



BID INVITATION No. 020-015

Opening Date: November, 20, 2020
Time: 10:00 a.m.

MAIL TO:
City of Prattville
Attn: City Clerk
101 West Main Street
Prattville, AL 36067

Pursuant to the Sections 41-16-50 through 41-16-63, *Code of Alabama 1975*, as Amended, sealed bids will be received by the City Clerk's Office of Prattville, Alabama, until the above date and time. Bids will be opened and read aloud at the above referenced address for the following item(s):

11 | 5 | 2020
DATE


PURCHASING AGENT

Each sealed bid envelope must include two (2) originals of Bid Invitation, including Bid Specifications, and show the Bid Invitation Number, Date/Time of Bid Opening, and Company's Name and Address on the outside of the envelope. If State Code requires bidder to have a certification/license to complete the bid requirements by either type of work or dollar amount, the bidder shall include a copy of the certification/license with the bid and include the certification/license number on the outside of the sealed bid envelope. Each numbered bid must be in a separate envelope. If the company employs persons in the State of Alabama, include documentation that the company is enrolled in the E-Verify program. Enclose a signed and completed W-9 Request for Taxpayer Identification Number & Certification with bid response. If available, bidders are requested to include an electronic copy of the bid proposal in Adobe PDF format. Bidders are cautioned that failure to submit proposal in the format specified shall be grounds to reject the proposal and remove bid from consideration.

Description/Specifications OR EQUIVALENT
AMBULANCE BILLING AND COLLECTION SERVICES

Length of time the bid price will be honored: _____ days/weeks/months/years **RATE OF NET COLLECTIONS** _____ %

For information or questions regarding this bid invitation, please contact:

Deputy Fire Chief Michael Whaley

334-239-1748 or 334-595-0305

Submit Sealed Bids to: City of Prattville, Attn: City Clerk, 101 West Main Street, Prattville, AL 36067

BID MADE OUT IN PENCIL WILL NOT BE ACCEPTED. Any deviation from the specification(s) provided shall be outlined in writing and submitted with the bid. Brand name, catalog numbers, etc., if shown, are used to indicate levels of quality. If you are unable to furnish an item as specified and desire to offer a substitute, give a full description of the item, including descriptive literature and/or manufacturer's specifications, along with any supplemental information necessary to compare the item bid with the requirements set forth in the bid form, or your bid may be rejected. Any attachment hereto is made and becomes a part of this invitation and must be signed by the bidder. Bid errors may not be corrected after bids are opened. Prices shall not include State, Local or Federal Excise Taxes. Tax exemption certificates will be furnished upon request.

If you cannot furnish any of the items listed, please return this sheet marked "No Bid" and give an explanation of why you did not submit a bid so that we can update your listing in our records. Failure to submit a bid or a "No Bid" response after three (3) bid invitations shall be reason to discontinue future bid notice. City reserves the right to award this bid on all or none basis, or item by item basis, to waive any informality in bids, and also the right to reject any or all bids. **Bids may be awarded based on delivery date as well as cost.**

I/We agree to furnish the above at the prices shown and guarantee that each item offered will meet or exceed all specifications, conditions and requirements listed for same. Terms of Payment: _____.

In order to comply with the requirements of the Beason-Hammon Alabama Taxpayer and Citizen Protection Act, Act No. 2011-535, and Act 2012-491, bidders must comply with Section 31-13-9, *Code of Alabama, 1975*, as Amended.

If your company employs persons in the State of Alabama, you must provide the City of Prattville with documentation that your company is enrolled in the E-Verify program along with submission of bid. Should your company be awarded this particular bid, the award of the contract is conditioned on your company not knowingly employing, hiring for employment or continuing to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damage resulting therefrom.

If State Code requires bidder to have a certification/license to complete the bid requirements by either type of work or dollar amount, the bidder shall include a copy of the certification/license with the bid and include the certification/license number on the outside of the sealed bid envelope.

Each sealed bid envelope must include two (2) originals of Bid Invitation, including Bid Specifications, and show the Bid Invitation Number, Date/Time of Bid Opening, and Company's Name and Address on the outside of the envelope. If available, bidders are requested to include an electronic copy in Adobe PDF format. Enclose a signed and completed W-9 Request for Taxpayer Identification Number & Certification with bid response.

I hereby affirm I have not been in any agreement or collusion among bidders or prospective bidders in restraint of freedom of competition, by agreement to bid at a fixed price, or to refrain from bidding otherwise. **[Bid must be notarized.]**

Firm: _____ By: _____ Date: _____

Mailing Address: _____

Phone: _____ Fax: _____ Email: _____

Sworn to and subscribed before me this ____ day of _____, 20____

Notary Public

Notary Expires: _____

Bid No.020-015

CITY OF PRATTVILLE
REQUEST FOR PROPOSAL

for

AMBULANCE BILLING AND COLLECTION SERVICES

It is the intention of these specifications and requirements to obtain bids for Ambulance Billing and Collection Services for the City of Prattville, and to obtain bids that may not be easily and completely evaluated on an equal and competitive basis. If State Code requires bidder to have a certification/license to complete the bid requirements by either type of work or dollar amount, the bidder shall include a copy of the certification/license with the bid and include the certification/license number on the outside of the sealed bid envelope. Bidders are required to return one (1) copy of these specifications, along with the bid invitation form, completed, signed, and notarized. All required information shall be included in the bid. Bidders are cautioned that failure to submit proposal in the format specified shall be grounds to reject the proposal and remove bid from consideration.

Introduction/Background Information

The Prattville Fire Department is located in the City of Prattville, Autauga County, Alabama and provides emergency medical services for the citizens of the City. We cover an area of 36 square miles and serve a population of 35,000 citizens. We employ 85 personnel with 12 working in administrative positions.

For the calendar year 2019 we processed approximately 2300 billable ambulance calls and collected just shy of \$750,000.00 in revenues for ambulance service.

1.0 Scope, Purpose, Goals and Objectives

- 1.1 Scope:** This specification covers the minimum requirements of the City of Prattville Fire Department for the billing and collection activities as related to ambulance transports made by the fire department.
- 1.2 Purpose:** The purpose of this specification is to provide a common standard to which all vendors shall bid. For this reason, all bidders must respond to each individual item. If a bidder should take exception, a detailed description and a full explanation of the exception shall be provided.
- 1.3 General:** This is a specification for professional service; it is not the intention of this agency to write out any vendor of ambulance billing and collection services.
- 1.4 Length of Contract:** The City Council of the City of Prattville will authorize the Mayor to enter into a contract with the successful bidder and the contract shall not exceed (3) three years.
- 1.5 Exceptions:** Any exceptions to these specifications shall be given in detailed writing and include the exception and the applicable section.
- 1.6 Goals and Objectives:**
 - a. To bill for ambulance services that are provided.
 - b. To be as accurate as possible on ambulance billings, obtaining the most accurate client information, including but not limited to name, address, social security number and insurance information.
 - c. To recover collectible ambulance charges to the maximum extent allowable.
 - d. To maintain compliance with all regulatory requirements including Medicare/ Medicaid, third party payers and applicable statutes regarding patient privacy including HIPPA, and to maintain conformance with Safe Harbor Regulations.
 - e. To provide monthly statistical reports and accounting reports for review by the Fire Department, Mayor and City Council.

Does your bid comply exactly as written in 1.1-1.6?	YES	NO	Exception	
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2.0 Experience, Qualification and References

2.1 Bidding companies shall have, and be able to provide, a work history of ambulance billing and collections.

Does your bid comply exactly as written in 2.1?	YES	NO	Exception	
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2.2 Companies shall have the capability of processing an additional 2500 ambulance bills.

Does your bid comply exactly as written in 2.2?	YES	NO	Exception	
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2.3 Bidders shall identify other billing capabilities (i.e. Fire engines, extrication, hazardous materials etc.).

Does your bid comply exactly as written in 2.3?	YES	NO	Exception	
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2.4 Bidders shall identify what percentage of the company is devoted to ambulance billing and collections exclusively.

Does your bid comply exactly as written in 2.4?	YES	NO	Exception	
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2.5 Bidders shall provide five (5) client references regarding your work in ambulance billing and collections, including key contact persons, phone numbers and physical addresses. References shall include the company/Municipality that they provide the most ambulance billing and collection services for.

Does your bid comply exactly as written in 2.5?	YES	NO	Exception	
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2.6 Bidders shall identify how many staff (FTE) and what level (position title) they plan to assign to Prattville Fire Department ambulance billing.

Does your bid comply exactly as written in 2.6?	YES	NO	Exception	
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2.7 Bidders shall employ National Academy of Ambulance Compliance (NAAC) certified coders.

Does your bid comply exactly as written in 2.7?	YES	NO	Exception	
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3.0 Tasks Description

3.1 Process approximately 2000 ambulance billing records by accepting an electronic billing export from ESO Billing Suite.

Does your bid comply exactly as written in 3.1?	YES	NO	Exception	
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3.2 Process all ambulance billings within 24 hours, or next business day, of receiving an automatic billing export from an interface with ESO Solutions Inc.

Does your bid comply exactly as written in 3.2?	YES	NO	Exception	
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3.3 Perform regular follow-ups on all billings to ensure all collectible monies are recovered and report same to the PFD.

Does your bid comply exactly as written in 3.3?	YES	NO	Exception	
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3.4 All payments/remittances shall be addressed to the City of Prattville for processing.

Does your bid comply exactly as written in 3.4?	YES	NO	Exception	
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3.5 Promptly respond to all complaints/correspondence regarding billing and collections.

Does your bid comply exactly as written in 3.5?	YES	NO	Exception	
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3.6 Follow-up, research and respond to denials from government and private agencies and report the same to the PFD.

Does your bid comply exactly as written in 3.6?	YES	NO	Exception	
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3.7 The contractor shall review and approve all requests for refunds due to duplicate or overpayment and inform the PFD in writing of the same, identifying the reason for the refund, the agency to receive the refund, including the complete address, contact person and amount due.

Does your bid comply exactly as written in 3.7?	YES	NO	Exception	
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3.8 Prepare a monthly report of all clients who received service with such information as (but not limited to) their name, account number, service date, amount billed, payment due (if any), account balance and status. This report shall include an aging report on delinquent accounts.

Does your bid comply exactly as written in 3.8?	YES	NO	Exception	
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3.9 Prepare any other report or provide statistical information that the City or Fire Department deems necessary.

Does your bid comply exactly as written in 3.9?	YES	NO	Exception	
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3.10 Demonstrate how your agency maintains compliance with applicable rules and regulations governing ambulance billing, patient privacy and service requirements.

Does your bid comply exactly as written in 3.10?	YES	NO	Exception	
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3.11 Provide a Web portal allowing 24/7 access, by the PFD, to all billing records. These capabilities will require neither software purchases nor training costs to the PFD.

Does your bid comply exactly as written in 3.11?	YES	NO	Exception	
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3.12 Provide a smooth transition of system and patient accounts with no impact on operations or methods of handling patient accounts.

Does your bid comply exactly as written in 3.12?	YES	NO	Exception	
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3.13 Provide easy access training for on-site training and monitoring of contractor's operations.

Does your bid comply exactly as written in 3.13?	YES	NO	Exception	
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3.14 Provide Quarterly training, as needed, in person and on-site for three (3) consecutive days to cover all shifts.

Does your bid comply exactly as written in 3.14?	YES	NO	Exception	
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3.15 Provide a dedicated account manager/single point-of-contact to answer questions via telephone, e-mail or in person in a timely manner.

Does your bid comply exactly as written in 3.15?	YES	NO	Exception	
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3.16 Represent the City of Prattville, as provider, in appeals processes.

Does your bid comply exactly as written in 3.16?	YES	NO	Exception
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3.17 Allow the Prattville Fire Department to retain responsibility of receiving payments from self-pay and contract clients.

Does your bid comply exactly as written in 3.17?	YES	NO	Exception
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3.18 Provide 24-hour Technical Support.

Does your bid comply exactly as written in 3.18?	YES	NO	Exception
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4.0 Method and Amount of Compensation/Collection Rate

4.1 Provide the percentage of net collections for which your compensation will be based. This percentage shall be non-inclusive of Tasks Description section 3, paragraph (s).

Does your bid comply exactly as written in 4.1?	YES	NO	Exception
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4.2 Given the client and population mix of the City of Prattville and factoring in all write-offs, write-downs and other adjustments, shall provide the estimated collection rate for the city. This information shall be provided in collections per trip/bill.

Does your bid comply exactly as written in 4.2?	YES	NO	Exception
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4.3 Bidders shall identify technology and/or support elements (e.g. field data collections, fixed computer systems, data entry) that will be provided by your company as part of this contract. All upgrades and software replacements shall be provided by the bidder at no cost to the Prattville Fire Department.

Does your bid comply exactly as written in 4.3?	YES	NO	Exception
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5.0 Requirements

5.1 Lead employee handling the Prattville account shall have a minimum of (5) five years experience performing ambulance billing and collections, preferable in a public sector.

Does your bid comply exactly as written in 5.1?	YES	NO	Exception
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5.2 Your company shall have a thorough knowledge of Medicare, Medicaid and insurance laws, policies and procedures and rules and regulations. Your company shall have a plan of action in place to stay immediately abreast of any changes to the above rules, regulations, policies and procedures.

Does your bid comply exactly as written in 5.2?	YES		NO	Exception	
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5.3 Bidders must have a modernized up-to-date computer system capable of performing complicated and heavy duty tasks and of generating a variety of reports that fit the needs of the City of Prattville Fire Department.

Does your bid comply exactly as written in 5.3?	YES		NO	Exception	
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5.4 Bidder must provide the PFD with the computer specifications required to be compatible with their software for making remote inquiries of existing data to either display data or print reports on local monitors/printers in PFD offices. PFD must have electronic access to periodic financial reports.

Does your bid comply exactly as written in 5.4?	YES		NO	Exception	
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5.5 Bidder must provide secure file transfer and allow PFD the ability to review all remits and patient payments.

Does your bid comply exactly as written in 5.5?	YES		NO	Exception	
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5.6 Bidder must provide a 24/7 online system for patient account inquiries and credit card processing of patient payments.

Does your bid comply exactly as written in 5.6?	YES		NO	Exception	
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5.7 Bidder must have the ability to run trouble tickets through ZOLL AR Boost.

Does your bid comply exactly as written in 5.7?	YES		NO	Exception	
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5.8 Bidder must be able to close out and invoice month on the first day of the month, or next business day.

Does your bid comply exactly as written in 5.8?	YES		NO	Exception	
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6.0 Processing of Bills

6.1 Ambulance bills shall be processed within 24 hours, or next business day, of receiving the required information.

Does your bid comply exactly as written in 6.1?	YES		NO	Exception	
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6.2 Bidders must have a source/method to obtain client information, if necessary, in order to properly process a bill.

Does your bid comply exactly as written in 6.2?	YES	NO	Exception
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6.3 Bidders shall identify the percentage of initial ambulance bills that are rejected by Medicare, Medicaid and private insurance companies. Bidder shall have the capability and supply their procedures for appealing denied claims to the highest level possible.

Does your bid comply exactly as written in 6.3?	YES	NO	Exception
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6.4 Bidder shall process Medicaid secondary claims through Medicaid's website

Does your bid comply exactly as written in 6.4?	YES	NO	Exception
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6.5 The handling of indigent transports shall be agreed upon by the billing company and the Prattville Fire Department.

Does your bid comply exactly as written in 6.5?	YES	NO	Exception
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7.0 Collections

7.1 Payments from private insurance, Medicare, Medicaid and Workman's Compensation shall be received in 14 to 45 days unless there are unusual extenuating circumstances.

Does your bid comply exactly as written in 7.1?	YES	NO	Exception
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8.0 Delinquent Bills

8.1 Bidders shall have a policy to seek collection of delinquent accounts.

Does your bid comply exactly as written in 8.1?	YES	NO	Exception
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8.2 Delinquent accounts shall be forwarded to a collection agency approved by the City of Prattville.

Does your bid comply exactly as written in 8.2?	YES	NO	Exception
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8.3 Bidders shall provide their current collection rate on delinquent accounts.

Does your bid comply exactly as written in 8.3?	YES	NO	Exception
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8.4 Patient accounts shall be promptly forwarded to the City of Prattville when deemed uncollectible.

Does your bid comply exactly as written in 8.4?	YES	NO	Exception
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9.0 Reporting (Management Report and Processing Documents)

9.1 Bidders shall provide examples of patient invoices, formal letters (pre and post delinquent), accounting spread sheets and monthly management reports for administrative review.

Does your bid comply exactly as written in 9.1?	YES	NO	Exception
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10.0 Evaluation Criteria

In the selection process, companies will be evaluated using the following criteria.

1. Experience the company has in handling ambulance billing, collections and appeal of denied claims.
2. Demonstration for understanding for the scope of the bid.
3. Firm Methodology.
4. Professional Staff.
5. Firm organizational background and resources.
6. Fees
7. Responsiveness to this request.

11.0 Terms of Contract

11.1 Assignment – The contractor shall give full attention to faithful execution of the contract, shall keep the contract under the contractor’s control and shall not by power of attorney or otherwise assign the control to another party.

Does your bid comply exactly as written in 11.1?	YES	NO	Exception
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11.2 Abandonment or Delay – If the work to be done under this contract shall be abandoned or delay by the contractor, or if at any time the City of Prattville Fire Department shall be of that opinion and shall certify so in writing that work has been abandoned or delayed by the contractor, the City of Prattville Fire Department may annul the contract or any part thereof if the contractor fails to resolve the matter within (60) sixty days of notice by the City of Prattville Fire Department.

Does your bid comply exactly as written in 11.2?	YES	NO	Exception
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11.3 Contractors Cooperation – The contractor shall maintain regular communication and shall actively cooperate in all matters pertaining to this contract.

Does your bid comply exactly as written in 11.3?	YES	NO	Exception
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11.4 Responsibility – The contractor shall at all times observe and comply with federal, state, local, and municipal laws, ordinances, rules and regulations in any manner affecting the contract.

Does your bid comply exactly as written in 11.4	YES	NO	Exception
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11.5 Liability – The contractor shall not be responsible for failure to perform the duties and responsibilities imposed by the contract due to legal strikes, fires, civil disobedience, riots, rebellions, acts of God and similar occurrences beyond the control of the contractor that made the performance impossible or illegal.

Does your bid comply exactly as written in 11.5?	YES	NO	Exception
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11.6 Indemnification – Contractor shall indemnify, defend and hold the City of Prattville/Prattville Fire Department harmless from and against any claims against the City of Prattville/Prattville Fire Department based on the contractor's performance of its obligations.

Does your bid comply exactly as written in 11.6?	YES	NO	Exception
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12.0 Termination of Contract

12.1 The City of Prattville/Prattville Fire Department may terminate the contract at any time the contractor defaults in any term of the agreement, or fails to make substantial progress under the terms specified in the contract. Such termination shall be without prejudice to any of the City of Prattville's rights or remedies provided by law.

- a. The City of Prattville/Prattville Fire Department shall provide the contractor with (60) sixty days notice of conditions endangering performance. If after such notice the contractor fails to remedy the condition contained in the notice, the City of Prattville/Prattville Fire Department shall issue an order to stop work immediately.
- b. The City of Prattville/ Prattville Fire Department shall be obligated to reimburse the contractor only for those services rendered prior to the date of the notice of termination, less any liquidation damages that may be assessed for non-performance.

Does your bid comply exactly as written in 12.1?	YES	NO	Exception
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12.2 Mutual Agreement – with the mutual agreement of the City of Prattville/Prattville Fire Department and the contractor upon receipt and acceptance of not less than (60) sixty days written notice, the contract may be terminated on an agreed date prior to the end of the contract period without penalty to either party.

Does your bid comply exactly as written in 12.2?	YES	NO	Exception
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12.3 Lack of Funds – Notwithstanding any other provisions of the contract, if funds anticipated for the continued fulfillment of contract are at any time not forthcoming, through the failure of the provider which funds were provided, the City of Prattville/Prattville Fire Department shall have the right to terminate the contract without penalty by giving not less than (60) sixty days written notice documenting the lack of funding. Unless otherwise agreed the City of Prattville/Prattville Fire Department and the contractor, the contract shall become null and void on the last day of the fiscal year for which appropriations were received.

Does your bid comply exactly as written in 12.3?	YES		NO	Exception	
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13.0 Payment Schedule

13.1 Payments to the contractor will be based on documented collections produced within a specified time frame and agreed upon by both parties, preferable on a (30) thirty day cycle. Payment will be scheduled for the fifteenth of the month, provided invoices are received and approved by the last day of the month. Electronic invoices via e-mail will be accepted.

Does your bid comply exactly as written in 13.1?	YES		NO	Exception	
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**Any exception from the specifications/requirements provided shall be outlined in writing and submitted with the bid response. **

Bid includes two (2) original bid proposals with bid number, date and time, and if applicable certification/license number, on the outside of the sealed envelope	YES				
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Bid is signed and notarized?	YES				
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E-Verify documentation included with bid?	YES		N/A		
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W-9 Requests for Taxpayer Identification Number & Certification included with bid?	YES				
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Signature