



Financial Management
Procurement Division
1112 Manatee Ave W., Suite 803
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March 31, 2017

TO: All Interested Proposers

SUBJECT:

Request for Proposal (RFP) #17-0741WB
Emergency Medical Services (EMS) Billing

ADDENDUM No. 1

The following items are issued to add to, modify and clarify the Request for Proposal document. Proposals are to be submitted on **April 14, 2017 at 4:00 P.M.**, in conformance with the additions and revision listed herein.

The deadline to submit all inquiries concerning interpretation, clarification or additional information pertaining to this RFP is April 5, 2017 at 4:00 P.M.

Proposer Note 1: Response to questions received from proposers through March 28, 2017.

Proposer Note 2: Additional questions shall be considered until April 5, 2017 at 4:00 P.M.

1. Please confirm the due date for this procurement is 4/14/2017.

Response: Confirmed

2. Please describe your level of satisfaction with your current vendor?

Response: Contract is expiring.

3. What were your annual gross charges last year or for the last 12 months?

Response: FY 2016 - \$20,548,468.56

4. What were your annual total adjustments for last year or for the last 12 months?

Response: FY 2016 - \$9,448,148.17

5. What were your annual gross collections last year or for the last 12 months?

Response: FY 2016 - \$10,940,707.46

6. What is your average per trip charge?

Response: Refer to RFP Attachment C “Manatee County Public Safety Information and User Fees” for volume by type and rates.

7. When were the last changes to your transportation rates, and are you considering raising any of the rates currently charged?

Response: Refer to RFP Attachment C “Manatee County Public Safety Information and User Fees” for volume by type and rates.

8. What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?

Response: No difference, not tracked

9. Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?

Response: No.

10. What is your loaded miles per trip?

Response: Refer to RFP Attachment C “Manatee County Public Safety Information and User Fees”

11. Do you have a collection agency provider and, if so, which provider?

Response: Professional Recovery Consultants Inc.

12. What is your average revenue per call?

Response: FY 2016 - \$330.14.

13. Do you have a lock box provider and, if so, which provider?

Response: Yes, Manatee County Tax Collector.

14. If you have a lock box provider, will that provider remain in place as a result of this procurement?

Response: Yes.

15. Who is your delinquent account collection agency? What is the current cost of those collections in dollar and percent?

Response: Professional Recovery Consultants, Inc. Not available since this is a shared contract with Public Safety and Utilities.

16. If you do not utilize a delinquent account collection agency, are you interested in considering bidders to provide collection services?

Response: No, we currently have a separate contract.

17. Who is your ePCR vendor and what is your specific software package?

Response: ESO Solutions, EHR latest version, NEMSIS 3.

18. What is the anticipated start date for this contract?

Response: Refer to RFP Section B.03.5 Training and Implementation. Optimally, we would like to implement 30 days prior so there is an overlap during transition but that will be determined based on RFP process timing.

19. What is the length of the contract?

Response: Five (5) years with two (2) one (1) year options.

20. Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts?

Response: Current Agreement gives the existing vendor 90 days to complete and bill for the services provided up to the termination date. Any unfinished and/or uncompleted services by the 90 day window would come back to the County for processing by the new vendor of record.

21. What were your 2016 Gross Charges, Gross Collections, Mandatory Adjustments, and Total Write-offs?

Response: \$20,548,468.56; \$10,940,707.46; \$5,431,519.50; and \$4,016,628.67 respectively.

22. What was your total number of transports (billable and non-billable) for 2016?

Response: Refer to RFP Attachment C "Manatee County Public Safety Information and User Fees" for billable transports. There are no non-billable transports.

23. What are your evaluation criteria? What is the percentage weighting for each evaluation criterion?

Response: Refer to RFP Section D.

24. How many copies of the proposal would you like?

Response: Refer to RFP Section A.02.

25. Can companies from outside the USA apply for this?

Response: Yes, if company is compliant with RFP A.14 Applicable Laws.

26. Would a non USA company need to come over for meetings?

Response: Yes.

27. Can we perform the tasks (related to RFP) outside the USA?

Response: Not paramount provided a firm can accommodate all requirements described in the RFP.

28. Can we submit the proposals via email?

Response: No.

29. Which collection agency is the County currently using?

Response: Professional Recovery Consultants Inc.

30. In section C.01.4 Experience, how many clients should be listed? And to clarify, the clients listed in C.01.4 should be different from the 3 reference clients requested in C.01.17?

Response: Refer to C.01.17, second sentence.

31. Please provide more detail on question 03.6.11. What format are you getting account changed report today? Can you provide a sample of the report?

Response: Sample not available.

32. Would Manatee County consider an electronic customer survey link to be made available on all first invoices in place of a paper survey?

Response: This would be acceptable in addition to, but not replacing paper Survey.

33. How significant is the location and local office of the proposer to the County?

Response: Not paramount provided a firm can accommodate all requirements described in the RFP

34. Do you currently outsource EMS Billing? If so, can you provide the name of the vendor and the fee you are being charged?

Response: Yes, PST Technologies and the fees are not tracked.

35. Are you currently using an electronic patient care (ePCR) reporting system? If so, which system are you currently using? Are you interested in different ePCR options?

Response: Currently using ESO Solutions EHR. That contract will expire next year.

36. Will the vendor be financially responsible for the cost of your ePCR software and hardware?

Response: No, not included in this RFP.

37. Please provide the net charges for fiscal 2015 and 2016.

**Response: Response: 2015 Gross Charges (\$21,776,546.46), Gross Collections (\$10,268,293.97), Mandatory Adjustments (\$5,535,488.96) and Total Write-offs (\$4,196,863.40).
2016 Gross Charges (\$20,548,468.56), Gross Collections (\$10,940,707.46), Mandatory Adjustments (\$5,431,519.50) and Total Write-offs (\$4,016,628.67)?**

38. Please provide the total collections for 2015 and 2016.

Response: Refer to Number 38

39. Please provide the average revenue collected per transport for fiscal year 2015 and 2016.

Response: Refer to RFP Attachment C "Manatee County Public Safety Information and User Fees" for volume by type and rates.

40. Please provide a breakdown of FY 2015 and FY 2016 transports by primary payor for the following categories.

- a. Medicare
- b. Medicaid
- c. Commercial Insurance
- d. Patient Pay

Response:

- a. Medicare – FY 2015-14,081 FY 2016-12,683**
- b. Medicaid – FY 2015-4,341 FY 2016-3,729**
- c. Commercial Insurance – FY 2015-10,570 FY 2016-9,431**
- d. Patient Pay – FY 2015-5,703 FY 2016-6,018**

41. Please provide the average loaded mileage per transport.

Response: 5.2 miles

42. Please provide the number of transports for each call type for fiscal year 2015 and 2016.

- a. ALS Emergency
- b. ALS Non-Emergency
- c. BLS Emergency
- d. BLS Non-Emergency
- e. ALS 2
- f. SCT

Response: Refer to RFP Attachment C “Manatee County Public Safety Information and User Fees” for volume by type and rates.

43. Please provide the current charges for each level of service.

- a. ALS Emergency (A0427)
- b. ALS Non-Emergency (A0426)
- c. BLS Emergency (A0429)
- d. BLS Non-Emergency (A0428)
- e. ALS 2 (A0433)
- f. SCT (A0434)
- g. Mileage (A0425)
- h. Treatment No Transport (A0998)

Response: Refer to RFP Attachment C “Manatee County Public Safety Information and User Fees” for volume by type and rates.

44. Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?

Response: Refer to RFP Section B.03.1.

45. Who will be responsible for the cost of the lockbox?

Response: Manatee County Tax Collector

46. How satisfied are you with your current EMS billing vendor? What is the reason for your RFP?

Response: Contract is expiring.

47. Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts?

Response: See Number 20.

48. In the most recent fiscal or calendar year, what was the actual number of billable transports provided by the Agency?

Response: Refer to RFP Attachment C for volume by type and rates.

49. In the most recent fiscal or calendar year, what was the total amount of gross charges generated by the Agency for ambulance charges?

Response: See Number 22.

50. Please provide the charge mix, i.e., the total percentage of charges that were billed to the following four main payer groups.

Response:

- a. Medicare – FY 2016-39.7%**
- b. Medicaid – FY 2016-11.5%**
- c. Commercial insurance – FY 2016-29.8%**
- d. Self-pay accounts – FY 2016-19%**

No additional questions will be considered after the issuance of this Addendum No. 1.

Proposals are to be prepared as instructed in this Request for Proposal and shall be received at Manatee County Purchasing Division, Suite 803, 1112 Manatee Avenue West, Bradenton, FL 34205 on or before **4:00 P.M. on April 14, 2017.**

Regards,



William Bryant
Contracts Negotiator