



Request for Proposal

Rescue Transport Medical Billing & Collections Services

RFP# 22-23-31

Proposal Due Date:

Wednesday, February 22, 2023 at 4:00 p.m.

Location:

City of Greenville

Financial Services Department/Purchasing Division

Attention: Wanda House

201 West Fifth Street

Greenville, NC 27834

Contact Person:

Wanda House

Title: Financial Services Manager

Phone Number: 252-329-4862

whouse@greenvillenc.gov

Rescue Transport Medical Billing & Collections Services

Date: January 25, 2023

Subject: Rescue Transport Medical Billing & Collections Services

Contact: Wanda House, Financial Services Manager

The City of Greenville Financial Services Department is now accepting proposals for Rescue Transport Medical Billing & Collections Services. The attached Request for Proposal (the "RFP") states the requirements for submitting a Proposal.

Sealed proposals endorsed to provide the City of Greenville with Rescue Transport Billing and Collections Services to be furnished to the City of Greenville (the "City") will be received by the Purchasing Division at the Municipal Building, 201 West Fifth Street, Greenville, NC until February 22, 2023 at 4:00 pm local time (EST) or electronically as an attachment emailed to whouse@greenvillenc.gov. The City reserves the right to reject any or all proposals.

[IMPORTANT! The City of Greenville is unable to receive email attachments in excess of ten (10) MB.]

This RFP outlines a description of the services sought and the documents interested firms will be required to submit one (1) electronic copy of the Proposal on a CD or flash drive in PDF and one (1) original Proposal signed in ink by a company official authorized to make a legal and binding offer. The RFP must be submitted in a sealed box or opaque envelope plainly marked with the Proposal number and service description as follows:

**Request for Proposals
Attention: Wanda House
[Name of Company Submitting Proposal]
Rescue Transport Medical Billing & Collections Services
RFP# 22-23-31**

Written questions concerning this RFP may be submitted to Wanda House by email only at whouse@greenvillenc.gov. Please insert **RFP# 22-23-31** in the subject line.

SECTION ONE: GENERAL INSTRUCTIONS

1. READ, REVIEW AND COMPLY: It shall be the Vendor's responsibility to read this entire document, review all enclosures and attachments, and any addenda thereto, and comply with all requirements specified herein, regardless of whether appearing in these Instructions to Vendors or elsewhere in this RFP document.

2. LATE PROPOSALS: Late proposals, regardless of cause, will not be opened or considered, and will automatically be disqualified from further consideration. It shall be the Vendor's sole responsibility to ensure delivery at the designated office by the designated time.

3. ACCEPTANCE AND REJECTION: The City reserves the right to reject any and all proposals, to waive any informality in proposals, and, unless otherwise specified by the Vendor, to accept any item in the proposal.

4. WITHDRAWAL OF PROPOSAL: No proposal may be changed or withdrawn after the time of the proposal's due date. Any modifications or withdrawals requested before this time shall be acceptable only when such request is made in writing to the Financial Services Manager.

5. CONFLICT OF INTEREST: Each proposer shall affirm that no official or employee of the City of Greenville is directly or indirectly interested in this proposal for any reason of personal gain.

6. EQUAL EMPLOYMENT OPPORTUNITY: The City has adopted an Equal Employment Opportunity Clause, which is incorporated into all specifications, purchase orders, and contracts, whereby a vendor agrees not to discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin or ancestry. By submitting a proposal, the firm is attesting that they are an Equal Opportunity Employer.

7. MINORITY AND WOMEN BUSINESS ENTERPRISE (MWBE) PROGRAM: It is the policy of the City of Greenville to provide minorities and women equal opportunity for participating in all aspects of the City's contracting and procurement programs, including but not limited to, construction projects, supplies and materials purchase, and professional and personal service contracts. In accordance with this policy, the City has adopted a Minority and Women Business Enterprise (MWBE) Plan and subsequent program, outlining verifiable goals.

The City has established a 4% Minority Business Enterprise (MBE) and 4% Women Business Enterprise (WBE) goal for the participation of MWBE firms in supplying goods and services for the completion of this project. All firms submitting bids agree to utilize minority and women-owned suppliers and service providers whenever possible. Questions regarding the City's MWBE Program should be directed to Tish Williams, MWBE Coordinator at (252) 329-4462.

Rescue Transport Medical Billing & Collections Services

8. LOCAL PREFERENCE: The City of Greenville has adopted a Local Preference Policy, Resolution No. 056- 13, and a Professional and other Services Policy, Resolution No. 057-13 that may pertain to this project. For more information please see the City of Greenville’s webpage at www.greenvillenc.gov/financialservices/purchasingdivision.

9. REHABILITATION ACT AND ADA: Federal law prohibits handicapped discrimination by all governmental units. By submitting a proposal, the vendor is attesting to its policy of nondiscrimination regarding the handicapped.

10. TAXES: Sales taxes may be listed on the proposal, but as a separate item. No charge will be allowed for Federal Excise and Transportation tax from which the City is exempt.

11. CITY RIGHTS AND OPTIONS: The City, at its sole discretion, reserves the following rights:

- To supplement, amend, substitute, or otherwise modify this RFP at any time.
- To cancel this RFP with or without the substitution of another RFP.
- To take any action affecting this RFP, this RFP process, or the Services subject to this RFP that would be in the best interests of the City.
- To issue additional requests for information or clarification from Offerors or to allow corrections of errors or omissions.
- To require one or more Service Providers to supplement, clarify or provide additional information in order for the City to evaluate the Responses submitted.
- To negotiate a contract with a Service Provider based on the information provided in response to this RFP.

12. PUBLIC RECORDS: Any material submitted in response to this RFP will become a “public record.” Proposers must claim any applicable exemptions to disclosure provided by law in their response to this RFP. Proposers must identify materials to be protected and must state the reasons why such exclusion from public disclosure is necessary and legal. The City reserves the right to make all final determination(s) of the applicability of North Carolina General Statutes § 132-1.2, Confidential Information.

13. ACCURACY OF RFP AND RELATED DOCUMENTS: Each Company must independently evaluate all information provided by the City. The City makes no representations or warranties regarding any information presented in this RFP, or otherwise made available during this procurement process, and assumes no responsibility for conclusions or interpretations derived from such information. In addition, the City will not be bound by or be responsible for any explanation or conclusions regarding this RFP or any related documents other than those provided by an addendum issued by the City. Companies may not rely on any oral statement by the City or its agents, advisors, or consultants.

If a Company identifies potential errors or omissions in this RFP or any other related documents, the Company should immediately notify the City of such potential discrepancy in writing. The City

Rescue Transport Medical Billing & Collections Services

may issue a written addendum if the City determines clarification is necessary. Each Company requesting an interpretation will be responsible for delivering such requests to the City's designated representative as directed in RFP Section Three.

14. EXPENSE OF SUBMITTAL PREPARATION: The City accepts no liability, and Companies will have no actionable claims, for reimbursement of any costs or expenses incurred in participating in this solicitation process. This includes expenses and costs related to Proposal submission, submission of written questions, attendance at pre-proposal meetings or evaluation interviews, contract negotiations, or activities required for contract execution.

15. PROPOSAL BINDING: This proposal is binding for a period of two years (24 months).

SECTION TWO: GENERAL TERMS AND CONDITIONS

1. NON-DISCRIMINATION: The City of Greenville does not discriminate on the basis of race, color, sex, national origin, religion, age, or disability. Any contractors or vendors who provide services, programs, or goods to the City are expected to fully comply with the City's non-discrimination policy.

2. NON-COLLUSION: Respondents, by submitting a signed proposal, certify that the accompanying submission is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under North Carolina or United States law.

3. PAYMENT TERMS: The City agrees to pay all approved invoices Net Thirty (30) days from the date received and approved. The City does not agree to the payment of late charges or finance charges assessed by the seller or vendor for any reason. Invoices are payable in U.S. funds.

4. GOVERNING LAW: Any agreement, contract or purchase order resulting from this invitation to bid, request for proposals or request for qualifications or quotes, shall be governed by the laws of the State of North Carolina.

5. SERVICES PERFORMED: All services rendered under this agreement will be performed at the Seller's own risk and the Seller expressly agrees to indemnify and hold harmless The City of Greenville, its officers, agents, and employees from any and all liability, loss or damage that they may suffer as a result of claims, demands, actions, damages or injuries of any kind or nature whatsoever by or to any and all persons or property.

6. INDEPENDENT CONTRACTOR: It is mutually understood and agreed the Seller is an independent contractor and not an agent of the City of Greenville, and as such, Seller, his or her agents and employees shall not be entitled to any City employment benefits, such as but not

Rescue Transport Medical Billing & Collections Services

limited to vacation, sick leave, insurance, worker's compensation, pension or retirement benefits.

7. VERBAL AGREEMENT: The City will not be bound by any verbal agreements.

8. INSURANCE REQUIREMENTS: Contractor shall maintain at its own expense (a) Commercial General Liability Insurance in an amount not less than \$1,000,000 per occurrence for bodily injury or property damage; City of Greenville, 200 W. Fifth St. Greenville, NC 27834 shall be named as additional insured. (b) Professional Liability insurance in an amount, not less than \$1,000,000 per occurrence if providing professional services; (c) Workers Compensation Insurance as required by the general statutes of the State of North Carolina and Employer's Liability Insurance not less than \$500,000 for each accident for bodily injury by accident, \$500,000 each employee for bodily injury by disease, and \$500,000 policy limit; (d) Commercial Automobile Insurance applicable to bodily injury and property damage, covering all owned, non-owned, and hired vehicles, in an amount not less than \$1,000,000 per occurrence as applicable. Certificates of Insurance shall be furnished prior to the commencement of Services.

9. E-VERIFY COMPLIANCE: The Contractor shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. Further, if the Contractor utilizes a Subcontractor, the Contractor shall require the Subcontractor to comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes. By submitting a proposal, The Proposer represents that their firm and its Subcontractors are in compliance with the requirements of Article 2 Chapter 64 of the North Carolina General Statutes.

10. IRAN DIVESTMENT ACT: By submitting a proposal, the Vendor certifies that: (i) it is not on the Iran Final Divestment listed created by N.C. State Treasurer pursuant to N.C.G.S. 147-86.58; (ii) it will not take any actions causing it to appear on the said list during the term of any contract with the City, and (iii) it will not utilize any subcontractor to provide goods and services hereunder that is identified on said list.

Rescue Transport Medical Billing & Collections Services

SECTION THREE: PROPOSAL

1. Introduction

The City of Greenville, North Carolina ("The City") is seeking proposals from a qualified consulting firm to provide Rescue Transport Billing and Collections Services to the City of Greenville Emergency Medical Services (EMS System for a two (2) year period starting July 1, 2023.

2. Background

City of Greenville: the City of Greenville is a major industrial and economic center for Eastern North Carolina – a center for education, industry, medicine, and culture. The city covers approximately 35 square miles and its population is estimated at 88,728 residents.

City of Greenville Emergency Medical Services System: The City of Greenville EMS System provides EMT-Paramedic pre-hospital EMS care to 911 emergency ambulance response in the City of Greenville, NC, on all of its EMS units and ALS engines. The City of Greenville is a progressive Advanced Life Support Emergency Medical System that serves the citizens and visitors of the City of Greenville, North Carolina. The City of Greenville EMS System is made up of six fire stations and three collections staff members that participate in a centralized billing system.

In FY22, the City of Greenville EMS System sent – 13,243 trips for billing and experienced a 6% growth rate in requests from the year before. EMS fees are tied to the city Manual of Fees and are approved by City Council annually. The average loaded miles billed this past year was 3.03 miles.

The included tables below show three years of billable trips, the current fee schedule, charge mix, net collections, and the amount sent to collections.

<u>Billable Calls</u>	FY22	FY21	FY20
Net Collections	3,990,787	2,447,717	3,182,772
Sent to Collections	546	391	101

<u>Transport</u>	FY22	FY21	FY20
Total Transports	13,243.00	12,436.00	12,095.00
Total Transports Mileage	40,216.91	37,644.00	36,477.89
Average Transport	3.04	3.03	3.02
Increase over previous year	6.49%	2.82%	0.00%

Rescue Transport Medical Billing & Collections Services

EMS Basic Transport Fee:	FY22	FY21	FY20
BLS - Emergency	\$ 375	\$ 375	\$ 375
ALS - Emergency	475	475	475
Treatment no Transport	100	100	100
Oxygen	30	30	30
Head Immob. Fee	30	30	30
Ground Mileage, Per Statute Mile	9	9	9

3. Minimum Scope of Services Required to be Provided

In the scope of services covered in this RFP, the firm shall provide medical billing, collections, and ancillary services meeting the criteria, conditions, and instructions of this RFP and the Scope of Services outlined herein. All Services offered/provided must be clearly identified and explained by the Firm as part of its bid proposal. The firm may offer additional services beyond the scope of those solicited by this RFP, but not in lieu of meeting the required Services.

It is expected that the Firm will be able to provide a comprehensive set of services including but not limited to the:

1. The firm shall provide excellent customer service to the patients of the City of Greenville EMS System.
2. The firm shall provide the City with complete and comprehensive medical billing, collection, and ancillary services, including but not limited to, training in the proper preparation and documentation for all run sheets and reports, performing all diagnosis and procedure coding as required for medical claims, filing all claims, providing a toll-free phone number for inquiries by the patient and insurance carriers, preparing and sending at least three invoices and statements in 30, 60, and 90-day increments for amounts due to the City, preparing accounts receivable reports, working with attorneys and worker's compensation cases to pursue payments, and timely and properly filing claims in all appropriate decedent's estates.
3. Currently, run sheets are computer generated by "Image Trend – Elite" software. The firm will be responsible for the collection of daily run sheets from EMS. The firm must provide suitable import software compatible with Image Trend – Elite, Central Square, and Nemsis.
4. Firm must demonstrate proven familiarity and successful use of the NC Tracks system, the payment structure of eSolutions - ClaimRemedi, and the debt setoff program and have experience with NC clients.

Rescue Transport Medical Billing & Collections Services

5. Firm must submit daily claim filing using Medicare, Medicaid, and commercial clearing house networks.
6. The fee for the Services shall include all costs associated with providing said Services including, but not limited to the following: personnel, hardware, software, statements, envelopes and return mail envelopes, claim forms, long-distance calls, and postage. The city anticipates Firms to propose a fee quoted as a set percentage of actually collected revenues on accounts submitted to the Firm but will entertain alternative fee structures.
7. Firm will be responsible for collecting and processing payments. Daily payment reports and Explanation of Benefits (EOB) will be sent electronically to the billing company for posting to patient accounts; therefore, the City's representative(s) must have immediate access to each patient's account. The firm must address how this will be accomplished.
8. Secure server/system for the purpose of sharing data and reports. Authorized EMS employees will need to have access to this server/system.
9. Accept full responsibility for all EMS consumer billing inquiries, and describe the methodology.
10. Accept full responsibility for maintaining all computer hardware and/or software necessary to fulfill these Services as part of the Service Contract.
11. Furnish daily, weekly and monthly reports as needed including but not limited to: daily activity reports, financial summaries, accounts receivable, aging reports, and other reports as needed. Reports are to be sent electronically.
12. Provide exclusive control of write-offs to the City of Greenville.
13. Provide electronic documents concerning procedure changes relating to Medicare, Medicare "B" coverage, Medicaid coverage for ambulances, and any other commercial/individual insurance carrier changes that develop throughout the course of this contract.
14. Provide customers access to billing information online and over the phone and access to billing staff for at least 12 hours a day.
15. Provide customers the ability to pay bills and subscription fees through a PCI-compliant online payment system.
16. Manage the City of Greenville EMS System subscription program.

Rescue Transport Medical Billing & Collections Services

17. Provide the City of Greenville with yearly revenue projections.
18. Submit unpaid accounts to the City of Greenville's selected collections vendor.
19. Provide the City of Greenville with any reports it deems necessary and periodic presentation to the City of Greenville Mayor and Council Members upon request.
20. Not less than quarterly in-person site visits to the City of Greenville to discuss the ongoing performance of Services provided by the Firm.
21. The firm shall maintain copies of all accounts and records for at least seven (7) years. Comply with all State and Federal requirements related to billing and records retention, including Medicare and Medicaid billing.

4. Terms of Agreement

Upon award, the successful Firm shall promptly enter into a written contractual agreement for Services with the City ("**Service Contract**") for an initial term of two (2) years. Unless otherwise stated herein, all terms and conditions of this RFP shall govern and be merged into the terms of the resulting Service Contract. The City has the right to terminate within the first year if the specification is not met to the City's satisfaction.

5. Payment

The City agrees to pay the Firm at the rates specified for Services performed to the satisfaction of the City, in accordance with the Contract. Unless otherwise specified, the Firm shall submit an itemized invoice to City by the end of the month during which services are performed. A Purchase Order number may be assigned to encumber the funds associated with this Contract and must appear on all invoices and correspondence mailed to the City. Payment will be processed promptly upon receipt and approval of the invoice by the City.

The Firm is an independent contractor and shall not represent itself as an agent or employee of the City for any purpose in the performance of the Firm's duties under this Contract. Accordingly, the Firm shall be responsible for the payment of all federal, state, and local taxes.

The Firm, as an independent contractor, shall perform the Services required hereunder in a professional manner and in accordance with the standards of applicable professional organizations and licensing agencies.

6. Proposal Contents

These elements should provide the information needed to evaluate the proposal.

- A. Letter of Transmittal - In the letter, request that firms identify if they are a certified Historically Underutilized Business (HUB) by the NC HUB Office.

Rescue Transport Medical Billing & Collections Services

- B. Firm's background and history
- C. Qualifications
- D. Project Approach
- E. List of References
- F. Price
- G. Other

7. Questions

Firms shall submit any such questions on or before 4:00 PM (EST) on February 8, 2023. Written questions shall be emailed to whouse@greenvillenc.gov by the date and time specified below. Please enter "RFP 22-23-31 Questions" - in the subject line of the email.

Responses will be posted in the form of an addendum to the RFP on the City's website at: <https://www.greenvillenc.gov/government/financial-services/current-bid-opportunities>.

No information, instruction or advice provided orally or informally, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. No contact regarding this RFP will be allowed between Proposers or potential Proposers and employees of the CITY staff after issuance of the RFP with the exception of the CITY contact person named on the cover page. Any such contact may disqualify a firm from further consideration. Requests for clarification from Proposers will be allowed provided that such requests are made through the Financial Services Manager in writing whouse@greenvillenc.gov.

8. Procurement Schedule

Event	Date and Time
Issuance of RFP	January 25, 2023
Deadline to Submit Questions	February 8, 2023 at 4:00 pm (EST)
Answers to Questions Provided	February 15, 2023 at Noon
Proposal Due	February 22, 2023 at 4:00 pm (EST)

9. Submission Requirements

PROPOSAL SHALL BE RECEIVED BY 4:00 PM (EST) ON FEBRUARY 22, 2023.

One (1) electronic copy of the Proposal on a CD or flash drive in PDF and one (1) original Proposal signed in ink by a company official authorized to make a legal and binding offer. The RFP must be submitted in a sealed box or opaque envelope plainly marked with the Proposal number and service description as follows:

Request for Proposals
Attention: Wanda House
[Name of Company Submitting Proposal]
Rescue Transport Medical Billing & Collections Services
RFP# 22-23-31

10. Evaluation Criteria

11.1 Selection Participants

The City has established a team of staff to evaluate vendor response. This team of employees will be responsible for the evaluation and rating of the proposals. This committee may recommend for selection the proposals, which most closely meet the requirements of the RFP. The committee is not bound to recommend any of the proposals. The following criteria will be of major importance in reviewing the proposals.

11.2 Evaluation of Proposals

Responses will be evaluated based on the following criteria:

1. Qualifications: Ability of the vendor to satisfy the requirements specified in the Scope of Work section of this RFP including, but not limited to the firm's qualification/experience.
2. Respondent's Proven, Knowledge, and Experience with EMS billing of agencies of similar size, subscription program management, collection, and debt setoff program management, customer service, Medicare and Medicaid audit processes, and special situation such as the Medicaid Cost Report and Medicare Cost Data Reporting.
3. Client References: At least three (3) professional references from clients that are considered government EMS agencies including the location of the agency with needs similar to the City's, particularly in the government sector.
4. Customer Service: Demonstration through client references, procedures/practice, that customer service is a high priority within the proposer's organization.
5. Technical Architecture: Vendor's plan for accomplishment of the task to include the quality and experience of personnel assigned to the project; understanding the scope of work; collections philosophy including recent collection experience, technology, and equipment. This includes not only the overall billing function and data privacy/security concerns but also the ease of use of the City's Image Trend Elite system and Vidant system.
6. Cost-effectiveness and value of proposal.
7. Other criteria deemed appropriate by the City Project Team.
8. Proposer's Warranty: The following language must be included in every proposal:
Proposer's Warranty: The undersigned person warrants that:
 - a. He/She is an officer of the organization.

Rescue Transport Medical Billing & Collections Services

- b. He/She is authorized to offer a proposal in full compliance with all requirements and conditions as set forth in the RFP.
- c. He/She has fully read and understands the RFP and has full knowledge of the scope, nature, quantity, and quality of the work to be performed, and the requirements and conditions under which the work is performed.

11. MWBE

It is the policy of the City of Greenville to provide minorities and women equal opportunity for participating in all aspects of the City's contracting and procurement programs, including but not limited to, construction projects, supplies and materials purchase, and professional and personal service contracts. In accordance with this policy, the City has adopted a Minority and Women Business Enterprise (MWBE) Plan and subsequent program, outlining verifiable goals.

The City has established a 4% Minority Business Enterprise (MBE) and 4% Women Business Enterprise (WBE) goal for the participation of M/WBE firms in supplying goods and services for the completion of this contract. All firms submitting qualifications and/or proposals agree to utilize minority and women-owned suppliers and service providers whenever possible.

Questions regarding the City's MWBE Program should be directed to Tish Williams, MWBE Coordinator at (252) 329-4462.

Rescue Transport Medical Billing & Collections Services

*****Please include with the Proposal*****

Proposal Response Form

Completed Proposal Cost \$ _____

Breakdown of Proposal Costs and Estimated Hours per Task

<u>Task</u>	<u>Hours</u>	<u>Costs</u>	<u>Time</u>
1.			
2.			
3.			
4.			
5.			
6.			

Complete Proposal Total Hours _____

Total Days _____

****Need a Project Schedule that provides sufficient time for owner response to critical decision points.**