

**ADVERTISEMENT  
REQUEST FOR PROPOSALS  
FOR  
Request for Proposal (RFP) Emergency Medical Services and Fire Department Billing  
FOR  
GRAND ISLAND FIRE DEPARTMENT  
CITY OF GRAND ISLAND, NEBRASKA**

Sealed proposals will be received by the City Clerk, City Hall, 100 East 1<sup>st</sup> Street, Grand Island, NE 68801 or PO Box 1968, Grand Island, NE 68802 until **4:00 PM** (local time) on **August 21, 2012**, for a company to do Emergency Medical Services and Fire Department Billing for the Grand Island Fire Department. Proposals received after the specified time will be returned unopened to sender. Proposals must be based on the City's Request for Proposals. Contact the Fire Department at (308) 385-5444 ext 229 for further information.

Proposals will be evaluated based upon meeting RFP minimums, cost, and references. Proposals shall remain firm for a period of 120 days after proposal due date. The City of Grand Island reserves the right to refuse any or all proposals and to select the proposal deemed to be in the City's best interest, at its sole discretion.

RaNae Edwards, City Clerk

Grand Island Fire Department  
City Of Grand Island, Grand Island, NE



Request for Proposal  
(RFP)  
Emergency Medical Services and Fire Department  
Billing

July 20, 2012

Contact:

Russ Blackburn, EMS Division Chief  
Grand Island Fire Department  
100 E First Street P.O. Box 1968  
Grand Island, NE 68802  
Office: 308-385-5444 ex. 229  
Fax: 308-385-5423  
[rblackburn@grand-island.com](mailto:rblackburn@grand-island.com)

## **SUBMITTALS**

Proposals must be delivered to the Grand Island City Clerk's Office no later than **4:00 P.M.** on the **21st day of August, 2012.** Please provide three (3) copies, one signed by owner or president of company, of your proposal in a sealed envelope clearly marked on the exterior as containing "Proposal for Emergency Medical Services and Fire Department Billing". Submit proposals to RaNae Edwards, City Clerk, City of Grand Island, 100 East First Street, Grand Island, Nebraska 68801. Interested persons should submit their questions to the Grand Island Emergency Medical Services Division Chief Russ Blackburn [rblackburn@grand-island.com](mailto:rblackburn@grand-island.com), 308-385-5444 ext. 229.

Proposals must remain firm for ninety (120) days from the proposal due date. The City of Grand Island reserves the right to reject any and all proposals, waive irregularities, and to select the proposal that is deemed to be in the City's best interest, at its sole discretion.

Price is not the sole selection factor and will be considered together with other factors allowed under Nebraska Law.

### **Fair Employment Practices**

Each bidder agrees that he/she will not discriminate against any employee or applicant for employment because of age, race, color, religious creed, ancestry, handicap, sex or political affiliation.

### **Drug Free Policy**

Each bidder agrees to maintain a drug free work policy.

### **Data Privacy**

Bidder agrees to abide by all applicable Local, State, and Federal laws and regulations concerning the handling and disclosure of private and confidential information concerning individuals and corporations as to inventions, patents and patent rights. The bidder agrees to hold the City harmless from any claims resulting from the bidder's unlawful disclosure or use of private or confidential information.

### **Independent Price Determination**

By signing and submitting bid, the bidder certifies that: the prices in the bid have been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor.

### **Clarification of Specification Documents**

Vendors shall promptly notify the Purchasing Agent of any ambiguity, inconsistency or error, which they may discover upon examination of the specifications. Interpretations, corrections and changes made to the specifications will be made by written addenda. Oral interpretations or changes to the specifications made in any other manner will not be binding on the City; and bidders shall not rely upon such interpretations or changes.

**Demonstration/Samples**

If requested, the bidders shall, at bidder's expense, demonstrate and/or furnish samples of the exact item(s) proposed within seven (7) calendar days from receipt of such request from the City.

**Bid Evaluation and Award**

No bid shall be withdrawn for a period of thirty (120) days after bid due date. The City reserves the right to reject any and all bids, to waive technicalities and to accept the bid considered by the Purchaser to be in the City's best interest. The bid will be evaluated based on price, demonstration (if requested), quality, warranty, adherence to specifications, delivery, and adaptability of the particular equipment for the specific use intended.

**Gratuities and Kickbacks**

City Code states that it is unethical for any person to offer, give, or agree to give any City employee or former City employee, or for any City employee or former City employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore. It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

**Federal Immigration Verification System**

Every public contractor and his, her or its subcontractors who are awarded a contract by the City for the physical performance of services within the State of Nebraska shall register with and use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska.

**REQUEST FOR PROPOSAL**  
**Proposal for Emergency Medical Services and Fire Department Billing BY THE CITY OF GRAND ISLAND, NEBRASKA**

**OVERVIEW OF BILLING PROCESS**

The City of Grand Island EMS will utilize all applicable resources to ensure honest, ethical and lawful billing practices. This includes but not limited to HIPAA regulations, federal, state and local requirements, insurance and accounting practices. Currently all of the EMS transporting personnel use an electronic Patient Care Report. The billing services provider will receive payment information and post it to the appropriate accounts and provide posting documentation to and as required by the City of Grand Island Ambulance Accounting Clerk. The billing services provider will provide a firewall protected HIPAA Compliant method by which City of Grand Island can send Protected Health Information (PHI) regarding transported patients.

**SCOPE OF WORK**

1. The Proposer will provide the City of Grand Island with an all-inclusive rate for performing the services. This rate shall be listed as a percentage based on the amount of money collected less refunds and credits.
2. The rate proposed shall cover all costs including, but not limited to, telephone and postage expenses, office supplies, any other overhead expenses or administrative support.
3. The Proposer will prepare and submit accurate and complete insurance claims electronically (preferred) or manually, to include but not limited to Medicare, Medicaid, and any other applicable carriers including both commercial and private insurances. Claims submitted with complete and accurate information will be processed with third party entities within (2) two business days upon receipt from the City of Grand Island.
4. Verification and Missing Information Follow-Up: The Proposer will provide all labor, materials and equipment for verification of the downloaded transport information and patient information. The Proposer will gather missing patient information by, but not limited to, gathering electronic patient information from the hospital, search the billing service provider's billing data base; contacting the medical facility, interfacing with insurance provider's data systems, or by direct patient, family member or responsible party contact. When contact is made with the appropriate party, the Proposer will verify and correct all patient information. To the extent permitted under HIPAA and other laws, the billing services provider shall not unduly withhold information from EMS's designated representatives when such information is needed to complete the billing process.
5. Prepare and mail invoices to patients responsible for co-pays and/or deductibles, private pay, and uninsured patients.
6. Post payments to the appropriate accounts and provide payment posting and revenue reports to the City of Grand Island Ambulance Accounting Clerk. Provide online access to these reports. Any ambulance reimbursements sent to the City of Grand Island will be forwarded to the Proposer.

7. Provide the City of Grand Island Ambulance Accounting Clerk with an itemized report of all invoices and claims billed, monies collected and outstanding balances on a monthly basis to and in a format required by the City of Grand Island Ambulance Accounting Clerk.
8. Provide the City of Grand Island with additional reports regarding write-off on a monthly basis to and in a format required by the City of Grand Island Ambulance Accounting Clerk.
9. Invoice the City of Grand Island monthly for services rendered on a percentage of monies collected.
10. Provide EMS personnel with training concerning documentation, charges and requirements of applicable health care laws and regulations
11. Customer Service: The Proposer will provide a staff of Customer Service Representatives who will provide patient account information Monday through Friday, during normal business hours, excluding Holidays. These hours shall be 8 am to 5 pm Monday - Friday. A local or toll free customer service number must be provided.
12. The Proposer acting on behalf of the City of Grand Island will remain respectful and mindful of the needs of its citizens and patients:
  - a. City of Grand Island will operate under a compassionate billing program.
  - b. Weekly or monthly installment payment plans will be offered to patients with outstanding balances and will be managed by the Proposer.
  - c. All collection procedures with respect to EMS billing must be approved by Ambulance Accounting Clerk.
13. Patients will receive three (3) bills.
14. The Proposer will report which accounts have been determined to be uncollectible to the City of Grand Island Ambulance Accounting Clerk. The criteria for uncollectible accounts will be approved by the City of Grand Island Ambulance Accounting Clerk.
15. City of Grand Island reserves the right to recall accounts from the Proposer upon written notice.
16. City of Grand Island reserves the right to return accounts from the Proposer upon receipt of additional information for filing insurance claims.
17. The Proposer is responsible for providing all materials and resources required for the performance of the contract including, but not limited to, facilities, equipment, statements, postage and personnel.

**ADDITIONAL REQUIRED INFORMATION**

1. The name of every company bearing an interest in the proposed services.
2. The name, title, address and telephone number of individuals with authority to contractually bind the Proposer.

3. A designated person(s) who can be contacted for prompt contract administration upon award of the contract. This information shall include the person's name, title, address and telephone number.
4. Proposer must provide a history of the firm, qualifications and years of experience in 911-ambulance billing.
5. Proposer must describe their capability to provide automated claims submission to applicable insurance carriers.
6. Proposer must also provide references from five (5) current EMS Service providers. These references will include the name, address and telephone number of the department chief and the total number of billable transports submitted in 2010 and 2011.
7. Proposer should provide information on the availability and description of reports that can be generated on request via a secure connection to the Proposer's internet site. If applicable, please also indicate whether said reports can be saved to other formats and provide samples.
8. Proposer should provide information regarding their use of current and/or emerging technology to provide the City of Grand Island access to call reports and financial reports.
9. Proposer should confirm that they have developed and implemented a compliance plan to identify activities among employees that could be considered fraudulent or abusive with respect to billing practices. The Proposer shall provide to representatives of the City of Grand Island a hot line number to report suspected instances of fraudulent or abusive billing practices. Further, the Proposer shall provide the name and title of service's compliance officer.
10. Proposer shall confirm that, to the best of their knowledge, they are not presently the subject of any federal or state investigation involving fraudulent or abusive billing practices, and if such investigations are ongoing or have occurred within the past five (5) years, the Proposer shall provide the nature and outcome of such investigations with the responses to this RFP.
11. City of Grand Island or its Agent reserves the right to audit the records of the vendor, as pertaining to the City's accounts, selected during normal business hours upon giving reasonable notice of intent to do so.
12. Proposers, by virtue of the proposal, agree to hold the City of Grand Island harmless from liability incurred in the performance of the contract. Additionally providers agree to comply with all laws as applicable for work with the City of Grand Island government.
13. Proposer must currently carry an errors and omissions insurance policy at \$1,000,000.00
14. A certificate of Worker's Compensation shall be provided to the City of Grand Island.
15. A Non-Collusion Affidavit, by which the signer of the proposal declares that all persons, companies or parties interested in the contact as principals are named therein; that the

proposal is made without collusion with any other person, persons, company or parties submitting a proposal; that it is in all respects fair and in good faith without collusion or fraud; and that the signer of the proposal has authority to contractually bind the vendor.

16. The contract will be for a period of three years from the initial signing with the option to renew at the discretion of the City of Grand Island for two (2) additional terms

17. A description of the Proposer's method and plan for providing the service described herein.

18. Detailed description of current technology employed to provide increased revenue and access to client specific financial data.

19. Any other information that you believe is relevant in evaluating your proposal.

### **QUESTIONS AND ADDENDUMS**

Vendors shall carefully examine this RFP and any addendums. Vendors should seek clarification of any ambiguity, conflict, omission or other error in this RFP in writing.

Oral comments do not form a part of this RFP.

### **PROPOSAL PREPARATION GUIDANCE**

The Proposal response must address the items included in the Scope of Work and Additional Required Information. It is expected that the proposal conform to the following format:

Proposals should be prepared simply and economically, providing a straightforward, concise description of the capabilities of their offering. Unnecessarily elaborated brochures or other presentations beyond those sufficient to prepare a complete and concise proposal are not desired.

Proposal should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-letter, and repeat the text of the requirements as it appears in the RFP. If a response covers more than one page. The proposal should contain a table of contents, which cross-references the RFP requirements. Information, which the Proposer desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

Each copy of the proposal should be contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

### **Method of Award**

Written proposals will be scored by the evaluation criteria. The top three scored proposers will be required to give an oral presentation/ question and answer of their proposal to a panel to consist of finance, fire department, and City administration personnel. This would be a fact finding and explanation session only and will not include negotiations. The City of Grand Island



will schedule a time and location of these presentations. Upon conclusion of the presentations, the City of Grand Island will award the contract to the Proposer deemed most qualified for this EMS Billing effort.

### **EVALUATION CRITERIA**

Proposals should be as thorough as possible so that the City of Grand Island may properly evaluate your capabilities to provide the required services. Proposers are required to submit the following information items as a complete proposal:

1. Qualifications and experience of the firm.
2. Understanding of the Scope of Work
3. Use of technology
4. Reference checks and evidence of collection rates.
5. History of compliance with accepted billing and standardized accounting practices.

### **COSTS INCURRED IN RESPONDING**

This request does not commit City of Grand Island to pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs for the preparation thereof, nor travel expenses for presentation to the City, nor to procure or contract for services.

### **PRIME VENDOR RESPONSIBILITIES**

The vendor will be considered the sole point of contact with regard to all stipulations, including payment of all charges and the meeting of all requirements of this RFP.

### **INVOICING REQUIREMENTS**

City of Grand Island will authorize payment to the Proposer on the basis of satisfactory performance and receipt of Proposer's correct invoice for services rendered. Invoices shall be sent to:

City of Grand Island  
Ambulance Accounting Clerk  
PO Box 1968  
Grand Island, NE 68802