



520 Eighth Avenue, New York, NY 10018

p. 646 386 3100

f. 212 397 0985

innovatingjustice.org

Courtney Bryan. Executive Director

REQUEST FOR PROPOSALS

Non-emergency Medical Transportation for New York State Unified Court System Opioid Intervention Courts

August 17, 2023

The Center for Justice Innovation is a non-profit organization that works to create a fair, effective, and humane justice system by performing original research and helping launch reforms around the world. The Center creates operating projects that have been documented to reduce the use of jail and prison, assist victims of crime, and strengthen communities. Nationally and internationally, the Center performs original research and provides consulting services to justice innovators. To learn more about the Center please visit our website: innovatingjustice.org

Background

The Center is requesting, on behalf of the New York State Unified Court System (“UCS”), proposals from qualified vendors (the “Provider”) to provide Non-emergency Medical Transportation (NEMT) for participants involved in the NYS Unified Court System Rural Opioid Intervention Court (ROIC) Initiative in eight (8) New York State Counties including the counties of Sullivan, Greene, Delaware, Genesee, Cortland, Columbia, Chenango, and Lewis to address participant barriers to transportation which is often unavailable, unaffordable, and difficult to access in rural communities, creating barriers to medication for addiction treatment, clinical and recovery support services, court appearances, and health appointments. The Center for Justice Innovation seeks to establish a single account with a central manager of non-emergency medical transportation to support court staff in arranging needed transportation for Opioid Intervention Court participants to help remove barriers to treatment and engage individuals in the court and clinical process.

Scope of Work

Provider will provide Opioid Intervention Courts in eight (8) New York State Counties with access to a secure, web-based MIS, that at a minimum allows the court to access:

- a) HIPPA compliant web portal/mobile application/interactive voice response system to allow court participants to book and track required travel for court appearances and clinical appointments.

- b) Network of drivers to provide safe transportation in the New York State Counties of the counties of Sullivan, Greene, Delaware, Genesee, Cortland, Columbia, Chenango, and Lewis.
- c) Multiple ride options- on demand and future scheduled rides.
- d) Custom billing, tracking and control parameters.
- e) Real time utilization and performance analytics to capture metrics, trends and anomalies.
- f) Rider and care coordinator notifications.

Project Timeline

The initial contract term will be October 1, 2023 – September 30, 2024. There will be two one-year extensions subject to funder approval. The contract term, if all extensions are exercised, will be no longer than October 1, 2024- September 30, 2026.

Proposal Content

Interested entities are encouraged to apply by submitting a proposal containing and addressing the following:

1. **Cover Page**, including:
 - a. Provider Name
 - b. Provider Website
 - c. Provider Address
 - d. Provider Contact Name for RFP Response
 - e. Provider Contact Email Address
 - f. Provider Contact Phone Number
2. **Experience:** Please provide information about the Provider’s experience providing the services relevant to described in the Scope of Work including number of years and geographical locations.
3. **Capacity:** Please provide information about the Provider’s capacity to provide these services. This should include qualifications of the personnel who would be providing these services.
4. **Infrastructure:** Please provide a description of Provider’s infrastructure to provide these services.
5. **Budget and Pricing:** For each annual budget period, a total of fifty (50) participants from the Opioid Intervention Court among eight (8) sites will be provided with six (6) rides per month over the course of three months of participation in the court.

Year 1

Eighteen (18) rides for fifty (50) clients, 900 rides

Year 2

Eighteen (18) rides, for fifty (50) clients, 900 rides
Year 3

Eighteen (18) rides, for fifty (50) clients, 900 rides

Total project proposal for three years **cannot exceed \$147,600** inclusive of any fuel escalations.

6. **References:** Please provide 1-3 references for clients for which the Provider has provided services relevant to the Scope of Work.

Submission Instruction

Proposals are due on September 11, 2023 at 5pm EST. Late proposals will not be reviewed.

- a. Please submit proposals as PDF files.
- b. Proposals should be emailed to oirfp@innovatingjustice.org.

Please direct any questions regarding this RFP to the email address above. Questions and answers will be posted at <https://www.innovatingjustice.org/contractor-opportunities>.

We anticipate selecting a vendor on or about September 25, 2023. The final terms, scope of work, funding, and conditions will be set in a contract between the selected vendor and the Center.

Selection Criteria

When reviewing proposals, the UCS will evaluate the following factors:

1. **Suitability of proposal:** Proposed solution meets needs and criteria set forth in RFP.
2. **Experience:** Provider has successfully completed, on time and on budget, similar projects and has qualifications necessary to undertake this work.
3. **Pricing:** Proposed cost of the project.
4. **Resources:** Information on the Provider to demonstrate competence in providing the services outlined in the Scope of Work, and the capacity to complete this project.
5. **Presentation:** Proposal information is presented clearly, logically and is well-organized.
6. **References:** Provide current reference information for one to three former or current clients.

Quotes will be evaluated on a best-value basis, taking experience, capacity, experience and price into consideration.

General Conditions

1. **Right to Amend RFP:** The Center reserves the right to cancel or amend or supplement the RFP, giving equal information and cooperation by way of issued addendum to all proponents through email.
2. **Bidder Incurred Costs:** All costs incurred in the preparation and presentation of proposals in any way whatsoever shall be wholly absorbed by the bidder(s).
3. **Acceptance of Proposals:** The Center and UCS are not bound to accept the lowest price or any proposal of those submitted. Proposals will be assessed in light of the evaluation criteria specified in this RFP.
4. **Evaluation of Proposals:** The Center reserves the right to make an award based directly on the proposals submitted or to negotiate further with one or more proponents.
5. **Contract:** The final terms, scope of work, funding, and conditions will be set in a contract between the selected vendor and the Center.

Visit our website at www.innovatingjustice.org.