for the contract.
35.	Section 4.1.1 Responsive Respondent, Page 21	“Qualifications response that includes terms and conditions that do not conform to the terms and conditions in the qualifications document is subject to rejection as non-responsive.” If a vendor has an active contract with MSDH for a similar scope of services, should that pre-negotiated contract be included in the bid package for reference?	No, this RFQ is separate from any current or past contract the vendor may have with MSDH. The vendor can include in the proposal experience working with MSDH and other governments and state agency sectors.

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		And, if awarded under this RFQ, would the contract be subject to renegotiation?	No, this RFQ is separate from any current or past contract the vendor may have with MSDH.
36.	Section 4.2.3, Page 21	How is "track record of service" evaluated (e.g., client testimonials, case studies, performance metrics)?	The evaluation is measured by performance metrics and client testimonials.
37.	Section 5.1, Page 23	Will debriefings include written summaries of evaluation scores, or are they oral-only?	A post-award debriefing is a meeting.
38.	Attachment D Page 31	Pricing: a) Attachment D states that the blended hourly rate is set at \$110/hour for the first four (4) years and any allowable renewal. Could you clarify whether this rate applies per vehicle or for the full service?	The rate applies to the service.
		b) Can vendors propose adjustments to the stated hourly rate?	Yes, if the proposed adjustment is lower than the \$110/hour.
39.	Attachment D Price Acknowledgement Form, Page 31	"Furthermore, we acknowledge that the media commission is set at 10% for traditional media placements and 6% for digital media placements during the first four (4) years and any allowable renewal." How should vendors that are not interested in media commission reply to this RFQ?	If the vendor is not interested, please note within the RFQ.
		Is MSDH interested in changing this requirement?	This is not a requirement.
40.	Attachment D Price Acknowledgement Form, Page 31	Is MSDH open to receiving pricing proposals that do not fit the fixed hourly model as described?	YES. Rideshare platforms are utilization-based where users only pay for the rides booked. The pricing structure should fit the scope of services.
		Can the agency accept electronic signatures on the form and cover letter?	YES
		How often will these services be used?	Monday- Friday, 8 a.m.- 5 p.m.

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		How many vehicles will be needed on a daily basis?	This is dependent upon the location (county) and the number of daily transportation requests so it can vary.
41.		How will we know daily client's riding and advance notice pick up?	The vendor must have a platform that allows the agency access to book and schedule rides based on requests that are received by the agency.
42.		May small business bid on contract to secure rider's need of services?	Yes, if the vendor meets the requirements outlined in the RFQ.

Please review, sign, and submit this Amendment with your proposal by the submission date.

Name	Title	Date
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