

**Request for Proposal
EMS Billing and Fire Cost Recovery**



Date Issued:
April 20, 2023

Proposals Due no later than: 2:00pm
EST on May 26, 2023

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Hardeeville Request for Proposal

I. Introduction

The City of Hardeeville, South Carolina is accepting competitive sealed bids from qualified firms, hereinafter referred to as the (CONTRACTOR), to provide Ambulance/EMS Billing services and cost recovery for the City's Fire Department, in accordance with the terms, conditions, and specifications contained in this Request for Proposal (RFP).

The City will receive sealed bids at the location stated below not later than 2:00 pm, May 26, 2023.

Any submittal received after the above stated time and date will not be considered. It shall be the sole responsibility of the Bidder to have its Bid delivered to the City of Hardeeville, by U.S. Mail, hand delivery or any other method available to him/her; however, facsimile, or telegraphic submittals will not be accepted. Delay in delivery shall be the sole responsibility of the Bidder. Submittals received after the deadline will not be considered. Award of the Bid is subject to authorization and appropriation of funds in the fiscal year 2023-2024 budget.

II. About Hardeeville

The City of Hardeeville is located in Jasper County, South Carolina with a small portion of the City extending into Beaufort County, and has a population of approximately just over 10,500 residents. Encompassing approximately 57 plus square miles, Hardeeville is proud to be the gateway to the Low Country, the connection to the islands, and the place across the Savannah River where Carolina awaits. The City of Hardeeville has rapidly grown in the past ten years, due in part to major new development and investment in the community.

Hardeeville provides a range of services to the public including general Administrative, Public Works, Community Development, and Parks and Recreation services. Furthermore, Fire Department and City Police Department services are provided throughout the City. City Hall is located at 205 East Main Street,

Hardeeville, South Carolina 29927. The City's website address is <http://www.hardeevillesc.gov/>.

III. Background

The City of Hardeeville, South Carolina has been providing Basic Life Support (BLS) services for several years and is in the process of increasing its services to provide Advanced Life Support (ALS) with ambulance transport services. Therefore, the CITY wishes to obtain the services of a qualified service provider for the actual billing and collection of funds due the City.

In addition to billing for EMS related calls, we would also like the CONTRACTOR to collect certain fire related fees.

In 2022 the Fire Department responded to 1,978 calls for service of which 1,288 of them were EMS related. This is a 21.5% increase from 2021.

IV. Scope of Services

CONTRACTOR will provide timely and accurate billing services for emergency medical treatment and transport services utilizing information provided by the City and information obtained from other reliable sources. A summary of services to include but not limited to:

1. Provide billing and accounts receivable management services to the CITY as required on a case-by-case basis.
2. Ensure that all required documentation and agreements with payors (e.g. Medicare, Medicaid, Tricare, etc.) are filed and maintained and that the City is kept apprised of important changes to industry regulations.
3. Ensure knowledge of different industry insurance plans and will ensure that every billable claim is pursued.
4. Provide reasonably necessary training periodically, as requested by the City, to the City Fire Department personnel and related departments regarding the gathering of the necessary information and proper completion of run tickets.

5. Provide prompt submission of Medicare, Medicaid, and insurance claims after receiving completed run reports and corresponding insurance claim information. Secondary insurance provider claims shall be submitted after the primary insurance provider has paid.
6. Provide follow-up on rejected and inactive claims.
7. Utilize most up-to-date knowledge and information with regard to coding requirements and standards and to ensure compliance with applicable Federal, State and local regulations.
8. Reconcile the number of transports processed with those received.
9. Provide a designated liaison for patient/payor concerns.
10. Provide all customer-related inquiry services and prepare additional third-party claims or patient payment arrangements based on this information exchange.
11. Provide a toll free telephone number for patients to be answered as designated by the City.
12. Facilitate proper security of confidential information and proper shredding of all disposed materials containing such information.
13. Establish arrangements with hospitals to obtain/verify patient insurance and contact information.
14. Respond to any City or patient inquiry or questions promptly.
15. Maintain appropriate accounting procedures for reconciling all deposits, receivables, billings, patient accounts, adjustments, and refunds.
16. Provide access to the City for all requested information in order for the City to perform appropriate and periodic audits. Reasonable notice will be given to CONTRACTOR for any planned audit and will be conducted during normal business hours of CONTRACTOR.
17. Provide timely comprehensive reports, facilitating all required aspects of monitoring, evaluating, auditing and managing the services provided. Process refund requests and provide the City with documentation substantiating each refund request.

Minimize non-payment issues by utilizing extensive database capabilities/networks to identify or track non-payment history. Provide City all unpaid invoices along with the complete processing history once collection efforts are exhausted.

The CONTRACTOR will provide the following services but not necessarily be limited to:

1. Assign billing patient numbers in order to provide a cross-reference to the City's assigned transport numbers.
2. Maintain responsibility for obtaining missing or incomplete insurance information.
3. Provide accurate coding of medical claims.
4. Make recommendations for fee schedule changes, regularly advise on changes in statutes and industry regulations.
5. Respond to all patients' requests and inquiries, either written or verbal.
6. Negotiate and arrange modified payment schedules for individuals unable to pay full amount when billed.
7. Retain all accounts for a minimum of twenty four (24) months (unless otherwise specified by mutual agreement) turning over accounts for which no collection has been made (unless insurance payment is pending).
8. Provide for facilities ability to acquire real-time read only electronic look-up access to CONTRACTOR'S system to obtain patient data and billing information.
9. Maintain records in an electronic format that is readily accessible by the City personnel and meets all federal and state requirements for maintaining patient medical records.
10. Maintain daily deposit control sheets and supporting documentation.
11. Provide sufficient Customer Service Representative(s) to assist the City personnel with questions or billing inquiries in a timely fashion.
12. Implement and comply with a Compliance Plan consistent with the intent and activities included in the U.S. Office of Inspector General (OIG) Compliance Program Guidance for Third Party Medical Billing Companies 63 FR 70138; (December 18, 1998).

The CONTRACTOR will provide the specific optional services by mutual agreement with the City. (This service should be bid as an alternate.)

1. Provide a HIPAA Privacy Notice to patients who are transported and as an insert into the initial billing notice mailed to these patients.

V. Qualifications

- A. The proposing firm must demonstrate that they have successfully completed services, similar to those specified in the Scope of Services section of this RFP.
- B. CONTRACTOR will have a minimum of 8 years' experience providing EMS billing services.
- C. CONTRACTOR will provide a list at least three (3) former and three (3) current clients (name, address, and telephone number) and that can serve as a reference on similar past jobs performed by the proposer. Performance summaries should be included (ie. Number of Transactions Billed, Total Dollars Billed, Collection Rates, etc.)
- D. CONTRACTOR will provide a list of at least three (3) current and pertinent professional and financial references (name, address, and phone number) that the City may contact in relation to the proposer's qualifications and stability.
- E. The City's current EPCR system is EPR Systems - Fireworks. Contractor must have compatible software with EPR Systems - Fireworks. A new system will be purchased within a few months. Contractor must be ready to accept a test file at signing of contract.

VI. Timeline

Estimated start date is July 15, 2023

- VII. **Award** Award recommendation shall be made based on ability to provide Scope of Services, price and experience/qualifications. The City reserves the right, based upon its deliberations and in its opinion, to accept or reject any or all proposals. The City also reserves the right to waive minor irregularities or variations to the specifications and in the bidding process.

VIII. Contract Duration

The initial contract term shall commence upon final execution of the contract by the CITY and shall expire two (2) years from that date. The CITY reserves the right to extend the contract for three (3) additional one (1) year terms providing all terms conditions and specifications remain the same, both parties agree to the extension, and such extension is approved by the CITY.

In the event services are scheduled to end because of the expiration of this contract, the Contractor shall continue the service upon the request of the City. The extension period shall not extend for more than ninety (90) days beyond the expiration date of the existing contract. The Contractor shall be compensated for the service at the rate in effect when this extension clause is invoked by the City.

IX. Termination

During the term of the Contract the City or CONTRACTOR may terminate the Contract either for convenience or for default after first giving to the other party thirty (30) days written notice provided by certified mail, return receipt requested.

For cases of default, the CONTRACTOR shall be given opportunity to cure the default within the allotted period following such written notice. In the event the acts constituting default are a violation of law, CONTRACTOR shall be subject to immediate termination of the Agreement without opportunity to cure.

X. Proposal Contact Information

For questions regarding this RFP please contact in writing:

Steve Camp, Fire Chief
City of Hardeeville
Phone: (843) 784-3229
scamp@hardeevillesc.gov

XI. Proposal Submission Information:

All proposals must be in conformance with the submittal instructions provided in Section XII of this RFP and received no later than **2:00 pm EST on May 26, 2023**.

Mark Envelope with the following “**EMS Billing and Fire Cost Recovery RFP**”.

Please submit one (1) original, three (3) copies, and one (1) electronic copy on a flash drive. The electronic copy shall be submitted in PDF format. The proposal containing the original signatures should be clearly marked “Original.” All responses must be submitted in the form set forth in this RFP, sealed and delivered to:

City Clerk
City of Hardeeville
205 East Main Street
PO Box 609
Hardeeville, South Carolina 29927

All proposals received after the deadline will be considered non-responsive and shall be returned to the Vendor unopened. No faxed or emailed proposals will be accepted.

XII. Proposal Format and Evaluation Process

A. Proposal Format

To simplify the evaluation process, the Vendor’s proposal shall be submitted in the format outlined below:

- i. **Letter of Transmittal** – The proposal letter shall be addressed to the contact listed and shall include the complete name of the firm or person(s) submitting the proposal, the main office address, primary contact person’s name, title, telephone number, email as well as a signature of representative legally authorized to bind the proposal.

Include your firm’s understanding of the work to be performed. In addition, state why your firm believes itself to be the best qualified to perform the services requested by comparing your system with other competitors.

- ii. **Table of Contents** – Clearly defined sections and pages numbered. Include a clear identification of the material by section and by page number.
- iii. **Executive Summary** – A summary of the proposal stating the proposer’s understanding of the requested system and highlights of the proposed solution.

- iv. **Vendor Profile and Qualifications** – Include vendor and executive information, including management team, resumes and qualifications of key staff that would be assigned to the implementation of the cost recovery system. Provide resumes including the name, title, experience and qualifications of the personnel who will be assigned to the project. Provide the resume for the Management Contact with the City and the Project Manager (person responsible for day-to-day work on the project).

Also, state the Management Contact (Representative authorized to sign an agreement for your firm) and Project Manager (person responsible for day-to-day management of the project).

- v. **Experience** – Provide a description of local (municipal) government experience and experience completing similar projects. List the City and appropriate contact person with phone numbers.
- vi. **References** – Provide at least three (3) references of current and three (3) former clients of similar scope with the proposal. Include name, title, jurisdiction, address, phone number and email of contact person.

List all similar public agencies for which contracts were terminated in the last three years. Show names of organizations and names and telephone numbers of persons who can be contacted. Firms may provide a brief explanation of the reason(s) for termination(s).

- vii. **Allocation and Resources** – Provide a conceptual plan for services to the City that you believe are appropriate for the City. Indicate features, skills and/or services which distinguish your firm and make it the best choice for the City. Indicate how the resources of your firm (e.g., number and type of personnel allocated by hours) will be allocated for this project. Submittal of a project schedule is required as part of the Allocation of Resources.

- viii. **Technical Requirements** – Any technical requirements must be listed.

- ix. **Implementation Services/Scope of Work** – Provide a sample project management plan including reasonable target dates assuming the implementation of the project starts July 1, 2023. This section must also outline key activities, work products and assumptions.

- x. **Training** – Provide an overview of proposed training, including options for on-site or training center services, end users, and system administrators. This section should also include an implementation and training plan including an estimated time-frame and deliverables for each stage of the project and training documentation provided.
- xi. **Cost Proposal** – Please provide costs for vendor fee percentage per claim (Excluding Medicaid), Medicaid Flat Fee Amount per Claim, Optional HIPAA Alternate Amount and/or minimum monthly fee.
- xii. **Addenda Acknowledgements** – If revisions become necessary, these addenda will be available on Hardeeville’s RFP webpage at [www.https://hardeevillesc.gov/2237/Bid-Opportunities](https://hardeevillesc.gov/2237/Bid-Opportunities).
- xiii. **Additional Information** – Please provide any other information you feel is important for consideration in our evaluation of proposals.

2. [Inquiries/Clarifications/Questions](#) –

Please direct all correspondence to the Contact listed in Section IV. Responses will be posted on the Bids and RFPs page on the City of Hardeeville’s website at the following link: <https://hardeevillesc.gov/2237/Bid-Opportunities> for all RFP recipients to view. Inquiries received after the stated date and time will not be accepted and receive no response.

- i. **Confidential Material** – Any information contained in the proposal that is proprietary must be clearly marked as such and will be treated as confidential to the extent allowable in the Public Records Act.
- ii. **Proposal Evaluation and Selection Process** – All proposals will be reviewed and evaluated by a Selection Committee to be designated by the City Manager or his designee. A recommendation for award will be submitted to the City Manager for final approval. The proposals shall be evaluated based on the following criteria to determine the proposal that is in the best overall interest of the City.

No.	Description	Points
1	Qualifications of the firm and the key personnel assigned.	20
2	Experience in similar work, including governmental experience	25
3	Ability of the firm to perform the required services	25
4	Schedule of fees	30
Total		100

Upon completion of the criteria evaluation and rating the Committee may choose to conduct an oral presentation with the Proposer which the Evaluation/Selection Committee deems to warrant further consideration based on the best rated proposal providing the highest quality of service to the City; scores in clusters; significant breaks in scoring: and/or maintaining competition. Upon completion of the oral presentation the Committee will re-evaluate and re-rate the proposals remaining in consideration based upon the written documents combined with the oral presentation

The Evaluation/Selection Committee will then determine the overall rating by adding the points for all criteria as described above.

Following the evaluation and ranking of the proposals, the Evaluation/Selection Committee will recommend to the City Manager or designee that a contract be negotiated with the highest ranked responsive and responsible Proposer. The City may enter into negotiations with the recommended proposer or take such other action as it deems to be in the best interest of the City.

3. Contract Award

Any contract, as a result of the Solicitation, will be submitted to the City Manager or designee for approval and shall be submitted to the City Council for their final approval. All Proposers will be notified in writing when the City Manager or designee makes an award recommendation. The Contract award, if any, shall be made to the Proposer whose proposal shall be deemed by the City to be in the best interest of the City. The City's decision to make the award and which proposal is in the best interest of the City shall be final.

4. Timetable for Selection and Review

The City has established a preliminary timetable for reviewing the responses. The schedule is subject to change.

4/20/23	RFP Issued
5/26/23	Responses Due (2:00 p.m.)
6/2/23	Evaluation of Responses Completed
6/15/23	Council Agenda Date

5. Terms and Conditions

- i. The City of Hardeeville reserves the right to reject all proposals, any proposal not conforming to this Request for Proposal, and to waive any irregularity or informality with reject to any proposal. The City further, reserves the right to request clarification of information submitted and to request additional information from one or more proposers.
- ii. The City of Hardeeville requires that the CONTRACTOR selected will not discriminate under the contract against any person, in accordance with federal, state, and local governments' regulations.
- iii. The City of Hardeeville requires the CONTRACTOR selected make an affirmative statement to the effect that their retention shall not result in conflict of interests with any party which may be affected under this program.
- iv. The City assumes no responsibility for proposals received after the advertised deadline or at any office or location other than that specified herein, whether due to mail delays, courier mistakes, strikes, mishandling or any other reason.
- v. All proposals become the property of the City.
- vi. The City will not reimburse proposers for any costs associated with the preparation and submittal of any proposal.
- vii. Proposer acknowledges all information contained within its proposal is part of the public domain as defined by the State of South Carolina Freedom of Information Laws.

- viii. There shall be no discrimination as to race, sex, color, creed or national origin in the operations conducted under this engagement.
- ix. The firm must possess demonstrated ability, knowledge and expertise to provide CONTRACTOR services to the City. It is important the firm have sufficient depth of talent and able to allow a sufficient amount of time to meet the demands the City may place upon its CONTRACTOR. The firm must be available to meet with the advice staff, retained consultants and members of the City on a continuous basis. The firm must also be available to appear at meetings of the City on a continuous basis as requested.
- x. The City reserves the right to enter into contract negotiations with qualified responsive and responsible proposers. If the City and a proposer cannot negotiate a successful contract, the City may terminate such negotiations and begin negotiations with another qualified, responsive and responsible proper. No proposer shall have any rights against the City arising from such negotiations.