



Dinwiddie County Procurement

14010 Boydton Plank Road

Dinwiddie, VA 23841

Phone: (804) 469-4500, Option 1, Ext 2150

E-Mail: hcasey@dinwiddieva.us

www.dinwiddieva.us/purchasing

ADDENDUM #1

Date: March 15, 2022

Request for Proposals #22-030422

Third-Party Billing and Collection Administration Services

Deadline: Friday, March 25, 2022 at 2 p.m.

TO ALL POTENTIAL BIDDERS:

The following information is being provided for purposes of clarification or in response to questions received from potential offerors. In the event that any of these specifications conflict with previous specifications, the specifications in this addendum shall control. Prepare your proposals accordingly:

- Question:** Whether companies from Outside USA can apply for this? Like from India or Canada. Can we perform the tasks (related to the RFP) outside the USA?
Answer: The County will gladly review any proposal submitted; however, due to the nature of the work to be performed, an Offeror shall ensure that all applicable federal and state laws are followed and that any legal risk to the County related to how or where the work is performed is eliminated. Ultimately, this would be the decision of the County Attorney based on information provided by the Offeror.
- Question:** Whether we need to come over there for meetings?
Answer: Yes, face-to-face meetings will be required. The Offeror must work closely with the County, hospitals and insurance companies.
- Question:** Can we submit a proposal via email?
Answer: Section 1 of the RFP states: "Proposals, to include addenda or changes to a response, shall **not** be accepted via Fax machine or by Internet E-mail, orally or by telephone." See Section 4.1 of the RFP for ways to submit a proposal.
- Question:** Will the vendor be financially responsible for the cost of your ePCR software and hardware? If so, please provide all specifications.
Answer: No, the software and hardware cost are incurred by the County.
- Question:** Do you currently use a lockbox for all payments? If so, who will be responsible for the cost of the lockbox?
Answer: Yes, we use a lock box. The cost is passed on to the County by the vendor.

6. Question: Please provide the number of transports billed in 2021 by level of service.

Answer:

Level of Service	# of Transports Billed
ALS Emergency	1352
ALS 2	53
BLS Emergency	659

7. Question: How do you receive payments – do you use a lockbox or are payments processed by the billing contractor?

Answer: Payments are received via a lockbox or credit card.

8. Question: How do you handle distribution of HIPAA Notice of Privacy Practices?

Answer: NPP's are carried on the EMS Units and are given out at the time of service in most cases. The ePCR program has a tracking feature of whether or not they are received. If they are not given out at the time of service then the vendor is required to mail them.

9. Question: How will credit card fees be handled (passed on to the patient, by the County or the billing vendor)?

Answer: Currently, credit card fees are paid by the vendor.

10. Question: Do you contract with a collection agency for delinquent accounts?

Answer: We do not send delinquent accounts to collections agency.

Note: A signed acknowledgement of this addendum must be received by this office prior to the due date and time, or must be attached to your proposal. Signature on this addendum does not constitute signature on the original proposal. The original proposal must also be signed per RFP instructions.

Company Name: _____

Signature: _____

Type/Print Name: _____

Title: _____

Date: _____