

REQUEST FOR PROPOSAL

## AMBULANCE BILLING SERVICE



TOWN OF LONGMEADOW  
MASSACHUSETTS

April 16, 2013

**REQUEST FOR PROPOSAL (RFP)  
AMBULANCE BILLING SERVICE**

**TOWN OF LONGMEADOW**

**INDEX:**

LEGAL NOTICE

INSTRUCTIONS

PREPARATION AND SUBMISSION OF PROPOSALS

PROPOSAL EVALUATION

COMPARATIVE EVALUTION CRITERIA

SCOPE OF SERVICES

CONTRACT TERMS AND CONDITIONS

TECHNICAL PROPOSAL SUBMISSION FORMS

PRICE PROPOSAL SUBMISSION FORMS

**LEGAL NOTICE:**

**REQUEST FOR PROPOSAL (RFP)  
AMBULANCE BILLING SERVICE  
TOWN OF LONGMEADOW**

The Fire Department for the Town of Longmeadow is soliciting proposals for ambulance billing and collection service. The RFP packet is available from the Purchasing Department: Town of Longmeadow, Attn: Chad Thompson-Procurement Manager, 735 Longmeadow Street, Suite 101, Longmeadow, MA 01106, Phone: 413-565-4185. Proposal documents may also be obtained online at the [www.longmeadow.org](http://www.longmeadow.org), select 'Department' from the toolbar, then 'Purchasing', then select 'Bid & RFP Finder' to access documents. Proposers that download documents online are encouraged to register with the Purchasing Department. Others are required to monitor the website prior to the proposal deadline for additional information and issued addenda. Failure to acknowledge addenda may result in a proposal rejection.

Separate sealed Technical and Price proposals should be labeled and delivered as specified in the RFP packet. Proposals should be delivered to the Purchasing Department no later than the proposal deadline of **Wednesday, May 1, 2013 at 1:15pm**. Late proposals will be rejected. Immediately following the proposal deadline, proposals received will be logged publicly in the auditorium at the same address. All proposals are subject to the provisions of Massachusetts General Law 30B as amended. The contract will be a one year contract with renewal option at the sole discretion of the Town for up to two additional one year terms. The Town of Longmeadow, acting through the Town Manager, the awarding authority reserves the right to reject any or all proposals, waive minor informalities, and to award the contract in the best interest of the Town.

**REQUEST FOR PROPOSAL (RFP)  
AMBULANCE BILLING SERVICE**

**TOWN OF LONGMEADOW**

**INSTRUCTIONS:**

1 Objective:

The Fire Department for the Town of Longmeadow is soliciting proposals for ambulance billing and collection service. The emergency ambulance service is operated by the Town's Fire Department Emergency Medical Service and is an Advanced Life Support service to the paramedic level. In the last calendar year, the Fire Department performed approximately 1,000 transports. One ambulance is always in serve and one ambulance is in reserve. The ambulance billing service will be required to support the level of service provided by the emergency ambulance service. The company that is awarded the contract will be responsible for all bills currently outstanding and will be responsible to retrieve all the data from our current ambulance billing company (Comstar) and for entering all previously billed runs that are outstanding in their system at no additional charge to the Town. The Contract will be for a period of one year. The contract may be renewed for up to two additional twelve month periods at the discretion of the Town of Longmeadow, the awarding authority.

2 Questions:

Questions regarding the RFP and submission of proposals should be submitted in writing to the Purchasing Department. Town of Longmeadow, Attn: Chad Thompson-Procurement Manager by fax: 413-565-4370 or by email: [cthompson@longmeadow.org](mailto:cthompson@longmeadow.org). Any information or answers to questions that alter the scope of work documented in the RFP must be in writing to be considered binding. All questions must be received no later than 120 hours (5 days) days before the proposal deadline. Questions and comments received after the deadline for questions will not be answered.

**PREPARATION AND SUBMISSION OF PROPOSALS:**

Billing services providers interested in providing billing service, as set forth in the specifications, are invited to delivery two (2) copies of an ambulance billing proposal to the following Purchasing Department address: Town of Longmeadow, Attn: Chad Thompson-Procurement Manager, 735 Longmeadow Street, Suite 101, Longmeadow, MA 01106. Sealed proposals should be delivered to the Purchasing Department no later than the proposal deadline of Wednesday, May 1, 2013 at 1:15pm. Late proposals will be rejected. **The proposal submission should consist of a separate sealed Technical Proposal, and separate sealed Price Proposals.**

1 Technical Proposal

The Technical, non-price proposal must contain all information pertaining to the billing service, such as method of billing, invitation of billing procedures, application for, and timetable for, the respective applications for provider numbers for Medicare and Blue/Cross Shield, and Medicaid. The proposal must address at minimum each of the issues set forth in the RFP in order to be considered responsive. Any proposal which does not respond to each issue in the RFP may be rejected by the Town of Longmeadow as non-responsive. All pages that require signatures must be signed where appropriate and submitted as part of the Technical Proposal. The Technical Proposal envelope must be clearly marked with the Proposer's name, company address, date of opening and title as '**Technical Proposal-Ambulance Billing Service**'.

A Proposer may correct, modify, or withdraw a proposal by written notice clearly marked as a correction, modification, or withdrawal on the outside of the sealed envelope. Any sealed notice of correction, modification or withdrawal must be submitted in a sealed envelope to the Longmeadow Purchasing Coordinator prior to the bid deadline.

Technical Proposal Format:

-Letter of Interest

-Provide information on company profile:

- 1) How many years experience does your firm have in billing for municipal ambulance service?
- 2) How many municipal ambulance services does your firm presently represent? List the municipalities represented along with the name of the representative from the community.
- 3) History of collection percentage: Provide documentation of your firm's collection percentage. Provide references of at least 5 references that can confirm a collection history.
- 4) Provide documentation of the billing agency to direct bill carriers as opposed to billing the recipient for the service including: all insurance carriers, automobile insurance carriers, workman's comp, home owners insurance, etc.
- 5) Document experience in reconciling the ambulance account on a monthly basis.
- 6 Document experience in submitting combined BLS/ALS (two tiered) ambulance claims.

-Provide documentation, supporting attachments, backup and/or confirmation for each minimum qualification criteria, items 1 through 14.

-Provide the completed, 'Technical Proposal Submission Forms':

Minimum Qualifications Criteria checklist:

-For each criterion, check the category that meets your organization's compliance with the criteria. The criteria options are either 'Comply' or 'Do not Comply'.

-Provide supporting attachments as confirmation backup of the comparative criteria. Label each supporting comparative evaluation criteria attachment with the corresponding question number (1-15) derived from the RFP.

-Following criteria Number 15, the statement of qualifications must be signed by an authorized signer as follows:

- A) If the Proposer is an individual, by him her personally
- B) If the Proposer is a partnership, by the name of the partner, followed by the signature a general partner, and
- C) If the Proposer is a corporation, by the Authorized officer, whose signature must be attested to by the Clerk/Secretary of the corporate seal affixed. Copy of the corporate vote must also be submitted. Submit the Minimum Qualifications Criteria checklist in the Technical Proposal.

-Optional Service: If you are able to provide standard collection agency services for other town departments. Provide a technical proposal of that service. These collection agency services may include the collection efforts and credit bureau reporting for the collection of delinquent police tickets, fines issued by the building department and board of health, etc. This optional collection service will not include the collection of past due excise and real estate taxes. This 'Optional' price proposal category will not have an effect on the evaluation of proposals received or the award decision for the ambulance billing service. If a proposal is provided for this 'Optional' category, the Town will evaluation the optional proposal and make an award decision independent of the contract for the Fire Department RFP for Ambulance Billing Service. The Fire Department will not facilitate the administration of this Optional service.

## 2: Price Proposal

The Price Proposal should be submitted in a sealed envelope labeled: **Price Proposal-Ambulance Billing Service**. The price proposal should consist of 2 copies. Include complete price proposal submission forms in the price proposal.

The Price Proposal envelope must be clearly marked with the Proposer's name, company address, date of opening and title as '**Price Proposal-Ambulance Billing Service**'.

### **PROPOSAL EVALUATION:**

Proposals received will be evaluated by a Review Committee. Technical Proposals will be evaluated for Minimum Evaluation Criteria. Those that meet the Minimum Evaluation Criteria will be evaluated on Comparative Evaluation Criteria. Technical Proposals will then be ranked and the reasons for the ranking will be documented. Following the Technical Proposal evaluation, the Price Proposals will be opened. The Price Proposal will ultimately play a factor in determining the contract award. The contract shall be awarded to the responsible and responsive Proposer submitting the most advantageous proposal, taking into consideration the proposal's relative merits. The Town of Longmeadow, acting through the Town Manager, the awarding authority reserves the right to reject any or all proposals, waive minor informalities, and to award the contract in the best interest of the Town.

All proposals meeting the minimum requirements and conditions may be held by the Town of Longmeadow for a period not to exceed sixty (60) days from the date of opening proposals for the purpose of reviewing the proposals and investigating the qualifications for Proposers, prior to the awarding of the contract.

## COMPARATIVE EVALUATION CRITERIA

A contractor shall be deemed unacceptable if the minimum evaluation criteria is not met. However, once it has been determined that the contractor has met all the minimum evaluation criteria the proposals will be further evaluated by the Town of Longmeadow using the following comparative evaluation criteria. The ratings of “Highly Advantageous”, “Advantageous”, “Not Advantageous” and “Unacceptable” will be used to evaluate the following features of each proposal.

1. How many years experience does your firm have in billing for municipal ambulance services?
  - a. **UNACCEPTABLE:** Less than one years experience.
  - b. **NOT ADVANTAGEOUS:** One year or more experience but less than three years experience.
  - c. **ADVANTAGEOUS:** Three years or more experience butless than five years experience.
  - d. **HIGHLY ADVANTAGEOUS:** Greater than five years experience.
  
2. How many municipal ambulance services does your firm presently represent? List the municipalities represented along with the name of the representative from the community.
  - a. **UNACCEPTABLE:** Less than five municipal ambulance services.
  - b. **NOT ADVANTAGEOUS:** Between six and ten municipal ambulance services.
  - c. **ADVANTAGEOUS:** Between eleven and twenty-five municipal ambulance services.
  - d. **HIGHLY ADVANTAGEOUS:** More than twenty-six municipal ambulance services.
  
3. Collection percentage: The vendor should provide documentation as proof that they can achieve collection percentage of greater than 90%. The proof should be established by comparing the collection rate for other municipal ambulance services that will show collection percentage and name of municipal contact person for the minimum of five (5) references. Our goal is 100%.
  - a. **UNACCEPTABLE:** No documentation of collection percentage.
  - b. **NOT ADVANTAGEOUS:** Documentation of collection percentage less than 90%.
  - c. **ADVANTAGEOUS:** At least four municipality serviced and documented at a rate of 90% collection rate.
  - d. **HIGHLY ADVANTAGEOUS:** Five or more municipalities serviced and documented at rates of 90% or greater.

4. The billing agency will bill direct to carriers as opposed to billing the recipients of the service. If clients need be billed, due to a lack of insurance information, the billing agency should be willing to assist the client and fill out the forms on their behalf. Provide documentation on the form provided.
  - a. **UNACCEPTABLE:** Process only Medicare and Medicaid claims, mail all others to client.
  - b. **NOT ADVANTAGEOUS:** Process only Medicare and Medicaid and major carriers (i.e BC/BS)
  - c. **ADVANTAGEOUS:** Process Medicare/Medicaid, major carriers and secondary insurance when applicable.
  - d. **HIGHLY ADVANTAGEOUS:** Process claims to all insurance carriers, automobile insurance, workman's comp, home owners insurance, etc.
  
5. Contractors are required to have experience in reconciling the ambulance account on a monthly basis.
  - a. **UNACCEPTABLE:** No experience in ambulance reconciliation.
  - b. **NOT ADVANTAGEOUS:** Reconciles less than ten ambulance accounts.
  - c. **ADVANTAGEOUS:** Reconciles between ten and twenty ambulance accounts.
  - d. **HIGHLY ADVANTAGEOUS:** Reconciles more than twenty ambulance accounts.
  
6. Contractors are required to have experience in submitting combined BLS/ALS (two tiered) ambulance claims.
  - a. **UNACCEPTABLE:** No experience in submitting BLS/ALS claims
  - b. **NOT ADVANTAGEOUS:** Less than three years experience submitting BLS/ALS claims.
  - c. **ADVANTAGEOUS:** Between three and less than five years experience submitting BLS/ALS claims.
  - d. **HIGHLY ADVANTAGEOUS:** More than five years experience submitting BLS/ALS claim.



## **SCOPE OF SERVICES:**

### **1. TERM of CONTRACT.**

This contract is for the fiscal year commencing July 1, 2013 and ending June 30, 2014. This contract may be renewed up to two additional twelve month periods at the sole discretion of the Town to a maximum of 3 years. In the event the renewal option(s) are exercised the same terms, pricing and conditions will apply. The contractor will have a fixed percentage fee rate for the three year period, if all renewal options are exercised.

### **2. COLLECTIONS and DEPOSITS:**

All amounts received by the billing service will be recorded and the proceeds deposited in an account at the bank providing municipal banking services to the Town of Longmeadow during the period of the contract. At the expiration of each month, the billing service shall bill the Town of Longmeadow for collection charges due the billing service for the actual collections made that month.

### **3. AMBULANCE FEE:**

The Town of Longmeadow's Rate Schedule for ambulance services will serve as the basis for fees charged for ambulance service within the community. The Town also has several intercept and mutual aid agreements with neighboring EMS providers.

### **4. EXPENSES:**

1. Refunds: All expenses directly or indirectly related to the collection of the Town of Longmeadow patients accounts shall be borne by the billing agent. Other refunds due the patient, as a result of an error on the part of the Town of Longmeadow, or overpayment or any other cause, not the fault of the billing agent, shall be paid by the Town of Longmeadow.

2. Except: As otherwise specifically provided herein, the billing service will not incur expenses on behalf of or without the Town of Longmeadow's prior consent.

### **5. OTHER:**

a. It is understood that the Town of Longmeadow accepts assignment of Medicaid, Medicare and Medicare/Medicaid. Accordingly, the billing services will make the required contractual adjustments when applicable and will be reported on the monthly revenue statement.

b. Write offs and/or reductions of charges for persons applying for a waiver, will be handled by the Town of Longmeadow on an abatement basis at their discretion. Requests for abatements or adjustments from patients will initially be sent to the billing agent, and then sent to the Town of Longmeadow This would be applicable to any patient who signs for an abatement or waiver after being billed by the service.

### **6. RECORDS and REPORTS:**

The billing service will furnish to Town of Longmeadow the following reports.

- a. A report of all collections together with a copy of the deposit slip evidencing the deposit to Town of Longmeadow's bank account.
- b. A monthly recap of reports, including an aging report at the end of the month reflecting the balance of open receivables.

- c. At a minimum the following reports are required: commitment listings, listing of write offs, adjustment credits, any other report determined necessary to be able to prove balance from month to month.
- d. All records and correspondence relating to Town of Longmeadow's accounts receivable and the billing services collection efforts will be kept at the billing service's office and shall be available for examination by Town of Longmeadow or authorized representatives.
- e. All documents shall be made available to an external auditor hired by the Town of Longmeadow
- f. All documents provided to the town of Longmeadow or its external auditors shall be at no cost to the city or the auditors.

7. **MISCELLANEOUS:**

- a. The billing service will collect accounts receivable of the Town of Longmeadow under the name of Town of Longmeadow Fire Department Ambulance Billing Service.
- b. The billing service shall delegate an authorized representative for receiving notices and day to day contract administration.

8. **TERMINATION:**

The agreement may be terminated by the Town of Longmeadow at any time upon thirty days (30) written notice of termination to the billing service, and by the billing service on the anniversary date of the contract upon ninety days (90) written notice to the Town of Longmeadow. Upon termination of the agreement, for whatever reason, the billing service shall deliver up all records and pertinent correspondence concerning the accounts and collection thereto to the Town of Longmeadow, and the billing service will otherwise cooperate with the Town of Longmeadow or their assignees to affect an orderly transfer of the collection of the Town of Longmeadow's accounts receivable. If the Town of Longmeadow should terminate this agreement, the billing service will only be entitled to receive from the Town of Longmeadow, any and all commission due to the billing service up to and including the actual date of termination and transfer of accounts receivable, as well as reimbursement from Town of Longmeadow of all expenses incurred by the billing service in accordance with the contract and which remain unpaid at the date of termination. The billing service must turn over all records and have them delivered to a location designated by the Town of Longmeadow upon termination of the contract. In the event that you are not the successful bidder in three years or the Town terminates the contract, you agree that the payment for the final two months for services will not be paid until the Town is satisfied with the documentation provided to the new billing agency. During this period, the contractor will continue to provide services to the Town and continue to forward payments to the Town in accordance with the agreement. At the end of the contract, either by termination or expiration of the contract, the Town will not be liable for any additional expenses of the vendor with the exception of those expenses included in the contract.

9. **PROVISION:**

The Town of Longmeadow Fire Department Emergency Medical Service is a subscriber to Image Trend, EMS Field Bridge reporting software. To that end, the billing agency will be responsible to coordinate with the Town and Image Trend to provide the billing agency with the secure electronic transfer of standard ambulance billing information to include the patient's name, address and the date and time of transport to area hospitals, and insurance information obtained by the ambulance crew. This electronic data will have the pickup location of the

call and the total loaded miles clearly noted to allow the billing service to bill mileage appropriately based on the rate structure outlined.

**10. STIPULATIONS:**

- a. The contract shall be governed by and shall be construed in accordance with the laws of the Commonwealth of Massachusetts.
  
- b. In the event of any conflict or any inconsistency between the Massachusetts General Laws, as amended, and the provisions of this contract, the Massachusetts General Laws shall control. If any of the provisions of this agreement are held to be invalid, such provision or provisions shall be deemed stricken from the agreement, and at the option the Town of Longmeadow, the remaining provisions shall remain in full force and effect.
  
- c. The billing service shall hold the Town of Longmeadow free and harmless from all claims, liability and losses caused by the actions or failures to act on the part of the billing service, and the billing service shall fully indemnify the Town of Longmeadow for all such claims, liability and losses if they should occur.
  
- d. The billing service shall have workman's compensation insurance in accordance with the Massachusetts General Laws Chapter 152, as amended, and the billing service shall furnish the Town of Longmeadow with evidence of this coverage before the execution of the contract.

**11. WAIVER HANDLING POLICY:**

Although the Town wishes to maximize ambulance collections, we do wish to have compassion for those with financial hardships. A strict waiver policy will be formulated by, and administered by, the Town of Longmeadow. Please outline your capabilities in dealing with clients that express hardship. Provide copies of internal policies to reinforce this response along with any waiver policies that you have dealt with, or are dealing with presently.

**12. COLLECTION AGENCY SERVICES:**

Although the Town wishes to be compassionate for those with a financial hardship it wishes to make a maximum effort to collect from those who do not qualify for a waiver. To that end, the Town wishes to utilize the services of a company that can perform collection agency services including the reporting to a credit bureau in our name. Please outline your capabilities in this area.

**13. OPTIONAL COLLECTION AGENCY SERVICES FOR OTHER TOWN DEPARTMENTS:**

**OPTIONAL:** Provide pricing information in the price proposal forms on collection agency services, if available to other Town departments. These collection agency services may include the collection efforts and credit bureau reporting for the collection of delinquent police tickets, fines issued by the building department and board of health, etc. This optional collection service will not include the collection of past due excise and real estate taxes. This 'Optional' price proposal category will not have an effect on the evaluation of proposals received or the award decision for the ambulance billing service. If a proposal is provided for this 'Optional' category, the Town will evaluation the Optional proposal and make an award decision independent of the contract for the Fire Department RFP for Ambulance Billing Service. The Fire Department will not facilitate the administration of this Optional service.

## **CONTRACT TERMS AND CONDITIONS:**

The following provisions shall constitute an Agreement between the Town of Longmeadow, acting by and through its Town Manager and/or Select Board, hereinafter referred to as "Town", and VENDOR with an address of \_\_\_\_\_ hereinafter referred to as "Contractor", effective as of the first day of July, 2013. In consideration of the mutual covenants contained herein, the parties agree as follows:

### **ARTICLE 1: SCOPE OF WORK:**

The Contractor shall perform all work in accordance with the specifications contained in [Attachment A - Scope of Services: Town of Longmeadow, Invitation for Bid \(IFB\) for Ambulance Billing Service](#).

### **ARTICLE 2: TIME OF PERFORMANCE:**

The contractor shall complete all work and services required on or before June 30, 2014. The contract will a renewal options for up to two additional one year terms at the sole discretion of the Town.

### **ARTICLE 3: COMPENSATION:**

The Town shall pay the Contractor for the performance of the work outlined in Article 1 above, the contract price of \_\_\_\_\_ Percent of actual receipts delivered to the Town of Longmeadow in accordance with the provisions of the specifications, or as set forth in an attachment hereto in [Attachment B](#), the price proposal.

### **ARTICLE 4: CONTRACT DOCUMENTS:**

The following documents form the Contract and all are as fully a part of the Contract as if attached to this Agreement herein:

1. This Agreement.
2. Amendments, or other changes mutually agreed upon between the parties.
3. All attachments to the Agreement.

In the event of conflicting provisions, those provisions most favorable to the Town shall govern.

### **ARTICLE 5: CONTRACT TERMINATION:**

The Town may suspend or terminate this agreement by providing the Contractor with ten (10) days written notice for the reasons outlined as follows:

1. Failure of the Contractor, for any reason, to fulfill in a timely and proper manner its obligations under this Agreement
2. Violation of any of the provisions of this Agreement by the Contractor.
3. A determination by the Town that the Contractor has engaged in fraud, waste, mismanagement, misuse of funds, or criminal activity with any funds provided by this Agreement.
4. The contract may be terminated for convenience by the Town.

### **ARTICLE 6: INDEMNIFICATION:**

The Contractor shall, to the maximum extent permitted by law, indemnify and save harmless the Town of Longmeadow, its officers, agents and employees from and against any and all damages, liabilities, actions, suits, proceedings, claims, demands, losses, costs and expenses (including reasonable attorneys' fees) that may arise out of or in connection with the work and/or service being performed or to be performed by the Contractor, its employees, agents, or subcontractors. The existence of insurance shall in no way limit the scope of this indemnification. The Contractor further agrees to reimburse the Town of Longmeadow for damage to its property caused by the contractor, its employees, agents, subcontractors or materials. Contractor shall be solely responsible for all local taxes or contributions imposed or required under the Social Security, Workers Compensation, and income tax laws. Further, the Contractor shall indemnify and hold harmless the Town with respect to any damages, expenses, or claims arising from or in connection with any of the work performed or to be performed under this Agreement.

**ARTICLE 7: AVAILABILITY OF FUNDS:**

The compensation provided by this Agreement is subject to the availability and appropriation of funds. The contractor shall be obligated to provide services hereunder, only to the extent that said funds are available.

**ARTICLE 8: APPLICABLE LAW:**

The Contractor agrees to comply with all applicable local, state and federal laws, regulations and orders relating to the completion of this Agreement. This Agreement shall be governed by and construed in accordance with the law of the Commonwealth of Massachusetts.

**ARTICLE 9: ASSIGNMENT:**

The Contractor shall not make any assignment of this Agreement without the prior written approval of the Town.

**ARTICLE 10: AMENDMENTS:**

All amendments or any changes to the provisions specified in this Contract can only occur when mutually agreed upon by the Town and Contractor. Further, such amendments or changes shall be in writing and signed by officials with authority to bind the Town. Additionally, all amendments and changes shall be approved by the Town Accountant prior to execution by the awarding authority. No amendment or change to the contract provisions shall be made until after the written execution of the amendment or change to the Contract by both parties.

**ARTICLE 11: INSURANCE:**

The Contractor shall be responsible to the Town or any third party for any property damage or bodily injury caused by it, any of its subcontractors, employees or agents in the performance of, or as a result of, the work under this Agreement. The Contractor and any subcontractors used hereby certify that they are insured for workers compensation, property damage, personal and product liability. The Contractor and any subcontractor it uses shall purchase, furnish copies of, and maintain in full force and effect insurance policies in the amounts here indicated.

**General Liability**

Bodily Injury Liability:	\$1,000,000 per occurrence
Property Damage Liability	\$1,000,000 per occurrence
(or combined single limit)	\$1,000,000 per occurrence

**Automobile Liability**

Bodily Injury Liability:	\$1,000,000 per occurrence
Property Damage Liability	\$1,000,000 per occurrence
(or combined single limit)	\$1,000,000 per occurrence

**Workers' Compensation Insurance**

Coverage for all employees in accordance with Massachusetts General Laws

Prior to commencement of any work under this Agreement, the Contractor shall provide the Town with Certificates of Insurance which include the Town as an additional named insured and which include a thirty day notice of cancellation to the Town.

**ARTICLE 12: BONDING REQUIREMENTS:**

A dishonesty bond of for the minimum amount of \$150,000.00 and an errors and omissions (E+O) bond for the minimum amount of \$1,000,000.00 naming the Town of Longmeadow as an additional insured are to be supplied to the Town upon contract award. These bonds must be maintained in effect through the life of the contract.

**TECHNICAL PROPOSAL SUBMISSION FORMS**  
**REQUEST FOR PROPOSAL (RFP): AMBULANCE BILLING SERVICE**  
**TOWN OF LONGMEADOW**

**COMPANY NAME:** \_\_\_\_\_

**ATTACHMENT A: MINIMUM QUALIFICATION CRITERIA**

In addition to addressing each of the items in the specifications, the Proposer must submit, as part of his non-price proposal, the following minimum qualification criteria: Initial the appropriate response to each criterion, and include the required documentation in the Non-price (technical) proposal envelope.

1. A list of Massachusetts municipalities or ambulance services for which the contractor has provided ambulance billing service. A minimum of five(5) is required. This list is to include a current name, address and phone number of references for the selection committee to access. Any negative information generated by reference check shall be cause sufficient to dismiss the proposal as unacceptable. Negative information that shall be considered grounds to render the proposal unacceptable shall be information that shows the service operated in a fashion that reflected negatively on the community served. Illegal or unethical methods of collection, repeated instances of inappropriate treatment of recipients of the service such as rudeness or any other behavior that generates complaints from the public shall be viewed as negative information.

**COMPLY** \_\_\_\_\_ **DO NOT COMPLY** \_\_\_\_\_

2. A dishonesty bond of for the minimum amount of \$150,000.00 and an errors and omissions (E+O) bond for the minimum amount of \$1,000,000.00 naming the Town of Longmeadow as an additional insured are to be supplied to the Town upon contract award. If the proposal is accepted these bonds must be kept in effect for the life of the contract. Is the Proposer able to comply with this requirement?

**COMPLY** \_\_\_\_\_ **DO NOT COMPLY** \_\_\_\_\_

3. The Town of Longmeadow, established a philosophy of billing that essentially states that no person shall be forced to pay a bill if there is an indication of inability to pay. To that end the billing agency must recognize that, in their dealings with the recipients of ambulance service, every effort with the recipients of ambulance service, every effort towards a courteous and compassionate handling of patients will be the rule. The billing agency will have made every attempt to determine if primary and/or secondary insurance exists through inquiry to recipients of the service and computer screening, prior to bills being sent to individuals, and the primary and secondary insurance carriers billed where appropriate. Every bill mailed to other than insurance companies, shall be accompanied by a statement explaining the waiver policy. All applications for waiver must be signed, filled out and returned to the billing agency. The billing agent will turn over all requests for abatement to the Town of Longmeadow, Fire Chief for action. The service must show an understanding of this policy in its response to the request for proposal.

**COMPLY** \_\_\_\_\_ **DO NOT COMPLY** \_\_\_\_\_

**TECHNICAL PROPOSAL SUBMISSION FORMS  
REQUEST FOR PROPOSAL (RFP): AMBULANCE BILLING SERVICE  
TOWN OF LONGMEADOW**

4. Bidders must provide a toll free number of the Town's use and for the use of citizens making inquiries.

**COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_**

5. List any litigation, with the appropriate explanation, against your firm in the past five years from 2008 through the present.

**COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_**

6. Bidders must provide documentation of licensing as a collection agency under Massachusetts laws and function as a collection agency as well as an ambulance billing company including reporting delinquent patients to a credit bureau.

**COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_**

7. The Billing service must have software and trained in-house staff to support the bridge programming and import of a NEMESIS compliant EMS data file, when required by the Commonwealth of Massachusetts. NO EXCEPTIONS

**COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_**

8. The Billing service must provide a secure site to drop the Town's data files; otherwise known as a Secure FTP site. This is a requirement of HIPPA, NO EXCEPTIONS

**COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_**

9. To be in compliance with the Office of the Inspector General's advisory, the Billing service MUST have an active internal quality assurance program in place, must subject the Company to a professional, outside annual compliance audit, have an EMS attorney on retainer to support billing company and client questions and review carrier contracts as required. NO EXCEPTIONS

**COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_**

10. The billing service shall subscribe to an established insurance verification service and actively use it as part of their processes and procedures. NO EXCEPTIONS

**COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_**

11. The billing service shall insure that phones are answered by a trained billing specialist who can help the caller promptly, competently, and courteously between the hours of 8am and 9pm EST. Automated attendant or voice mail as a primary phone coverage tool is not acceptable. NO EXCEPTIONS.

**COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_**

**TECHNICAL PROPOSAL SUBMISSION FORMS**  
**REQUEST FOR PROPOSAL (RFP): AMBULANCE BILLING SERVICE**  
**TOWN OF LONGMEADOW**

12. The billing service shall submit its annual Statement on Auditing Standards (SAS) No. 70, *Service Organizations*, report (SAS70 Report). With its proposal. The SAS70 must have been performed by a CPA firm in accordance with auditing standards developed by the American Institute of Certified Public Accountants (AICPA). The SAS70 must be performed annually for the duration of any contract with a copy provided to the Town annually. NO EXCEPTIONS

COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_

13. The minimum billing process shall consist of the following:
- a. Upon receipt of the appropriate documentation (written or electronic) the billing service will establish a patient account.
  - b. For each account established, the billing service shall send to the patient by U.S. mail the appropriate notice describing how medical information may be used or disclosed, and how the patient can get access to that information, as required by HIPPA.
  - c. The billing cycle will consist of five (5) billing periods. The initial bill to be followed up by a bill at 30, 60, 90 and 120-day intervals with each cycle being more aggressive than the last.
  - d. Should the patient have some form of insurance, the billing service will take all appropriate steps to bill the insurance carrier and follow through until the account is paid in full.
  - e. In the event an account is not paid within 120 days, a report will be generated and sent to the fire Chief before any further action is taken on the delinquent account.

COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_

14. **SUPPORTING ATTACHMENTS/CRITERIA CONFIRMATION:**  
Provide supporting attachments as confirmation backup of the comparative criteria! Label each supporting comparative evaluation criteria attachment with the corresponding question number (1-14) derived from the RFP. Have you provided the supporting attachments required?

COMPLY \_\_\_\_\_ DO NOT COMPLY \_\_\_\_\_

I hereby state that I understand the minimum evaluation criteria and that I have initialed all of the appropriate sections, and further, that I have attached the required information to the summary sheet located at the back of this document.

Company Name \_\_\_\_\_

Authorized Signature \_\_\_\_\_

---

**PROGRAM ADMINISTRATOR/ POINT OF CONTACT:**

The billing service shall delegate an authorized representative for receiving notices and day to day contract administration from the Town of Longmeadow. Provide the representative's name:

NAME OF REPRESENTATIVE \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_

**ACKNOWLEDGEMENT OF ADDENDA ISSUED (If any):** \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_



**TECHNICAL PROPOSAL SUBMISSION FORMS  
REQUEST FOR PROPOSAL (RFP): AMBULANCE BILLING SERVICE  
TOWN OF LONGMEADOW**

**CERTIFICATE OF NON-COLLUSION**

The undersigned certifies under the penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person.

As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

\_\_\_\_\_  
(Signature of person signing bid or proposal)

\_\_\_\_\_  
(Name of Business)

\_\_\_\_\_  
(Date)

**CERTIFICATION AS TO PAYMENT OF STATE TAXES**

Pursuant to M.G.L.v.62C, S49A, I certify under the penalties of perjury that the Contractor has complied with all laws of the Commonwealth of Massachusetts relating to taxes.

\_\_\_\_\_  
Social Security Number or  
Federal Identification Number

\_\_\_\_\_  
Signature of Individual or  
Corporate Name

By: \_\_\_\_\_  
Corporate Officer  
(If applicable)

**PRICE PROPOSAL SUBMISSION FORMS**  
**REQUEST FOR PROPOSAL (RFP): AMBULANCE BILLING SERVICE**  
**TOWN OF LONGMEADOW**

**COMPANY NAME:** \_\_\_\_\_

The undersigned declares that he/she is the owner or representative of the firm, who is experienced in the type of work called for in the Ambulance Billing Service RFP specifications. The undersigned having carefully familiarized himself/herself with the scope of services and conditions and having examined and fully understood the contract documents prepared by the Owner, hereby affirms and agrees to enter into a contract to provide all service, supervision, labor, material, technology, transportation, and other expenses to perform the ambulance billing service.

**PRICE PROPOSAL:**

The Price Proposal will be a percentage of actual receipts delivered to the Town of Longmeadow

\_\_\_\_\_ **Percent**

\_\_\_\_\_  
*(Percent written in words)*

Any additional information shall be explained in this space (additional price proposal information): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**OPTIONAL:** Provide pricing information on collection agency services, if available to other Town departments. These collection agency services may include the collection efforts and credit bureau reporting for the collection of delinquent police tickets, fines issued by the building department and board of health, etc. This optional collection service will not include the collection of past due excise and real estate taxes. This 'Optional' price proposal category will not have an effect on the evaluation of proposals received or the award decision. If a proposal is provided for this 'Optional' category, the Town will evaluation the Optional proposal and make an award decision independent of the contract for the Fire Department RFP for Ambulance Billing Service. The Fire Department will not facilitate the administration of this Optional service.

**Does your organization provide these 'Optional' type of collection services? Yes \_\_\_\_\_, No \_\_\_\_\_**  
**If yes, Provide information on the collection agency service and submit a price proposal.**

**SIGNED:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_

**NAME OF FIRM:** \_\_\_\_\_

**ADDRESS OF FIRM:** \_\_\_\_\_

**TELEPHONE NUMBER:** \_\_\_\_\_

**FAX NUMBER:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_