



August 14<sup>th</sup>, 2025

The following Q&A and clarification information will serve as Amendment #1 to NYSIF's Request for Proposals (RFP) for Non-Emergency Medical Transportation Brokerage Services, bid number 2025-45-INS. Material in this Amendment supersedes any contradictory material in the RFP.

- RFP Section 2.2.3 PRIOR APPROVAL is hereby amended to the following:

The Transportation Broker(s) will establish a Prior Approval process consistent with NYSIF policies and procedures which includes:

1. Verifying claimant eligibility. **Claimant eligibility will be solely determined by NYSIF staff.**
2. Ensuring use of the most cost-effective, medically appropriate mode of transportation based on documented medical need and the availability of the needed mode.

The utilization of all non-emergency medical transportation services requires prior authorization from an authorized NYSIF staff. The Transportation Broker(s) shall work with NYSIF to develop appropriate procedures to obtain such authorization from NYSIF staff.

- Attachment 3 – Appendix Z – Fee Schedule – REVISED
  - Has been revised and attached

Please note that the due date for the submission of bids **remains unchanged.**

All bids are due September 15<sup>th</sup>, 2025, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink that reads "Alicia Jemmott".

Alicia Jemmott  
Contract Management Specialist 2

**Non-Emergency Medical Transportation Brokerage Services**  
**RFP #2025-45-INS**  
**Amendment 1**

Question #	RFP Page #	RFP Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	15	2.1 Mandatory Requirements / Attachment 1	Please confirm which documents (Attachment 1 certifications, corporate filings, etc.) must be submitted for Step One vs. Step Two.	Step One.
2	25	2.5 Cost / Invoicing	Will NYSIF publish historic claim volumes, average trip counts, and spend by region so bidders can refine network sizing and pricing	Please refer to Appendix Z for the estimated miles per year for each category. In 2024, there were approximately 3,300 bills paid for NEMT services, divided 50%-50% between Upstate and Downstate regions. The dollar amounts paid for NEMT services were divided 40%-60% between Upstate and Downstate regions.
3	10	1.7 Method of Award	May a bidder partner with another legally distinct broker for one region and compete separately in the other	Per Exhibit B, Clause 39(i), a bidder is prohibited from making multiple bids in a different form (e.g., as prime Bidder and as a subcontractor to another prime Bidder).
4	22	2.3.4 Operate a Primary Call Center	Please confirm baseline call-center KPIs (answer speed, abandonment rate, after-call work, QA score) that will be enforced.	NYSIF will work with the contracted broker to develop such KPIs.
5	23	2.3.6 Processing Transportation Requests	How many claims handlers, medical providers, and attorneys are estimated to request trips daily, and what is the expected channel split (phone / web / batch / EDI)	Please refer to Appendix Z for the estimated miles per year for each category. Requests are expected to be made almost exclusively by NYSIF claims handlers, and by either phone or web. We do not expect any requests by batch or EDI.
6	16	2.2.1 Maintain a Network of Transportation Providers	Will any existing NYSIF transportation vendors be "grand-fathered" into the broker's network, or must all providers complete new credentialing	NYSIF does not have a current contract for NEMT service. All providers must complete new credentialing.
7	19	2.2.4 Staffing	For hospital/ED discharge trips, NYSIF requires pickup within three hours; what percentage of current discharges exceed that threshold	NYSIF does not have a current contract for NEMT service. There is no current data for hospital pick-up times.
8	19	2.2.4 Staffing	To comply with the 24/7 call center availability, would it be acceptable to have an answering machine for late after hours calls, that would be responded to in less than an hour by call center staff?	This is acceptable as long as a response by call center staff can be guaranteed in less than an hour.
9	24	2.3.8 Quality Assurance	Please clarify file formats and transport mechanisms (SFTP, API, EDI 837/278, etc.) for claim eligibility, prior authorizations, and invoice submission (CMS-1500).	Claim eligibility will be handled exclusively by NYSIF staff. Prior authorizations will be provided at the time of request, either by phone or by web. Invoices will be submitted to NYSIF's designated clearinghouse via EDI.
10	24	2.3.8 Quality Assurance	Does NYSIF have a preferred EDI clearinghouse	NYSIF's current clearing house is Jopari.
11	23	2.3.6 Processing Transportation Requests	How large is the current claimant master file, and will bidders receive daily changes or full refreshes	The claimant master file will not be shared with the vendor. The necessary pick-up information will be provided at the time of request.
12	17	2.2.2 Network Credentialing Responsibilities	Will NYSIF supply latitude/longitude, facility P-codes, or standard addresses for geocoding trips	NYSIF will supply standard addresses.
13	29	3.2 Appendix T Vendor Security Survey	What constitutes "acceptable" annual penetration-test documentation (executive summary vs. full report)	Per Appendix T, Question #20: Documentation should provide evidence of a completed penetration test such as: A report with findings and remediations, or an Executive Summary, or an Attestation letter from the testing company.
14	14	1.11 Use of GenAI	Which GenAI use cases (e.g., routing optimization) are prohibited even with written approval	To be reviewed should your firm be awarded a contract. Per the RFP, "If a Bidder/Contractor will be using GenAI technology, tool or solution, either directly or indirectly, to provide any part of the services under this solicitation, the Bidder/Contractor must disclose this within their proposal submission." The NYS Office of Information Technology Services (OTIS) has developed Policy No. NYS-P24-001 (Acceptable Use of Artificial Intelligence Technologies) for State Agencies, Consultants, Vendors, and Contractors. Gen AI cannot be used in decisions relating to medical treatment and care of patients. The Workers' Compensation Board may consider transportation to medical appointments as medical treatment and/or care.
15	25	2.5 Cost / Invoicing	What data-loss-prevention controls must be demonstrated for PHI and WCL §110-a data stored in our DR site	Vendors must adhere to The New York State Department of Financial Services (NYDFS) Cybersecurity Regulation (23 NYCRR Part 500).
16	25	2.5 Cost / Invoicing	Will NYSIF provide average mileage, wait-time, no-show, and ancillary cost distributions to inform Appendix Z unit rates	NYSIF has provided the estimated annual miles per year, hours per year, and times per year for each service type on the Attachment 3 - Appendix Z Fee Schedule.
17	25	2.5 Cost / Invoicing	For taxi/livery and rideshare, does NYSIF expect meter/match-fare reimbursement or fixed fee	The vendor should submit fixed per-mile fees with their bids. When billing, mileage details must be included on the invoices.
18	15	2.2 Services to Be Provided	Can bidders price differentially for trips originating > 50 miles from a transportation provider's base	No
19	20	2.2.7 Quality Assurance	What weight will be placed on each KPI when calculating penalties (on-time performance, call-center metrics, QA)	The contracted broker will work with NYSIF to develop such KPIs.
20	4	Insurance Requirements	Define the cure period before liquidated damages are assessed under §4 Suspension of Work.	Section 4 of Exhibit C addresses NYSIF's rights regarding Suspension of Work.
21	11	1.8 Insurance Requirements	Does NYSIF require \$2 M each-occurrence Professional Liability for Downstate plus Upstate combined or per region	Per region as NYSIF will be making a single award for Upstate and a single award for Downstate.
22	11	1.8 Insurance Requirements	Will NYSIF accept A-VIII AM Best-rated carriers for auto liability of network providers	Per the RFP, section 1.8 Insurance Requirements, each insurance carrier must be rated AT LEAST "A-" Class "VII" in the most recently published Best's Insurance Report.

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23	11	1.8 Insurance Requirements	Confirm required additional-insured wording for auto and general liability endorsements.	NYSIF should be listed as the additionally insured on the Commercial General Liability and the Comprehensive Business Auto Liability. For auto and general liability endorsements, the additional insured wording is as follows: "NYSIF, its officers, agents, and employees".
24	15	2.2.1 Maintain a Network of Transportation Providers	Broker must submit its provider network list 30 days prior to start; what is the target Operational Go-Live date	The Go-Live date has yet to be determined, the awarded vendor will be given 30 days' notice for the provider network list.
25	24	2.3.9 Maintain Backup Reservation Capability	Will NYSIF facilitate data migration and claimant education (mailers, IVR messages) or should the broker include those costs	NYSIF will work with the contracted broker to develop such protocols.
26	18	2.2.8 Accident and Incident Reporting	How will in-flight prior authorizations be handed off from the incumbent vendor	NYSIF does not have a current contract for NEMT services.
27	31	4.1 Bid Preparation	Will NYSIF accept electronic signatures on CMS-1500s	Yes
28	25	2.5 Cost / Invoicing	Is there any cap on fuel-surcharge adjustments over the five-year term	There is no cap, bid prices shall be all inclusive. All prices shall include all direct and indirect costs, including, but not limited to, direct labor costs, overhead, fee or profit, clerical support, equipment, materials, supplies, managerial (administrative) support, system maintenance, system trouble shooting and modifications, all documents, reports, forms, reproduction, and any other costs.
29	32	4.2.4 Comments and Limitations	What change-control process and SLA apply to scope modifications during the contract term	This can be discussed upon award.
30	13	1.9 MWBE Participation	Since no MWBE/SDVOB goals are set, will "good-faith efforts" (e.g., partnering with M/W NEMT operators) be scored in future amendments	No
31	13	1.9 MWBE Participation	What evidence will satisfy NYSIF during annual MWBE and SDVOB audits	Unknown at this time.
32	Attachment 3	Appendix Z - Fee Schedule	The fee schedule states "Bidder must provide the fee for the below services 11 & 12". Row 27 has information for 11 but there is no 12. Should there be a 12?	There should not be a 12. The statement should read "Bidder must provide the fee for the below services 11". Please see the REVISED Attachment 3 - Appendix Z Fee Schedule attached to this Amendment.
33	11	Section 1 General Information 1.8 Insurance Requirements # 2	Are the subcontracted Transportation Providers required to have minimum \$2 million each occurrence & minimum \$2 million general aggregates for the commercial general liability policy? or just the broker	Yes, if NYSIF allows subcontracting, the Bidder shall require that any subcontractors hired carry insurance with the same limits and provisions provided herein.
34	12	Section 1 General Information 1.8 Insurance Requirements # 4	Are the subcontracted Transportation Providers required to have Professional Liability Insurance coverage with minimum \$2 million each occurrence & minimum \$2 million general aggregate? or just the broker	Yes, if NYSIF allows subcontracting, the Bidder shall require that any subcontractors hired carry insurance with the same limits and provisions provided herein.
35	17	2.2.2 Network Credentialing Responsibilities # 2 c	Customer Satisfaction Surveys - Is the survey creation a joint collaborator by NYSIF and the broker or does NYSIF create the survey? Who administers the survey to the enrollee?	NYSIF will work with the contracted broker to develop necessary protocols.
36	18	2.2.2 Network Credentialing Responsibilities # 2 h	Is there a size requirement for the transportation provider's name, fleet number, telephone number prominently displayed in the interior of each vehicle, (and which also includes the complaint procedure shall be available in written form for distribution to beneficiaries on request)?	The transportation providers should meet all applicable legal requirements. NYSIF will work with the contracted broker to develop necessary protocols.
37	25	2.5 Cost/Invoicing	Can bidders offer a different claim submission from the CMS 1500 form.	No.
38	4	Standard Clauses for NYS Contract 5. Wage and Hours Provision	Does this requirement pertain to this RFP?	No, this is not a Public Work Contract covered by Article 8 of the Labor Law.
39	15	2.2 Services to Provide	For Lodging, Meals, tolls and parking, can the broker reimburse the rider or do we need to front the costs?	When appropriate, transportation broker will make arrangements for lodging and other necessary travel related needs with NYSIF's prior approval. NYSIF will work with the contracted broker to develop necessary protocols.
40	43	5. Wage and Hours Provisions	To be clear, if the contractor has employees in another state outside of NY, will those employees be subject to NY State Labor Department laws and prevailing wage rates?	Prevailing Wage is not applicable to this contract.
41	55	16. Prevailing Wage Rates	Confirming - same question as above	Prevailing Wage is not applicable to this contract.
42	83	Exhibit C 31.	Does NYS allow the use of virtual agents using voice AI to answer calls and provide basic services?	To be reviewed should your firm be awarded a contract. Per the RFP, "If a Bidder/Contractor will be using GenAI technology, tool or solution, either directly or indirectly, to provide any part of the services under this solicitation, the Bidder/Contractor must disclose this within their proposal submission." The NYS Office of Information Technology Services (OTIS) has developed Policy No. NYS-P24-001 (Acceptable Use of Artificial Intelligence Technologies) for State Agencies, Consultants, Vendors, and Contractors. NYSIF can only speak on behalf of NYSIF, not NYS or any of its entities.
43	15	Section 2.2: Services to Be Provided	What is the projected trip volume per region (monthly/annually)?	Please refer to Appendix Z for the estimated miles per year for each category. In 2024, there were approximately 3,300 bills paid for NEMT services, divided 50%-50% between Upstate and Downstate regions.

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44	15	Section 2.2: Services to Be Provided	Are trip types reimbursed differently?	Please refer to Appendix Z. Vendors should submit separate bids for each trip type.
45	22	Section 2.3.4: Operate a Primary Call Center	What is the expected call volume, and the expectations around staffing levels, and multilingual support?	There is no accurate data for your request.
46	20/24	Section 2.2.7 / 2.3.8: Quality Assurance	Are there performance metrics or penalties for missed trips, wait times, or complaints?	NYSIF will work with the contracted broker to develop necessary protocols.
47	16/22	Section 2.2.2 / 2.3.3: Network Credentialing Responsibilities	Will brokers be responsible for maintaining the credentials of individual drivers or just the provider companies?	Brokers are responsible for credentialing and re-credentialing all network providers, including all drivers and escorts.
48	25/att 1	Section 2.6: Subcontracting & Attachment 1	Attachment 1 defines "material subcontractor" as an entity that provided over 75% of NEMT services under a prior contract — but it's not clear whether this 75% threshold applies only to proposal eligibility or also to service delivery under this contract. Please clarify whether the prime contractor must personally perform a specific minimum percentage of services during the contract period, or if subcontracting arrangements are unrestricted once awarded?	For Attachment 1 – Mandatory Requirements Certification, the definition of Material Subcontractor applies to proposal eligibility only. This is only for demonstrating qualifying experience for purposes of Attachment 1. There are no specific minimum percentages of services during the contract period. As long as vendors are adhering to all subcontracting guidelines as outlined in section 2.6 of the RFP.
49	15	Section 2.2: Services to Be Provided	Is there a minimum response time requirement for each borough/county?	For hospital/ED discharge trips, NYSIF requires pickup within three hours of request. All phone calls should be responded to in less than one hour.
50	34	Section 4.3: Bid Submission & Delivery	Can cost proposals be submitted electronically or must they be sealed separately?	Per section 4.2 Bid Format of the RFP, the Fee Schedule Proposal must be a separate electronic file on the USB flash drive OR within the email submission.
51	att 1	Attachment 1: Mandatory Requirements Certification	Will electronic signatures be accepted on Attachment 1?	Yes
52	att 1	Attachment 1: Mandatory Requirements Certification	What constitutes sufficient documentation for "material subcontractor" experience?	Please refer to Attachment 1 for list of acceptable substantiation documentation.
53	27/33	Section 3.1.1 / 4.2.5: Technical Proposal Requirements	Is a technology demo or sample dashboard required in the proposal?	No it is not
54	23	Section 2.3.6: Processing Transportation Requests	Are bidders expected to provide a complaint resolution escalation plan?	Please refer to Section 2.3.8 Quality Assurance.
55	27	Section 3.1: Evaluation Criteria	Might bidder characteristics such as being a benefit corporation or having a broad-based ownership model be considered under the quantitative factors?	No
56	Appendix Z	Appendix Z (Fee Schedule)	Do these mileage figures (e.g., 750 miles for Rideshare) represent estimated total annual usage across the entire Downstate/Upstate region, or are they intended as a per-vehicle, county, or region, estimate?	They are estimated total annual usage across the entire Downstate/Upstate region.
57	6	1.2 - Overview, Subsection 10.2.1 - Background	Would it be possible to provide enrollemt data by county for the last 12 months for trend analysis?	Please refer to Appendix Z for the estimated miles per year for each category. In 2024, there were approximately 3,300 bills paid for NEMT services, divided 50%-50% between Upstate and Downstate regions. We do not have data by county.
58	12	2- Statement of Work, 2.2 - Transportation Types and Services	<p>Would it be possible to provide the following;</p> <ul style="list-style-type: none"> <li>•Historic Ride Data (past 12 months, trended by county and line of business):</li> <li>•Ride counts, mode mix percentage, utilization rate, and average trip distance by mode of transport:</li> <li>•Rideshare/TNC</li> <li>•Ambulatory Sedan</li> <li>•Wheelchair</li> <li>•Stretcher</li> <li>•Ambulance</li> <li>•Public Transport</li> <li>•Other (if applicable):</li> <li>•Mileage Reimbursement</li> <li>•Airfare</li> <li>•Meals and Lodging</li> <li>•Other</li> </ul>	Please refer to Appendix Z for the estimated miles per year for each category. In 2024, there were approximately 3,300 bills paid for NEMT services, divided 50%-50% between Upstate and Downstate regions. The dollar amounts paid for NEMT services were divided 40%-60% between Upstate and Downstate regions.

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59	10	2- Statement of Work, 2.1.2 - Call Center and Staffing Requirements	<p>would it be possible to provide the following;</p> <ul style="list-style-type: none"> <li>•Total number of calls received per year, by line of business.</li> <li>•Breakout of calls received by day, per month.</li> <li>•Total number of calls received via the language line per year.</li> <li>•Top 10 most requested languages on the language line.</li> <li>•Number of calls received on the "Where's My Ride?" line, broken down by day per month.</li> </ul>	There is no current data for your request.
60	13	2 - Statement of Work, 2.3 - Eligibility, Authorization and Scheduling	<p>Is their a stipulated percentage of ride that are required to meet the following requirements;</p> <p>Documentation Requirements: The broker may be required to collect or receive:</p> <p>Appointment confirmations</p> <p>Physician's statements justifying transportation need</p> <p>Trip purpose and frequency (e.g., recurring care, rehab, etc.)</p>	Please refer to Section 2.2.3 Prior Approval. The utilization of all non-emergency medical transportation services requires prior authorization from an authorized NYSIF staff. Claimant medical eligibility will be determined solely by NYSIF. The Transportation Broker(s) shall work with NYSIF to develop appropriate procedures to obtain such authorization from NYSIF staff.
61	30	Section 5 - Insurance Requirements	Can you clarify the requirement around Worker's Compensation? Does this apply to all Broker employees operating in the state of NY, our transportation provider partners?	Yes, employers in New York State must provide workers' compensation coverage for their employees.