

February 4, 2022

**Subject: RFP #2054-P: EMS Billing Services
Addendum #1**

Gentlemen/Ladies:

Below, please find responses to questions, clarification, or additional information for the above referenced Request for Proposals. You will need to consider this information when preparing your proposal.

1. **Will the vendor be financially responsible for the cost of your ePCR software?**
No
2. **Can you confirm the gross collections for FY 21?**
According to our Vendor-Accessible KPI Report - \$1,896,777.48
3. **What estimated dollars were paid last year to any incumbent?**
3.5% of net = \$66,387.21
4. **What were your annual contractual allowance write offs for the last year?**
\$774,130.66
5. **What is your payer mix expressed as percentages of 100% billed in the most recent fiscal or calendar year? Please provide the last two years for the top four payers. (Medicare, Medicaid, Insurance, Self-pay, other)**

	CY21	CY20
Auto	0.23%	0.24%
Blue Cross	9.45%	8.41%
Champus	0.61%	1.23%
Other Commercial Insurance	11.90%	13.37%
Federal Plans	0.39%	0.0%
Facility billed	0.28%	0.0%
Medicaid – KY	0.02%	0.22%
Medicare Advantage	25.05%	22.72%
Medicare	28.62%	31.13%
Medicaid MCO	6.39%	4.02%
Medicaid GA	2.51%	4.96%
Private Pay	13.33%	12.31%
VA	0.91%	0.23%
Worker's Comp Plans	0.22%	1.15%
Other (Undescribed)	0.05%	0.0%

6. **How much was paid in the last three years by credit card?**
Unknown. As the processing fee for CC payments is the payor responsibility, it does not occur as a payment type on our reports.

- 7. Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts?**
This is addressed in the original RFP under Scope of Services.
- 8. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?**
There is no pricing page. Please quote pricing as listed in the RFP under Proposal Response Requirements. Specific questions regarding pricing may be clarified if a presentation is requested.
- 9. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.**
Moderate/Low
- 10. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?**
Bidder's Location or Headquarters is not a listed criterion of Technical Merit.
- 11. How are fees currently being billed by any incumbent(s), by category, and at what rates?**
See Question 3
- 12. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?**
\$66,387.21
- 13. What were your annual total adjustments for last year or for the last 12 months?**
Contractual Adjustments + Bad Debt /Other = \$1,136,964
- 14. What were your annual contractual allowance write offs for last year or for the last 12 months?**
See Question #13 for available information.
- 15. What are your advanced life support charges?**
This information is included in the original RFP.
- 16. What are your basic life support emergency charges?**
This information is included in the original RFP.
- 17. What is your average per-trip charge?**
According to CY21 KPI Report - \$670.63
- 18. When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?**
Charges are evaluated annually by the Department in concert with area services. Currently, the Department appears in-line with area services and no increase is anticipated. However, the Department is open to the advisement of the billing contractor.

19. **Are there any other charges you assess not otherwise covered by our questions?**
Not at this time, however the Department wishes to be compliant with industry trends such as ET3 and is open to advisement on an adjusted invoicing matrix.
20. **What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?**
This is not a tracked data point. There are no charge differences.
21. **Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?**
We have Mutual Aid agreements with neighboring EMS agencies for coverage.
22. **What were your transports per year for basic life support emergency for last year or for the last 12 months?**
This information is included in the original RFP.
23. **What were your transports per year for specialty care transport for last year or for the last 12 months?**
This information is included in the original RFP.
24. **How many total transport vehicles do you now operate?**
6 front line and 2 reserve vehicles.
25. **What is your average loaded miles per trip?**
7.73
26. **What is your average revenue per call?**
\$338.05
27. **Do you have a lockbox provider and, if so, which provider?**
Yes, but it is handled by current billing contractor.
28. **If you have a lockbox provider, will that provider remain in place as a result of this procurement?**
We prefer to have a lockbox, but we are open to advisement of County Finance department and contractor.
29. **Under the new contract will the billing provider be required to pay the lockbox fee or will the cost be covered by the County?**
Cost covered by the billing provider
30. **If you are requiring the vendor to pay, can you provide the current cost of the lockbox?**
Unable. Cost is not a reported item.
31. **Which local hospitals or care facilities typically receive most of your patients?**
Piedmont Fayette Hospital and Grady Memorial Hospital.
32. **Will the new vendor be responsible for onsite documentation training? If so, how often is training required?**
No. We welcome the training as better documentation yields more revenue for the billing provider, but it is not required.

33. **As part of the contract is the new vendor required to mail Notice of Privacy Practices to patients?**
No. Our NPP is on the county's website. The current provider provides the link on the invoice.
34. **In the two most recent fiscal or calendar years, what was the annual amount of cash posted by Fayette Co. for ambulance transports?**
FY 2020 - \$1,941,277.64
FY 2021 - \$1,987,755.69
35. **What is your average loaded mileage?**
See Question 25
36. **Does Fayette County participate in any supplemental payment programs? If so, can you describe the role and payment structure arrangement?**
Aside from State and Federal COVID and ARPA supplements, no.
37. **Why is the County out for RFP at this time?**
The current contract term is ending.
38. **Is the County happy with the current provider?**
See Question 9
39. **Are you able to share what you are currently paying for these services?**
3.5% of net
40. **Of the \$3,763,059 billed, are you able to give us a collection total and/or %.**
See Question 34
41. **Are you able to provide the breakdown % (total claims and dollars collected) of BLS, ALS, ALS2 categories by Medicare/Medicaid/commercial insurance and private, including the allowances written off by Medicare and Medicaid?**
See Question 5. A full County KPI report will be provided upon request to finalists.
42. **Do you have the average mileage/trip?**
See Question 25
43. **Please clarify the statement "The contractor shall agree to subtract refunds from charges at the billed percentage". We do not understand what is meant by this requirement so please clarify.**
Currently, our invoice reads: Month's net collections minus refunds multiplied by 3.5% equals amount owed by county OR amount withheld from deposits as payment.
44. **Is it a requirement to use the Company Information Form provided by the County or can the vendor use our own form?**
Firms shall use the form provided in the RFP.
45. **The Contractors Affidavit form is not attached to the RFP. Should the vendor use our own form or will the County provide a form at a later date?**
The Contractor's Affidavit form is attached (Attachment 1) and shall be used when submitting your proposal.

46. **The RFP requested references in two different sections. Which section is correction - #3c or #7? Also, is it a requirement to use the Reference Form provided by the County or can the vendor use our own form?**
Section 3c is the list of required documents which must be returned. Section 7 provides the minimum qualification for the references which are referenced as a required document in Section 3c. Firms shall use the form provided in the RFP.
47. **Please provide last year's total payments.**
See Question 34
48. **Please provide last year's total contractual adjustments.**
See Question 13. A full KPI report will be provided upon request to finalists.
49. **Please provide last year's total write-offs.**
See Question 13. A full KPI report will be provided upon request to finalists.
50. **Please provide last year's total payer mix. (i.e., % of Medicare, Medicaid, Commercial Insurance, Self-pay, etc.)**
Answered in Q# 13 with information available at this time. A full KPI report will be provided to firms invited to do presentations.
51. **What is your desired banking and remittance process? (Will paper payments come into client for deposit or will vendor deposit payments on behalf of client?) Is a lockbox required?**
A lockbox is the county's preferred method
52. **Who are you currently using for billing services and what are you currently paying?**
MARS / AMB
53. **Are there current pain points with your current billing vendor and/or processes that are prompting this RFP that we can address? If so, please provide details.**
Please address the needs detailed in the RFP when submitting your proposal.
54. **Will the selected billing vendor be financially responsible for any hardware? If so, please provide details (brand, model, description) of the desired hardware and whether or not keyboards are needed. Also, how many units are required?**
No
55. **Please provide any additional integrations that the selected vendor will be responsible for paying (i.e. CAD integration, monitor import, wireless costs, training etc.).**
Please review the RFP
56. **What is the County's current payer mix and percentages?**
See Questions 3 and 5
57. **Please provide the Net Collections.**
See Question 34
58. **What is the County's cash per call or average revenue per call?**
See Question 26
59. **How do you handle distribution of HIPAA Notice of Privacy Practices?**
See Question 33

60. With regard to handling the County's existing AR, can you please provide the current number of accounts and total dollar amount in AR at these intervals:

Interval	Number of Accounts	Total Amount
0 – 30 days	Not available on provided report	\$ 435,339.63
31 – 60 days	Not available on provided report	\$122,609.17
61 – 90 days	Not available on provided report	\$98,199.72
91 – 120 days	Not available on provided report	\$81,860.19
121 – 180 days	Not available on provided report	\$121 + 407,631.37
181 - 270 days	Not available on provided report	\$ see above
271 365 days	Not available on provided report	\$ see above
Total		\$1,145,640.08

61. Does the County utilize a lockbox or are payments processed by the billing contractor?
See Question 28
62. If so, would the new billing vendor be responsible for paying the cost?
See Question 29
63. Who is the County's current billing vendor? What is the percent charge?
See Questions 3 and 52

64. **Please provide the following information for 2021:**

Please see Question 5 for comprehensive payor mix. A full KPI report will be provide upon request to finalists.

Payer Type	Number of Billable Transports	Gross Charges	Net Charges	Net Collections
Medicare		\$	\$	\$
Medicaid		\$	\$	\$
Commercial Insurance		\$	\$	\$
Self-Pay (uninsured)		\$	\$	\$
Totals	5,611	\$3,763,059	\$	\$

65. **The following sections are deleted from the original RFP: Evaluation Criteria, Technical Merit, Prices, and Presentations. Those sections are replaced with like sections (Attachment 2).**

Received by (Name): _____ Company_____

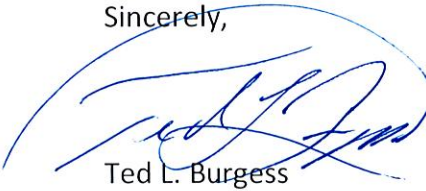
Note: If this addendum is not returned to the Fayette County Purchasing Department or if it is returned not signed, responding individuals, companies or other organizations will still be responsible for the requirements of this addendum and the specifications or changes herein.

The opening date for this RFP has not changed. **The opening time and date are 3:00 p.m., Friday, February 18, 2022.** Proposals must be received by the Purchasing Department at the address above, Suite 204, at or before the opening date and time.

Questions regarding this solicitation will be accepted until 3:00 p.m., Friday, February 11, 2022. After that, we will not be able to respond to any inquiries about this project.

If you have questions, please contact Natasha Duggan, Contract Administrator at (770) 305-5150, fax (770) 719-5534 or email at nduggan@fayettecountyga.gov.

Sincerely,



Ted L. Burgess
Director of Purchasing

Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

The undersigned contractor ("Contractor") executes this Affidavit to comply with O.C.G.A. § 13-10-91 related to any contract to which Contractor is a party that is subject to O.C.G.A. § 13-10-91 and hereby verifies its compliance with O.C.G.A. § 13-10-91, attesting as follows:

- a) The Contractor has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program;
- b) The Contractor will continue to use the federal work authorization program throughout the contract period, including any renewal or extension thereof;
- c) The Contractor will notify the public employer in the event the Contractor ceases to utilize the federal work authorization program during the contract period, including renewals or extensions thereof;
- d) The Contractor understands that ceasing to utilize the federal work authorization program constitutes a material breach of Contract;
- e) The Contractor will contract for the performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the Contractor with the information required by O.C.G.A. § 13-10-91(a), (b), and (c);
- f) The Contractor acknowledges and agrees that this Affidavit shall be incorporated into any contract(s) subject to the provisions of O.C.G.A. § 13-10-91 for the project listed below to which Contractor is a party after the date hereof without further action or consent by Contractor; and
- g) Contractor acknowledges its responsibility to submit copies of any affidavits, drivers' licenses, and identification cards required pursuant to O.C.G.A. § 13-10-91 to the public employer within five business days of receipt.

Federal Work Authorization User Identification Number

Date of Authorization

Name of Contractor

2054-P: EMS Billing Services
Name of Project

Fayette County, Georgia

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 20____ in _____ (city), _____ (state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE _____ DAY OF _____, 20____.

NOTARY PUBLIC

My Commission Expires: _____

Evaluation Criteria

Award will be made to the responsible firm whose proposal is most advantageous to the County, with technical merit, price, and other factors considered. An evaluation committee will evaluate and score proposals.

Points will be based on the following maximums:

	Maximum Points	Percent Of Total
Technical Merit	60	60%
Price	20	20%
Presentations	<u>20</u>	<u>20%</u>
Total	100	100%

Technical Merit

Evaluators will score the following criteria for technical merit. Additional information about each criterion is shown in items 4 – 8 in the *Proposal Response Requirements* above.

<u>Criteria</u>	<u>Max points</u>
Background	5
EMS Billing Services	30
Ability to meet schedule	5
References	15
Unique Features	<u>5</u>
Total Maximum Points – Technical Merit	60

Price

A maximum of twenty points will be determined by your proposed prices, as compared to other responding entities. Proposed prices will be assigned points earned through the use of a “variance” weighted method. The lowest offered price will earn the maximum number of points for the pricing portion of the score. Other proposals’ price scores will be calculated based on the variance of their prices from the lowest offered price.

Presentations

Fayette County may, at its discretion, choose one or more of the firms with the best Technical Merit and Price scores to make in-person presentations. If more than one company makes a presentation, the evaluation committee will evaluate the presentations, and add up to a maximum of 20 points for each company that makes a presentation.