



**FLORENCE COUNTY**  
**SOUTH CAROLINA**

**REQUEST-FOR-PROPOSALS NO. 11-17/18**

**EMERGENCY MEDICAL SERVICES (EMS) BILLING,**  
**COLLECTION, AND POSTING SERVICES**

**SUBMISSION DEADLINE: TUESDAY, DECEMBER 19, 2017 at**  
**3:00 p.m. (ET)**

**EMS BILLING, COLLECTION, AND POSTING SERVICES**  
**RFP NO. 11-17/18**

Florence County is accepting proposals from qualified companies to perform Emergency Medical Services (EMS) Billing, Collection, and Posting Services for Florence County, SC.

**PROPOSAL SUBMITTALS** must be received no later than 3:00 p.m. EST on Tuesday, December 19, 2017 to the address below in a sealed envelope. Submittals shall contain four (4) copies of the information requested. Submittals received after the deadline will not be opened. Facsimile or e-mail submittals will not be accepted. All submittals should be sent to:

**MAILED TO:**

Florence County Procurement  
Attn: Patrick D. Fletcher  
180 N. Irby Street, MSC-R  
Florence, South Carolina 29501

**HAND-CARRIED TO:**

Florence County Procurement  
Attn: Patrick D. Fletcher  
180 N. Irby Street, Room B-5  
Florence, South Carolina 29501

Offerors mailing a proposals should allow sufficient mailing time to ensure timely receipt. The County is not responsible for proposals delayed by mail and/or delivery services of any nature. Proposals received after the set time for closing will be returned unopened.

Proposals must be made in the official name of the firm or the individual under which business is conducted (showing the official business address) and must be signed in ink by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposals. Proposals must be valid for a minimum of ninety (90) days.

Upon receipt by the County, the proposal shall become the property of the County, without compensation to the offeror, for disposition or usage by the County at its discretion. The County shall have the sole discretion in evaluating both the proposals and the qualifications of the offerors. The County reserves the right to reject any and all proposals and is not bound to accept any proposals, if the proposals acceptance is contrary to the best interest of the County. The particulars of any proposals will remain confidential until a contract is signed with the successful offeror(s).

Florence County under Title VI of the Civil Rights Act of 1964 and related statutes ensures that no person shall on the grounds of race, color, national origin, sex, disability, and age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity it administers.

Minority Business Owners (minority or woman owned businesses) will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, creed, sex or national origin in consideration for an award. It is the policy of the County that minority business and women owned business enterprises (MBE/WBE) have an opportunity to participate at all levels of contracting in the performance of City projects to the extent practical and consistent with the efficient performance of the contract.

Florence County reserves the right to engage in discussions with any or all responsible responders who submit proposals for the purpose of clarification to assure full understanding of and responsiveness to this request.

This request for proposals does not commit Florence County to award a contract, to pay any cost incurred in the preparation of proposals or to procure or contract for the articles of goods or services. Florence County reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with any or all qualified offerors, or to cancel in part or in its entirety this solicitation, if it is in the best interest of the County to do so.

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It is the intent of Florence County to enter into a contract with the successful offeror for minimum term of one (1) year and a maximum term of five (5) years.

**IRAN DIVESTMENT ACT- CERTIFICATION (JAN 2015)**

1. The Iran Divestment Act List is a list published by the Board pursuant to Section 11-57-310 that identifies persons engaged in investment activities in Iran. Currently, the list is available at the following URL: <http://procurement.sc.gov/PS/PS-iran-divestment.phtm> Section 11-57-310 requires the government to provide a person ninety (90) days written notice before he is included on the list. The following representation, which is required by Section 11-57-330(A), is a material inducement for the State to award a contract to you.
2. By signing your Offer, you certify that, as of the date you sign, you are not on the then-current version of the Iran Divestment Act List. (c) You must notify the Procurement Officer immediately if, at any time before posting of a final statement of award, you are added to the Iran Divestment Act List. [02-2A077-1]

**EMPLOYEE VERIFICATION PER THE SOUTH CAROLINA ILLEGAL IMMIGRATION REFORM ACT**

By entering into this Agreement, the company hereby certifies to County that it will verify the employment status of any new employees, and require any sub-contractors performing work hereunder to verify any new employees status, per the terms of the South Carolina Illegal Immigration Reform Act, and as set out in Title 41, Chapter 8 of the Code of Laws of South Carolina, 1976.

**DEFINITIONS**

1. EHR – Electronic Health Record shall be the term referencing the field documentation by Florence County EMS workers on treatment provided individuals requiring emergency medical services.
2. EMS – Shall mean Emergency Medical Services.
3. INDIVIDUAL(S) – as used herein shall reference a person who received some form of treatment or evaluation by EMS workers that necessitated an EHR.
4. PROPOSOR – one submitting a response under this RFP as a proposal.

**INSTRUCTIONS FOR OFFERORS**

1. Firms are requested to submit four (4) copies of the proposal.
2. The proposal cover sheet at the end of this RFP is to be the first page of all proposals.
3. All proposals shall be concise and summarize the Company's ability to satisfy the requirements of the RFP in no more than twenty five (25) pages. The proposal cover sheet will not be included in the total page count. A subject tab should divide/separate each of the criteria stated below. Additional supplemental information may be submitted, under separate cover, in order to aid in firm selection.
4. Proposals must be made in the official name of the firm or the individual under which business is conducted (showing the official business address) and must be signed in ink by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal. Proposals must be valid for a minimum of ninety (90) days.
5. Proposals may be withdrawn by offeror prior to, but not after, the submission deadline date/time.

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6. Upon receipt by the County, the proposal shall become the property of the County, without compensation to the offeror, for disposition or usage by the County at its discretion. The County shall have the sole discretion in evaluating both the proposals and the qualifications of the offerors. The County reserves the right to reject any and all proposals and is not bound to accept any proposals, if the proposal acceptance is contrary to the best interest of the County. The particulars of any proposal will remain confidential until a contract is signed with the successful offeror(s).
7. All questions pertaining to this RFP must be submitted in writing by e-mailing [pfletcher@florenceco.org](mailto:pfletcher@florenceco.org) no later than 5:00 p.m. (EST) on Tuesday, December 12, 2017. Only written questions will be considered formal. Answers to all questions submitted will be issued in an addendum that will be posted via Vendor Registry on the Florence County website [www.florenceco.org](http://www.florenceco.org), Public Bid section. It is the responsibility of the proposer to look for the addendum to be posted and acknowledge the addendum in the proposal.
8. Each offeror must be registered with Vendor Registry to receive all addendums in conjunction with this project via e-mail. It shall be each offeror's responsibility to assure that all addenda have been received. No claim for failure to receive addenda will be considered.
9. Each offeror shall fully acquaint itself with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this RFP. The failure or omission of the Offeror to acquaint itself with existing conditions shall in no way relieve it of any obligation with respect to the proposal submitted by the Offeror or to any contract resulting from this RFP.
10. The successful offeror shall be responsible for having taken steps reasonably necessary to ascertain the nature and location of the work, and the general and local conditions which can affect the work or the cost thereof. Any failure by the successful Offeror to do so will not relieve the Offeror from the responsibility for successfully performing the work without additional expense to the County. The County assumes no responsibility for any understanding or representations concerning conditions made by any of its officers, agents or consultants prior to the submission of a proposal or the execution of any contract related thereto, unless such understandings or representations by the County are expressly stated in the Contract Documents.

**SUBCONTRACTORS**

1. If any subcontractors will be used for this project, the successful offeror shall provide to the Contracts and Procurement Director a list of names of any of the intended subcontractors, the subcontractor's applicable license number(s), and a description of the work to be done by each subcontractor on the subcontractor report form that will be issued along with the award letter to the successful company.
2. The successful offeror shall not substitute other subcontractors without the written consent of the Contracts and Procurement Director.
3. The successful offeror shall be responsible for all services performed by a subcontractor as though they had been performed by the successful offeror. Responsibilities include, but are not limited to, compliance with any applicable licensing regulations.
4. If at any time the Contracts and Procurement Director determines that any subcontractor is incompetent or undesirable, the director shall notify the successful offeror accordingly, and the successful offeror shall take immediate steps for cancellation of the subcontract and replacement.

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5. Nothing contained in any contract resulting from this RFP shall create any contractual relationship between any subcontractor and the County.
6. It shall be the successful offeror's responsibility to ensure that all terms required in the attached Contract are incorporated into all subcontracts.

**SCOPE OF WORK/SERVICES**

**Emergency Medical Services (EMS) Billing, Collection, and Posting Services**

**I. GENERAL INFORMATION**

1.0 **FLORENCE COUNTY EMERGENCY MEDICAL SERVICES**

Florence County Emergency Medical Services transports individuals from varied locations to health care facilities in the emergency medical transport vehicles. Transported individuals are charged a transport fee and a mileage fee. Some patients who are not transported are charged a no-transport fee when indicated. Florence County EMS (FCEMS) has an approved schedule of transport fees including mileage rates and cost for non-transport fees.

The start date of the new Contract will be April 1, 2018. Client recognizes there may a transitional delay due to changes in provider enrollment procedures.

Estimated Fiscal Year 2017 collections were approximately \$4.7 million (actual collections amount) which includes debt setoff of approximately \$350,000. Gross charges in a year is approximately \$9 million per year.

2.0 **USE OF BILLING INFORMATION**

The Contractor will use the collected billing information as the basis for:

- 2.01 The Contractor shall accept receipt of the patient data necessary for billing. The data will come from an Electronic Patient Care Report (ePCR) system called EMS CHARTS.
- 2.02 The Contractor shall be responsible for obtaining the appropriate software that will be compatible to interface with our computerized report writing system (EMS CHARTS) and to enter furnished data into their computerized billing system through secured file transfer.
- 2.03 Billing the non-transported patient, when appropriate. Department policy will dictate when billing of these individuals takes place.
- 2.04 Preparing the required management and financial reports including information on delinquent accounts. Real-time financial information is preferred based on amount billed, paid, and outstanding account balances.

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3.0 SERVICES TO BE PROVIDED BY CONTRACTOR

- 3.01 Successfully receive an electronic file of treatment and billing information from the current software vendor (EMS CHARTS). Preference will be given for integration of charting information to the billing system to reduce duplication of entry.
- 3.02 The Contractor shall be responsible for reviewing each Patient Care Report (PCR) for content to accomplish the following:
  - 3.02.1 To check for discrepancies and insure the number of PCRs receive match the number of patients transported as documented in the PCRs.
  - 3.02.2 Review Electronic Healthcare Records (EHRs) for information necessary for either a clean claim submission or a determination of lacking medical necessity; and, in a timely manner consistent with permitting timely filing, request of client clarifications or corrections to cure deficient documentation.
  - 3.02.3 Assign the appropriate billing procedure code and diagnosis code based on the documentation, treatment, and chief complaint of the patient; all in accordance with health care regulations set for the industry.
  - 3.02.4 Obtain current patient insurance information per claim and exercise due diligence in obtaining such information in a timely manner consistent with timely filing requirements; including but not limited to documented mailings, emails, third party services and phone calls to the holder of information.
- 3.03 File all insurance claims to the appropriate payer for services, including identifying and billing third party liability claims apart from health insurance claims, and submitting claims appropriately based on proper order of responsible parties and within timely filing requirements.
- 3.04 Mail an invoice to each transported individual at the approved rate for transportation services. Unless another method to obtain information is available, or for no other available options remaining, a phone call to the individual to obtain said required information shall be warranted and shall be documented to obtain insurance information.
- 3.05 There shall be *no offshoring* of health care records or of claim submissions under this contract; and shall be deemed a material breach.
- 3.06 Have either a local telephone number, or a toll-free telephone number in which customers can contact the billing company for questions and/or concerns. All call centers must be located within the United State of America.
- 3.07 Provide required documentation to Medicare, Medicaid, insurance companies or third party payers by electronic file transfer when applicable.
- 3.08 Mail copies of invoices to patients, Medicare, Medicaid, insurance companies or other third party payers, when requested or required.
- 3.09 Follow up on discrepancies in service code, provider certifications, or interpretations which are required to re-file Medicare, Medicaid or insurance claims, as required by the payer to obtain payment in a manner and urgency consistent with timely claim submission requirements.
- 3.10 Record customer payments from various electronic uploads (mail/lockbox file, credit card file, etc.) and manual listings (wire receipts).

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- 3.11 Prepare monthly management/financial reports to include receipt by type (e.g. Medicare, Medicaid, insurance carrier, etc.), accounts receivable balances by type, amounts charged off due to uncollectibility, etc. Access to real time financial data is preferential through on-demand reporting. "Uncollectibility" due to timely filing failures is preferred to be distinguished from other forms of uncollectibility for client review, though not required.
- 3.12 When a billed account has become past due (defined as: an account older than the date of the last transaction (payment or original transport date if no payment made) plus six (6) months that has a balance larger than zero), notify the County by providing the County with an electronic file of these past due accounts including all pertinent facts regarding attempted collection effort. This file must be in a format which the County can use to obtain information for the South Carolina Debt Setoff program.
- 3.13 The successful Contractor must provide the County with an independent auditor's report regarding the firms' adequacy of and compliance with their internal controls on an annual basis.
- 3.14 Contractor must provide a "certified ambulance compliance officer (CACO)" rEMS Chartersurces internally, and maintain necessary certifications or qualifications thereof and submit proof thereof on an annual basis. Under this contract, a person possessing higher licenses or certifications, including paralegal or attorney services, shall satisfy this requirement.
- 3.15 Contractor shall provide evidence of red Flag Identity Theft Compliance as well as Payment Card Industry Compliance.
- 3.16 Training may be requested by Client to provide education to medical staff on documentation and compliance issues on an annual basis. Contractor may request of the Client time before the medical staff with advance notice to provide education on compliance or documentation.
- 3.17 Describe any services provided by the firm that are not covered by the RFP, but would assist FCEMS in enhancing its collections.
- 3.18 Provide brief summary that describes how your firm will transition FCEMS from their current provider including timeline and benchmarks for implementation.
- 3.19 Any other services as agreed to by the parties, in order to effectively collect all fees.

**4.00 RESPONSIBILITIES OF THE CONTRACTOR**

- 4.01 Contractor will operate under the requirements and guidelines of the federal Fair Debt Collection Practices Act.
- 4.02 Contractor will be knowledgeable of the South Carolina Debt Set-off program, and requirements for electronic data submission.
- 4.03 Contractor will be able to process South Carolina Debt Setoff program.
- 4.04 Contractor will only charge patient fees approved by Florence County Council.
- 4.05 Contractor will only utilize third party payment contracts approved by Florence County.
- 4.06 Contractor will allow Florence County EMS to approve all letters and phone scripts so that the tone of all communications is consistent with the standards of Florence County EMS.

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- 4.07 Contractor will adhere to the following performance of billing services (the exception being high deductible recognition):
- Process 95% of all billings within 72 business hours
  - Post 95% of all collections received within 24 business hours.
  - Process 95% of all refunds within 45 calendar days of the refund occurrence.

5.00 RESPONSIBILITIES OF THE COUNTY

5.01 The County EMS will provide hardware on which to run the EMS CHARTS software for each EMS transport. EMS will provide driver's license scanners to all EMS crews to increase the accuracy of data collections. EMS staff will attempt to obtain patient billing and insurance coverage information, either on the scene or at the hospital to which the patient is transported, to get a medical release records information signature from the patient, if possible, and to provide copies of such information for billing purposes.

5.02 The County EMS will set up and monitor **1 bank account** for the deposit of collections:

1. **Lockbox account:** all billings issued by contractor will list the address of the lockbox facility on the remittances for payment. The lockbox facility will deposit all checks and money orders received, and deliver an electronic file daily of all documents accompanying a remittance to the County/EMS of the payments for decision making and approval. The County/EMS will provide a finalized electronic file to the Contractor for upload of payments and all documents accompanying payments to the shared accounts receivable computer software.
2. **Credit Card account:** all online payments will be credited to this same bank account. The 3<sup>rd</sup> party processor will deliver an electronic file daily to the County/EMS of the payments for decision making and approval. The County/EMS will provide a finalized electronic file to the Contractor for upload to the shared accounts receivable computer software.
3. **Wire account:** The County/EMS will allow wire receipts only from Federal and State agencies. These wires will also be received into this same bank account. The County/EMS will provide a manual listing of the wire payments received to the Contractor; the Contractor will enter these payments to the shared accounts receivable computer software.

All bank charges/fees and credit card processing fees (excluding any convenience fees paid by the online users and retained by the processor) will be deducted monthly from the Contractor's fee for services (under 10.00 of this RFP). Copies of the monthly bank charge analysis statements will be provided to the Contractor.

5.03 The County EMS may, at its sole discretion, request an account be refunded or balanced to zero at no additional charge to County.

6.00 REQUIRED USE OF ELECTRONIC FILING

- 6.01 Contractor must be currently filing Medicare and Medicaid Claims electronically and must transmit Medicare/Medicaid claims via the required National Standard Format (NSF).
- 6.02 Contractor must file insurance claims through electronic means, to any payor able to accept the electronic format.



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7.00 REQUIRED BILLING RESEARCH THROUGH HOSPITALS

7.01 Have the ability to electronically interface through the Healthcare Data Exchange (HDE) with listed hospitals or when available, to obtain information to collect an account on behalf of the County.

8.00 STAFFING REQUIREMENTS

8.01 The County of Florence EMS estimates transport of approximately 15,000 patients annually (not including several hundred non-transport non-bills not requiring claim processing). The Contractor is required to have an adequate number of employees necessary to perform activities related to the billing and collection of medical bills within the requirements outlined above in 4.07, and in other provisions outlined under this agreement.

8.02 Provide documentation of active/current Certified Ambulance Coder (CAC) certification and ensure appropriate certified personnel are in place to ensure claim submissions are in compliance with federal and state regulations and requirements, as well as industry best practices.

8.03 Resumes or CVs of proposed project team members will be included in response.

8.04 The Florence County EMS shall identify at least one (1) point of contact for the vendor who shall coordinate adherence to this agreement. EMS may identify to the Contractor additional personnel assigned to coordinate with the Contractor. EMS may request any electronic communication or requests to one include a communication to all designated persons.

9.00 PROPOSERS'S REQUIRED NUMBER OF YEARS IN BUSINESS

9.01 To ensure that the Contractor has a proven record of service and experience, the contractors' company is required (a) to have been operating as the same business entity for a minimum of five (5) years and (b) been successful in the business of billing and collecting fees for Emergency Medical Transportation Services actively and continuously for a minimum of three (3) years.

10.00 FEE

10.01 The proposer's fee for services to be provided through a fee schedule, percentage based, or flat service fee basis.

10.02 Each proposer must submit a copy of fee schedule, percentage based or flat service fee based schedule with their proposal, with the exception of 10.03, on the Cost Data Form provided in Attachment E.

10.03 Each proposer should also offer a percentage for collections involving the Debt Set off program. This fee will include total cost of this collection.

10.04 The same fees will remain in place for EACH CONTRACT YEAR, that is the initial twelve (12) month contract period and each of the one (1) year renewal periods.

11.00 REQUIRED REPORTS

The successful Proposer must provide the County with a series of reports to show management and financial information. Accounting for all billing pursuant to Generally Accepted Accounting Principles must be provided on a daily, monthly, quarterly, and annual basis or as requested by FCEMS. A monthly auditing will be completed to ensure accuracy of bills and invoices provided for payment by FCEMS. The following list of reports is the

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required minimum. Proposer may submit a report that they use which is equivalent for approval.

11.01 Collection Statistics: Gross billings by date of incident (transport) month and the related collections to date. Gross billings should not be reduced for returned mail, bad debits or authorized write offs. The required format would have a minimum of three (3) columns as follows:

- 11.01.1 Transport Month
- 11.01.2 Gross billed in transport month
- 11.01.3 Total collected in transport month
- 11.01.4 Percentage of Clean Claims processed

11.02 Insurance Report

The portion of the actual collections and the accounts receivable, detailed by self, Medicaid, Medicare and private insurance.

11.03 Monthly Payment Report

The payments posted to the accounts receivable during the month. The report must show the following information, at a minimum.

- 11.03.1 Date of Service.
- 11.03.2 Patient number.
- 11.03.3 Patient name.
- 11.03.4 Patient complete address.
- 11.03.5 Payment amount and type.
- 11.03.6 Grand total of all monthly payments.

11.04 Monthly Collection Summary

The monthly payments in 10.04 above by original transport month. The columns will be:

- 11.04.1 Incident Month
- 11.04.2 Total billings for month
- 11.04.3 Total collected for month, further broken down by method of payment:
  - 1. Mail/Lockbox
  - 2. Credit Card
  - 3. Wire
- 11.04.4 Total Percentage of collections for month

11.05 Total Billings by Incident Month

The cumulative number of gross billings and percentages for each month, broken down by payer type (Private, Medicare, Medicaid, BC/BS and other insurance).

11.06 Accounts Receivable

An aged report of the amount owed by all transported patients at the end of the month. The format will be:

- 11.06.1 Gross billings since inception.
- 11.06.2 Less: Payments since inception.
- 11.06.3 Less: Approved adjustments and write-offs since inception.
- 11.06.4 Ending balance of accounts receivable.
- 11.06.5 Ending balance of accounts receivable shall be aged by 30, 60, 90, 120 and over 120 days.

11.07 Adjustments and Write-Offs

Regarding the details of 11.06.3 above, the report must show:

- 11.07.1 Date of Service
- 11.07.2 Patient number

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- 11.07.3 Patient name
- 11.07.4 Adjustment or write-off payment.
- 11.07.5 The cumulative total for 11.06.04
- 11.08 Billing Report
  - 11.08.1 Date of Service.
  - 11.08.2 Patient number.
  - 11.08.3 Patient name.
  - 11.08.4 Patient address.
  - 11.08.5 Incident date.
  - 11.08.6 Amount billed.
  - 11.08.7 The monthly total of 11.08.6.
  - 11.08.8 Additionally, this report must summarize the monthly billing activity as follows:
    - A. Number of ALS billings and amount billed.
    - B. Number of BLS billings and amount billed.
    - C. Number of mileage billing and amount billed.
- 11.09 Payment Percentages

Document percentages of patients who have made a payment. Column headings should be:

  - 11.09.1 Transport month and year.
  - 11.09.2 Total patient transported in 11.09.1.
  - 11.09.3 Number not making payments.
  - 11.09.4 Number making payments.
  - 11.09.5 Percent making a payment.
- 11.10 Refund Listing

Accounts requiring a refund due to overpayment. This report must show:

  - 11.10.1 Date of Service.
  - 11.10.2 Patient number.
  - 11.10.3 Patient name.
  - 11.10.4 Patient address
  - 11.10.5 Incident date.
  - 11.10.6 Amount originally billed.
- 11.11 Monthly Accounts Receivable Reconciliation Report to include:
  - 11.11.1 Month.
  - 11.11.2 Beginning A/R.
  - 11.11.3 Contractual Allowances.
  - 11.11.4 Net Charges.
  - 11.11.5 Revenue Adjustments.
  - 11.11.6 Payments, further broken down by method of payment:
    - 1. Mail/Lockbox
    - 2. Credit Card
    - 3. Wire
  - 11.11.7 Write-offs
  - 11.11.8 Refunds
  - 11.11.9 Ending A/R
- 11.12 Monthly Invoices to include:
  - 11.12.1 Beginning and ending dates of the invoice

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11.12.2 Total amount of collections for the month

11.12.3 Percentage rate for calculation of charge

11.12.4 Amount paid for outside contracts (e.g. debt set-off)

11.12.5 Complete backup documentation to support all charges listed on invoice

11.12.6 Invoices incomplete or inaccurate will not be paid until brought into compliance with the contract requirements.

**12.00 REQUIREMENT FOR ELECTRONIC RECORDS MANAGEMENT**

12.01 Contractor will provide backup to electronic records system on a daily basis and will retain required records as stated in State of South Carolina Records Retention Schedule.

12.02 Archived records will be provided within a 48-hour period after written request.

12.03 All records will be returned to Florence County in the case of default of company.

12.04 Records that are required to be retained longer than end of contract will be returned to Florence County upon termination of contract with company.

12.05 Records will maintain tracking of all changes made including the date, time and login identification of person who was responsible for making changes to the record.

**III. APPROVED HOSPITALS FLORENCE COUNTY EMS TRANSPORTS TO**

- McLeod Regional Medical Center, Florence, SC
- Carolinas Hospital System, Florence, SC
- Lake City Community Hospital, Lake City, SC
- Georgetown Memorial Hospital, Georgetown, SC
- Williamsburg Regional Hospital, Kingstree, SC

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**SELECTION CRITERIA AND SUBMITTAL REQUIREMENTS**

The County will award a contract to the responsible Offeror whose proposal conforms to the requirements of the RFP and provides the most advantageous proposal (best value) to the County, price and other factors considered.

Representatives of the County will evaluate individual proposals. Any Offeror determined to be technically unqualified, or whose proposal is deemed unresponsive, will not be considered further.

A selection committee will evaluate each Offeror's proposal and rank each firm on the basis of the following criteria. The County reserves the right to request a limited number of firms to appear for oral interviews in order to further evaluate qualifications

(Note: these criteria are not necessarily listed in order of importance.)

1. Qualifications (25 points): Ability of the Offeror to satisfy the requirements specified in the Scope of Work section of this RFP including, but not limited to the firm's qualifications/experience in similar jurisdictions.
2. Technical (20 points): Offeror's plan for accomplishment of the task to include the quality and experience of personnel assigned to the project understanding the scope of work; collection philosophy including recent collection experience; technology and equipment.
3. Price/Fees (10 points):
4. Other (20 points):
  - a. Ability to interface with EMS CHARTS and Southern Software CAD Software (required).
  - b. Proven results data from other all 911 agencies, preferably with other clients in South Carolina of like size.
  - c. SCAC Debt Set-off experience.
  - d. Electronic Interfaces with area hospitals (HL-7 or HDE Interface) and other similar technologies as appropriate.
5. Analytic Package (25 points): To include real time access to financial data, billing data, and customizable reports or user defined views of data.

**TOTAL POSSIBLE POINTS OF EACH EVALUATION – 100 points**

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**SELECTION PROCESS**

The selection committee will rank each firm based on the overall evaluation point total selection criteria average.

Upon the completion of the evaluation process, the committee will recommend one (1) firm to County Council for approval.

The registered or licensed to do this type of service in South will be considered. Failure to meet this requirement will result in disqualification.

Florence County reserves the right to accept or reject any or all Proposals in whole or in part and to amend or supplement this RFP.

NOTE: By submission of your proposal in response to this solicitation, you are certifying that neither your firm nor any of its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or excluded from participation in this procurement process by any governmental department or agency. Further, if such a debarment or suspension occurs during the course of the procurement, you shall so inform Florence County.

NOTE: No proposer shall, directly or indirectly, engage in any conduct (other than the submission of a proposal or other prescribed submissions and/or presentations before the Evaluation or Selection Committees) to influence any employee or elected official of Florence County concerning award of a contract as a result of this solicitation. Violation of this prohibition may result in disqualification of the proposer from further participation in the solicitation for services or goods sought herein, or from participation in future Florence County solicitations or contracts.

**PROTEST PERIOD**

It is the responsibility of the prospective offeror to review the entire RFP packet and to notify the Procurement Department if the specifications/scope of work are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or bidding procedures must be received by the Procurement Department not less than five (5) days prior to the proposal submission deadline. These requirements also apply to specifications or instructions that are ambiguous.

**PROFESSIONAL INSURANCE REQUIREMENTS AND INDEMNIFICATION**

The successful firm(s) shall procure and maintain insurance for protection from claims under workers' compensations acts; claims for damages because of bodily injury including personal injury, sickness or disease, or death of any and all employees or of any person other than such employees; claims for damages because of injury to or destruction of property, including loss of use resulting therefrom; claims caused by professional errors, acts, or omission; and any other insurance prescribed by law. The successful firm shall name Florence County, South Carolina, its elected and appointed officials, officers, and employees "Additional Insured" as their interests may appear but only with respect to services performed or provided by successful firm on behalf of the County under Consultant's commercial general liability insurance policy. The successful firm shall, within 10 calendar days of the full execution of any contract resulting from this RFQ, provide the County's Procurement Officer with a certificate(s) of insurance evidencing the coverage required above and containing an endorsement to the effect that any cancellation or non-renewal shall not be until 10 calendar days after the insurer or the selected firm gives written notice to the County.

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Without limiting the provisions of paragraph above, the selected firm shall during the term of any contract resulting from this purchase and maintain insurance with limits not less than those set forth below:

The successful firm(s) shall take out and maintain, during the life of the contract agreement, workers' compensation and employer's liability insurance for all employees to be engaged in services on this project under this agreement in an amount not less than \$1,000,000.00, and in case any such services are sublet, the firm(s) shall require all subcontractor(s) also to provide workers' compensation and employer's liability insurance in an amount not less than \$1,000,000.00 for all of the subcontractor's employees to be engaged in such.

Employer's Liability Insurance - \$1,000,000 each accident, \$1,000,000 disease policy limit, \$1,000,000 disease each employee

Commercial General Liability Insurance - \$1,000,000 per occurrence (bodily injury and property damage) / \$1,000,000 general aggregate

Automobile Liability Insurance - \$1,000,000 combined single limit (bodily injury and property damage), each accident

Professional Liability Insurance - \$1,000,000 per claim / \$1,000,000 general aggregate

*Professional Services:* The selected firm(s) shall indemnify and hold Florence County, South Carolina, its elected and appointed officials, officers, and employees, harmless from and against judgments, liabilities, damages, losses, costs, and expenses (including, but not limited to, reasonable attorneys' fees and costs but only to the extent otherwise authorized by law) to the extent caused by any negligent act, error, or omission in the performance and furnishing of the selected firm's professional services under any contract resulting from this RFQ, including any negligent act, error or omission of any individual or entity directly or indirectly employed by the selected firm(s) to perform any of the work or anyone for whose acts, errors, or omissions the selected firm(s) may be liable, regardless of whether or not caused in part by a party indemnified hereunder.

The selected firm shall require any subconsultants (if any) to purchase and maintain insurance with limits not less than those required above to be purchased and maintained by the selected firm. In addition, the selected firm shall require any subconsultants (if any) to assume the selected firm's indemnification obligations under any contract resulting from this RFQ to the extent they relate to the subconsultant's obligations under any contract with the selected firm.

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**PROPOSAL COVER SHEET**

Company's Name	
Company's Address	
Company Phone, Fax & E mail Address:	
Name and Title of Officer and Point of Contact of Company (please print)	
Signature and Date of Officer	
Acknowledgement	By signing above, proposer acknowledges the he / she has carefully received read and accepted all proposal documents and addenda receipt of all of which is hereby acknowledged. The Offeror agrees that this Proposal may not be revoked or withdrawn after the time set for the opening of proposals but shall remain open for acceptance for a period of sixty (90) days following such time.
Local Companys' Name (if applicable)	
Local Company's Address (if applicable)	