

UNSEALED REQUEST FOR PROPOSAL (URFP)

Issue Date: April 10, 2018

URFP# 12150-18-02

Title: Ambulance Billing Software

Issuing Agency: **County of Augusta**
Finance Department
Attn: Mrs. Corey Richie, VCO
18 Government Center Lane
P.O. Box 590
Verona, VA 24482



Initial Period of Contract: From July 1, 2018 Through June 30, 2019, with the option to renew for two (2) additional years.

Unsealed Proposals Will Be Received Until **2:00PM Eastern Time, April 23, 2018** For Furnishing The Goods/Services Described Herein.

All Inquiries for Information Should Be in Writing and Directed to Corey Richie, Senior Purchasing Assistant at crichie@co.augusta.va.us or by Fax: (540) 245-5742. All inquiries must be received by *April 16, 2018 at 2:00PM*. **Questions after this deadline will not be considered.**

IF PROPOSALS ARE MAILED, SEND DIRECTLY TO ISSUING AGENCY SHOWN ABOVE. IF PROPOSALS ARE HAND DELIVERED, THEN DELIVER TO: County of Augusta, Finance Office, Corey Richie, 18 Government Center Lane, Verona, VA.

The face of the envelope or shipping container shall be clearly marked in the lower left hand corner as follows:

URFP#: 12150-18-02

URFP FOR: Ambulance Billing Software

PROPOSALS DUE: April 23, 2018

In Compliance With This Unsealed Request For Proposal And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation.

Name and Address of Firm:

Date: _____

By: _____

(Signature in Ink)

Name: _____

(Please Print)

_____ Zip Code: _____

Title: _____

Phone: (____) _____

E-mail: _____

Fax: (____) _____

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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- I. **PURPOSE:** The purposes and intent of this Unsealed Request for Proposal (URFP) is to establish a contract through competitive negotiation with one (1) qualified offeror with qualifications and capacity to provide a fully developed and established billing software application and reporting solutions for Augusta County Emergency Medical Services' Revenue Recovery program.
- II. **BACKGROUND:** Augusta County, Virginia is located in the Shenandoah Valley, around 150 miles southwest of Washington, D.C., 110 miles northwest of Richmond, and 90 miles north of Roanoke. It is also located at the junction of I-81 and I-64 and covers approximately 967 square miles. Although primarily a rural county, the 2013 population was 73,912.

The emergency medical service system of ACEMS is comprised of volunteer rescue squads, volunteer fire departments, career rescue and fire departments, and coordination of emergency services between surrounding localities, including but not limited to, Rockingham County Department of Fire & Rescue, Staunton-Augusta Rescue Squad, Waynesboro First Aid Crew, and the Counties of Rockbridge, Bath, and Highland. ACEMS are regulated by the Virginia Office of EMS (12 VAC 5-31) and local codes and ordinances.

ACEMS consists of 96 operational uniform career staff, 9 administrative/operational career staff, and over 600 volunteers.

ACEMS in coordination with Augusta County Volunteers has a total of 17 agencies that serve the Augusta County area. The agencies include 8 Fire Departments, 2 Rescue Agencies, and 7 combined Fire and Rescue Agencies.

Currently, ACEMS runs 16 first-due ambulances plus 3 reserve unit maintained by Augusta County F&R. All units regularly run calls.

Each ordering/transport facility operates under the County of Augusta's Employer Identification Number (EIN) doing business as Augusta County Emergency Medical Services. The County has entered into lease agreements with each operating facility to lease certain motor vehicles from the operating facility to provide ambulance/rescue service and emergency medical service in Augusta County.

ACEMS routinely transports its patients to two main hospitals: Augusta Health located in Fishersville, Virginia and Sentara RMH located in Harrisonburg, Virginia.

The Augusta County Board of Supervisors approved the EMS revenue recovery ordinance on May 13, 2009. The County has contracted for ambulance billing services since the beginning of the program in April 2010.

The County follows a "compassionate billing" approach. The program philosophy is that all citizens of the County (patients) will be treated with the highest level of care without respect to ability to pay. All out-of-pocket expenses, including but not limited to, co-pays and deductibles, are waived for county residents.

III. STATEMENT OF NEEDS:

The County of Augusta is seeking a fully developed and established software application and reporting solution for our Revenue Recovery EMS Billing Program. The software shall include, but is not limited to the following:

1. Cloud based software system
2. Electronic Claim submission and integrated clearing house to Medicare, State Medicaid and commercial insurance carriers.
3. Automatic claim scrubbing for insurance narrative and patient data, modifiers, CPT codes, etc.
4. Ability to set up file import directly from ImageTrend or 3rd party EPCR program.
5. Create and modify forms and statements, collection letters, signature pages and privacy notices.
6. Create and custom call reports.
7. Ability to create detailed aging reports that list patient name, balances, provider, call data, first bill date, etc.
8. Payment posting module that allows for multiple account postings within the same batch.
9. Ability to reconcile with the Image Trend ePCR to ensure all transports have been billed.
10. Manual claim printing to include HCFA1500 forms.
11. Automatic posting of electronic remittances/reconciliation payments.
12. Ability to set up payer alerts and notices for rejections and denials.
13. Auditing capabilities to ensure government compliance with billing.
14. Disaster Recovery Plan
15. Ability to scan and attach supporting documents.

IV. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. GENERAL INSTRUCTIONS:

1. RFP Response: In order to be considered for selection, offerors must submit a complete response to this RFP. One (1) original and two (2) copies of each proposal must be submitted to the issuing agency. No other distribution of the proposal shall be made by the offeror.

2. URFP Submittal- Proposals must be submitted no later than 2:00pm, Monday, April 23, 2018. Proposals should be delivered to:

Mrs. Corey Richie, VCO, Senior Purchasing Assistant
Finance Office
18 Government Center Ln
Verona, VA 24482

3. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the URFP. Emphasis should be placed on completeness and clarity of content.
- c. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or

“may” are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Offeror to satisfy a "must" or "shall" requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offerors' proposal.

- d. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
 - e. Ownership of all data, materials, and documentation originated and prepared for the State pursuant to the URFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protections of § 2.2-4342F 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 reasons 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 will result in rejection of the proposal.
4. Oral Presentation: Offerors who submit a proposal in response to this URFP may be required to give an oral presentation of their proposal to the agency. 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. The issuing agency will schedule the time and location of these presentations. Oral presentations are an option of the purchasing agency and may or may not be conducted.

B. SPECIFIC PROPOSAL INSTRUCTIONS:

Proposals should be as thorough and detailed as possible so that the County may properly evaluate your capabilities to provide the required goods/services. Offerors are required to submit the following items as a complete proposal:

1. Return the URFP cover sheet and all addenda acknowledgments, if any, signed and filled out as required.
2. A written narrative statement to include:
 - a. Company History
 - b. Names, qualifications and experience of personnel to be assigned to the project.
 - c. Resumes of staff to be assigned to the project.
3. Specific plans for providing the proposed goods/services including:
 - a. Detailed timeline for implementation
 - b. Hardware Requirements
 - c. SOC Audit
4. Proposed Price.

- V. EVALUATION AND AWARD CRITERIA: The contact will be awarded to the most responsive and responsible Offeror whose proposal is deemed most advantageous to the County. The County reserves the right to accept the proposal which, in its judgement, will best serve the interests of the County. The County's evaluation criteria of the proposal will include consideration of the following:

	POINT
	VALUE
1. Quality of software offered and sustainability for the intended purpose	20
2. Experience and qualifications of personnel in providing the goods	20
3. Price	20
4. Implementation timeframe	20
5. Maintenance Support/Customer Service	15
TOTAL	100

A. AWARD OF CONTRACT:

1. The contract will be awarded to the offeror whose proposal conforming to the URFP documents, is most advantageous to the County, considering price and other evaluation criteria set forth in the bid documents.
2. A contract shall not be assigned by the Contractor in whole or in part without the written consent of the County
3. Ten (10) days prior to actual award, the County will issue a NOTICE OF INTENT TO AWARD.

VI. PREPROPOSAL CONFERENCE: At this time, it has been determined that a pre-proposal conference is not required. Should any potential Offerors have questions, they may contact Corey Richie, Senior Purchasing Assistant, by email at crichie@co.augusta.va.us for clarification of this Unsealed Request for Proposal. In the event specific information not contained in the URFP is provided to any Offeror, the same specific information will be provided to any other Offerors who have indicated interest in the contract with the County.

- A. CONTRACT PERIOD AND RENEWAL: The period of this contract shall be for one (1) year with the option to renew for two (2) additional years.

VII. GENERAL TERMS AND CONDITIONS:

- 1) PRECEDENCE OF TERMS: In the event there is a conflict between the general terms and conditions and any special terms and conditions which may be included in this solicitation for use in a particular procurement, the special terms and conditions shall apply.
 - a. CLARIFICATION OF TERMS: If any prospective Offeror has questions about the specifications or other solicitation documents, the prospective Offeror should submit the questions using the Pre-Proposal Question Form (Attachment A) by submitting it to the person whose name appears on the face of the Request For Proposal, no later than five (5) days before the proposal due date. Any revisions to the solicitation will be made only by addendum issued by the County.

- b. **PAYMENT TERMS:** Upon receipt and acceptance of the equipment/services from the successful contractor, the County will pay the Contractor's Statement of Amount Due within thirty (30) days of receipt of invoice.
- c. **QUALIFICATIONS OF OFFERORS:** The County may make such reasonable investigations as deemed proper and necessary to determine the ability of the Offeror to perform the work and the Offeror shall furnish to the County all such information and data for this purpose as may be requested. The County reserves the right to inspect Offerors physical facilities prior to award to satisfy questions regarding the Offerors capabilities. The County further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fails to satisfy the County that such Offeror is properly qualified to carry out the obligations of the contract and to complete the work/furnish the item(s) contemplated therein.
- d. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the Offeror in whole or in part without the written consent of the County.
- e. **ETHICS IN PUBLIC CONTRACTING:** By submitting their proposals, all Offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other Offeror, supplier, manufacturer or subcontractor in connection with their proposal.
- f. **ANTI-DISCRIMINATION:** By submitting their proposals, all Offerors certify to the County of Augusta that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Act of 1975, as amended, where applicable, and Section 2.2-4311 of the Virginia Public Procurement Act and that during the performance of this contract, the Offeror agrees as follows:
 - g. The Offeror 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 the state law relating to discrimination in employment, except when there is bona fide occupational qualification reasonably necessary to the normal operation of the Offeror. The Offeror agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - h. Notices, advertisements and solicitations placed by or on behalf of the Offeror will state that such contractor is an equal opportunity employer.
 - i. 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.

- j. The Offeror will include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

- k. DRUG-FREE WORKPLACE: During the performance of this contract, the Contractor agrees to (i) provide a drug-free workplace for the 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 contractor's workplace and specifying the actions that will be taken against employees for violation of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the 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.

- l. PUBLIC INSPECTION OF PROCUREMENT RECORDS: Proposals submitted shall be subject to public inspection only in accordance with Virginia Code § 2.2-4342.

- m. COSTS OF PROPOSAL PREPARATION: Any costs incurred by the Offerors in preparing or submitting proposals are the Offerors' responsibility. The County will not reimburse any Offeror for any costs incurred as a result of a response to this Request for Proposal.

VIII. SPECIAL TERMS AND CONDITIONS:

- 1) OWNERSHIP OF MATERIAL: Ownership of all data, material and documentation originated and prepared for the County pursuant to the URFP shall belong exclusively to the County and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of this section prior to or upon submission of the data or other materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary.

- 2) CANCELLATION OF CONTRACT: The County reserves the rights to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor.

- 3) INSURANCE COVERAGE: Prior to the execution of the Contract, the Contractor shall furnish the County with a Statement of Insurance coverage from his agent indicating

effective dates and limits of coverage for professional liability, workers compensation and automobile insurance.

- 4) **OBLIGATION OF OFFEROR:** By submitting a proposal, the Offeror covenants and agrees that he has satisfied himself, from his own investigation of the conditions to be met, that he fully understands his obligation and that he will not make any claim for, or have right to cancellation or relief from the contract because of any misunderstanding or lack of information.
- 5) **USE OF CONTRACT BY OTHER POLITICAL JURISDICTIONS:** The offeror is advised that the resultant contract will be extended to other jurisdictions and political subdivisions of the Commonwealth of Virginia to permit their ordering of services at the prices and terms of the resultant contract. If any other jurisdiction or political subdivision decides to use the resultant contract, the offeror must deal directly with such jurisdiction or political subdivision concerning the placement of orders, issuance of purchase orders, contractual disputes, invoicing and payment. The County acts only as the "Contracting Agent" for these jurisdictions and political subdivisions. Failure to extend a contract to any jurisdiction or political subdivision will have no effect on consideration of a proposal. It is the awarded offerors responsibility to notify other jurisdictions and political subdivisions of the availability of the contract(s).
- 6) Each participating jurisdiction and political subdivision has the option of executing a separate contract with the successful offeror. Contracts entered into with them may contain general terms and conditions unique to those jurisdictions and political subdivisions covering minority participation, non-discrimination, etc. If, when preparing such a contract, the general terms and conditions of a jurisdiction or political subdivision are unacceptable to the successful offeror, the successful offeror may withdraw its extension of the award to that jurisdiction or political subdivision.
- 7) The County shall not be held liable for any costs or damages incurred by another jurisdiction or political subdivision as a result of any award extended to that jurisdiction or political subdivision by the successful offeror.
- 8) **REPRESENTATION:** The Offeror will not represent any other client before the General Assembly which has any interest, directly or indirectly, that would conflict in any manner with the County's interest or which would interfere with the performance of the Offeror's duties. Offer shall disclose to the County any such conflict or potential conflict at the time Offeror obtains knowledge of the same.
- 9) **CONFIDENTIALITY:** To the extent permitted by law, the County's legislative activities and all discussions related thereto shall be treated as confidential and shall not be disclosed by Offeror to third parties, except as directed by authorized representatives of the County.

- 10) **LOBBYING REGISTRATION AND DISCLOSURES:** Offeror shall comply with the registration and disclosure requirements set forth in Title 2.2, Chapter 4, Article 3 of the Code of Virginia (1950), as amended. The County shall complete and furnish within ten business days any related and required materials to fulfill the filing requirements of this section.
- 11) **CONTRACT QUANTITIES:** The quantities specified in this Request for Proposal are estimated only, and are given for the information of the bidders. They do not indicate the actual quantity which will be ordered, since such volume will depend upon requirements which develop during the contract period. Quantities shown shall not be construed to represent any amount which the County shall be obligated to purchase under the contract, or relieve the contractor of his obligation to fill all orders placed by the County.

Attachment A

Reference List

To be completed by Offeror

1. **QUALIFICATION OF OFFEROR:** The offeror certifies it has the capability and capacity in all respects to fully satisfy all of the contractual requirements.
2. **YEARS IN BUSINESS:** Indicate the length of time you have been in business providing this type of services _____ year's ___ months.
3. **REFERENCES:** Indicate below a listing of four (4) recent references for whom the offeror has provided this type of service. Include the date the services were furnished and the name and address of the person that the County has your permission to contact. If the offeror has not recently provided this type of service, list four (4) general references that the County has your permission to contact.

Date	Client	Phone Number and Person to Contact
_____	_____ _____ _____	_____ Phone _____

Attachment B

Pre-Proposal Question Form

Project Title: **Ambulance Billing Software**

URFP #:12150-18-02

The undersigned potential Offeror would like to request a written clarification, interpretation, or explanation to the following question or question(s):

Please note that all questions should be directed to the Officer designated on the Notice of Unsealed Request for Proposal and should be received at least five (5) business days prior to the time set for the receipt of proposals to allow for sufficient time for an addendum to reach all Offerors. If there are two (2) weeks or less between the issuance of the Unsealed Request for Proposal and the time set for receipt of proposals, then Offerors may continue to submit questions up until three (3) business days prior to the time set for receipt of proposals.

The County will endeavor to respond to all inquiries in the timeliest manner possible. However, if in their discretion they determine the inquiry to be inappropriate for any reason, the County may refuse to respond. Multiple inquiries of substantially the same question may be answered in one addendum.

Firm Name and Address:

Telephone: (____) _____
Fax: (____) _____

Signature: _____ Date: _____

Title: _____ Email: _____

