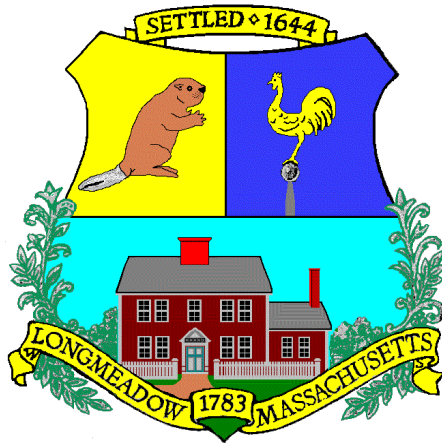


REQUEST FOR PROPOSAL

AMBULANCE BILLING SERVICE



TOWN OF LONGMEADOW
MASSACHUSETTS

May 9, 2019

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

TOWN OF LONGMEADOW

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LEGAL NOTICE:

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

The Town of Longmeadow is soliciting proposals for ambulance billing and collection service for the Longmeadow Fire Department. The RFP packet is available from the Town of Longmeadow, Purchasing Department, , Attn: Chad Thompson-Procurement Manager, 735 Longmeadow Street, Suite 101, Longmeadow, MA 01106, Phone: 413-565-4185, cthompson@longmeadow.org . Proposal documents may also be obtained online at the www.longmeadow.org , select 'Government' from the toolbar, then 'Purchasing Department', then select link 'Bids & RFPs', then link 'Bid and RFP Finder' link to access documents. Proposers that download documents online are encouraged to register with the Purchasing Department. Others are required to monitor the Purchasing Department posted documents 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 instructed in the RFP document. Proposals should be delivered to the Longmeadow Purchasing Department no later than the proposal deadline of **Thursday, May 23, 2019 at 11:00am**. 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 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 Town of Longmeadow is soliciting proposals for ambulance billing and collection service for the Longmeadow Fire Department. 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 service 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 new contractor will be reimbursed for services based on percentage of billing and collections recovered. 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.

To give a background of current services, the Town of Longmeadow is on a final renewal option year with Comstar, Incorporated. The contract billing for services is based on a fixed percentage of collections which is 3%. In Fiscal Year 2018 approximately \$771,181 was collected by the ambulance billing service.

2 Information about Longmeadow Fire Department:

Information from the calendar year 2018 Annual Town Report is supplied within this IFB document about the Longmeadow Fire Department. The number of transports for 2018 was approximately 1,300.

3 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 , Phone: 413-565-4185. 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 sealed proposal submissions to the following address: Town of Longmeadow, Purchasing Department, 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 date and time specified in the legal notice. Late proposals will be rejected. **The proposal submission should consist of a separate sealed Technical Proposal containing two (2) Technical Proposal copies, and a separate sealed Price Proposal containing two (2) Price Proposal.** The outer envelope or package containing the sealed price

proposals and sealed technical proposals shall contain complete contact information of the submitting bidder and shall be labeled 'RFP- Ambulance Billing Service'.

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**'. The proposal submission should consist of a separate sealed Technical Proposal containing two (2) Technical Proposal copies.

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 Department 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) A list of **all Massachusetts municipal ambulance billing and collection service accounts** for which the contractor has currently or previously provided ambulance billing service for **within the past 5 years at minimum is required**. A Minimum Requirement of five (5) Massachusetts municipal contract clients for ambulance billing service is required of the Proposer to determine that they have the experience required. The complete listing as requested shall include the municipality name, contact name, phone number and/or email number, last annual collection percentage of funds recovered from the annual billing for each community. A listing of other non-Massachusetts accounts can be supplied and referenced separately. The Town reserves the right to complete an investigation of municipal accounts and the Town also reserves the right to check any reference from the actual list of 'all' municipal account listing as requested. In the event that a reference contact is not available the Town reserves the right to solicit an alternate contact that is knowledgeable of the services provided.
- 3) History of collection percentage: Provide documentation of your firm's collection percentage for each Massachusetts municipality using the form attached. The Town reserves the right to contact municipalities to confirm percentages.
- 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 21.
-Provide the completed, 'Technical Proposal Submission Forms':

Minimum Requirements, 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'. Proposals that are received that do not meet all of the Minimum Requirements will be rejected as non-responsive to the Minimum Requirements of the RFP.

-Provide supporting attachments as confirmation backup of the comparative criteria. Label each supporting comparative evaluation criteria attachment with the corresponding question number (1-21) derived from the RFP.

-Following criteria Number 21, 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 of 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.

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 Requirement evaluation criteria. Those that meet all of the Minimum Requirement 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 Technical Proposal while taking into account the Price Proposal. The most advantageous proposal may or may not be the proposal with the lowest price. 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 Requirements evaluation criteria is not met. However, once it has been determined that the contractor has met all the Minimum Requirement 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. YEARS OF EXPERIENCE:

How many completed years’ experience (12 full months per year) does your firm have in billing for municipal ambulance services?

- a. **NOT ADVANTAGEOUS:** Three to less than Five years of completed years of experience.
- b. **ADVANTAGEOUS:** Between Five to less than Ten completed years of experience.
- c. **HIGHLY ADVANTAGEOUS:** Ten years or more years of experience.

2. EXPERIENCE:

How many municipal ambulance billing and collection services does your firm presently represent (Massachusetts and out of state accounts)? The listing of accounts should document which accounts are active accounts.

- a. **NOT ADVANTAGEOUS:** Between three and ten municipal ambulance services.
- b. **ADVANTAGEOUS:** Between eleven and twenty-five municipal ambulance services.
- c. **HIGHLY ADVANTAGEOUS:** More than twenty-six municipal ambulance services.

3. COLLECTION PERCENTAGE:

Provide documentation of the latest achieved ambulance billing collection percentage rate for Massachusetts municipal ambulance billing service contracts from within the past five years.

- a. **NOT ADVANTAGEOUS:** Average of less than 80% success rate for ambulance billing collection.
- b. **ADVANTAGEOUS:** An average of between 80% but less that 90% success for ambulance billing collection.
- c. **HIGHLY ADVANTAGEOUS:** 90% or greater success rate of collection for ambulance billing collection.

4. RECONCILING ACCOUNT EXPERIENCE:

Contractors are required to have experience in reconciling the ambulance account on a monthly basis.

- a. **NOT ADVANTAGEOUS:** Reconciles less than ten ambulance accounts.
- b. **ADVANTAGEOUS:** Reconciles between ten and twenty ambulance accounts.
- c. **HIGHLY ADVANTAGEOUS:** Reconciles more than twenty ambulance accounts.

5. BLS/ALS CLAIMS EXPERIENCE:

Contractors are required to have experience in submitting combined BLS/ALS (two tiered) ambulance claims.

- a. **NOT ADVANTAGEOUS:** Less than three years experience submitting BLS/ALS claims.
- b. **ADVANTAGEOUS:** Between three and less than five years experience submitting BLS/ALS claims.
- c. **HIGHLY ADVANTAGEOUS:** Five or more years experience submitting BLS/ALS claim.

6. CLIENT REFERENCE CHECK SATISFACTION:

Reference checks will be performed by the Evaluation Committee. The Evaluation Committee reserves the right to solicit references from any client that the Contractor has supplied ambulance billing and collection services for, or from any client that meets the criteria of the RFP requested account listing. Reference checks will be completed and the Evaluation Committee will request from the reference their overall satisfaction level for the ambulance billing and collection services provided by the Contractor:

- a. **NOT ADVANTAGEOUS:** Two or more of the references were overall not satisfied with the ambulance billing services provided by the Contractor.
- b. **ADVANTAGEOUS:** Only one of the references checked were overall not satisfied with the ambulance billing services provided by the Contractor.
- c. **HIGHLY ADVANTAGEOUS:** None of the references checked were overall not satisfied with the ambulance billing services provided by the Contractor.

7. **CLIENT REFERENCE CHECK, COLLECTIONS RECOVERY SATISFACTION:**

Reference checks will be performed by the Evaluation Committee. The Evaluation Committee reserves the right to solicit references from any client that the Contractor has supplied ambulance billing and collection services for, or from any client that meets the criteria of the RFP requested account listing. Reference checks will be completed and the Evaluation Committee will request the overall satisfaction of collections recovered of the ambulance billing services provided by the Contractor:

- a. **NOT ADVANTAGEOUS:** Two or more of the references were overall not satisfied with the amount of collections recovered and expected greater recovery from the ambulance billing services provided by the Contractor.
- b. **ADVANTAGEOUS:** Only one of the references checked were overall not satisfied with the amount of collections recovered and expected greater recovery from the ambulance billing services provided by the Contractor.
- c. **HIGHLY ADVANTAGEOUS:** None of the references checked were overall not satisfied with the amount of collections recovered and expected greater recovery from the ambulance billing services provided by the Contractor.

SCOPE OF SERVICES:

1. TERM of CONTRACT.

This contract is for the fiscal year commencing July 1, 2019 and ending June 30, 2020. 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.

c. 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.

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:

Reference the Contract Terms and Conditions supplied with this RFP regarding termination. In addition 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.

FIRE DEPARTMENT INFORMATION

Provided is the section from the Annual Town Report, Calendar Year 2018, regarding the Fire Department:

FIRE DEPARTMENT



As your Fire Chief and Emergency Management Director, I am pleased to submit the following annual report for 2018.

Personnel and Administration:

Our department has completed a re-organization over the last year. This initiative updates our organizational structure which has been in place since 1985. Our total staffing is now twenty-four firefighters split into four groups. These groups, which are comprised of four firefighters and one captain, work 24 hour shifts. In addition, we have a fire prevention officer who works Monday through Friday and is responsible for inspections, code enforcement and public education. The department operations are overseen by the Chief and Deputy Chief.

The true strength of our operations is our people. All of our firefighters are crossed trained to provide firefighting, emergency medical services, rescue services, public education and fire prevention services. As the Chief of this department I am extremely proud of my staff and the work they accomplish. Rarely does a day go by when we haven't made a significant positive impact on a resident's life. Over the past year we have saved many lives, provided the highest level of emergency medical service, and preserved countless amounts of property.

During the past year the department had many accomplishments and was the recipient of numerous grants that helped us achieve our goals. We were fortunate to receive funding from Federal and State programs that when combined totaled well over \$35,000.00.

Emergency Medical Services continue to put the highest demand on our department. The department responded to 1,842 requests for emergency medical services and transported over 1,600 patients. This represents 68.83% of our run volume. The collection rate for Ambulance billing continues to be excellent. This revenue is used to partially fund the Fire Department's budget, purchase ambulances and equipment. As a result, the Ambulance service continues to be a very cost effective way of delivering the highest quality service to our residents.

Incident Responses:

The Fire Department responded to 2,757 emergency calls during 2018. Dollar losses due to fires increased significantly. This is attributed to one total loss fire on Elmwood Avenue and two other residential fires which had significant damage. However, out of the 43 fires we responded to, in most instances damage was minimal. This year the department set an all-time record for emergency responses. This year we experienced a 17% increase in call volume.

As stated previously, emergency medical responses account for approximately 68.83% of our runs. The remaining calls are all types of fires, spills, leaks, and motor vehicle crashes, incidents on the Connecticut River, Route 91 and assistance to residents that other departments cannot provide. We presently average eight emergency responses per day and it is common for two and sometimes three emergency calls to be in progress at the same time. When these situations occur we rely on mutual aid from surrounding towns.

Fire Department Responses for 2018

Fires	43
Emergency Medical Calls	1,842
False or Unintentional Alarms	350
<u>Rescues, Distress, Hazardous Condition</u>	<u>522</u>
Total Responses	2,757

Fire Prevention:

Fire Prevention and Public Education remains an important aspect of our department operations. Each year we inspect over 400 homes for smoke detectors and CO detector compliance. We also educate hundreds of students and seniors in safety related topics. We conduct fire drills and safety inspections multiple times a year in all of our public and private schools. It is also our responsibility to conduct fire code compliance inspections at our health care, new construction and public use facilities. Fire prevention is a core component of our mission, which is an important aspect toward the quality of life in Longmeadow. Deputy Chief Macsata and Fire Prevention Coordinator Carl Viera head up this division and are available Monday through Friday to assist residents or commercial customers with any regulatory compliance or fire prevention issues. They may be contacted at 567-3357.

Fire Prevention Activity for 2018

Smoke Detectors	462	Fire Drills	84
Oil Burners	7	Tank Removals	6
Tank Installations	2	Propane Storage	2
Fire Investigations	12	Fire Safety Inspections	173
Burning Permits	16	New Construction	17
Public Education	56	Non-Emergency Service	147

Total Prevention Activity 984

Equipment & Apparatus:

At town meeting the residents approved the purchase of an Ambulance. This vehicle will replace our aging Medic-1. The department utilizes a 25 year capital expenditure plan. This plan is a schedule for major equipment and vehicle replacements. Fire apparatus maintenance activities are managed by our department maintenance officer, Captain Karl Zinnack. Captain Zinnack coordinates with various vendors for annual state and DOT inspections, as well as preventative and major maintenance requirements. Routine repairs and daily inspections are handled in house by our own staff. All of these activities ensure that the Town’s emergency apparatus are always in a state of readiness.

Training:

The department maintained a rigorous monthly training schedule throughout the year. The members logged approximately 1,000 total hours of training. The training subjects reflect the multiple missions of our department. This year the department has employed an “All Hazards” approach to training. This approach will better prepare our department for the ever changing types of emergencies we respond to. Training topics include Fire Suppression, Rescue, Vehicle Extrication, Hazardous Materials, Ice and Cold Water Rescue, Marine Operations, Safe Vehicle Operation and Pumps and Hydraulics. This year the department engaged in a group project with the Towns of Wilbraham and Ludlow to provide Emergency Medical Refresher Training. This required training can be very costly as it often requires an outside vendor. Through this cooperative approach we utilized instructors from each of the departments to provide this training. As a result of this initiative we saved money on vendor costs and had “local talent” provide excellent training. Along with training our own members we also provide emergency medical training to the Police Department and other town departments.

I would like to thank my staff and all of the other Town departments who work so closely with the Fire Department to help us provide a safe and prepared community. I also would like to thank the residents of Longmeadow for their continued support.

I would like to recognize Captain Deford, Firefighter Mercieri and Firefighter Davis who retired this year. Their dedication to the success of this department will always be appreciated and remembered.

Respectfully submitted,
John P. Dearborn, Fire Chief

Department Roster

Chief: John P. Dearborn

Deputy Chief: Gerald Macsata

Fire Prevention Coordinator: Carl Viera

Department Administrative Assistant: Andrea Scalise

<u>Captains:</u> Andrew Fraser, Safety Officer	Dean Godfrey, SCBA Manager
Karl Zinnack, Maintenance Officer	John Rigney, Training Officer

<u>Firefighters:</u>	Andrew Markt	Mike Nothe	Brian Trotta	Greg Lamb	Jarrold Clark
	Chris Scott	Jason Mele	Rick Pinkman	Bob Taylor	Dennis Gardner
	Alan Hodges	Damian McCartney	Kevin Relihan	Ryan Brodenfoerder	Gorden Duggan
	Justin Lebrek	Connor Courtney			

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, 2019. 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, Request for Proposal (RFP) for Ambulance Billing Service dated May 9, 2019; and Addendum No. ... (TBD).

ARTICLE 2: TIME OF PERFORMANCE:

The contractor shall complete all work and services required on or before June 30, 2020. The contract will have up to two additional annual renewal options that may be exercised 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 TBD 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.

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 \$500,000.00 and an errors and omissions (E+O) bond for the minimum amount of \$2,000,000.00 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 REQUIREMENTS, EVALUATION 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. Proposals that are received that do not meet all of the Minimum Requirements will be rejected as non-responsive to the Minimum Requirements of the RFP. Non-responsive proposals will not be evaluated based on the Comparative Criteria.

1. A list of **ALL Massachusetts municipal ambulance billing and collection service accounts** for which the contractor has currently or previously provided ambulance billing service for **within the past 5 years at minimum is required**. A Minimum Requirement of five (5) Massachusetts municipal contract clients for ambulance billing service is required of the Proposer to determine that they have the experience required. The complete listing as requested shall include the municipality name, contact name, phone number and/or email number, last annual collection percentage of funds recovered from the annual billing for each community. A listing of other non-Massachusetts accounts can be supplied and referenced separately.

COMPLY _____ DO NOT COMPLY _____

2. If the bidder is successful with the contract award, the bidder must be able to obtain an Errors and Omissions Bond (E+O) 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 Contractor proposing to supply the Ambulance Billing Service must have experience of supplying municipal collection billing services for no less than 36 months (3 years).

COMPLY _____ DO NOT COMPLY _____

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 2014 through the present. Have you acknowledge litigation in your Technical Proposal?

COMPLY _____ DO NOT COMPLY _____

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

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.
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.
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.
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.
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.
COMPLY _____ DO NOT COMPLY _____
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.
COMPLY _____ DO NOT COMPLY _____

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

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. The ambulance billing and collection service must be capable and have demonstrated experience processing Medicare/Medicaid, Major Carriers and secondary insurance carriers, claims to all insurance carriers, automobile insurance, workman's comp, home owners insurance, etc.. Is the proposer able to comply with this requirements?

COMPLY _____ **DO NOT COMPLY** _____

15. The billing company must be able to accept payment on behalf of the Town via the services secure website for payers using credit cards, debit cards, or ACH from their checking accounts.

COMPLY _____ **DO NOT COMPLY** _____

16. The billing services must have at staff members including management with active certifications from the National Academy of Ambulance Coding (NAAC).

COMPLY _____ **DO NOT COMPLY** _____

17. Billing service must provide a web based reporting system to allow clients to login and run reports at their discretion.

COMPLY _____ **DO NOT COMPLY** _____

18. Billing services must perform a 100% audit of all Medicare claims to confirm the ambulance services complies with the Medicare signature requirement laws.

COMPLY _____ **DO NOT COMPLY** _____

19. Prior to the claim being submitted to Medicare. Only complaint claims shall be submitted by the billing service.

COMPLY _____ **DO NOT COMPLY** _____

20. The Contractor agrees that they will bill direct to carriers as opposed to billing of the receipts of service. This includes processing claims to all insurance carriers, automobile insurance, workers compensation, and home owners insurance, Medicare, Medicaid, primary and secondary insurance when applicable (i.e. BC/BS). If the client needs to be direct billed due to lack of insurance information, the billing agency should assist the client and fill out the forms on their behalf.

COMPLY _____ **DO NOT COMPLY** _____

3 OF 5

21. **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 (1-16) 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)

<u>ALL</u> Massachusetts municipal ambulance billing & collection service accts within the past 5 years <small>(do not list only select accts)</small> NAME (City/Town, State)	Contact Name	Email and/or Phone Number	Last annual collection % of funds recovered
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			

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. **BIDS WITH CONDITIONAL PRICING WILL BE REJECTED.**

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): _____

SIGNED: _____

TITLE: _____

NAME OF FIRM: _____

ADDRESS OF FIRM: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL: _____