



**CITY OF ROANOKE, VIRGINIA**  
**REQUEST FOR PROPOSAL**  
**FOR**  
**BILLING AND COLLECTION SERVICES FOR EMERGENCY MEDICAL SERVICES**  
**(EMS)**

**RFP NUMBER 17-02-07**

**OPENING DATE: September 26, 2016**

**OPENING TIME 2:00 P.M.**

The Request for Proposal and related documents may be obtained during normal business hours from the Purchasing Division located in the Noel C. Taylor Municipal Building, 215 Church Avenue, SW, Room 202, Roanoke, VA 24011. This document may be viewed and/or downloaded from the City of Roanoke Purchasing Division's Vendor Self Service website at <https://vss.roanokeva.gov> or from the Purchasing Division's website at [www.roanokeva.gov/purchasing](http://www.roanokeva.gov/purchasing). If you have any problems accessing the documents, you may contact Purchasing at (540) 853-2871 or [purchasing@roanokeva.gov](mailto:purchasing@roanokeva.gov).

**THIS PUBLIC BODY DOES NOT DISCRIMINATE  
AGAINST FAITH-BASED ORGANIZATIONS**

Date of RFP: August 24, 2016

## REQUEST FOR PROPOSAL (RFP)

RFP No. 17-02-07

Issue Date: August 24, 2016

Commodity Code: 94610, 94633, 99037, 95327, 96116, 95327

Title: Billing & Collection Services for Emergency Medical Services (EMS)

Issued By: **City of Roanoke**  
**Purchasing Division**  
**Noel C. Taylor Municipal Building**  
**215 Church Ave., SW, Room 202**  
**Roanoke, VA 24011-1517**  
**Phone: (540) 853-2871**  
**Fax: (540) 853-1513**  
**Email: [simone.knowles@roanokeva.gov](mailto:simone.knowles@roanokeva.gov)**

Sealed proposals will be received on or before **2:00 P.M., September 26, 2016** for furnishing the services and/or items described herein. The time of receipt shall be determined by the time clock stamp in the Purchasing office.

If the Noel C. Taylor Municipal Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.

All questions must be submitted before 5:00 p.m., September 9, 2016. If necessary, an addendum will be issued and posted to the City Vendor Self Service website at <https://VSS.roanokeva.gov> and to the Current Bids/RFP Requests tab on City website at [www.roanokeva.gov/purchasing](http://www.roanokeva.gov/purchasing).

If proposals are mailed, send directly to the Purchasing Division at the address listed above. If hand delivered, deliver to the Purchasing Division at Noel C. Taylor Municipal Building, 215 Church Ave., SW, Room 202, Roanoke, VA.

THIS PUBLIC BODY DOES NOT DISCRIMINATE AGAINST FAITH-BASED ORGANIZATIONS.

The City reserves the right to cancel this RFP and/or reject any or all proposals and to waive any informalities in any proposal.

This section is to be completed by the Offeror and this page must be returned with the proposal. In compliance with this request for proposal and subject to all terms and conditions imposed herein, which are hereby incorporated herein by reference, the undersigned offers and agrees to furnish the services and/or items requested in this solicitation if the undersigned is selected as the Successful Offeror. Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Manager.

**Legal Name and Address of Firm** (according to your registration with the SCC):REQUIRED

Date: \_\_\_\_\_

By: \_\_\_\_\_

(Signature in Ink)

Name: \_\_\_\_\_

(Please Print)

Zip: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

FAX: \_\_\_\_\_

Email: \_\_\_\_\_

Business License# \_\_\_\_\_

**Virginia State Corporation Commission Identification Number:** \_\_\_\_\_

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(EMS)**

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CITY OF ROANOKE, VIRGINIA  
REQUEST FOR PROPOSAL  
FOR  
**BILLING AND COLLECTION SERVICES  
FOR EMERGENCY MEDICAL SERVICES (EMS)**  
RFP NO. 17-02-07

**INTRODUCTION**

The City of Roanoke, Virginia, is seeking competitive proposals from qualified Offerors to provide billing and collection services for emergency medical services in accordance with all terms, conditions and specifications as set out in this Request for Proposal (RFP). The RFP and related documents may be obtained during normal business hours from the Purchasing Division, (540) 853-2871, or from the City's Vendor Self Service web site at <https://VSS.roanokeva.gov> or from the Purchasing Division's website at [www.roanokeva.gov/purchasing](http://www.roanokeva.gov/purchasing).

Proposals, to be considered and evaluated, must be sealed and received on or before 2:00 p.m. on **Monday, September 26, 2016** in the Purchasing Division, City of Roanoke, Noel C. Taylor Municipal Building, 215 Church Ave., SW, Room 202, Roanoke, VA 24011. Proposals appropriately received will be opened at this time. **Proposals received after 2:00 p.m. will not be accepted or considered.** The time of receipt shall be determined by the time clock stamp in the Purchasing Office, or if it is not working, such time shall be determined by the Purchasing official who is to open the proposals. Faxed or e-mailed proposals are not acceptable.

Each proposal, one (1) **original, marked as such** and six (6) **copies, marked as such**, must be appropriately signed by an authorized representative of the Offeror, and must be submitted in a sealed envelope or package. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. The notation "**Billing and Collection Services for Emergency Medical Services (EMS)**", **RFP No. 17-02-07** and the specified opening time and date must be clearly marked on the front of that sealed envelope or package. If the Noel C. Taylor Municipal Building is closed for business at the time scheduled for the proposal opening, the sealed proposal will be accepted and opened on the next business day of the City, at the originally scheduled hour.

The City of Roanoke, Virginia, and its officers, employees or agents will not be responsible for the opening of a proposal envelope or package prior to the scheduled opening if that envelope or package is not appropriately sealed and marked as specified.

The City of Roanoke, Virginia reserves the right to cancel this RFP and/or reject any or all proposals, to waive informalities in any proposal, to award any whole or part of a proposal, and to award to the Offeror whose proposal is, at the sole discretion of the City of Roanoke, determined to be in the best interest of the City.

Project evaluation and award will be accomplished in accordance with this RFP and Sections 23.2-1, et seq., of the Code of the City of Roanoke, Virginia, including the price or

value of the benefits offered the City in the proposal. If an award of a contract is made, notification of such award will be posted for public review in the lobby on the second floor of the Noel C. Taylor Municipal Building, 215 Church Ave., SW, Roanoke, VA 24011.

Unless the proposal is withdrawn, the Offeror agrees that any prices or terms for such proposal shall remain valid for sixty (60) days after opening. Notices of proposal withdrawal must be submitted in writing to the Purchasing Manager.

Inquires or information regarding procurement procedures and/or proposal submission to this RFP shall be directed to Simone Knowles, Purchasing Manager at (540) 853-2871.

This RFP consists of this Introduction, ten (10) numbered sections, and the attachments hereto.

**If you download this RFP from the City website and intend to submit a proposal, you should notify Purchasing that you have done so. However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The City is not responsible for any RFP obtained from any source other than the City. Contact Purchasing by phone at 540-853-2871, by fax at 540-853-1513, or by email at [simone.knowles@roanokeva.gov](mailto:simone.knowles@roanokeva.gov).**

Respectfully,

Simone Knowles  
Purchasing Manager

Date: August 24, 2016

**BILLING AND COLLECTION SERVICES  
FOR EMERGENCY MEDICAL SERVICES (EMS)**

**SECTION 1. PURPOSE.**

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified Offerors to establish a contract through competitive negotiation for billing and collection services for emergency medical services (EMS).

The City of Roanoke invites any qualified Offeror to respond to this RFP by submitting a proposal for billing and collection services for emergency medical services consistent with the terms and conditions herein set forth. Final scope of services will be negotiated with the successful Offeror.

**SECTION 2. BACKGROUND.**

The City of Roanoke provides emergency medical services on a user fee basis. Fees for services are billed and collected by a qualified billing services agency on behalf of the City of Roanoke. Billing and collection service agencies have been used by the City of Roanoke for emergency medical services since user fees were implemented in the City over 20 years ago.

Information regarding City of Roanoke EMS statistics is below:

Hospitals Transported To: Carilion Roanoke Memorial  
Lewis Gale Medical Center  
Veterans Care Medical Center

Payment Method: Post office box provided by current vendor.

Current Provider: EMS Management and Consultants, Inc.

Current EPCR Vendor: Image Trend with mobile laptops (signature capture), EMS billing interphase, daily upload capability.

Billable Transports: 14,000 for FY16

Collection Rate: 58% based on 12 month average for FY16

Percentage of Transports: BLS 52%  
ALS 46%  
ALS2 2%

Transport Fees:                   BLS   \$375  
                                          ALS   \$450  
                                          ALS2 \$650  
                                          Mileage \$9.00/loaded

Last Rate Increase:               2012

Number of transports with  
at least one EMT-P or EMT-I  
on transport vehicle:               98-99%

Average Supplies Per  
Transport Charged:               None

Non-emergency transports:       None

Charge for non-transport:       None

Average Loaded Mileage  
Per Patient:                       3.5 miles

Participating Provider with  
Any Insurance:                   None

All numbers are based on 12 month from July 1, 2015 thru June 30, 2016.

Current vendor receives patient health insurance information via electronic transfer of files weekly. Current vendor obtains additional information, if needed, directly from local hospitals.

The City of Roanoke does not have a subscription program.

### **SECTION 3. INSTRUCTIONS TO OFFERORS.**

- A. Proposals must be submitted in accordance with the instructions and requirements contained in this RFP, including the Introduction. Failure to do so may result in the proposal being considered non-responsive and it may be rejected. An Offeror must promptly notify the Purchasing Division of any ambiguity, inconsistency, or error which may be discovered upon examination of the RFP. An Offeror requiring clarification or interpretation of this RFP should contact Simone Knowles at [simone.knowles@roanokeva.gov](mailto:simone.knowles@roanokeva.gov)
- B. Until such time that an award is published, direct contact with any City employee without the expressed permission of the Purchasing Manager or her designated representative, on the subject of this proposal, is strictly forbidden. Violation of this Instruction may result in disqualification of Offeror's proposal.

- C. Prospective Offerors, sometimes referred to as providers, operators, contractors, consultants, or vendors, are to address the criteria below at a minimum as part of their submitted proposal. Each proposal should include a transmittal letter and management overview of the proposal. Proposals are to include and may be evaluated on the following factors, together with such other factors as will protect and preserve the interests of the City of Roanoke, which may also be considered.
1. Organizational structure of firm and qualifications of management personnel.  
Prospective Offerors should submit at a minimum the length of time in the business, corporate experience, strengths in the industry, business philosophy, and a description of the organizational structure of the firm; a description of the organizational structure for the management and operation of the services requested and/or provision of the items referred to in this RFP, including an organizational chart denoting all positions and the number of personnel in each position. (See Attachment B)
  2. Financial condition of the firm and ability to perform all obligations of any resultant contract.  
The sufficiency of the financial resources and the ability of the Offeror to comply with the duties and responsibilities described in this RFP. Each Offeror shall provide a current annual financial report and the previous year's report and a statement regarding any recent or foreseeable mergers or acquisitions. Financial statements may be marked as "confidential" in accordance with the requirements set out in Section 4(A) of this RFP. (See Attachment B)
  3. Each Offeror is to state whether or not any of Offeror's owners, officers, employees, or agents, or their immediate family members, is currently, or has been in the past year, an employee of the City of Roanoke or has any responsibility or authority with the City that might affect the procurement transaction or any claim resulting therefrom. If so, please state the complete name and address of each such person and their connection to the City of Roanoke. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Virginia Code, as set forth in Section 4 of this RFP, apply to this RFP. (See Attachment B)
  4. Experience in providing the services and/or items requested by this RFP. (See Attachment B)
  5. Prospective Offerors must submit the price such Offeror proposes to charge the City for providing the required services and/or items, including all fees and costs and how they are calculated, together with all benefits and/or revenue payments they propose to make to the City. (See Attachment B)
  6. The ability, capacity, and skill of the Offeror to provide the services and/or items described in this RFP and in a prompt and timely manner without delay or interference.
  7. The character, integrity, reputation, judgment, experience, efficiency and effectiveness of the Offeror.

8. The quality and timeliness of performance of previous contracts or services of the nature described in this RFP.
  9. Compliance by the Offeror with laws and ordinances regarding prior contracts, purchases, or services. (See Attachment B)
  10. The conditions, if any, of the proposal. (See Attachment B)
- D. Each Offeror should provide the names, addresses, and telephone numbers of at least three (3) references in connection with supplying the services or items requested in this RFP, especially from other local government operations similar to those being requested in this RFP by the City. Each reference should include organizational name, official address, contact person, title of contract, number of years in use, and phone number. (See Attachment B)
  - E. Also include any other materials you may want to submit as part of your proposal response.
  - F. Responses to this RFP must be in the prescribed format (Attachment B – Proposal Response and Checklist).

Offeror shall provide one redacted copy of its proposal fit for public dissemination, in the event the City must respond to a Freedom of Information Act request. A removable media storage device containing two (2) digital copies of the proposal, one as submitted, and one **redacted to remove all confidential and proprietary material**, must be included in the proposal packet. Offeror shall not mark its entire proposal as confidential and/or redact the entire proposal; doing so may result in the disqualification of Offeror's proposal.

- G. The City may request additional information, clarification, or presentations from any of the Offerors after review of the proposals received.
- H. The City has the right to use any or all ideas presented in reply to this RFP, subject only to the limitations regarding proprietary/confidential data of Offeror.
- I. The City is not liable for any costs incurred by any Offeror in connection with this RFP or any response by any Offeror to this RFP. The expenses incurred by Offeror in the preparation, submission, and presentation of the proposal are the sole responsibility of the Offeror and may not be charged to the City.
- J. Only the City will make news releases pertaining to this RFP or the proposed award of a Contract.
- K. Each Offeror who is a stock or nonstock corporation, limited liability company, business trust, or a limited partnership or other business entity shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if required by law. Each such Offeror shall include in its proposal response the Identification Number issued to it by the Virginia State Corporation Commission (SCC) and should list its business entity name as it is listed with the SCC. Any Offeror that is not required to be authorized to transact business in the Commonwealth as a domestic or foreign business entity as required by law shall include in its proposal response a statement describing why the Offeror is not required to be so authorized. (See Va. Code Section 2.2-4311.2).

- L. Each Offeror is required to state if it has ever been debarred, fined, had a contract terminated, or found not to be a responsible bidder or Offeror by any federal, state, or local government, and/or private entity. If so, please give the details of each such matter and include this information with the proposal response. (See Attachment B)

#### **SECTION 4. MISCELLANEOUS.**

- A. Ownership of Material - Ownership of all data, materials, and documentation originated and prepared for the City pursuant to the RFP shall belong exclusively to the City and be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by the Offeror shall not be subject to public disclosure under the *Freedom of Information Act*, unless otherwise required by law or a court. **However, the Offeror must invoke the protection of Section 2.2-4342(F) of the Code of Virginia, in writing, either before or at the time the data or other material is submitted.** The written notice must SPECIFICALLY identify the data or materials to be protected and state the reason why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary, or trade secrets, is NOT ACCEPTABLE and may result in REJECTION of the proposal.
- B. As this is a RFP, no information regarding the proposal records or the contents of responses will be released except in accordance with Section 2.2-4342 of the Code of Virginia. Once an award has been made, all proposals will be open to public inspection subject to the provisions set forth above.
- C. Any interpretation, correction, or change of the RFP will be made by an addendum. Interpretations, corrections or changes of this RFP made in any other manner will not be binding and Offerors must not rely upon such interpretations, corrections, or changes. The City Purchasing Division or its designee will issue Addenda. Addenda will be posted on Vendor Self Service (VSS) at <https://VSS.roanokeva.gov> as well as the Current Bids/RFP Requests tab on the Purchasing Division's web page at [www.roanokeva.gov/purchasing](http://www.roanokeva.gov/purchasing). **However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The City is not responsible for any RFP obtained from any source other than the City.**
- D. No Offeror shall confer on any public employee having official responsibility for a purchasing transaction any payment, loan, subscription, advance, deposit or money, service, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is exchanged.
- E. The City may make investigations to determine the ability of the Offeror to perform or supply the services and/or items as described in this RFP. The City reserves the right to reject any proposal if the Offeror fails to satisfy the City that it is qualified to carry out the obligations of the proposed contract.

- F. The Successful Offeror must comply with the nondiscrimination provisions of Virginia Code Section 2.2-4311, which are incorporated herein by reference.
- G. The Successful Offeror must comply with the drug-free workplace provisions of Virginia Code Section 2.2-4312, which are incorporated herein by reference.
- H. It is the policy of the City of Roanoke to maximize participation by minority and women owned business enterprises in all aspects of City contracting opportunities.
- I. The Successful Offeror shall comply with all applicable City, State, and Federal laws, codes, provisions, and regulations. The Successful Offeror shall not during the performance of any resultant contract knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- J. Providers of any outside services shall be subject to the same conditions and requirements as the successful Offeror in regards to law, code, or regulation compliance. The City reserves the right of approval for any subcontract work, including costs thereof.
- K. Ethics in Public Contracting. The provisions, requirements, and prohibitions as contained in Sections 2.2-4367 through 2.2-4377, of the Virginia Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this RFP.
- L. Conflict of Interests Act. The provisions, requirements, and prohibitions as contained in Sections 2.2-3100, et seq., of the Virginia Code are applicable to this RFP.
- M. The procurement provisions of the Code of the City of Roanoke (1979), as amended, Sections 23.2-1, et seq., as well as the City Procurement Manual, apply to this RFP, unless specifically modified herein. The City's Procurement Manual can be reviewed at the Purchasing office.
- N. Insurance Requirements.  
Awarded Offeror, and any of its subcontractors, shall, at its sole expense, obtain and maintain during the life of the resulting Contract the insurance policies and/or bonds required. Any required insurance policies and/or bonds shall be effective prior to the beginning of any work or other performance by awarded Offeror, or any of its subcontractors, under any resultant Contract. The policies and coverages required are those as may be referred to in the sample contract and/or the terms and conditions attached to this RFP. All such insurance shall be primary and noncontributory to any insurance or self-insurance the City may have.

## **SECTION 5. PROTESTS.**

Any Offeror who wishes to protest or object to any award made or other decisions pursuant to this RFP may do so only in accordance with the provisions of Sections 2.2-4357, 4358, 4359, 4360, 4363, and 4364 of the Code of Virginia, and only if such is provided for in such Code section. Any such protest or objection must be in writing signed by a representative of the entity making the protest or objection and contain the information required by the applicable Code Sections set forth above. Such writing must be delivered to the City Purchasing Manager within the required time period.

## **SECTION 6. SERVICES AND/OR ITEMS REQUIRED.**

The following are the services and/or items that the successful Offeror will be required to provide to the City and should be addressed in each Offeror's proposal.

Each Offeror should carefully read and review all such items and should address such items in its proposal (See Attachment B). However, the final description of the services and/or items to be provided to the City under this RFP is subject to negotiations with the successful Offeror, and final approval by the City.

- A. The Successful Offeror shall bill each user of emergency medical services on a per-call basis at the current prescribed rate for services rendered. The Successful Offeror is responsible for maintaining appropriate and accurate databases and records on patients to which services are provided in compliance with state records, management guidelines, and current federal, state, and local laws.
- B. The Successful Offeror shall collect daily EMS incident reports or billing sheets electronically from the City on a weekly basis and immediately process run data and provide an invoice and or statement sent regular mail to each patient for which services were rendered. The Successful Offeror shall bill insurance and Medicaid/Medicare claims for services and collect such income and revenues related to the same. The Successful Offeror shall make daily deposits on behalf of the City of Roanoke and provide regular reports to the Department of Finance, Treasurer's office, and the Office of the Chief of the Fire-EMS Department.
- C. The Successful Offeror shall provide monthly reports to the Department of Finance, Treasurer's office, and the Office of the Chief of the Fire-EMS Department on progress of collections at a minimum amount billed each month, amount collected each month, outstanding balances, and write-offs/discounts. In addition to the daily reports, within five (5) business days after the end of each month, the Successful Offeror shall provide monthly, year to date, and yearly reports in summary and detail formats below and other reports that may be directed by the City from time to time, provided that such reports are reasonable within the capabilities of the relational database utilized by the Successful Offeror hereunder. Notwithstanding anything herein to the contrary, at a minimum, the Successful Offeror shall provide the following reports to the City:
  - 1. Daily Summary and Detail**
    - a. Daily deposit reports including daily posting to deposit reconciliation and supporting summary and detail posting reports.
  - 2. Monthly Reports Summary and Detail**
    - a. Account Analysis by Month (Date of Service Based)
    - b. Account Analysis by Month and Payer (Date of Service Based)
    - c. Aging Report by Current Payer and Aging Category (Aging Date Based)
    - d. Accounts Receivables Reconciliation Report (Accounting Period Based)
    - e. Write-off detail report
    - f. Denials summary by reason report

- g. Accounts currently on appeal report
- h. Monthly Invoice and supporting summary and detail net collection reports
- i. Listing of all active payment plans (containing: customer name, run #, current balance, last payment date, and terms of agreement)

The Successful Offeror will provide the City with all required reports via email and FTP Site. The Successful Offeror will provide the City with training and education on the retrieval of reports from its website as well as explanation of the information.

- D. The Successful Offeror shall furnish all labor and resources to conduct billing and collections for emergency medical services. The Successful Offeror shall furnish all labor and resources to implement a transition plan including obtaining and filing all new provider codes.
- E. The Successful Offeror's database system shall be compatible with the City's Fire-EMS database system and capable of uploading and downloading data as needed. This will include transferring trip data from the Fire-EMS system to the Successful Offeror's billing system.
- F. The Successful Offeror must be compliant with the Health Insurance Portability and Accountability Act (HIPAA).
- G. The Successful Offeror shall maintain a local or toll free telephone number for patients to inquire about billing and insurance status.
- H. The Successful Offeror shall maintain a toll-free support line for the City to report problems associated with the Ambulance Billing Services Program. Service coverage is from 8:00 a.m. – 5:00 p.m., EST Monday-Friday, excluding Designated City of Roanoke Holidays as referenced herein ("Business Hours").
  - 1. New Year's Day
  - 2. Presidents Day
  - 3. Martin Luther King Jr. Day
  - 4. Memorial Day
  - 5. Independence Day
  - 6. Labor Day
  - 7. Thanksgiving Day and Day after
  - 8. Christmas Day
- I. The Successful Offeror shall maintain an online website / database for customers to inquire about billing and insurance information.
- J. The Successful Offeror shall furnish to designated City of Roanoke employees online or direct access to the Successful Offeror's billing and customer services system.

- K. The City will maintain a local bank account owned by the City in order for the Successful Offeror to make direct deposits of monies on the City of Roanoke's behalf.
  
- L. The Successful Offeror shall, on behalf of the City, appeal denied claims for ambulance services provided by the City, if reasonable grounds exist for such an appeal under the applicable rules of the appropriate payer, and/or as directed by the City.
  - 1. The Successful Offeror shall pursue appeals of Medicare claims through and including reconsideration (QIC) level of appeal.
  - 2. The Successful Offeror shall pursue appeals of claims denied by other payers through the second level of review under the particular appeals process applicable to that payer.
  - 3. As part of the month end reports, the Successful Offeror shall provide a report summarizing the accounts currently being appealed.
  - 4. The Successful Offeror shall be responsible for the follow-up on each medical claim for services denied/rejected by an insurance provider (e.g. Medicare, Medicaid and commercial carriers). The Successful Offeror shall be responsible for contacting insurance providers by telephone, mail or fax in order to resolve each denied/rejected claim, on a claim-by-claim basis.
  - 5. The Successful Offeror shall be responsible for furnishing insurance providers with all requested patient information, medical information, and medical documentation and for the resubmission of denied claims.
  - 6. As part of the month end reports, the Successful Offeror shall provide a report detailing the denials/rejections by reason for the prior month.
  
- M. Medicare and Medicaid funds shall be electronically transferred from the payer (EFT) into the financial institution bank account designated by the City. The Successful Offeror shall direct deposit paper checks into this account on a daily basis. No such payments shall be negotiated by the Successful Offeror nor deposited at any time into any depository account which is not City owned. The Successful Offeror shall report all money deposited before 2:00 p.m. EST, on the next business day following the receipt of payments. The Successful Offeror shall submit daily notifications to the City's Department of Finance and Treasurer's Office. These notifications shall be provided by email. The notifications shall include an image of the daily validated deposit slip and an excel spreadsheet.
  
- N. The Contractor does not have the authority to write checks or make withdrawals from the City's account.
  
- O. The Successful Offeror shall come to mutual agreement on business procedures with the Department of Finance and Treasurer's office on the following items:

1. The Contractor should establish relationships with each of the hospitals utilized by the City of Roanoke to obtain patient demographic information, if needed.
2. The Successful Offeror's standard billing invoice and pre-collection letter will be provided to the City for review and approval prior to the commencement of billing services and will comply with provisions of the Fair Debt Collection Act, regulations relating to Medicare and Medicaid and any other applicable laws and regulations. Format and layout of all customer correspondence including invoices and past due billings;
3. The Successful Offeror will not harass nor threaten persons during the collection process and will assure that only reasonable methods are used in the collection process. Improper collection methods will be considered a breach of contract and the City may terminate the Contract, in accordance with the terms therein;
4. The Successful Offeror shall be responsible for the billing and collection of all ambulance receivables until they are deemed delinquent or uncollectible. Ten days after the pre-collection letter has been sent, the account will be deemed uncollectible. The Successful Offeror shall provide the City with a file of those accounts deemed uncollectible biweekly. The Successful Offeror will provide appropriate follow-up on accounts as the accounts move through the various phases of the reimbursement process. All payments (checks, cash and money orders) shall be collected and posted to patient accounts. The Successful Offeror shall be responsible for receiving explanation of benefits (EOB) directly from insurance providers for posting purposes;
5. Handling of deceased, bankrupt, and hardship cases;
6. Statute of limitations and write-off of accounts;
7. On a weekly basis, the Successful Offeror shall prepare and complete refund documentation on behalf of the City. The documentation for each refund will be combined into a single PDF file (copies of checks, billing system statements, Explanation of Benefits (EOB's), notes, complete mailing instructions and payment credits, etc.), and will be forwarded to the City for refund check issuance. In the case of certain insurers, the insurer's refund request form will be required to be submitted with the refund check to ensure proper posting. In these cases, the Successful Offeror shall include the refund request form in the PDF file. After the refund checks are issued by the City, the City will submit to the Successful Offeror a document confirming the accounts for which the City has issued refund checks so that the Successful Offeror can post the appropriate amount to the individual accounts. The refunds will result in a reduction to

the deposits and to the commission owed to the Successful Offeror. Such refund documentation may be posted on a FTP site for file sharing;

8. Payment Arrangements guidelines will be defined by Department of Finance and Treasurer's office and given to the Successful Offeror to be followed.
9. Appeals for Medicaid/Medicare and insurance filings;
10. Financial reports.

- P. Successful Offeror shall code each patient chart, on the basis of the information provided by the City, including ICD-9, ICD-10 and CPT codes and procedural modifiers, this includes determining the level of service provided (bls, als1, als2, sct, etc..).
- Q. Successful Offeror shall provide training to Fire Department on any upcoming changes related to code changes (ICD-10, etc...) at no additional charge to the City.

## **SECTION 7. EVALUATION CRITERIA.**

Offerors will be evaluated for selection on the basis of those most qualified to meet the requirements of this RFP. The City of Roanoke does not use a numerical or weighted scoring system when evaluating selection criteria. Major criteria to be considered in the evaluation may include, but shall not necessarily be limited to the items referred to above and those set forth below:

- A. The background, education and experience of the Offeror in providing billing and collections services specifically used for pre-hospital emergency medical services agreements elsewhere, including the level of experience in working with municipalities and the quality of services performed or items supplied.
- B. Reasonableness/competitiveness of proposed fee and/or benefits to the City, although the City is not bound to select the Offeror who proposes the lowest fees or most benefits for services. The manner in which fees for services will be billed to the City. The City reserves the right to negotiate fees and/or benefits to the City with the selected Offeror(s).
- C. The Offeror's responsiveness and compliance with the RFP requirements and conditions.
- D. Determination that the selected Offeror has no contractual relationships which would result in a conflict of interest with the City's contract.
- E. The Offeror's ability, capacity, and skill to fully and satisfactorily provide the services and/or items required in this RFP.

- F. The quality of Offeror's performance in comparable and/or similar projects. References from existing and/or recently contracted agencies providing pre-hospital emergency medical services, including governmental EMS agencies.
- G. Specific plans or methodology to be used to perform the services requested in the RFP.
- H. Offeror's willingness to accept the City's sample contract.

## **SECTION 8. SELECTION PROCESS.**

- A. Pursuant to Section 2.2-4302.2 (A)(3) of the Code of Virginia, selection shall be made of two or more Offerors, if there be that many, deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation of factors included in this RFP, including price. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the City (through the City Manager or City Manager's designee) shall select the Offeror which, in his/her opinion, has made the best proposal, and may award the contract to that Offeror. The City may cancel this RFP or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the City determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.
- B. All proposals submitted in response to this RFP will be reviewed by the Purchasing Division or its designee for responsiveness prior to referral to a selection committee or person. A committee consisting of City personnel and/or others and/or an appropriate individual will then evaluate all responsive proposals, conduct the negotiations, and make recommendations to the City Manager, or the City Manager's designee, as appropriate. The award of a contract, if made, will be made to the Offeror whose proposal best furthers the interest of the City, as determined by the City Manager, or the City Manager's designee. The City reserves the right to reject any and all proposals, to waive any informality or irregularity in the proposals received, and to make the award to the Offeror whose proposal is deemed to be in the best interest of the City.
- C. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the selection committee or person. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. Oral presentations are strictly at the option of the City and may or may not be conducted.

## **SECTION 9. COOPERATIVE PROCUREMENT.**

The procurement of goods and/or services provided for in this Contract is being conducted pursuant to Virginia Code Section 2.2-4304 and on behalf of other public bodies in Virginia. Unless specifically prohibited by the Awarded Offeror, any resultant contract may be used

by other public bodies in Virginia as allowed by Section 2.2-4304. The Awarded Offeror shall deal directly with each public agency or body seeking to obtain any goods and/or services pursuant to this Contract or from this procurement and in accordance with Virginia Code Section 2.2-4304. The City of Roanoke shall not be responsible or liable for any costs, expenses, or any other matters of any type to either the Contractor or the public agency or body seeking to obtain any goods and/or services pursuant to this cooperative procurement provision.

**SECTION 10. INFORMATION ON CONTRACT TO BE AWARDED.**

The Sample Contract marked as Attachment A to RFP No17-02-07 contains terms and conditions that the City plans to include in any contract that may be awarded, but such terms and conditions may be changed, added to, deleted, or modified as may be agreed to between the City and the Offeror during negotiations. However, if an Offeror has any objections to any of the terms or conditions set forth in the Sample Contract or any changes or additions thereto that the Offeror wants to discuss during negotiations, the Offeror should set forth such objections, changes, or additions in such Offeror's proposal submitted in response to this RFP. Otherwise, submission of a proposal by an Offeror will obligate such Offeror, if it is the Successful Offeror, to enter into a contract containing the same or substantially similar terms and conditions as contained in such Sample Contract. Other terms and conditions, if necessary, will be negotiated with the Successful Offeror.

**END**



**ATTACHMENT A TO  
RFP 17-02-07  
BILLING AND COLLECTION SERVICES FOR  
EMERGENCY MEDICAL SERVICES (EMS)  
  
CITY OF ROANOKE, VIRGINIA  
SAMPLE CONTRACT BETWEEN CITY OF ROANOKE AND  
  
FOR EMERGENCY MEDICAL SERVICES**

This Contract # \_\_\_\_\_ is dated \_\_\_\_\_, 20\_\_\_\_, between the City of Roanoke, Virginia, a Virginia municipal corporation, hereinafter referred to as the “City” or “Owner”, and \_\_\_\_\_  
(legal name and address of contractor)

hereinafter referred to as the “Contractor,”

**WITNESSETH:**

WHEREAS, Contractor has been awarded this Contract by the City for furnishing all equipment, materials, goods, labor, and services necessary for billing and collection services for Emergency Medical Services (EMS) and associated work in accordance with this Contract and the documents referred to herein, all such items or services also being referred to hereinafter as the Work or Project.

**NOW, THEREFORE, THE CITY AND THE CONTRACTOR AGREE AS FOLLOWS:**

**SECTION 1. WORK TO BE PERFORMED AND DOCUMENTS.**

For and in consideration of the money hereinafter specified to be paid by the City to the Contractor for the Work provided for in this Contract to be performed by the Contractor, the Contractor hereby covenants and agrees with the City to fully perform the services, provide any materials called for to construct, and complete the Work called for by this Contract in a good and workmanlike manner in accordance with this Contract and the documents referred to herein in order to fully and properly complete this Contract within the time stipulated, time being made of the essence for this Contract. It is also agreed by the parties hereto that the documents to this Contract consist of this Contract and the following documents listed below (Contract Documents), all of which are and constitute a part of this Contract as if attached hereto or set out in full herein, viz:

1. Insurance Requirements (Exhibit 1).
2. Scope of Work (Exhibit 2).
3. Request for Proposal No. 17-02-07, which is incorporated herein by reference.

The parties agree that if there are any differences between the provisions of the above referenced documents, the provisions of the City documents and this Contract will control over any Contractor supplied documents or information.

## **SECTION 2. CONTRACT AMOUNT.**

The City agrees to pay the Contractor for the Contractor's complete and satisfactory performance of the Work, in the manner and at the time set out in this Contract. The Contract compensation shall be in the form of a percentage of net monthly collections, billable by the Contractor at the end of each month as provided for in this contract. The term "net monthly collections: or "Net Collections" is hereby defined as the total sum of all monies collected by or through the Contractor for all services rendered by the City, less amounts refunded or credited to an individual or third party payer as a result of overpayments, erroneous payments, or bad checks and any credit card payments. The contract compensation for Contractor under this contract for the initial term is \_\_\_% of the Net Collections made by or through the Contractor on the City's accounts receivable during the previous calendar month. This Contract amount may be increased or decreased by additions and/or reductions in the Work as may be authorized and approved by the City, and the Contract amount may be decreased by the City's assessment of any damages against the Contractor, as may be provided for in this Contractor or by law, and the City retains the right of setoff as to any amounts of money the Contractor may owe the City. However, Contractor further acknowledges and agrees that any request for Contractor to perform Work under this Contract is in the sole discretion of the City and that there is no guarantee of any minimum amount of Work that may be requested by the City and that no Work may be requested.

## **SECTION 3. TERM OF CONTRACT.**

- A. The term of this Contract shall be for one (1) year, from \_\_\_\_\_, through \_\_\_\_\_, at which time it will terminate, unless sooner terminated pursuant to the terms of the Contract or by law or unless extended as set forth herein at the option of the City.
- B. By mutual agreement of the parties, the contract may be renewed for up to four (4) additional one (1) year periods or any combination thereof. If either party wants to renew the Contract that party shall give a written request to renew to the other party at least sixty (60) days before the expiration of the original term or any renewal term of the Contract. The party receiving such request shall either accept or reject in writing such request within thirty (30) days of receipt of that request, provided, however, if the party receiving the request to renew fails to respond within thirty (30) days, the request to renew shall be deemed to be rejected, unless the parties mutually agree otherwise.
- C. All terms and conditions shall remain in force for the term of this Contract and for any renewal period unless modified by mutual agreement of both parties. Prices shall not be increased during the initial term of this Contract.

#### **SECTION 4. TIME OF PERFORMANCE.**

The Contractor shall commence the Work to be performed under this Contract on such date as is established and fixed for such commencement by written notice (which may be initially given verbally in an emergency situation) to proceed given by the City representative to the Contractor, and the Contractor covenants and agrees to fully construct, perform, and complete the Work and/or provide the goods called for by this Contract established by such notice. The Contractor further agrees that the Work shall be started promptly upon receipt of such notice and shall be prosecuted regularly, diligently, and uninterruptedly at a rate of progress that will ensure full completion thereof in the shortest length of time consistent with the Contract Documents and that Contractor will cooperate and coordinate with the other City contractors or employees doing other work or using the area where Contractor is working.

#### **SECTION 5. PAYMENT.**

- A. The Contractor may submit a request for payment not more than once a month. The payment requested shall be for the services actually completed and/or materials provided as required by this contract and approved by the City. Invoices for services rendered and accepted shall be submitted by Contractor directly to the payment address of the requesting City department/division. Payment of such invoices shall be the responsibility of the department/division.
  
- B. The City agrees to pay Contractor for the Contractor's complete and satisfactory performance of the Work, in the manner and at the time set out in this Contract. The City retains the right to setoff as to any amounts of money Contractor may owe the City. A written progress report may be requested by the City to accompany payment request and, if so, such progress report shall detail the work completed. Also, sufficient documentation of all costs, expenses, materials supplies, and/or hours worked may be requested by the City and, if so, may be required prior to the processing of any such request for payment. Payment will only be made for work actually performed, services actually supplied, and/or materials furnished to the City, all of which need to be approved and accepted by the City prior to such payment, unless otherwise provided for in the Contract documents. Once a payment request has been received by the City, the City will process such payment request. If there are any objections or problems with the payment request, the City will notify the Contractor of such matters. If the payment request is approved and accepted by the City, payment will be made by the City to the Contractor not more than 30 days after such request has been approved.

#### **SECTION 6. PAYMENTS TO OTHERS BY CONTRACTOR.**

The Contractor agrees that Contractor will comply with the requirements of Section 2.2-4354 of the Virginia Code regarding Contractor's payment to other entities and the Contractor will take one of the two actions permitted therein within 7 days after receipt of

amounts paid to Contractor by the City. Contractor further agrees that the Contractor shall indemnify and hold the City harmless for any lawful claims resulting from the failure of the Contractor to make prompt payments to all persons supplying the Contractor equipment, labor, tools, or material in connection with the work provided for in the Contract. In the event of such claims, the City may, in the City's sole discretion, after providing written notice to the Contractor, withhold from any payment request or final payment the unpaid sum of money deemed sufficient to pay all appropriate claims and associated costs in connection with the Contract and make such payment, if the City determines it to be appropriate to do so.

#### **SECTION 7. HOLD HARMLESS AND INDEMNITY.**

Contractor shall indemnify and hold harmless the City and its officers, agents, and employees against any and all liability, losses, damages, claims, causes of action, suits of any nature, costs, and expenses, including reasonable attorney's fees, resulting from or arising out of Contractor's or its employees, agents, or subcontractors actions, activities, or omissions, negligent or otherwise, on or near City's property or arising in any way out of or resulting from any of the work or items to be provided under this Contract, and this includes, without limitation, any fines or penalties, violations of federal, state, or local laws or regulations, personal injury, wrongful death, or property damage claims or suits. Contractor agrees to and shall protect, indemnify, and hold harmless all the parties referred to above from any and all demands for fees, claims, suits, actions, causes of action, settlement or judgments based on the alleged or actual infringement or violation of any copyright, trademark, patent, invention, article, arrangement, or other apparatus that may be used in the performance of this Contract.

#### **SECTION 8. COMPLIANCE WITH LAWS AND REGULATIONS, AND IMMIGRATION LAW.**

Contractor agrees to and will comply with all applicable federal, state, and local laws, ordinances, and regulations, including, but not limited to all applicable licensing requirements, environmental regulations, and OSHA regulations. Contractor further agrees that Contractor does not and shall not during the performance of its Contract; knowingly employ an unauthorized alien as defined in the Federal Immigration Reform & Control Act of 1986.

#### **SECTION 9. INDEPENDENT CONTRACTOR.**

The relationship between Contractor and the City is a contractual relationship. It is not intended in any way to create a legal agency or employment relationship. Contractor shall, at all times, maintain its status as an independent contractor and both parties acknowledge that neither is an agent, partner or employee of the other for any purpose. Contractor shall be responsible for causing all required insurance, workers' compensation (regardless of number of employees) and unemployment insurance to be provided for all of its employees and subcontractors. Contractor will be responsible for all actions of any of its subcontractors, and that they are properly licensed.

## **SECTION 10. REPORTS, RECORDS, AND AUDIT.**

Contractor agrees to maintain all books, records, electronic data, and other documents relating to this Contract for a period of five (5) years after the end of each fiscal year included in this Contract. The City, its authorized employees, agents, representatives, and/or state auditors shall have full access to and the right to request, examine, copy, and/or audit any such materials during the term of the Contract and such retention period, upon prior written notice to Contractor. This includes the City's right to audit and/or examine any of the Contractor's documents and/or data as the City deems appropriate to protect the City's interests.

## **SECTION 11. INSURANCE REQUIREMENTS.**

Contractor and any of its subcontractors involved in this Contract shall maintain the insurance coverage's set forth in Exhibit 1 to this Contract and provide the proof of such insurance coverage as called for in Exhibit 1, including workers' compensation coverage regardless of the number of Contractor's employees. Such insurance coverage shall be obtained at the Contractor's sole expense and maintained during the life of the Contract and shall be effective prior to the beginning of any work or other performance by the Contractor under this Contract. Additional insured endorsements, if required, must be received by the City within 30 days of the execution of this Contract or as otherwise required by the City's Risk Manager.

## **SECTION 12. DEFAULT.**

If Contractor fails or refuses to perform any of the terms of this Contract, including poor services, work or materials, the City may, by written notice to Contractor, terminate this Contract in whole or in part. In addition to any right to terminate, the City may enforce any remedy available at law or in equity in connection with such default, and Contractor shall be liable for any damages to the City resulting from Contractor's default. The City further reserves the right to immediately obtain such work or services from other entities in the event of Contractor's default.

## **SECTION 13. NONWAIVER.**

Contractor agrees that the City's waiver or failure to enforce or require performance of any term or condition of this Contract or the City's waiver of any particular breach of this Contract by the Contractor extends to that instance only. Such waiver or failure is not and shall not be a waiver of any of the terms or conditions of this Contract or a waiver of any other breaches of the Contract by the Contractor and does not bar the City from requiring the Contractor to comply with all the terms and conditions of the Contract and does not bar the City from asserting any and all rights and/or remedies it has or might have against the Contractor under this Contract or by law.

**SECTION 14. FORUM SELECTION AND CHOICE OF LAW.**

This Contract shall be governed by, and construed in accordance with, the laws of the Commonwealth of Virginia, without application of Virginia's conflict of law provisions. Venue for any litigation, suits, and claims arising from or connected with this Contract shall only be proper in the Roanoke City Circuit Court, or in the Roanoke City General District Court if the amount in controversy is within the jurisdictional limit of such court, and all parties to this Contract voluntarily submit themselves to the jurisdiction and venue of such courts, regardless of the actual location of such parties. The provisions of this Contract shall not be construed in favor of or against either party, but shall be construed according to their fair meaning as if both parties jointly prepared this Contract.

**SECTION 15. SEVERABILITY.**

If any provision of this Contract, or the application of any provision hereof to a particular entity or circumstance, shall be held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions of this Contract shall not be affected and all other terms and conditions of this Contract shall be valid and enforceable to the fullest extent permitted by law.

**SECTION 16. NONDISCRIMINATION.**

- A. During the performance of this Contract, Contractor agrees as follows:
- i. Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
  - ii. Contractor in all solicitations or advertisements for employees placed by or on behalf of Contractor will state that Contractor is an equal opportunity employer.
  - iii. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- B. Contractor will include the provisions of the foregoing Section A (i, ii, and iii) in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

**SECTION 17. DRUG-FREE WORKPLACE.**

- A. During the performance of this Contract, Contractor agrees to (i) provide a drug-free workplace for Contractor's employees; (ii) post in conspicuous places, available to

employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of Contractor that Contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

- B. For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

#### **SECTION 18. FAITH BASED ORGANIZATIONS.**

Pursuant to Virginia Code Section 2.2-4343.1, be advised that the City does not discriminate against faith-based organizations.

#### **SECTION 19. ASSIGNMENT.**

Contractor may not assign or transfer this Contract in whole or in part except with the prior written consent of the City, which consent shall not be unreasonably withheld. If consent to assign is given, no such assignment shall in any way release or relieve the Contractor from any of the covenants or undertakings contained in this Contract and the Contractor shall remain liable for the Contract during the entire term thereof.

#### **SECTION 20. CONTRACTUAL DISPUTES.**

Contractual claims, whether for money or for other relief, shall be submitted, in writing, no later than sixty (60) days after the earlier of the final payment or termination of the Contract or notice from the City to the Contractor that the City disputes the amount of Contractor's request for final payment. However, written notice of the Contractor's intention to file such claim must be given at the time of the occurrence or beginning of the work upon which the claim is based. Such notice is a condition precedent to the assertion of any such claim by the Contractor. A written decision upon any such claims will be made by the City Manager or the City Manager's designee (hereafter City Manager) within thirty (30) days after submittal of the claim and any practically available additional supporting evidence required by the City Manager. The Contractor may not institute legal action prior to receipt of the City's decision on the claim unless the City Manager fails to render such decision within 120 days from submittal of Contractor's claim. The decision of the City Manager shall be final and conclusive unless the Contractor within six (6) months of the date of the final decision on a claim or from expiration of the 120 day time limit, whichever occurs first, initiates legal action as provided in Section 2.2 - 4364, of the Va. Code. Failure of the City to render a decision within said 120 days shall not result in the Contractor being awarded

the relief claimed nor shall it result in any other relief or penalty. The sole result of the City's failure to render a decision within said 120 days shall be Contractor's right to immediately institute legal action. No administrative appeals procedure pursuant to Section 2.2 - 4365 of the Va. Code has been established for contractual claims under this Contract.

**SECTION 21. SUCCESSORS AND ASSIGNS.**

The terms, conditions, provisions, and undertakings of this Contract shall be binding upon and inure to the benefit of each of the parties hereto and their respective successors and assigns.

**SECTION 22. HEADINGS.**

The captions and headings in this Contract are for convenience and reference purposes only and shall not affect in any way the meaning and interpretation of this Contract.

**SECTION 23. COUNTERPART COPIES.**

This Contract may be executed in any number of counterpart copies, each of which shall be deemed an original, but all of which together shall constitute a single instrument.

**SECTION 24. AUTHORITY TO SIGN.**

The persons who have executed this Contract represent and warrant that they are duly authorized to execute this Contract on behalf of the party for whom they are signing.

**SECTION 25. NOTICES.**

All notices must be given in writing and shall be validly given if sent by certified mail, return receipt requested, or by a nationally recognized overnight courier, with a receipt, addressed as follows (or any other address that the party to be notified may have designated to the sender by like notice):

To City: City of Roanoke  
\_\_\_\_\_  
215 Church Ave SW, Room \_\_\_\_  
Roanoke, Virginia 24011  
Facsimile: (540) 853-\_\_\_\_\_  
Phone: (540) 853-\_\_\_\_\_  
Email Address: \_\_\_\_\_

Copy to: City of Roanoke  
Purchasing Division  
Attn: Purchasing Manager  
Noel C. Taylor Municipal Building, Room 202

215 Church Avenue, SW  
Roanoke, Virginia 24011  
Facsimile: (540) 853-1513  
Email Address: purchasing.contracts@roanokeva.gov

If to Contractor: \_\_\_\_\_  
Attn: \_\_\_\_\_, President/CEO  
\_\_\_\_\_  
\_\_\_\_\_  
Email Address: \_\_\_\_\_  
Phone: \_\_\_\_\_

Notices shall be deemed to be effective one day after sending if sent by overnight courier or three (3) days after sending it by certified mail, return receipt requested.

**SECTION 26. PROTECTING PERSONS AND PROPERTY.**

The Contractor expressly undertakes both directly and through its subcontractors, to take every reasonable precaution at all times for the protection of all persons and property at the location of the Work or in the vicinity of the Work or that may be affected by the Contractor's operation in connection with the Work. The Contractor will maintain adequate protection of all Contractor's Work to prevent damage to it and shall protect the City's property from any injury or loss arising in connection with this Contract and to protect adjacent property to prevent any damage to it or loss of use and enjoyment by its owners. Contractor agrees to be responsible for the entire Work and will be liable for all damages to the Work, including, but not limited to, damages to any property of the City or to any property in the vicinity or adjacent to the Work. All damage with respect to the Work caused by vandalism, weather, or any other cause, other than resulting from the sole negligence of the City shall be the responsibility of the Contractor. Contractor shall also be responsible for any inventory shortages and discrepancies of any type.

**SECTION 27. CONTRACT SUBJECT TO FUNDING.**

This Contract is subject to funding and/or appropriations from federal, state, and/or local governments and/or agencies. If any such funding is not provided, withdrawn, or otherwise not made available for this Contract, the Contractor agrees that the City may terminate this Contract on seven (7) days written notice to Contractor, without any penalty or damages being incurred by the City. Contractor further agrees to comply with any applicable requirements of any grants and/or agreements providing such funding.

**SECTION 28. SUSPENSION OR TERMINATION OF CONTRACT BY CITY.**

The City, at any time, may order Contractor to immediately stop work on this Contract, and/or by seven days (7) written notice may terminate this Contract, with or without cause, in whole or in part, at any time. Upon receipt of such notice, the Contractor shall immediately discontinue all services affected (unless the notice directs otherwise), and

deliver to the City all data (including electronic data), drawings, specifications, reports, project deliverables, estimates, summaries, and such other information and materials as may have been accumulated by the Contractor in performing this Contract whether completed or in process (unless otherwise directed by the notice).

1. If the termination or stop work order is due to the failure of the Contractor to fulfill any of its Contract obligations, the City may take over the Work and prosecute the same to completion by contract or otherwise. In such case, the Contractor shall be liable to the City for any damages allowed by law, and upon demand of City shall promptly pay the same to City.
2. Should the Contract be terminated or work is stopped not due in any way to the fault of the Contractor, the Contractor shall only be entitled to compensation for services actually performed and materials actually supplied prior to notice of termination or to stop work and which are approved by the City and any applicable federal or state approving agency. No profit, overhead, or any other costs of any type are allowed after the date of such notice of termination or stop work order.
3. The rights and remedies of the City provided in this Section are in addition to any other rights and remedies provided by law or under this Contract and City may pursue any and all such rights and remedies against Contractor as it deems appropriate.

#### **SECTION 29. ETHICS IN PUBLIC CONTRACTING.**

The provisions, requirements, and prohibitions as contained in Sections 2.2-4367 through 2.2-4377, of the Va. Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this Contract.

#### **SECTION 30. COMPLIANCE WITH STATE LAW; FOREIGN AND DOMESTIC BUSINESSES AUTHORIZED TO TRANSACT BUSINESS IN THE COMMONWEALTH OF VIRGINIA.**

Contractor shall comply with the provisions of Virginia Code Section 2.2-4311.2, as amended, which provides that a contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 or as otherwise required by law. Contractor shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the Contract. The City may void the Contract if the Contractor fails to remain in compliance with the provisions of this section.

**SECTION 31. OWNERSHIP OF REPORTS AND DOCUMENTS.**

Contractor agrees that all reports and any other documents (including electronic data) prepared for, obtained in connection with, and/or required to be produced in connection with this Contract shall be delivered by the Contractor to the City and all such items shall become the sole property of the City. The Contractor agrees that the City shall own all rights of any type in and to all such items, including but not limited to copyrights and trademarks, and the City may reproduce, copy, and use all such items as the City deems appropriate, without any restriction or limitation on their use and without any cost or charges to the City from Contractor. Contractor hereby transfers and assigns all such rights and items to the City. Contractor further agrees Contractor will take any action and execute any documents necessary to accomplish the provisions of this Section. The Contractor also warrants that Contractor has good title to all materials, equipment, documents, and supplies which it uses in the Work or for which it accepts payment in whole or in part.

**SECTION 32. ENTIRE CONTRACT.**

This Contract, including any attachments, exhibits, and referenced documents, constitutes the complete understanding between the parties. This Contract may be modified only by written agreement properly executed by the parties.

**SIGNATURE PAGE TO FOLLOW.**

IN WITNESS WHEREOF, the parties hereto have signed this Contract by their authorized representatives.

WITNESS: **(Full Legal Name of Contractor)**

\_\_\_\_\_ By \_\_\_\_\_

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Printed Name and Title

CITY OF ROANOKE, VIRGINIA

WITNESS:  
\_\_\_\_\_  
By \_\_\_\_\_  
City Manager or Authorized City Representative

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Printed Name and Title

Approved as to form:

Appropriation and Funds Required  
for this Contract Certified:

\_\_\_\_\_  
City Attorney

\_\_\_\_\_  
Director of Finance

CT # \_\_\_\_\_

Account # \_\_\_\_\_

Approved as to Execution:

Date \_\_\_\_\_

\_\_\_\_\_  
City Attorney

**EXHIBIT 1  
TO CONTRACT  
BETWEEN CITY OF ROANOKE AND**

**FOR BILLING AND COLLECTION SERVICES FOR  
EMERGENCY MEDICAL SERVICES (EMS)**

**REFERENCE: RFP# 17-02-07**

**SAMPLE CONTRACTOR'S INSURANCE REQUIREMENTS**

**INSURANCE REQUIREMENTS SECTION**

The Contractor shall comply with the insurance requirements set forth in the Contract, including the items set forth below:

- A. Neither the Contractor nor any subcontractor shall commence work under this Contract until the Contractor has obtained and provided proof of the required insurance coverages to the City, and such proof has been approved by the City. The Contractor confirms to the City that all subcontractors have provided Contractor with proof of such insurance, or will do so prior to commencing any work under this Contract.
  
- B. Contractor, including all subcontractors, shall, at its and/or their sole expense, obtain and maintain during the life of this Contract the insurance policies and/or coverages required by this section. The City and its officers, employees, agents, assigns, and volunteers shall be added as an additional insured to the general liability and automobile coverages of any such policies and such insurance coverages shall be primary and noncontributory to any insurance and/or self-insurance such additional insureds may have. The Contractor shall immediately notify in writing the City of any changes, modifications, and/or termination of any insurance coverages and/or policies required by this Contract. The Contractor shall provide to the City with the signed Contract an Acord certificate of insurance which states in the description of operations section one of the two paragraphs below:
  - (1) The City and its officers, employees, agents, assigns, and volunteers are additional insureds as coverage under this policy includes ISO endorsement CG 20 33 which provides that the insured status of such entities is automatic if required by a contract or a written agreement. (If additional insured status is automatic under a different coverage form, Contractor must attach a copy of the coverage form to its certificate. Any required insurance policies shall be effective prior to the beginning of any work or other performance by Contractor and any subcontractors under this Contract).

OR

- (2) ISO endorsement CG 20 10 will be issued, prior to the beginning of any work or other performance by Contractor under this Contract, to the City and its officers, employees, agents, assigns, and volunteers naming them as an additional insured under the general liability coverage. (A copy of the binder confirming the issuance must be attached to the certificate. Any required insurance policies shall be effective prior to the beginning of any work or other performance by Contractor and any subcontractors under this Contract).

However, if B (1) or (2) cannot be provided, the City's Risk Manager, in such Manager's sole discretion, may approve such other certificate of insurance or insurance document(s) that the Risk Manager deems acceptable. The City of Roanoke shall also be named as the Certificate Holder.

- C. The minimum insurance policies and/or coverages that shall be provided by the Contractor, including its subcontractors, include the following:

- (1) Commercial General Liability: \$1,000,000.00

\$1,000,000.00 General Aggregate Limit (other than Products/Completed Operations).

\$1,000,000.00 Products/Completed Operations Aggregate Limit.

\$1,000,000.00 Personal Injury Liability (including liability for slander, libel, and defamation of character).

\$1,000,000.00 each occurrence limit

- (2) Automobile Liability: \$1,000,000.00 combined single limit

- (3) Workers' Compensation and Employer's Liability:

Workers' Compensation: statutory coverage for Virginia

Employer's Liability:

\$100,000.00 Bodily Injury by Accident each occurrence

\$500,000.00 Bodily Injury by Disease Policy Limit.

\$100,000.00 Bodily Injury by Disease each employee.

- 3(A) Errors and Omissions coverage in an amount of not less than \$1,000,000 per occurrence and in the aggregate. Coverage may be written on an occurrence or claims made coverage form. However, if a claims made coverage form is

used; coverage must remain in effect for a minimum of 3 years after the Contractor's work is concluded.

- (4) The required limits of insurance for this Contract may be achieved by combining underlying primary coverage with an umbrella liability coverage to apply in excess of the general and automobile liability policies, provided that such umbrella liability policy follows the form of the underlying primary coverage.
- (5) Such insurance policies and/or coverages shall provide for coverage against any and all claims and demands made by a person or persons or any other entity for property damages or bodily or personal injury (including death) incurred in connection with the services, work, items, and/or other matters to be provided under this Contract with respect to the commercial general liability coverages and the automobile liability coverages. With respect to the workers' compensation coverage, Contractor's and its subcontractors' insurance company shall waive rights of subrogation against the City and its officers, employees, agents, assigns, and volunteers.
- (6) Contractor shall provide such other insurance policies and/or coverages that may be required by other parts of this Contract. If required by the Contract, such policies and/or coverages could include, but are not limited to, Errors and Omissions/Professional Liability, Crime/Fidelity, Environmental and/or Pollution, Builder's Risk, Umbrella/Excess.

D. Proof of Insurance Coverage:

- (1) Contractor shall furnish the City with the above required certificates of insurance showing the type, amount, effective dates, and date of expiration of the policies.
- (2) Where waiver of subrogation is required with respect to any policy of insurance required under this Section, such waiver shall be specified on the certificate of insurance.

E. Insurance coverage shall be in a form and with an insurance company approved by the City, which approval shall not be unreasonably withheld. Any insurance company providing coverage under this Contract shall be authorized to do business in the Commonwealth of Virginia.

F. The Contractor's insurance policies and/or coverages shall not contain any exclusions for the Contractor's subcontractors.

G. The continued maintenance of the insurance policies and coverages required by the Contract is a continuing obligation, and the lapse and/or termination of any such

policies or coverages without approved replacement policies and/or coverages being obtained shall be grounds for termination of the Contractor for default.

- H. Nothing contained in the insurance requirements is to be construed as limiting the liability of the Contractor, and/or its subcontractors, or their insurance carriers. The City does not in any way represent that the coverages or the limits of insurance specified are sufficient or adequate to protect the Contractor's interest or liabilities, but are merely minimums. The obligation of the Contractor, and its subcontractors, to purchase insurance shall not in any way limit the obligations of the Contractor in the event that the City or any of those named above should suffer any injury or loss in excess of the amount actually recoverable through insurance. Furthermore, there is no requirement or obligation for the City to seek any recovery against the Contractor's insurance company before seeking recovery directly from the Contractor.

**END**

**EXHIBIT 2  
TO CONTRACT  
BETWEEN CITY OF ROANOKE AND**

**FOR BILLING AND COLLECTION SERVICES FOR  
EMERGENCY MEDICAL SERVICES**

**REFERENCE: RFP# 17-02-07**

**SCOPE OF WORK**

**The following are the services and/or items that the Successful Bidder will be required to provide and such services are to be included in the bids.**

The services, work, and/or items that the Contractor shall provide in a timely and proper manner in accordance with the Contract include, but are not necessarily limited to, the following:

- A. The Contractor shall bill each user of emergency medical services on a per-call basis at the current prescribed rate for services rendered. The Contractor is responsible for maintaining appropriate and accurate databases and records on patients to which services are provided in compliance with state records, management guidelines, and current federal, state, and local laws.
  
- B. The Contractor shall collect daily EMS incident reports or billing sheets electronically from the City on a weekly basis and immediately process run data and provide an invoice and or statement sent regular mail to each patient for which services were rendered. The Contractor shall bill insurance and Medicaid/Medicare claims for services and collect such income and revenues related to the same. The Contractor shall make daily deposits on behalf of the City of Roanoke and provide regular reports to the Department of Finance, Treasurer's office, and the Office of the Chief of the Fire-EMS Department.
  
- C. The Contractor shall provide monthly reports to the Department of Finance, Treasurer's office, and the Office of the Chief of the Fire-EMS Department on progress of collections at a minimum amount billed each month, amount collected each month, outstanding balances, and write-offs/discounts. In addition to the daily reports, within five (5) business days after the end of each month, the Contractor shall provide monthly, year to date, and yearly reports in summary and detail formats below and other reports that may be directed by the City from time to time, provided that such reports are reasonable within the capabilities of the relational database utilized by the Contractor hereunder. Notwithstanding anything herein to the contrary, at a minimum, the Contractor shall provide the following reports to the City:

**1. Daily Summary and Detail**

- a. Daily deposit reports including daily posting to deposit reconciliation and supporting summary and detail posting reports.

**2. Monthly Reports Summary and Detail**

- a. Account Analysis by Month (Date of Service Based)
- b. Account Analysis by Month and Payer (Date of Service Based)
- c. Aging Report by Current Payer and Aging Category (Aging Date Based)
- d. Accounts Receivables Reconciliation Report (Accounting Period Based)
- e. Write-off detail report
- f. Denials summary by reason report
- g. Accounts currently on appeal report
- h. Monthly Invoice and supporting summary and detail net collection reports
- i. Listing of all active payment plans (containing: customer name, run #, current balance, last payment date, and terms of agreement)

The Contractor shall provide the City with all required reports via email and FTP Site. The Contractor will provide the City with training and education on the retrieval of reports from its website as well as explanation of the information.

- D. The Contractor shall furnish all labor and resources to conduct billing and collections for emergency medical services. The Contractor shall furnish all labor and resources to implement a transition plan including obtaining and filing all new provider codes.
- E. The Contractor's database system shall be compatible with the City's Fire-EMS database system and capable of uploading and downloading data as needed. This will include transferring trip data from the Fire-EMS system to the Contractor's billing system.
- F. The Contractor shall be compliant with the Health Insurance Portability and Accountability Act (HIPAA).
- G. The Contractor shall maintain a local or toll free telephone number for patients to inquire about billing and insurance status.
- H. The Contractor shall maintain a toll-free support line for the City to report problems associated with the Ambulance Billing Services Program. Service coverage is from 8:00 a.m. – 5:00 p.m., EST Monday-Friday, excluding Designated City of Roanoke Holidays as referenced herein ("Business Hours").
  - 1. New Year's Day
  - 2. Presidents Day
  - 3. Martin Luther King Jr. Day
  - 4. Memorial Day

5. Independence Day
6. Labor Day
7. Thanksgiving Day and Day after
8. Christmas Day

- I. The Contractor shall maintain an online website / database for customers to inquire about billing and insurance information.
- J. The Contractor shall furnish to designated City of Roanoke employees online or direct access to the Contractor's billing and customer services system.
- K. The City will maintain a local bank account owned by the City in order for the Contractor to make direct deposits of monies on the City of Roanoke's behalf.
- L. The Contractor shall, on behalf of the City, appeal denied claims for ambulance services provided by the City, if reasonable grounds exist for such an appeal under the applicable rules of the appropriate payer, and/or as directed by the City.
  1. The Contractor shall pursue appeals of Medicare claims through and including reconsideration (QIC) level of appeal.
  2. The Contractor shall pursue appeals of claims denied by other payers through the second level of review under the particular appeals process applicable to that payer.
  3. As part of the month end reports, the Contractor shall provide a report summarizing the accounts currently being appealed.
  4. The Contractor shall be responsible for the follow-up on each medical claim for services denied/rejected by an insurance provider (e.g. Medicare, Medicaid and commercial carriers). The Contractor shall be responsible for contacting insurance providers by telephone, mail or fax in order to resolve each denied/rejected claim, on a claim-by-claim basis.
  5. The Contractor shall be responsible for furnishing insurance providers with all requested patient information, medical information, and medical documentation and for the resubmission of denied claims.
  6. As part of the month end reports, the Contractor shall provide a report detailing the denials/rejections by reason for the prior month.
- M. Medicare and Medicaid funds will be electronically transferred from the payer (EFT) into the financial institution bank account designated by the City. The Contractor shall direct deposit paper checks into this account on a daily basis. No such payments shall be negotiated by the Contractor nor deposited at any time into any depository account which is not City owned. The Contractor shall report all money deposited before 2:00 p.m. EST, on the next business day following the receipt of payments. The Contractor shall submit daily notifications to the City's Department of Finance and Treasurer's Office. These notifications

shall be provided by email. The notifications will include an image of the daily validated deposit slip and an excel spreadsheet.

- N. The Contractor does not have the authority to write checks or make withdrawals from the City's account.
- O. The Contractor shall come to mutual agreement on business procedures with the Department of Finance and Treasurer's office on the following items:
  1. The Contractor should establish relationships with each of the hospitals utilized by the City of Roanoke to obtain patient demographic information, if needed.
  2. The Contractor's standard billing invoice and pre-collection letter shall be provided to the City for review and approval prior to the commencement of billing services and will comply with provisions of the Fair Debt Collection Act, regulations relating to Medicare and Medicaid and any other applicable laws and regulations. Format and layout of all customer correspondence including invoices and past due billings;
  3. The Contractor shall not harass nor threaten persons during the collection process and will assure that only reasonable methods are used in the collection process. Improper collection methods will be considered a breach of contract and the City may terminate the Contract, in accordance with the terms therein;
  4. The Contractor shall be responsible for the billing and collection of all ambulance receivables until they are deemed delinquent or uncollectible. Ten days after the pre-collection letter has been sent, the account will be deemed uncollectible. The Contractor shall provide the City with a file of these accounts deemed uncollectible biweekly. The Contractor shall provide appropriate follow-up on accounts as the accounts move through the various phases of the reimbursement process. All payments (checks, cash and money orders) shall be collected and posted to patient accounts. The Contractor shall be responsible for receiving explanation of benefits (EOB) directly from insurance providers for posting purposes;
  5. Handling of deceased, bankrupt, and hardship cases;
  6. Statute of limitations and write-off of accounts;
  7. On a weekly basis, the Contractor shall prepare and complete refund documentation on behalf of the City. The documentation for each refund will be combined into a single PDF file (copies of checks, billing system statements, Explanation of Benefits (EOB's), notes, complete mailing instructions and payment credits, etc.), and will be forwarded to the City for

refund check issuance. In the case of certain insurers, the insurer's refund request form will be required to be submitted with the refund check to ensure proper posting. In these cases, the Contractor shall include the refund request form in the PDF file. After the refund checks are issued by the City, the City will submit to the Contractor a document confirming the accounts for which the City has issued refund checks so that the Contractor can post the appropriate amount to the individual accounts. The refunds will result in a reduction to the deposits and to the commission owed to the Contractor. Such refund documentation may be posted on a FTP site for file sharing;

8. Payment Arrangements guidelines shall be defined by Department of Finance and Treasurer's office and given to the contractor to be followed;
  9. Appeals for Medicaid/Medicare and insurance filings;
  10. Financial reports.
- P. Contractor shall code each patient chart, on the basis of the information provided by the City, including ICD-9, ICD-10 and CPT codes and procedural modifiers, this includes determining the level of service provided (bls, als1, als2, sct, etc..).
- Q. Contractor shall provide training to Fire Department on any upcoming changes related to code changes (ICD-10, etc...) at no additional charge to the City.
- R. On a timely basis in a mutually acceptable format, the City will provide the information necessary for Contractor to perform the Services in an efficient manner. Such information should include:
1. Patient's name, sex, date of birth, status (single, married, other);
  2. Responsible party's names, address, telephone number, employer (name, address, and telephone);
  3. Insured's name (if different from patient, sex, date of birth, address, relationship to patient, insured's employer (if group policy), insured's employer's address;
  4. Name of insurance company, address, policy certificate number, group policy number;
  5. All applicable charge documents, enough information to allow the Contractor to determine the level of service provided (bls, als1, als2, sct, etc..), and the EMS transport mileage;
  6. Copy of release of information and insurance assignment of benefits, upon request by Contractor;
  7. HMO/PPO authorization number approvals (if applicable);
  8. Date of service, chief complaint, medical history and exam, treatment, diagnosis and assessment, EMS notes, and medications given; and

9. Furnish and/or cause to be transmitted or mailed to Contractor, no less than every other business day and within three business days of service, the EMS charge ticket for each patient for whom Contractor provides the services.
- S. The City will provide access to one (1) or more employees of the City of Roanoke's staff to answer questions regarding claims.
- T. The City will notify the Contractor of patients who qualify for free or reduced charge services due to financial hardship.
- U. The City will send copies of workers' compensation notification of compensable injury forms to the Contractor.
- V. Prior to June 30<sup>th</sup> of each year, the City will provide the Contractor with the City's fee schedule effective on July 1<sup>st</sup> of each year for entry onto Contractor's computer system. Contractor will continue to update such fee schedule upon written notification to Contractor of any change to such fee schedule by the City.
- W. The City will facilitate hospital's report distribution of unallocated and/or unidentified funds of receipts, if applicable.
- X. The City will provide Contractor with copies of contracted agreements with managed care plans, including the negotiated fee schedules (if applicable).
- Y. The City will process refund payments due by the City to individual patients and/or carriers within thirty (30) days of the City's receipt of written notification of such refunds from Contractor. The City acknowledges and agrees that the City is solely responsible for refunding any overpayments, and further agrees to hold Contractor harmless from and against any losses (including fines or penalties and interest) incurred by Contractor as a result of the City's failure to make such refunds.
- Z. The City will maintain a bank account in the name of the City at a bank designated by the City. All payments will be directed to the bank account. Contractor will have no ownership rights in the bank account and will have no right to negotiate or assert ownership of checks made payable to the City. The City will be responsible for all fees associated with such bank account. The City reserves the right to modify or revoke such arrangements at any time.

**ATTACHMENT B  
TO  
RFP 17-02-07  
BILLING AND COLLECTION SERVICES FOR  
EMERGENCY MEDICAL SERVICES**

**PROPOSAL RESPONSE AND CHECKLIST**

Fully complete the following pages and submit along with Page 2 (Signature Page) of the RFP and all applicable attachments.

**I. General Information**

Offeror's (Legal Business) Name: \_\_\_\_\_

Doing Business As (If Different Name): \_\_\_\_\_

Person to Contact Regarding this RFP (Name): \_\_\_\_\_

Telephone Number: ( ) \_\_\_\_\_

Email Address: \_\_\_\_\_

Check type of organization:

Corporation \_\_\_\_

Partnership \_\_\_\_

Sole Proprietor (Individual) \_\_\_\_

Other (describe) \_\_\_\_\_

If Sole Proprietor (individually owned), number of years in business: \_\_\_\_

Have you ever operated under another name? Yes \_\_\_\_ No \_\_\_\_

If yes -

Other name:

Number of years in business under this name:

State license number under this name:

## II. Organization of Firm

The Offeror should submit as **Attachment 1** at a minimum the length of time in the business, corporate experience, strengths in the industry, business philosophy, and a description of the organizational structure of the firm; a description of the organizational structure for the management and operation of the services requested and/or provision of the items referred to in this RFP, including an organizational chart denoting all positions and the number of personnel in each position.

## III. Financial Condition of Offeror

The sufficiency of the financial resources and the ability of the Offeror to comply with the duties and responsibilities described in this RFP.

The Offeror shall submit as **Attachment 2**, a current annual financial report and the previous year's report and a statement regarding any recent or foreseeable mergers or acquisitions. Financial statements may be marked as "confidential" in accordance with the requirements set out in Section 3(F) of this RFP.

## IV. Experience

The Offeror shall submit as **Attachment 3**, a narrative of their firm's experience in providing the services and/or items in this RFP, including type of business, business location, and number of years in business.

## V. References

Each Offeror shall submit as **Attachment 4**, the names, addresses, and telephone numbers of at least three (3) references in connection with supplying the services or items requested in this RFP, especially from other local government operations similar to those being requested in this RFP. Each reference should include organizational name, official address, contact person, title of contact, and phone number.

## VI. Offeror's Proposal

Offeror shall submit as **Attachment 5**, the Offeror's proposed solution to provide the following:

1. The method that the Offeror proposes to collect daily EMS incident reports or billing sheets electronically from the City of Roanoke.
2. The method that the Offeror proposes to bill insurance and Medicaid/Medicare claims for services and collect such income and revenues.
3. Sample reports as outlined in Section 6 (C).
4. Information on telephone and web based solutions for customer inquiries.

5. Information on City of Roanoke staff access to web based customer billing system.
6. Offeror's claims appeal process.
7. The method the Offeror proposes to transfer Medicare/Medicaid payments directly to the City.
8. The Offeror's collection process.
9. The Offeror's process for closing uncollectible accounts.

**VII. Proposed Fee**

Offeror shall submit as **Attachment 6**, the price such Offeror proposes to charge the City for providing the required services and/or items, including all fees and costs and how they are calculated, together with all benefits and/or revenue payments they propose to make to the City.

**VIII. Conditions of Offeror's Proposal**

Offeror shall submit as **Attachment 7**, any conditions to the Offeror's proposal or exceptions to the sample contract (Attachment A to the RFP).

**VII. Conflict of Interest**

\_\_\_\_\_ Offeror, owner, officer, employees, agents and immediate family members are not now, and have not been in the past year, an employee of the City of Roanoke or has no responsibility or authority with the City that might affect the procurement transaction or any claim resulting therefrom.

OR

State the complete name and address of each such person and their connection to the City of Roanoke. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Virginia Code, as set forth in Section 4 (L) of the RFP, apply to this RFP.

Name	Address
_____	_____
_____	_____
_____	_____

**IX. Convictions and Debarment**

If you answer yes to any of the following, state on **Attachment 8** the person or entity against whom the conviction or debarment was entered, give the location and date of the conviction or debarment, describe the project involved, and explain the circumstances relating to the conviction or debarment, including the names, addresses and phone numbers of persons who might be contacted for additional information.

1. In the last ten years, has your organization or any officer, director, partner, owner, project manager, procurement manager or chief financial officer of your organization:
  - a. ever been found guilty on charges relating to conflicts of interest?  
Yes \_\_\_ No \_\_\_
  
2. a. Is your organization or any officer, director, partner or owner currently debarred or enjoined from doing federal, state or local government work for any reason?  
Yes \_\_\_ No \_\_\_
  
- b. Has your organization or any officer, director, partner or owner ever been debarred or enjoined from doing federal, state or local government work for any reason?  
Yes \_\_\_ No \_\_\_

**IX. Compliance**

If you answer yes to any of the following, give the date of the termination order, or payment, describe the project involved, and explain the circumstances relating to same, including the names, addresses and phone numbers of persons who might be contacted for additional information on **Attachment 9**.

1. Has your organization:
  - a. ever been terminated on a contract for cause?  
Yes \_\_\_ No \_\_\_

**X. Confidential & Proprietary Information**

Identify the section and page number of any information in your proposal that has been identified as confidential, proprietary or a trade secret (see Section 4(A) of the RFP).

Page Number	Section	Description of Confidential and/or Proprietary Information
-------------	---------	------------------------------------------------------------

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Offeror shall provide one redacted copy of its proposal fit for public dissemination, in the event the City must respond to a Freedom of Information Act request. The redacted copy of Offeror's proposal shall be provided on CD or other electronically transferable media and shall be redacted to protect any confidential and/or proprietary information and shall be labeled as such. Offeror shall not mark its entire proposal as confidential and/or redact the entire proposal; doing so may result in the disqualification of Offeror's proposal.

**Attachments:**

The following items should be included with your RFP response. Place a check mark on the line next to each applicable item submitted with your proposal. Write N/A (not applicable) on the line next to those items that do not apply to your response.

- Signature Page (Pg. 2) of RFP \_\_\_\_\_
- Removable Media Containing Redacted Version of Proposal \_\_\_\_\_
- Attachment B (Proposal Response And Checklist) to RFP 17-02-07 \_\_\_\_\_
- 1. Organization of Firm \_\_\_\_\_
- 2. Financial Reports \_\_\_\_\_
- 3. Experience \_\_\_\_\_
- 4. References \_\_\_\_\_
- 5. Offeror's Proposal \_\_\_\_\_
- 6. Proposed Fee \_\_\_\_\_
- 7. Conditions of Proposal (If Applicable) \_\_\_\_\_
- 8. Debarment Explanation (If Applicable) \_\_\_\_\_
- 9. Compliance Explanation (If Applicable) \_\_\_\_\_

**ATTACHMENT C  
TO  
RFP 17-02-07  
BILLING AND COLLECTION SERVICES FOR  
EMERGENCY MEDICAL SERVICES**

**CITY OF ROANOKE FISCAL YEAR 2016 COLLECTION FACTS**

	<b># of trips</b>	<b>Gross Charges</b>	<b>Contractual Allowances</b>	<b>Net Charges</b>	<b>Payments</b>	<b>Write-offs / Sent to Collections</b>	<b>Net Coll%</b>	<b>% of net charges</b>	<b>% of payments</b>
<b>Medicare</b>	4705	\$2,133,072.40	\$241,446.68	\$1,891,625.72	\$1,607,689.93	\$86,524.12	85%	36%	53%
<b>Medicaid</b>	419	\$181,891.00	\$87,009.01	\$94,881.99	\$48,134.59	\$486.00	51%	2%	2%
<b>Insurance</b>	6080	\$2,729,228.20	\$760,078.91	\$1,969,149.29	\$1,341,437.05	\$253,415.85	68%	38%	44%
<b>Bill Patient</b>	2852	\$1,257,395.40	\$1,091.12	\$1,256,304.28	\$25,146.03	\$841,848.06	2%	24%	1%
<b>Totals</b>	14056	\$6,301,587.00	\$1,089,625.72	\$5,211,961.28	\$3,022,407.60	\$1,182,274.03	58%	100%	100%