Request for Proposals

No. 19-19-001

To provide

Ambulance Billing Services

for

Effingham County Board of Commissioners Springfield, Georgia

FEBRUARY 2019



All Submissions returned to: Effingham County Board of Commissioners ATTN: Purchasing Office 601 North Laurel Street Springfield, GA 31329 DATE, February 12, 2019

RE: RFP No. 19-19-001 Request for Proposals for Ambulance Billing Services

Dear Sir or Madam:

This is an invitation to submit a proposal to supply Effingham County, Georgia with the professional services as specified herein. Sealed proposals will be received at the Office of the Purchasing Agent, EFFINGHAM COUNTY ADMINISTRATIVE COMPLEX, 601 N. LAUREL STREEET, SPRINGFIELD, GEORGIA, up to <u>11.00am (EST)</u>, Thursday March 14, 2019.

Effingham County Board of Commissioners reserves the right to reject any and all bids or any and all bids that are non-responsive or not responsible. Additionally, Effingham County Board of Commissioners has the right to waive any technicalities or informalities. Effingham County may issue change orders altering the original scope of work to address changes or unforeseen conditions necessary for the project completion.

Instructions for the preparation and submission of a proposal are contained in the request for proposal package. If you do not submit a proposal, please return the no-bid statement and state the reason.

Any questions pertaining to this RFP **must** be made in writing and must be received at the office of the Purchasing Agent no later than **2.00pm (EST)**, **Tuesday February 26**, **2019**. No response will be given to any questions received after **2.00pm (EST)**, **Tuesday February 26**, **2019**. Questions may be faxed to 912-754-8413; emailed to fcharleton@effinghamcounty.org or mailed to the address below. If questions are mailed, please DO NOT put the bid number on the outside of the envelope.

The response to all questions will be in the form of an addendum and will be posted on the Effingham County website <u>www.effinghamcounty.org</u> before <u>5.00pm (EST), Wednesday March 6, 2019.</u>

<u>The only official answer or position of Effingham County will</u> <u>be the one stated in writing</u>.

EFFINGHAM COUNTY, GEORGIA DOCUMENT CHECK LIST

Company Name: ____

Please indicate you have completed the following documentation; and then submit as **<u>REQUIRED</u>**.

REQUIRED	COMPLETED	ITEM DESCRIPTION
		INSTRUCTIONS TO BIDDERS
		REQUEST FOR QUOTE
X		BID/QUOTE SUBMITTAL FORM
		SURETY REQUIREMENTS (Certified check or other security of _% required with BID SUBMITTAL – BID BOND FORM PROVIDED)
		PERFORMANCE BOND- UPON AWARD OF CONTRACT (FORM PROVIDED)
		PAYMENT BOND- UPON AWARD OF CONTRACT (FORM PROVIDED)
X		CERTIFICATE OF INSURANCE (SAMPLE ATTACHED)
X		W-9
		LEGAL NOTICE
X		CONTRACTOR AFFIDAVIT & AGREEMENT (E-VERIFY)
X		SUB-CONTRACTOR AFFIDAVIT & AGREEMENT (E-VERIFY)
		GEORGIA PROFESSIONAL LICENCE CERTIFICATIONS
X		LIST OF SUB-CONTRACTORS
X		ATTACHMENTS
X		RECEIPT OF ADDENDA IF ANY

Authorized Signature

Title

Print Name

Date

THIS PAGE MUST BE COMPLETED AND SUBMITTED AS PART OF YOUR PROPOSAL

SECTION I INSTRUCTIONS TO VENDORS

THE COUNTY INTENDS TO AWARD A CONTRACT FOR EMS BILLING SERVICES IN APRIL, 2019, WITH AN ANTICIPATED 'GO LIVE' DATE OF JULY 1, 2019.

PROPOSER CONFIRMS THAT BY SUBMITTING A BID, THEY ARE ABLE TO COMMENCE WORK UPON RECEIPT OF CONTRACT, AND WILL BE READY TO 'GO LIVE' ON OR BEFORE JULY 1, 2019.

1.1 PURPOSE:

The purpose of this document is to provide general and specific information for use in submitting a proposal to supply Effingham County with services as described herein. All proposals are governed by the Code of Effingham County, and the laws of the State of Georgia. Any contract and/or agreement and any addendums to it that result from this RFP shall be governed by the laws of Georgia, with venue in Effingham County.

1.2 HOW TO SUBMIT PROPOSALS:

All proposals shall be:

- A. Submitted in sealed opaque package (envelope or box as necessary), plainly marked with the RFP number and title, date and time of submission, and company name.
- **B.** Mailed or delivered in sufficient time to ensure receipt by the Purchasing Agent on or before the time and date specified above.

Hand Delivery and Mailing Address:

Effingham County Purchasing Agent, 601 North Laurel Street, Springfield, Georgia, 31329.

C. Please check the County's website <u>www.effinghamcounty.org</u> prior to submission for any addendum to the RFP

<u>PROPOSALS NOT RECEIVED BY THE TIME AND DATE SPECIFIED WILL NOT BE</u> <u>OPENED OR CONSIDERED.</u>

1.3 HOW TO SUBMIT AN OBJECTION:

Objections from Vendors to this request for proposal and/or these specifications should be brought to the attention of the County Purchasing Agent either verbally at the pre-proposal meeting, or in writing at least two (2) days prior to pre-proposal meeting. The objections contemplated may pertain to form and/or substance of the request for proposal documents. Failure to object in accordance with the above procedure will constitute **a** waiver on the part of the business to protest this request for proposal.

1.4 ERRORS IN PROPOSALS:

Vendors or their authorized representatives are expected to fully inform themselves as to the conditions, requirements, and specifications before submitting proposals. Failure to do so will be at the Vendor's own risk.

1.5 STANDARDS FOR ACCEPTANCE OF VENDORS FOR CONTRACT AWARD:

The County expressly reserves the right in its sole judgement, to accept or reject any or all proposals received as the result of this RFP with or without cause and to waive any technicalities or irregularities in proposals received whenever such rejection or waiver is in the best interest of the County. The County reserves the right to reject the offer of a Vendor who has previously failed to perform properly or complete on time contracts of a similar nature, or an offer from a Vendor whom investigation shows is not

in a position to perform the contract. The County reserves the right to accept, reject, and/or negotiate any and all proposals or parts of proposals deemed by the Board to be in the best interest of citizens of Effingham County. The County may request re-proposals should it be deemed in its best interest to do so. Until such time as a contract is executed with successful proposers, the County may cancel all or any part of this RFP. The County reserves the right to lease and/or purchase more or less of each item or service at the unit price offered in the Vendor's system, unless the Vendor specifically and explicitly limits the response in this regard. The County reserves the right to negotiate with vendors regarding variations to the original proposal(s) that may be in the best interest of the County.

1.6 VENDOR:

Whenever the term "vendor" is used it shall encompass the "person," "business," "firm," or other party submitting a proposal to Effingham County in such capacity before a contract has been entered into between such party and the County. At times throughout this request for proposal the term "vendor" may be used interchangeably with the terms "contractor", "proposer" and "bidder".

1.7 COMPLIANCE WITH LAWS:

The Vendor shall obtain and maintain all licenses, permits, liability insurance, workman's compensation insurance and comply with any and all other standards or regulations required by Federal, State or County statute, ordinances and rules during the performance of any contract between the Vendor and the County. Any such requirement specifically set forth in any contract document between the Vendor and the County shall be supplementary to this section and not in substitution thereof.

1.8 <u>COUNTY:</u>

Whenever the term "County" or "Owner" is used it is to refer to the Effingham County Board of Commissioners.

1.9 DEBARRED FIRMS AND PENDING LITIGATION:

Any potential Vendor/firm listed on the Federal or State of Georgia Parties Listing (barred from doing business) **will not** be considered for contract award. Vendors **shall disclose** any record of pending criminal violations (indictment) and/or convictions, pending lawsuits, etc., and any actions that may be a conflict of interest occurring within the past five (5) years.

Proposals will not be accepted from any company, firm, person, party or parent subsidiary, against which Effingham County has an outstanding claim, or financial dispute relating to prior contract performance. If the County, at any time, discovers such a dispute during any point of evaluation, the proposal will not be considered further. Any Vendor/firm previously defaulting or terminating a contract with the County will not be considered.

Vendor acknowledges that in performing contract work for the County, Vendor shall not utilize any firms that have been a party to any of the above actions. If Vendor has engaged any firm to work on this contract or project that is later debarred, Vendor shall sever its relationship with the firm with respect to County contract.

** All Vendors are to read and complete the Vendors certification regarding debarment, suspension, ineligibility, and voluntary exclusion enclosed as Disclosure of Responsibility - ATTACHMENT D to be returned with response. Failure to do so may result in your proposal being rejected as non-responsive.

1.10 IMMIGRATION:

On 1 July 2009, the Georgia Security and Immigration Compliance Act (SB 529, Section 2) became effective. All employers, contractors and subcontractors entering into a contract or performing work must sign an affidavit that he/she has used the E-Verify System. E-Verify is a no-cost federal employment verification system to insure employment eligibility. Affidavits are enclosed in this solicitation. You may download M-274 Handbook for Employers at http://www.dol.state.ga.us/spotlight/employment/rules. You may go to http://www.uscis.gov to find the E-Verify information.

** All Vendors are to read and complete the E-Verify affidavit enclosed as ATTACHMENT E to be returned with response. Failure to do so may result in your solicitation response being rejected as non-responsive.

1.11 PROTECTION OF RESIDENT WORKERS:

Effingham County Board of Commissioners actively supports the Immigration and Nationality Act (INA) which includes provisions addressing employment eligibility, employment verification, and nondiscrimination. Under the INA, employers may hire only persons who may legally work in the United States (i.e., citizens and nationals of the U.S.) and aliens authorized to work in the U.S. The employer must verify the identity and employment eligibility of anyone to be hired, which includes completing the Employment Eligibility Verification Form (I-9). The contractor shall establish appropriate procedures and controls so no services or products under the Contract Documents will be performed or manufactured by any worker who is not legally eligible to perform such services or employment.

1.12 RFP SCHEDULE:

Request for Proposal	Date/ Time
Owner issues public advertisement of RFP	February 12, 2019
Deadline for submission of written questions	2.00pm (EST), Tuesday February 26, 2019
Addendum issued and posted online at <u>www.effinghamcounty.org</u>	5.00pm (EST), Wednesday March 6, 2019
Deadline for submission of Proposals	11.00am (EST), Thursday March 14, 2019.
Bid and Contract to Board of Commissioners (TENTATIVE)	Tuesday April 16, 2019.

SECTION II GENERAL CONDITIONS

2.1 SPECIFICATIONS:

Any obvious error or omission in the specifications shall not inure to the benefit of the Vendor but shall put the Vendor on notice to inquire of or identify the same to the County.

2.2 GEORGIA OPEN RECORDS ACT:

The responses will become part of the County's official files without any obligation on the County's part. Ownership of all data, materials, and documentation prepared for and submitted to Effingham County in response to a solicitation, regardless of type, shall belong exclusively to Effingham County and will be considered a record prepared, maintained or received in the course of operations of public office or agency and is subject to public inspection in accordance with the <u>Georgia Open Records Act</u>. Official Code of <u>Georgia Annotated, Section 50-18-070, et.Seq</u>. unless otherwise provided by law. The Georgia Open Records Act is applicable to the records of all contractors and subcontractors under contract with the County. This applies to those specific contracts currently in effect and those which have been completed or closed up to three (3) years following completion.

2.3 GEORGIA TRADE SECRET ACT OF 1990:

In the event that a Vendor submits secret information to the County, the information must be clearly labeled as a "Trade Secret". The County will maintain the confidentiality of such trade secrets to the extent provided by law.

2.4 OFFERS TO BE FIRM:

The Vendor **warrants** that terms and conditions quoted in his offer will be firm for acceptance for a period of ninety (90) days from the date of proposal submittal. Fees quoted must also be firm for a ninety (90) day period.

2.5 <u>COMPLETENESS:</u>

All information required by the request for proposal must be completed and submitted to constitute a proper proposal. The County shall have sole discretion in evaluating qualifications and responses of Vendors. Vendor acknowledges that in performing a contract for the Board, Vendor shall not utilize any firms that have been a party to any of the actions listed in paragraph **1.9**. If Vendor has engaged any firm to work on this contract or project that is later debarred, Vendor shall sever its relationship with that firm with respect to the Board's contract.

2.6 MULTIPLE PROPOSALS:

No Vendor will be allowed to submit more than one offer. Any alternate proposals must be brought to the Purchasing Agent's attention during the Pre-proposal meeting if one is scheduled, or submitted in writing at least five (5) days preceding the date for submission of proposals.

2.7 PATENT IDEMNITY:

Except as otherwise provided, the successful Vendor agrees to indemnify Effingham County and its officers, agents and employees against liability.

2.8 QUALIFICATION OF BUSINESS (RESPONSIBLE VENDOR):

A responsible Vendor is defined as one who meets all requirements of the RFP. Effingham County has the right to require any or all Vendors to submit documentation of their ability to perform, provide or carry out the service as requested herein and to disqualify the proposal of any Vendor as being unresponsive or un-responsible whenever such Vendor cannot.

2.9 <u>CERTIFICATION OF INDEPENDENT PRICE DETERMINATION:</u>

By submission of this proposal, the Vendor certifies, and in the case of a joint proposal each party thereto as to its own organization, that in connection with this procurement:

- A. The prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other Vendor or with any competitor;
- B. Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Vendor and will not knowingly be disclosed by the Vendor prior to opening, directly or indirectly to any other competitor; and;
- C. No attempt has been made or will be made by the Vendor to induce any other person or firm to submit or not to submit a proposal for the purpose or restricting competition.

2.10 AWARD OF CONTRACT:

The contract, if awarded, will be awarded to the most responsible and responsive bidder whose proposal meets the requirements and criteria set forth in the request for proposals; provided, however, that if the bid from the most responsible and responsive bidder exceeds funds budgeted for the contract, the county may negotiate with such bidder to obtain a contract price within the budgeted amount. Such negotiations may include changes in the scope of work and other bid requirements. Effingham County reserves the right to reject any of all bids, and to waive formalities. The Board of Commissioners will make the determination as to which proposal best serves the interests of Effingham County. <u>Appeal of an award can only be</u> <u>made after the Board of Commissioners award a contract</u>.

2.11 INSURANCE PROVISIONS:

The selected Vendor shall be required to procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Vendor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the Vendor's fee proposal. **Contract work will not proceed unless Effingham County has in their possession, a current Certificate of Insurance. Effingham County invokes the defense of sovereign immunity. The County is not to be included as an additional insured on insurance contracts.**

General Information that shall appear on a Certificate of Insurance:

- A. Name of Producer (contractor's insurance Broker/Agent).
- B. Companies affording coverage (there may be several).
- C. Name and address of the Insured (this should be the Company or Parent of the firm Effingham County is contracting with).
- D. A Summary of all current insurance for the insured (includes effective dates of coverage).
- E. A brief description of the operations to be performed, the specific job to be performed, or contract number.
- F. Certificate Holder (This is to always include Effingham County).

2.12 LIMITS OF INSURANCE:

Effective coverage shall have the following limits:

- A. **Commercial General Liability:** Provides protection against bodily injury and property damage claims arising from operations of a contractor or tenant. Minimum limits: \$1,000,000 bodily injury and property damage per occurrence and annual aggregate.
- B. Worker's Compensation and Employer's Liability: Provides statutory protection against bodily injury, sickness or disease sustained by employees of the contractor while performing within the scope of duties. Minimum limits: \$500,000 for each accident, disease policy limit, and disease each employee and Statutory Worker's Compensation limit.
- C. **Business Automobile Liability:** Coverage insures against liability claims arising out of the contractor's use of automobiles. Minimum limit: \$1,000,000 combined single limit per accident for bodily injury, property damage, and should be written on an "Any Auto" basis.

2.13 SPECIAL REQUIREMENTS:

- A. **Claims-Made Coverage:** The limits of liability shall remain the same as the occurrence basis, however, the Retroactive date shall be prior to or coincident with the date of any contract, and the Certificate of Insurance shall state the retroactive date and the coverage is claims-made.
- B. **Extended Reporting Periods:** The contractor shall provide the County with a notice of the election to initiate any Supplemental Extended Reporting Period and the reason(s) for invoking this option.
- C. **Reporting Provisions:** Any failure to comply with reporting provisions of the policies shall not affect coverage provided in relation to this invitation.
- D. **Cancellation/Non-Renewal Notification:** Each insurance policy supplied in response to this invitation shall be endorsed to state that it shall not be suspended, voided, or canceled, except after thirty (30) days prior to written notice by certified mail, return receipt, has been given to the County.
- E. **Proof of Insurance:** Effingham County shall be furnished with certificates of insurance and original endorsements affecting coverage required by this invitation. The certificates and endorsements are to be signed by a person authorized by the insurer to bind coverage on its behalf. All certificates of insurance are to be submitted prior to, and approved by, the County before services are rendered. The Vendor must ensure Certificates of Insurance are updated for the entire term of the Contract.
- F. **Insurer Acceptability:** Insurance is to be placed with an insurer having an A.M. Best's rating of A and a five (5) year average financial rating of not less than V. If an insurer does not qualify for averaging on a five year basis, the current total Best's rating will be used to evaluate

insurer acceptability.

- G. **Lapse in Coverage:** A lapse in coverage shall constitute grounds for contract termination by Effingham County Board of Commissioners.
- H. **Deductible and Self-Insured Retention:** Any deductibles or self-insured retention must be declared to, and approved by, the County. At the option of the County, either: the insurer shall reduce or eliminate such deductibles or self-insured retention as related to the County, its officials, officers, employees, and volunteers; or the Vendor shall procure a bond guaranteeing payment of related suits, losses, claims and related investigation, claim administration and defense expenses.

2.14 ADDITIONAL COVERAGE FOR SPECIFIC PROCUREMENT PROJECTS;

Professional Liability: Insure errors or omission on behalf of architects, engineers, attorneys, medical professionals, and consultants.

Minimum Limits: \$1,000,000 per claim/occurrence.

Coverage Requirement: If "claims made," retroactive date must precede or coincide with the contract effective date or the date of the Notice to Proceed. The professional must state if "tail" coverage has been purchased and the duration of the coverage.

Builder's Risk: (for Construction or Installation Contracts) Covers against insured perils while in the course of construction.

Minimum Limits: All-risk coverage equal 100% of contract value.

Coverage requirements: Occupancy clause – permits Effingham County Board of Commissioners to use the facility prior to issuance of Notice of Substantial Completion.

2.15 INDEMNIFICATION:

The CONTRACTOR agrees to protect, defend, indemnify, and hold harmless Effingham County, Georgia, its commissioners, officers, agents, and employees from and against any and all liability, damages, claims, suits, liens, and judgments, of whatever nature, including claims for contribution and/or indemnification, for injuries to or death of any person or persons, or damage to the property or other rights of any person or persons caused by the CONTRACTOR or its subcontractors. The CONTRACTOR'S obligation to protect, defend, indemnify, and hold harmless, as set forth herein above shall include, but not be limited to, any matter arising out of any actual or alleged infringement of any patent, trademark, copyright, or service mark, or any actual or alleged unfair competition, disparagement of product or service, or other business tort of any type whatsoever, or any actual or alleged violation of trade regulations. CONTRACTOR further agrees to investigate, handle, respond to, provide defense for, and to protect, defend, indemnify, and hold harmless Effingham County, Georgia, at his sole expense, and agrees to bear all other costs and expenses related thereto, even if such claims, suits, etc., are groundless, false, or fraudulent, including any and all claims or liability for compensation under the Worker's Compensation Act arising out of injuries sustained by any employee of the CONTRACTOR or his subcontractors or anyone directly or indirectly employed by any of them. The CONTRACTOR'S obligation to indemnify Effingham County under this Section shall not be limited in any way by the agreed-upon contract price, or to the scope and amount of coverage provided by any insurance maintained by the CONTRACTOR.

2.16 INTERPRETING SPECIFICATION:

The specifications or scope of services contained herein are intended to be descriptive rather than restrictive. The County is soliciting a proposal to provide a complete product or service package which meets all requirements. Changes in the scope of services, specifications, or terms and conditions of the RFP will be made in writing by the County prior to the proposal opening or due date. Results of informal meetings between a potential Vendor and a County official or employee may not be used as a basis for deviations from the requirements contained in this solicitation.

2.17 SIGNED RESPONSE CONSIDERED AN OFFER:

The signed Response shall be considered an offer on the part of the Vendor, which offer shall be deemed accepted upon approval by the Effingham County Board of Commissioners, or their designee. In case of a

default on the part of the Vendor after such acceptance, Effingham County may take such action as it deems appropriate, including legal action for damages or lack of required performance.

2.18 PAYMENT TO CONTRACTORS:

- A. Questions regarding payment may be directed to the Effingham County Finance Department, at (912) 754-8057.
- B. Effingham County is a tax exempt entity. Every contractor, vendor, business or person under contract with Effingham County is required by Georgia law to pay State sales or use taxes for products purchased in Georgia or transported into Georgia and sold to Effingham County by contract. Please consult the State of Georgia, Department of Revenue, Sales and Use Tax Unit in Atlanta (404) 656-4065 for additional information.

2.19 VENDOR DEFAULT:

In case of Vendor default, the County will provide a letter of official notice of non-performance. If the issue(s) are not remedied 30 days from receipt of said notice, the County reserves the right to procure services from other sources.

2.20 RESTRICTIVE OR AMBIGUOUS SPECIFICATIONS OR REQUIREMENTS:

It is the responsibility of the prospective Proposer to review the entire request for proposal (RFP) packet and to notify the Purchasing Department if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or bidding procedures must be received in the Purchasing Department not less than seventy-two (72) hours prior to the time set for proposal opening.

2.21 MERGERS:

If a selected firm is sold or merged with another investment organization, the County will consider the contract binding regardless of any name changes. If there is a conflict of interest, the County reserves the right to terminate said contract.

INTENTIONALLY LEFT BLANK

THE COUNTY INTENDS TO AWARD A CONTRACT FOR EMS BILLING SERVICES IN APRIL, 2019, WITH AN ANTICIPATED 'GO LIVE' DATE OF JULY 1, 2019.

PROPOSER CONFIRMS THAT BY SUBMITTING A BID, THEY ARE ABLE TO COMMENCE WORK UPON RECEIPT OF CONTRACT, AND WILL BE READY TO 'GO LIVE' ON OR BEFORE JULY 1, 2019.

The undersigned Vendor certifies that he/she has carefully read the preceding list of instructions and all other data applicable hereto and made a part of this invitation; and, further certifies that the prices shown in his/her proposal are in accordance with all documents contained in this request for proposal package, and that any exception taken thereto may disqualify his/her proposal.

This is to certify that I, the undersigned Vendor, have read the instructions to Vendor and agree to be bound by the provisions of the same.

This ______ day of ______ 20 _____.

BY:_____

SIGNATURE

PRINTED NAME AND TITLE

COMPANY

ADDRESS

PHONE NO.

SECTION III

REQUEST FOR PROPOSAL

3.1 DESCRIPTION AND OBJECTIVES

Effingham County is seeking proposals from qualified vendors to provide ambulance billing services as outlined in this request for proposal.

3.2 ACCEPTANCE AND EVALUATION OF PROPOSALS:

A selection committee shall evaluate all proposals submitted to the RFP. All technical requirements, unless otherwise specified, must be met by the Vendor or such proposal will be disqualified as being non-responsive. Proposals that are deemed to be incomplete as to substance and content may be returned without further consideration.

3.3 FEES, RATES AND OTHER CHARGES:

Effingham County desires a fee structure based upon a percentage of received funds, payable on a monthly basis. Additional fees for services, if applicable, must be clearly delineated on the proposal. As the County cannot accommodate fees associated with credit card processing, all charges associated with the acceptance of a credit card must be assigned to the consumer.

Provide a completed Cost Summary Sheet (ATTACHMENT A).

3.4 **PROPOSAL DEADLINE:**

The response to the request for proposal must be received by the Effingham County Purchasing Office no later than **<u>11.00am</u>** (EST), Thursday March 14, 2019</u>. Any proposal received after the time and date stipulated will be rejected and returned to the Vendor. The County may, for good and sufficient reason, extend the response deadline, in which case all potential Vendors will receive an addendum setting forth the new date.

3.5 WITHDRAWAL OF PROPOSAL:

Effingham County Board of Commissioners reserves the right to withdraw the RFP in whole or in part, at any time and for any reason. Submission of a proposal confers no rights upon the vendor nor obligates the Board of Commissioners in any manner. Effingham County Board of Commissioners reserves the right to award no agreement and to solicit additional offers at a later date.

Vendor proposal may be withdrawn by written REQUEST received by the County before the time fixed for receipt of proposals

3.6 CONFIDENTIALITY OF DOCUMENTS:

Upon receipt of a proposal by the County the proposal shall become the property of the County without compensation to the Vendor, for disposition or usage by the County at its discretion. Due to the fact that the proposals will be subject to an evaluation review for accurate qualifications, only the respondent names who submit proposals to this RFP and the total bid price will be read aloud publicly. The details and particulars of the proposal documents will remain confidential until final award of the contract.

3.7 FORMAT OF RESPONSES:

To be considered, Vendors must submit a complete response to the request for proposals. Proposals are to be submitted in $8\frac{1}{2}$ " x 11" size, typed or printed in ink and bound with a simple method of fastening. Lengthy narratives are discouraged; presentations should be brief and concise and not include extraneous or unnecessarily elaborate promotional material. The proposal should not exceed 50 pages in length, excluding appendices (if any), vendor policies and procedures and vendor maintenance and quality assurance programs. To assure a uniform review process and obtain the maximum degree of comparability, each proposal shall include the following content and shall be presented in the following order:

A. Letter of Interest

The Letter of Interest shall be limited to three (3) single-spaced typewritten pages. The purpose of the Letter of Interest is to provide a description of the Vendor's ability to meet the requirements of the RFP.

B. Business/Firm Profile & Background

State the full name, address, and telephone number of your organization and include the name, title, address, and telephone number of the person(s) who will be assigned to perform the service of the proposal. Indicate whether you operate as a sole proprietorship, individual, partnership, corporation or limited liability company and the State in which your firm is incorporated or licensed to operate.

Provide a brief profile of your company to include, but not limited to: personnel; years involved in the industry; and other EMS provider customers while detailing the size of their service. Please comment on any characteristics of your organization that are considered unique or exemplary within the industry, or that differentiate you from your competition and add value for the county.

State if your firm has operated under a different name within the past 10 years and provide the name that your firm previously operated under.

Provide complete details of any contract, during the last five (5) years, in which your firm has been fired.

C. Experience and Capability

Provide your specific experience in billing EMS fees, and include any information on billing for other similar-sized governmental agencies. Include your length of time in the EMS billing business and specific knowledge related to Georgia-based EMS billing and electronic patient records.

Effingham County may require vendors to conduct an on-site demonstration of their billing service solutions.

Provide at least five (5) references on ATTACHMENT I – Effingham County reserves the right to verify the information furnished.

D. EMS Billing Experience, Expertise, and Processes:

- a) Describe how you currently submit claims electronically to Medicare, Medicaid, and Major Private Insurance companies.
- b) How do you handle denials from Medicare, Medicaid and insurance companies?
- c) Who re-works claims denied by Medicare, Medicaid and insurance companies?
- d) How many patient bills are generated by your company each year for the last three (3) years?
- e) What is your median turnaround time to process a bill for Medicare, Medicaid, Self- pay or Private insurance?
- f) Discuss your processes that you feel generate increased collections.

- g) Describe your process for evaluating and addressing outstanding accounts receivables from previous years, and anticipated outcomes and typical best practice results from your process.
- h) What methods do you use to communicate with provider? Can custom reports be created based on specific criteria? If a custom report is requested, how quickly can it be addressed and will there be an additional charge?
- i) Describe your process to stay current on Medicare/Medicaid changes.
- j) Describe your process to keep the operating systems current/updated.
- k) Describe the County's capabilities to see financial data in real time, including the ability to allow the County access to patient account status and other similar information in real time online access.
- Explain the process if an ePCR is missing information such as patient's demographics, Insurance, MOT, PCS, hospital face sheet and other related information needed to submit a bill.
- m) Describe how a patient's credit card transaction is secure from fraudulent activity.
- n) Describe the training and certifications that are required for insurance coders in your company.
- o) What are your hours of operation? Do you provide bilingual customer service agents?
- p) How many account representatives, coders and/or supervisors will be assigned specifically to Effingham County EMS accounts?
- q) Describe the process used when your office is given a request for records by a lawyer, court, or a private citizen.
- r) Have you provided billing services for a company that has been found guilty in any fraud, perjury, or abuse case? If yes, what were the circumstances and the outcome?
- s) Describe the process for remitting collections to the County and state the typical monthly schedule for remitting those collections.
- t) Describe how customer payments are received, and how refunds are to be handled.
- u) Describe any network/Internet connectivity and bandwidth requirements including any special software requirements.
- v) Detail your technical support capabilities and response times to problems.
- **E. Detailed Implementation Schedule:** Based upon a contract start date of April 16, 2019, provide a detailed schedule that demonstrates your ability to meet the County's anticipated 'go live' date of July 1, 2019.

F. Appendices

Include any additional information you deem essential to a proper evaluation of your proposal not included in the preceding section. These Appendices should be relevant and brief.

Each proposal must be submitted in one (1) original and three (3) copies bound to: Effingham County Purchasing Department Fiona Charleton, Purchasing Agent 601 N Laurel Street Springfield, GA 31329

3.8 COST TO PREPARE RESPONSES:

The County assumes no responsibility or obligation to the Vendors and will make no payment for any costs associated with the preparation or submission of the proposal.

SECTION IV SPECIAL CONDITIONS

4.1 STATEMENT OF DISCLOSURE:

All Vendors must provide a statement of disclosure (ATTACHMENT D) which will allow the County to evaluate possible conflicts of interest.

Interests of Public Officials.

The vendor warrants for itself and any subcontractor that no elected or appointed official or employee of Effingham County, Georgia, has any interest in their bid or the proceeds of any contract/agreement which may result thereof. In the event that an elected or appointed official or employee acquires any interest in any contract/agreement which may result from this bid, or the proceeds thereof, the vendor agrees to disclose such interest to the BOARD immediately by written notice. For breach or violation of this clause, the BOARD may annul any contract/agreement resulting from this bid without liability, terminate any contract/agreement resulting from this bid for default, or take other remedial measures. "Interest" as used herein means direct or indirect pecuniary or material benefit accruing to a county commissioner, official or employee as a result of a matter which is or which is expected to become the subject of an official action by or with the county, except for such actions which, by their terms and by the substance of their provisions, confer the opportunity and right to realize the accrual of similar benefits to all other persons and/or property similarly situated. The term "interest" shall not include any remote interest. For purposes of this bid, a county commissioner, official or employee shall be deemed to have an interest in the affairs of: (1) his or her family; (2) any business entity in which the county commissioner, official or employee is a member, officer, director, employee, or prospective employee; and (3) any business entity as to which the stock, legal ownership, or beneficial ownership of a county commissioner, official or employee is in excess of five percent of the total stock or total legal and beneficial ownership, or which is controlled or owned directly or indirectly by the county commissioner, official or employee. Remote interest as used herein means the interest of (1) a volunteer director, officer, or employee of a nonprofit corporation; (2) a holder of less than 5 percent of the legal or beneficial ownership of the total shares of a business; (3) any person in a representative capacity, such as a receiver, trustee, or administrator. Family as used herein means the spouse, parents, children, and siblings, related by blood, marriage, or adoption, of a county official or employee.

4.2 CONTRACT:

The successful contractor will be expected to provide an executed contract for approval by the Board. Upon receipt of the fully executed contract, the contractor shall be bound to deliver the stated services according to the terms and conditions of the contract and any addendums thereto. The County shall also be bound on the said terms and conditions to procure the services described and remit payment to the contractor when said services are completed. The successful contractor shall not commence work under this Request for Proposal until a written contract is awarded. If the successful contractor does commence any work or deliver items prior to receiving official notification, he does so at his own risk.

4.3 <u>PERFORMANCE AND APPROVAL OF SUB-CONSULTANTS:</u>

The Vendor will perform the work as an independent contractor and not as an agent or employee of the County, and will secure written permission from Effingham County before subcontracting any part of this service. The County must **approve** all sub-contractors providing services.

4.4 CHANGES:

In the event a contract is awarded, the County may, with prior Board approval, make changes at any time during the contract period within the general scope of the contract and its technical provisions. If any such change causes any increase or decrease in the Vendor's cost of performing any part of the contract, an equitable adjustment shall be made in the contract prices, or in the time of performance, or in both. A written memorandum of such adjustment shall be made prior to any changes in contract pricing schedules.

4.5 **<u>TERMINATION OF CONTRACT:</u>**

Effingham County shall have the right to terminate any contract to be made hereunder for its convenience by giving the Proposer written notice 60 days in advance of its election to do so and by specifying the effective date of such termination. The Proposer shall be paid for services rendered and not in question or dispute through the effective date of such termination. Further, provided a contract is awarded, if a Proposer shall fail to fulfill any of its obligations hereunder, the County may, by giving written notice to the Proposer at issue, terminate the agreement with said Proposer for such default. If this agreement is so terminated, the Proposer shall be paid only for work satisfactorily completed.

SECTION V SCOPE AND CLASSIFICATION

5.1 SCOPE OF WORK:

Effingham County, Georgia is soliciting proposals for EMS Billing Services. The initial term of this agreement will be three years. Upon completion of the initial contract term and mutual written agreement of both parties, the contract may be renewed for two additional one-year terms, for a total of five years.

The County is soliciting proposals for a contract with a highly qualified provider for EMS Billing Services. Unless otherwise stated, all specifications listed are minimum requirements. The County prefers a provider with significant EMS billing experience and expects face-to- face meetings when necessary or desired. Proposals must provide all services related to EMS billing.

The Request for Proposal, and the proposal of the successful firm, will be the basis for the EMS Billing Contract.

The selected vendor is required to provide all necessary ambulance billing services meeting the following requirements:

- The contractor must be Gemesis and Nemesis compliant
- Contractor must describe the process for evaluating and addressing outstanding accounts receivable from previous years.

- Contractor must be able to process credit card payments without assessing the county any fee.
- Contractor must utilize certified coders in its processes.
- Contractor must reliably submit claims within 72 hours of the call being processed through the county's quality assurance review process.
- The contractor must demonstrate the ability to generate and manage billing for a minimum of 6,000 calls per year.
- The system will be HIPAA compliant, meeting all State and Federal confidentiality, security, and transaction coding requirements.
- The contractor must provide support during normal business hours by phone.
- The contractor must allow agency access to patient account status, filing dates, insurance payment data information in real time online access.
- The contractor must allow, with a seven (7) day notice, the agency to conduct a complete on site financial / process review audit.
- The contractor will participate in the County's annual fiscal year audit.

Reporting

Detailed reports are required to monitor billing and collection progress. A sample of reporting examples should be submitted with your proposal. Reports shall include, but are not limited to:

- A monthly report showing all transports billed. The report shall include date of service, incident number, patient name, origin, destination, service level, mileage, and gross charges.
- A monthly report showing aged accounts receivable sorted by category (Medicare, Medicaid, insurance, and private pay) and payer. The report should show accounts receivable at 30, 60, 90, and 120 days. The report should also show the last date of activity on the account and where next dollar payment is expected from.
- A monthly report of payments received.
- A monthly report of all refunds processed during the month
- A monthly report of all accounts referred back to the County for referral to delinquent debt collection services contractor or write off
- A monthly report of all account denials categorized by payer and reason.
- The Contractor will provide standard and custom reports upon request by Effingham County.

Please provide copies of your standard reports and detail the frequency that you provide them to your clients and confirm you can run custom reports on an as requested basis.

Background

The County's Fiscal Year is July 1st through June 30th of the following year. We currently utilize EMS Consultants for EMS billing.

Effingham County EMS interacted with approx. 6,500 patients in 2018. Of those patients, 4,134 required billable services (transports).

INTENTIONALLY LEFT BLANK

ATTACHMENT A COST SUMMARY SHEET

	PERCENTAGE
Fee based on received funds :	

Additional Charges not included above – please list below :	COST
	\$
	\$
	\$
	\$
	\$

Proposing Company Contact Information:

Company Name:	
Billing Address:	Telephone:
Service Address:	Telephone:
Representative Name:	
Representative Contact Address:	Telephone: E-Mail:

It is agreed by the undersigned offeror that the signature and submission of this proposal represents the vendor's acceptance of all terms, conditions and requirements of specifications and, if awarded, the proposal will become part of the contract agreement between the parties.

Signed: (sign manually, in ink)

(Signature of Authorized Representative of the Company)

Name Printed:	Title:	Date:

EXCEPTION SHEET

If Commodity(s) and/or Service proposed in quote is in ANYWAY different from that contained in this proposal, the Bidder is responsible for clearly identifying all such differences in the space below. Otherwise, it will be assumed that the Bidder's offer is in total compliance with all aspects of the proposal.

Below are the only differences between my offer and the County's proposal:

Signature

Date

ATTACHMENT B DRUG FREE WORKPLACE CERTIFICATION

The undersigned certifies that the provisions of Code Sections 50-24-1 through 50-24-6 of the Official Code to Georgia Annotated, related to the Drug Free Workplace have been complied with.

1. A drug-free workplace will be provided for the employees during the performance of the contract;

and;

2. Each Subcontractor under the direction of the contractor shall secure the following written certification:

(Contractor) certifies to Effingham County that a drug-free workplace will be provided for the employees during the performance of this contract known as **RFP No. 19-19-001 - Ambulance Billing Services** pursuant to paragraph (7) of subsection (B) of Code Section 50-24-3. Also, the undersigned further certifies that he/she will not engage in the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of the contract.

BY: Authorized Officer or Agent of Contractor (Signature)

Date

Title & Printed Name of Authorized Officer or Agent of Contractor

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE

____ DAY OF _____ 20___

Notary Public

My Commission Expires: - _____, 20 ____

ATTACHMENT C

PROMISE OF NON-DISCRIMATION STATEMENT

(herein after "Company"), in consideration of the privilege to Bid/Propose on the following Effingham County Procurement titled **RFP No. 19-19-001 - Ambulance Billing Services** hereby consent, covenant, and agree as follows:

- A. No person shall be excluded from participation in, denied the benefit of, or otherwise discriminated against on the basis of race, color, national origin or gender in connection with the Proposal submitted to Effingham County or the performance of the contract resulting there from.
- B. That it is and shall be the policy of this Company to provide equal opportunity to all business persons seeking to contract with or otherwise interested in the Company, including those companies owned and controlled by racial minorities and women.
- C. That the promises of non-discrimination as made and set forth herein shall be continuing throughout the duration of this contract with Effingham County.
- D. That the promises of non-discrimination as made and set forth herein shall be and are hereby deemed to be made part of and incorporated by reference in the contract which this Company may be awarded.
- E. That the failure of this Company to satisfactorily discharge any of the promises of non-discrimination as made and set forth above may constitute a material breach of contract entitling the County to declare the contract in default and to exercise appropriate remedies including but not limited to termination of the contract.

BY: Authorized Officer or Agent of Contractor (Signature)

Date

Title & Printed Name of Authorized Officer or Agent of Contractor

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE

____ DAY OF _____ 20___

Notary Public

My Commission Expires: - _____, 20 ____

ATTACHMENT D

DISCLOSURE OF RESPONSIBILITY STATEMENT (page 1)

Failure to complete and return this information will result in your bid/offer/proposal being disqualified from further competition as non-responsive.

- 1. List any convictions of any person, subsidiary, or affiliate of the company, arising out of obtaining, or attempting to obtain a public or private contract or subcontract, or in the performance of such contract or subcontract.
- 2. List any indictments or convictions of any person, subsidiary, or affiliate of this company for offenses such as embezzlement, theft, fraudulent schemes, etc. or any other offenses indicating a lack of business integrity or business honesty which affects the responsibility of the contractor.
- 3. List any convictions or civil judgments under states or federal antitrust statutes.
- 4. List any violations of contract provisions such as knowingly failing (without good cause) failing to perform, or unsatisfactory performance, in accordance with the specifications of a contract.
- 5. List any prior suspensions or debarments by any governmental agency.
- 6. List any contracts not completed on time.
- 7. List any penalties imposed for time delays and/or quality of materials and workmanship.
- 8. List any documented violations of federal or any state labor laws, regulations, or standards, and any occupational safety and health rules.
- 9. List any potential conflicts of interest your firm may have in performing the requested services.
- 10. List any potential conflicts of interest that any members of your firm may have in performing the requested services.

NOTE: The penalty for making false statements in offers is prescribed in 18 U.S.C. 1001

I hereby certify that I am the	and duly authorized representative of
(Contractor) whose address is	and I certify
that I have read and understand the attached instructions on	d that to the best of my knowledge and belief the

that I have read and understand the attached instructions and that to the best of my knowledge and belief the firm and its representatives:

i. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by the Georgia Department of Transportation, any Federal Department or Agency, Board of Education or local municipality.

DISCLOSURE OF RESPONSIBILITY STATEMENT (page 2)

- (b) I acknowledge that this certification is provided pursuant to Executive Order 12549 and 49 CFR Part 29 and that this firm agrees to abide by the rules and conditions set forth therein for any misrepresentation that would render this certification erroneous, including termination of this Agreement and other remedies available to the Georgia Department of Transportation, Federal Government, Board of Education or local municipality.
- (c) I further acknowledge that this firm will include this clause without modification in all lower tier transactions, solicitations, proposals, contracts and subcontracts. Where the Bidder or any lower tier participant is unable to certify to this statement, that participant shall attach an explanation to this document.

I, , as	
Printed Name of individual	Title & Authority
ofCompany Name	, declare under oath that the above statements,
including any supplemental responses attached	
Signature	
State of:	
County of :	
SUBSCRIBED AND SWORN BEFORE ME C	ON THIS THE
DAY OF	_, 20
by	representing him/herself to be
	of the company named.
Notary Public	
My Commission Expires:	, 20

ATTACHMENT E

CONTRACTOR AFFIDAVIT AND AGREEMENT

By executing this affidavit, the undersigned Contactor verifies its compliance with O.C.GA § 13-10-91, stating affirmatively that the individual, firm, or corporation that is contracting with Effingham County has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization program operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91, and shall agree to use this program for any newly hired employees throughout the duration of the contract.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract with Effingham County, contractor will secure from such subcontractor similar verification of compliance with O.C.G.A. § 13-10-91on the subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. The contractor further agrees to provide notice to the County of the identity of each subcontractor hired under the contract within five (5) business days of entering into a contract for hire. Such notice shall include a copy of the Subcontractor Affidavit for each subsequent subcontractor attesting to the subcontractor's name, address, user identification number, and date of authorization to use the federal work authorization program. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the Effingham County within five (5) days of the time the subcontractor(s) is retained to perform such service.

EEV / Basic Pilot Program* User Identification Number	Date of E-Verify Authorization
Legal Name of Company	
Legal Address of Company	
BY: Authorized Officer or Agent of Contractor (Signature)	ate
Title & Printed Name of Authorized Officer or Agent of Contractor	
SUBSCRIBED AND SWORN BEFORE ME ON THIS THE	
DAY OF 20	
Notary Public	
My Commission Expires:, 20	
* As of the effective date of $\Omega \subset G \land \delta$ 13-10-91, the applicable feder	ral work authorization program is the "FFV

* As of the effective date of O.C.G.A. § 13-10-91, the applicable federal work authorization program is the "EEV/ Basic Pilot Program" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA).

If contractor has no employees and has no intent to hire employees, instead of this affidavit, contractor must provide their driver's license

ATTACHMENT F

SUBCONTRACTOR AFFIDAVIT

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation that is engaged in the physical performance of services under a contract with (name of contractor) on behalf of Effingham County has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security or any equivalent federal work authorization of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA), P.L. 99-603], in accordance with the applicability provisions and deadlines established in O.C.G.A. § 13-10-91 and will agree to use this program for any newly hired employees throughout the duration of the contract. The subcontractor further agrees to provide a copy of the executed Subcontractor Affidavit to the contractor in order to be provided to the County within five (5) days entering into the contract for hire.

EEV / Basic Pilot Program* User Identification Number	Date of E-Verify Authorization
Legal Name of Company	
Legal Address of Company	
BY: Authorized Officer or Agent of Subcontractor (Signature)	Date
Title & Printed Name of Authorized Officer or Agent of Subcontrac	_ tor
SUBSCRIBED AND SWORN BEFORE ME ON THIS THE	
DAY OF 20	
Notary Public	

My Commission Expires: _____, 20 ____

* As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is the "EEV/ Basic Pilot Program" operated by the U. S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in conjunction with the Social Security Administration (SSA).

If subcontractor has no employees and has no intent to hire employees, instead of this affidavit, subcontractor must provide their driver's license

ATTACHMENT G

NO-BID STATEMENT

In an effort to make the procurement of construction, goods and services for Effingham County as competitive as possible, we are soliciting information from contractors and or vendors who cannot Bid. Your "responsiveness" and "constructive" comments will be appreciated. Completion of this form will assist us in evaluating factors which relate to the competitiveness of our Proposals. Please check any of the boxes below which may apply.

- □ Specifications Restrictive, too "tight", unclear, specialty item, geared toward one (1) brand or manufacturer only. (Explain below)
- □ Manufacturing Unique item, production time for model or item has expired, etc.
- D Proposal Time Insufficient time to properly respond to Proposal or bid.
- Delivery Time Specified delivery time cannot be met.
- D Payment Delay in payment terms. Please be specific.
- Bonding We are unable to meet bonding requirements.
- □ Insurance -We are unable to meet insurance requirements.
- Removal From Vendors list for this particular commodity or service.
- □ Keep Our Company on your Vendors list for future reference.
- Project is Too Large _____ Too Small _____
- □ Site Location Too Distant.
- □ Miscellaneous Do not wish to Bid, do not handle this type of item (s), unable to compete, contract clause (s) not acceptable, etc. Please be specific.

CONSTRUCTION PROJECTS: Please provide reason for obtaining a Proposal package. Check one below.

Interest in this project as a:

Prime Contractor ______ Sub-Contractor ______

Supplier _____

RFP No. 19-19-001 - Ambulance Billing Services

Signature:_____

Telephone Number: _____

Firm Name:

ATTACHMENT H

Legal Notice

<u>RFP No. 19-19-001 - Ambulance Billing Services</u>

Effingham County, Georgia is seeking proposals from firms interested in providing Ambulance Billing Services for Effingham County Board of Commissioners.

Sealed proposals are due by <u>11.00am (EST), Thursday March 14, 2019</u> and must be mailed or hand delivered to the Effingham County Purchasing Office, 601 N. Laurel Street, Springfield, GA 31329.

A copy of this Request for Proposal is available at the address listed above or online at www.effinghamcounty.org - Purchasing tab. For additional information please contact, Fiona Charleton at (912) 754-2159 ext 4572 or via email: <u>fcharleton@effinghamcounty.org</u>

EFFINGHAM COUNTY RESERVES THE RIGHT TO REJECT ANY/AND ALL PROPOSALS AND TO WAIVE ALL FORMALITIES. "EFFINGHAM COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER, M/F/H, ALL VENDORS ARE TO BE EQUAL OPPORTUNITY EMPLOYERS".

ATTACHMENT I

Reference Sheet