



MONTANA DEPARTMENT OF ADMINISTRATION

Director's Office

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NOTICE OF INTENT TO AWARD

Solicitation Title/Event Name:

Solicitation Number:

Solicitation Close Date:

Notice of Intent to Award Post Date:

Issuing Contracts Officer contact information:

The Department of Administration determined that irrelevant factors were considered in suspending Contract negotiations with ModivCare and closing the Solicitation without award.

Therefore, the cancellation is set aside, and the State Procurement Services Division will issue a new Notice of Intent to Award (NOIA) to Modivcare. Contract negotiations will then resume with ModivCare.

The renewed award is contingent on acceptance of original terms, conditions, requirements, and the proposal which was submitted in response to PHH-RFP-2025-6242TBH.

Under the Montana Procurement Act, the State has made the relevant scoring matrix/bid tab for the above-mentioned solicitation available for public inspection. Comments from the public regarding the proposed award must be submitted to the Contracts Officer listed above within this 7-day notice period.

Successful Offeror(s)

Unsuccessful Offeror(s)

DPHHS-RFP-2025-6242TBH
NEMT Services
SCORE SUMMARY WORKSHEET

Evaluated RFP Section	Possible Points	ModivCare Solutions	Verida Inc
Technical Evaluation / Scope of Work	1,200 Points Possible		
1.5.1 Authorizations	100 points	94.00	80.00
1.5.2 Call Center	100 points	95.00	80.00
1.5.3 Claims Processing	50 points	47.00	38.00
1.5.4 Personal Transportation	20 points	19.00	15.00
1.5.5 Personal Transportation Pre-Payment	15 points	15.00	13.00
1.5.6 Transportation Providers	100 points	94.00	90.00
1.5.7 Cultural Competency	20 points	18.00	18.00
1.5.8 Out of State Travel and Per Diem	20 points	19.00	16.00
1.5.9 Montana State Hospital Transportation Program and Reimbursement	15 points	15.00	12.00
1.5.10 Communication	50 points	48.00	42.00
1.5.11 Key Personnel and Resources	50 points	47.00	40.00
1.5.12 Implementation	50 points	49.00	45.00
1.5.13 Service Operations	20 points	18.00	17.00
1.5.14 Project Closeout and Turnover	20 points	18.00	17.00
1.5.15 Project Deliverables and Documentation	20 points	18.00	18.00
1.5.16 Performance Standards	300 points	245.00	235.00
1.5.17 Reporting	100 points	94.00	80.00
1.5.18 Subcontractors	50 points	47.00	40.00
1.5.19 Platform	50 points	40.00	40.00
1.5.20 Technical and Information Architecture Requirements	50 points	40.00	40.00

Proposals that do not receive a score of 80% (960) of Points possible (1,200) for Technical Scoring MAY be eliminated from further consideration.	1,200 Points		
Technical Points	960 / 1,200	1,080.00	976.00
Oral Presentation	240 Points Possible		
Demonstration	240 Points	225.00	192.00
Cost Proposal	20% of points for a possible 288 points		
Cost Proposal	240 Points	240.00	187.16
Equal Pay for Montana Women	5% of points for possible 85 points		
Offerors who agree and certify compliance to Executive Order No. 12-2016, Equal Pay for Montana Women, will receive a bonus of 5% of the total points available. Offerors who do not comply will not receive bonus points.	85 points	85.00	85.00
Technical Subtotal	1,200.00	1,080.00	976.00
Demonstration	240.00	225.00	192.00
Cost Proposal	288.00	240.00	187.16
Total Points	1,728.00	1,545.00	1,355.16
Bonus Points Possible	85.00	85.00	85.00
FINAL TOTAL	1,813.00	1,630.00	1,440.16

Offeror (Company) Name:		Total Points Awarded:	
ModivCare Solutions		xxxxxx	
Category	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Evaluated RFP Section	Possible Points	Committee Score	
Technical Evaluation / Scope of Work	1,200 Points Possible	Points Awarded	Justification Notes
1.5.1 Authorizations	100 points	94.00	Platform enables all desired requirements. Has dedicated team to negotiate with providers. Prior Authorizations process needed more information. Multi-channel requests for enrollment verification and authorization that were accessible for both the patient and the provider.
1.5.2 Call Center	100 points	95.00	App and call center offer 24/7 support within US and extensively qualified agents. Described training that is Montana specific. Realtime Dashboard tracks data and resolutions.
1.5.3 Claims Processing	50 points	47.00	Outlined all of the questions and demonstrated a comprehensive understanding of the approved payment timelines of the 14 days. Didn't discuss as much detail for Claims Process, methods or procedures, or appeal process.
1.5.4 Personal Transportation	20 points	19.00	Included pictures, screenshots and detail on web, app, and different methods of scheduling/payment etc.
1.5.5 Personal Transportation Pre-Payment	15 points	15.00	Included option for the prepayment method as well as the oversight and recovery protocols they set forth. Experience implementing in other states.
1.5.6 Transportation Providers	100 points	94.00	Automatic credentialing system for staying up to date. Intensive training program with follow up de-escalation techniques, instructor evaluations of ride, variety of trainings for them. Doesn't capture Montana Network in existing assessment tool.
1.5.7 Cultural Competency	20 points	18.00	Met requirements. Lacked specifics on tribal cultural experience. Highlighted a quantitative method for input and feedback loops after each trip.

1.5.8 Out of State Travel and Per Diem	20 points	19.00	Doesn't reference State of Montana employee per diem rates. Identified annual market analysis and tail options. Books trips through a program that allows for payments to be made directly to vendors or hotels. Instead of providing the money or the cash directly to the members, which would limit possible waste, fraud, and abuse.
1.5.9 Montana State Hospital Transportation Program and Reimbursement	15 points	15.00	Included transporting people who might be very high risk with high needs behaviorally, potentially. Also addressed how they would meet the unique needs of those clients.
1.5.10 Communication	50 points	48.00	Tiered system for handling and layout is easy to follow. Appeals process is streamlined and aligns with Montana standards. Emphasize and differentiated between the populations as far as confidence intervals and margins of error within their survey
1.5.11 Key Personnel and Resources	50 points	47.00	Key personnel will be located in Helena, Montana. Highlighted organizational resources and addition staffing as may be needed to meet requirements.
1.5.12 Implementation	50 points	49.00	Layout of response was detailed and easy to follow. Included estimated timeframes. Benchmarks are clear and reasonable and include kickoff and soft goal sections.
1.5.13 Service Operations	20 points	18.00	Highlighted the frequency of the reporting as far as the audit summary report business continuity report, weekly performance summaries and action Plan quarterly report as needed.
1.5.14 Project Closeout and Turnover	20 points	18.00	Extensive closeout and turnover plan was laid out very well. Included system security plan and included information in what stages.
1.5.15 Project Deliverables and Documentation	20 points	18.00	Set time limits for having policy and procedures in place. Including Dashboard tracking for all deliverables listed.
1.5.16 Performance Standards	300 points	245.00	
1.5.17 Reporting	100 points	94.00	Availability of dashboard and reporting capabilities. Data and analytic team users can track versions and final documents.
1.5.18 Subcontractors	50 points	47.00	Monthly and quarterly audits are conducted with no pass through fees. Subcontractor agreement covers wide range of scenarios.

1.5.19 Platform	50 points	40.00	Ongoing ticketing system for issues and support which could be utilized across all the platforms. The modalities of the book and downloadable history and invoices are available in real-time for members and facilities. Multiple platforms are free for users and ease of access.
1.5.20 Technical and Information Architecture Requirements	50 points	40.00	Security safeguards implemented and are governed by the logging and monitoring policy and incident response plan.
STOP HERE			
Proposals that do not receive a score of 80% (960) of Points possible (1,200) for Technical Scoring MAY be eliminated from further consideration.	1,200 Points		
Oral Presentation	240 Points Possible		
Demonstration	240 Points	225	Doesn't automatically default to two-way transportation but does have the option. Reimbursement time is incredibly fast. Online presence is flexible, accessible, and user-friendly. Providers that perform higher are used more. Dispatch tool allows call center monitoring. Presentation did a good job of referencing exact milestones to stages currently being done in another State or have already integrated with another State.

Offeror (Company) Name:		Total Points Awarded:	
Verida Inc		xxxxxx	
Category	Possible Points	Points Awarded	Mandatory Justification Comments for Points Awarded
Evaluated RFP Section	Possible Points	Points Awarded	Justification Notes
Technical Evaluation / Scope of Work	1,200 Points Possible		
1.5.1 Authorizations	100 points	80	Some of the responses just reiterate they can do the task, but do not elaborate on how. Provider relations and facility outreach Manager program sounds helpful for facility engagement but unsure about the procedure, code assignment, or needing to be entered in association with a provider outreach. Mentioned different modes of contact but only discussed prior authorization on calls. Provided ideas but didn't describe how those would be met in realtime.
1.5.2 Call Center	100 points	80	Locally based agents during business hours. Used IVR system but needs to be developed and isn't in place yet. Discusses option to integrate but doesn't give timeline or details. Unclear on if Medicaid members are required to know their own number or not. No training specifics listed. Good description of dashboard. Mentioned after hours but didn't discuss details.
1.5.3 Claims Processing	50 points	38	They provided answers addressed to all the questions, but they did not clarify specifics regarding timeframes and processes, which may vary depending on whether claims are denied or corrected. The proposal outlined basic reimbursement methods and a diverse team that will be assigned to address any problems that may arise. Lists policy 508 claims submission and data entry and provider reimbursement guide, but it doesn't say what that is. Gives the impression that reimbursable rates could be different per member. Doesn't give concise timeline for how long claims are processed.
1.5.4 Personal Transportation	20 points	15	Only specified the call Center for trip verification, which limits the ways to request personal transportation.

1.5.5 Personal Transportation Pre-Payment	15 points	13	Gave multiple pre-payment options that were explained well. Highlighted current pre-pay system but didn't provide more information on incorporation.
1.5.6 Transportation Providers	100 points	90	Identified they need to develop a credentialing process or provide it in a policy and procedure document. Didn't provide timeline. Numerous set reminders for credentialing and virtual vehicle inspection is convenient. Offers additional training for all stakeholders. The lack of timetables given in general is interesting.
1.5.7 Cultural Competency	20 points	18	Identified all the tribes in Montana and discusses engagement with tribal nations.
1.5.8 Out of State Travel and Per Diem	20 points	16	Uses flexible and common app to support out-of-state travel, but doesn't mention State Employee Per diem rates. Left several questions about MPHQ integration and coordination staff roles.
1.5.9 Montana State Hospital Transportation Program and Reimbursement	15 points	12	Missing some of the details I was looking for. They only touched briefly, in like one sentence, on how to handle this population in regards to potential high needs and how many MT providers will be able to assess and meet those needs.
1.5.10 Communication	50 points	42	Plan to complete a Montana specific member guide for non-emergency medical transportation. No timeline or frequency for putting out surveys. Not many details on analyzing those surveys or implementation of feedback or if any of the results are communicated back.
1.5.11 Key Personnel and Resources	50 points	40	Call Center is through subcontractor but mentioned having their own previous sections. Org Chart provided showed appropriate detail.
1.5.12 Implementation	50 points	45	Provided an overview but not a concise process or detailed timeline. What detail was provided was good but only overview.
1.5.13 Service Operations	20 points	17	Provided all the necessary items in the minimum amount of services we need.
1.5.14 Project Closeout and Turnover	20 points	17	Gave comprehensive turnover plan as well as the staffing arrangements in place to support this process. Overall met requirements, but again, lacked detail.
1.5.15 Project Deliverables and Documentation	20 points	18	Offered a comprehensive insight for each report outlining the specific details and schedules for when these reports will be submitted back to us.

1.5.16 Performance Standards	300 points	235	Mentions use of AI assistance and use of Dashboard for certain metrics lacked specifics. Didn't mention attachment B or performance requirements or liquidated damages.
1.5.17 Reporting	100 points	80	Provides multiple platforms for reporting but appears the State may be required to have different logins to get different types of reports from the various systems.
1.5.18 Subcontractors	50 points	40	Described doing spot audits but didn't discuss frequency. Designated drivers in the subcontractor agreement sample but didn't further discuss the call center subcontract mentioned in the previous section.
1.5.19 Platform	50 points	40	Appears to have separate portals for different groups to log into which may be tedious. Unable to determine if the Net Insight encompasses all those different platforms, and how they work together. What does the transportation provider portal versus the credential portal versus the Net Insight look like or how do they work? Didn't provide images or screenshots of how the platforms look.
1.5.20 Technical and Information Architecture Requirements	50 points	40	Provided a reasonable answer to the question and I liked how they highlighted the mobile devices and in-transit encryption method.
STOP HERE			
Oral Presentation	240 Points Possible		
Demonstration	240 Points	192	Showed a very high complaint-free rate on their transports. Dashboards system seemed very helpful and geolocating tracking is also a nice feature. Relationship with call center/subcontractor was a little confusing. Call script with guided assistance tool. Subcontractor is already established in Montana. Unclear as to who would manage complaints or who would work with the State/Program Coordinator or how/what data and training is shared. Feels like system has a lot of moving parts that may communicate together well, but not sure where the State plugs in depending on what area the question may be. Only one person on the road for recruiting 3-4 days a week isn't enough for the size of Montana.

DPHHS-RFP-2025-6242TBH

NEMT Services

Cost Worksheet

Lowest overall cost receives the maximum allotted points. All other proposals receive a percentage of the points available based on their cost relationship to the lowest. Example: Total possible points for cost are 300. Offeror A's cost is \$20,000. Offeror B's cost is \$30,000. Offeror A would receive 300 points. Offeror B would receive 200 points ($\$20,000/\$30,000 = 67\% \times 300 \text{ points} = 200$).

Cost			
Points Available	240		
Lowest Cost	\$1.70		
Vendor Name	Proposed Cost	Points Earned	Notes:
Modivcare	\$1.70	240.0	
Verida	\$2.18	187.2	