



CITY OF LAUDERHILL

**EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING
SERVICES (EPCR)**

RFP 2022-024

City of Lauderhill

Kentrea White

Purchasing and Inventory Supervisor

Visit us on the web at

www.lauderhill-fl.gov

Advertise Dates: March 31, 2022 and April 7, 2022

Opens: May 5, 2022

Date Issued: April 4, 2022

NOTICE TO BIDDERS

NOTICE IS HEREBY GIVEN that the CITY OF LAUDERHILL is seeking sealed proposals for the following work as specified.

EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR)

RFP 2022-024

CITY OF LAUDERHILL, FLORIDA

The City of Lauderhill will be accepting sealed proposals until **2:45 P.M. on, May 5, 2022** in the City Clerk's Office, Room 421, 5581 West Oakland Park Blvd., Lauderhill, Florida 33313. Bids will be opened at 3:00 P.M. in Room 135. ***Bids received after 2:45 P.M. EST will not be considered and will be returned unopened.***

The City of Lauderhill, Florida (City) is seeking proposals from qualified proposers, also herein after referred to as the Contractor, to provide EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR) for the City's Fire Rescue Department, in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP).

The initial contract term shall be for a term of three years. The City reserves the right to extend the contract for two additional one year terms, providing all terms conditions and specifications remain the same, both parties agree to the extension, and such extension is approved by the City.

Contractor's solicitation response must be submitted electronically through IonWave, the City's designated electronic bidding system. It is solely the Contractors' responsibility to assure its response is submitted and received in IonWave by the date and time specified in the solicitation. The City will not consider responses received by any other means. The official time for electronic submittals is the IonWave server. All parties will, without reservation accept the official time. Any bid may be rejected for noncompliance to requirements after a full review by the Purchasing Division. Any request for an extension of time necessitated by an unforeseen emergency should be made prior to the Bid Opening and directed to the Purchasing Division, City of Lauderhill (954) 730-3044.

Contract Documents may be examined and obtained on and after **April 4, 2022**, at the Purchasing Department, 5581 West Oakland Park Blvd., Lauderhill, Florida 33313. The cutoff date to obtain the contract documents is 10 days prior to the due date.

Responsible questions regarding this RFP offering may be sent via IonWave. The last date for questions pertaining to this proposal is 10 days prior to the closing date. Questions after this date will not be answered.

Proposal security in the form of a Bid Bond or certified check made payable to the "City of Lauderhill", in an amount equal to five percent (5%) of the proposal, will be required. Bidder must use Bond form provided. No Bidder may withdraw his proposal within 90 days after the actual date of the opening thereof. Guaranty Bonds in the form of a 100% Construction Performance Bond and a 100% Construction Payment Bond will be required upon award of contract.

All Bidders must register online with the City of Lauderhill. The direct link is: The direct link is <http://www.colvender.com>

The Public Entity Crimes Affidavit must be completed in its entirety and submitted as part of the proposal.

The City Commission of the City of Lauderhill reserves the right to reject any and all Bids, to waive any and all informalities or irregularities and to accept or reject all or any part of any proposal as they may deem to be in the best interest of the citizens of the City of Lauderhill.. **The winning participant is required to enter into a contract with the City of Lauderhill.**

CITY OF LAUDERHILL



Kentrea White

Purchasing and Inventory Supervisor

Advertise Dates: **March 31, 2022 and April 7, 2022**

STATEMENT OF NON- PARTICIPATION

Proposal NO.: RFP 2022-024 - EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR)

Note: If you do not intend to submit a bid /proposal on this item/service, complete this form and mail to:

Purchasing Division
City of Lauderhill
5581 W. Oakland Park Blvd. Suite 230
Lauderhill, FL. 33313

Please indicate the Proposal number and title of the Proposal on the outside of the envelope.

We/I do not wish to participate in this proposal for the following reason:

- Specifications proprietary
- Cannot supply at this time
- We do not carry this item
- We do not provide this service
- Unable to meet specifications
- Unable to meet Bond requirements
- Other

Please keep us on your bid list for future projects _____yes _____no

Signature: _____

Name of Company: _____

Address: _____

RFP# 2022-024

TITLE: EMS Ambulance Billing and Electronic Patient Care Reporting Services

PART I - INTRODUCTION/INFORMATION

1. PURPOSE

The City of Lauderhill, Florida (City) is seeking proposals from qualified proposers, also herein after referred to as the Contractor, to provide EMS AMBULANCE BILLING AND ELECTRONIC PATIENT CARE REPORTING SERVICES (EPCR) for the City's Fire Rescue Department, in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP).

2. INFORMATION OR CLARIFICATION

For information concerning procedures for responding to this solicitation, contact our Purchasing Division via IonWave. Such contact shall be for clarification purposes only.

For information concerning technical specifications and questions of a material nature must be received in writing prior to the cut-off date specified in the RFP Schedule. Material changes, if any, to the scope of services or bidding procedures will only be transmitted by written addendum. Contractor's please note: Proposals shall be submitted as stated in PART VI - Requirements of the Proposal. No part of your proposal can be submitted via FAX. No variation in price or conditions shall be permitted based upon a claim of ignorance. Submission of a proposal will be considered evidence that the contractor has familiarized themselves with the nature and extent of the work, and the equipment, materials, and labor required. The entire proposal must be submitted in accordance with all specifications contained in this solicitation.

3. ELIGIBILITY

To be eligible for award of a contract in response to this solicitation the Contractor must demonstrate that they have successfully completed services, as specified in the Technical Specifications / Scope of Services section of this solicitation, are normally and routinely engaged in performing such services and are properly and legally licensed to perform such work. In addition, the Contractor must have no conflict of interest with regard to any other work performed by the Contractor for the City of Lauderhill.

4. PRICING/DELIVERY

All pricing should be identified in PART VII - PROPOSAL PAGES - COST PROPOSAL. No additional costs may be accepted, other than the costs stated on the Proposal pages. Contractor must quote a firm, fixed annual price for all services stated in the RFP, which includes any travel associated with coming to the City of Lauderhill.

5. RFP DOCUMENTS

The Contractor shall examine this RFP carefully. Ignorance of the requirements will not relieve the Contractor from liability and obligation

under the Contract.

6. AWARD

The City reserves the right to award to that proposer who will best serve the interests of the City. The City also reserves the right to waive minor variations in the specifications and in the bidding process. The City further reserves the right to accept or reject any and/or all proposals and to award or not award a contract based on this solicitation.

7. PRICE VALIDITY

Prices provided in this Request for Proposal (RFP) are valid for 120 days from time of RFP opening. The City shall award contract within this time period or shall request to the recommended awarded vendor an extension to hold pricing, until products/services have been awarded.

PART II - SPECIAL CONDITIONS

1. GENERAL CONDITIONS

RFP General Conditions are included and made a part of this RFP.

2. NEWS RELEASE/PUBLICITY

News releases, publicity releases, or advertisements relating to this contract or the tasks or projects associated with the project shall not be made without prior City approval.

3. RFP DOCUMENTS

The Contractor shall examine this RFP carefully. Ignorance of the requirements will not relieve the Contractor from liability and obligations under the Contract.

4. CONTRACTORS' COST

The City shall not be liable for any costs incurred by Contractor in responding to this RFP.

5. RULES AND PROPOSALS

The signer of the proposal must declare that the only person(s), company or parties interested in the proposal as principals are named therein; that the proposal is made without collusion with any other person(s), company or parties submitting a proposal; that it is in all respects fair and in good faith, without collusion or fraud; and that the signer of the proposal has full authority to bind the principal Contractor.

6. CONTRACT PERIOD

The initial contract term shall commence upon date of award by the City, and shall expire three years from that date. The City reserves the right to extend the contract for two additional one year term, providing all terms conditions and specifications remain the same, both parties agree to the extension, and such extension is approved by the City.

In the event services are scheduled to end because of the expiration of this contract, the Contractor shall continue the service upon the request of the Purchasing Manager. The extension period shall not extend for more than ninety (90) days beyond the expiration date of the existing contract. The Contractor shall be compensated for the service at the rate in effect when this extension clause is invoked by the City.

7. COST ADJUSTMENTS

Prices quoted shall be firm for the initial contract term of 3 year(s). No cost increases shall be accepted in this initial contract term.

Thereafter, any extensions which may be approved by the City shall be subject to the following: Costs for any extension terms shall be subject to an adjustment only if increases or decreases occur in the industry. Such adjustment shall be based on the latest yearly percentage increase in the All Urban Consumers Price Index (CPI-U) as published by the Bureau of Labor Statistics, U.S. Dep't. of Labor, and shall not exceed five percent (5%).

The yearly increase or decrease in the CPI shall be that latest Index published and available for the fiscal year ending 9/30, prior to the end of the contract year then in effect, as compared to the index for the comparable month, one-year prior.

Any requested adjustment shall be fully documented and submitted to the City at least ninety (90) days prior to the contract anniversary date. Any approved cost adjustments shall become effective on the beginning date of the approved contract extension.

The City may, after examination, refuse to accept the adjusted costs if they are not properly documented, or considered to be excessive, or if decreases are considered to be insufficient. In the event the City does not wish to accept the adjusted costs and the matter cannot be resolved to the satisfaction of the City, the Contract will be considered cancelled on the scheduled expiration date.

8. PERFORMANCE TRIAL AND ACCEPTANCE PERIOD

The successful contractor shall successfully complete the acceptance testing requirements within the ninety (90) day period following Contract award, completion of training, and initial installation of all system components. The City will accept the fully operational product(s) when the contractor(s) has successfully proven the respective components to function in accordance with the RFP requirements. Performance trial and acceptance testing shall be based on the system, including all computer hardware and software, being fully and consistently operational for a period of not less than ninety (90) working days after receipt and installation. The City will use this testing period to evaluate the products and verify that all requirements stated in this RFP have been met. In testing for acceptance, the City requires that the products operate problem-free for ninety (90) continuous working days. If it is determined that all requirements have not been met or that resolution of any problems cannot be attained, the City reserves the right to return the product(s) and discontinue the service at no cost to the City.

9. INVOICES/PAYMENT

The City will accept invoices no more frequently than once per month. Each invoice shall fully detail the related costs and shall specify the status of the particular task or project as of the date of the invoice with regards to the accepted schedule for that task or project. Payment will be made within thirty (30) days after

receipt of an invoice acceptable to the City. If, at any time during the contract, the City shall not approve or accept the Contractor's work product, and agreement cannot be reached between the City and the Contractor to resolve the problem to the City's satisfaction, the City shall negotiate with the Contractor on a payment for the work completed and usable to the City. This negotiated payment shall be based on the overall task or project breakdown, relative to the projected number of hours for each task element, and the percentage of work completed.

10. RELATED EXPENSES/TRAVEL EXPENSES

All cost including travel are to be included in your proposal. The City will not accept any additional cost.

11. NO EXCLUSIVE CONTRACT/ADDITIONAL SERVICES

While this contract is for services provided to the department referenced in this Request for Proposals, the City may require similar work for other City departments. Contractor agrees to take on such work unless such work would not be considered reasonable or become an undue burden to the Contractor.

Contractor agrees and understands that the contract shall not be construed as an exclusive arrangement and further agrees that the City may, at any time, secure similar or identical services from another vendor at the City's sole option.

The City may require additional items or services of a similar nature, but not specifically listed in the contract. The Contractor agrees to provide such items or services, and shall provide the City prices on such additional items or services based upon a formula or method, which is the same or similar to that used in establishing the prices in his proposal. If the price(s) offered are not acceptable to the City, and the situation cannot be resolved to the satisfaction of the City, the City reserves the right to procure those items or services from other vendors, or to cancel the contract upon giving the Contractor thirty (30) days written notice.

12. DELETION OR MODIFICATION OF SERVICES

The City reserves the right to delete any portion of this Contract at any time without cause, and if such right is exercised by the City, the total fee shall be reduced in the same ratio as the estimated cost of the work deleted bears to the estimated cost of the work originally planned. If work has already been accomplished on the portion of the Contract to be deleted, the Contractor shall be paid for the deleted portion on the basis of the estimated percentage of completion of such portion.

13. INSURANCE

The Contractor shall furnish proof of insurance requirements as indicated below. The coverage is to remain in force at all times during the contract period. The following minimum insurance coverage is required. The City is to be added as an "additional insured" with relation to General Liability Insurance. This MUST be written in the description section of the insurance certificate, even if you have a check-off box on your insurance certificate. Any costs for adding the City as "additional insured" will be at the contractor's expense.

The City of Lauderhill shall be given notice 10 days prior to cancellation or modification of any stipulated insurance. The insurance provided shall be endorsed or amended to comply with this notice requirement. In the event that the insurer is unable to accommodate, it shall be the responsibility of the

Contractor to provide the proper notice. Such notification will be in writing by registered mail, return receipt requested and addressed to the Procurement Services Department.

The Contractor's insurance must be provided by an A.M. Best's "A-" rated or better insurance company authorized to issue insurance policies in the State of Florida, subject to approval by the City's Risk Manager. Any exclusions or provisions in the insurance maintained by the contractor that precludes coverage for work contemplated in this RFP shall be deemed unacceptable, and shall be considered breach of contract.

Any firm performing work on behalf of the City of Lauderdale must provide Workers' Compensation insurance. Exceptions and exemptions can only be made if they are in accordance with Florida Statute. For additional information contact the Department of Financial Services, Worker's Compensation Division at (850) 413-1601 or on the web at <<http://www.fldfs.com>>
www.fldfs.com<<http://www.fldfs.com>>

Commercial General Liability Insurance

Covering premises-operations, products-completed operations, independent contractors and contractual liability.

Limits: Combined single limit bodily injury/property damage \$1,000,000. This coverage should include, but not limited to:

- a. Coverage for the liability assumed by the contractor under the indemnity provision of the contract.
- b. Coverage for Premises/Operations
- c. Personal and Advertising Injury Liability
- d. Products/Completed Operations
- e. Broad Form Contractual Liability

Covering all owned, hired and non-owned automobile equipment, and other vehicles used by the successful bidder in the performance of the work with the following limits of liability:.

Limits: Combined single limit bodily injury/property damage \$1,000,000

Professional Liability (Errors & Omissions)

Limits: \$2,000,000 per occurrence

This coverage should include, but not limited to:

- a. Coverage for the liability assumed by the contractor under the indemnity provision of the contract.
- b. Coverage for Premises/Operations
- c. Products/Completed Operations
- d. Broad Form Contractual Liability

Automobile Liability Insurance

Covering all owned, hired and non-owned automobile equipment, and other vehicles used by the successful bidder in the performance of the work with the following limits of liability:

Limits: Bodily injury
\$500,000 each occurrence
Property damage

\$500,000 each person,
\$100,000 each occurrence

Professional Liability (Errors & Omissions)

Limits: \$2,000,000 per occurrence

A copy of ANY current Certificate of Insurance should be included with your proposal.

In the event that you are the successful bidder, you will be required to provide a certificate naming the City as an "additional insured" for General Liability.

Certificate holder should be addressed as follows:

City of Lauderhill
Finance Department
5581 West Oakland Park Blvd.
Lauderhill, FL 33313

The entire Scope of Services shall be provided to the City by the contractor. The Contractor is expressly prohibited from sub-contacting any of the work required by this RFP.

14. INSURANCE FOR COLLECTION OF CREDIT CARD PAYMENTS

The successful contractor will need to provide proof that they maintain insurance coverage in an amount of not less than \$1,000,000 specifically for cyber related crimes relating to the transmission of credit card information over their website that can include but are not limited to criminal activity involving the information technology infrastructure, including illegal access (unauthorized access), illegal interception (by technical means of non-public transmissions of computer data to, from or within a computer system), data interference (unauthorized damaging, deletion, deterioration, alteration or suppression of computer data), systems interference (interfering with the functioning of a computer system by inputting, transmitting, damaging, deleting, deteriorating, altering or suppressing computer data), misuse of devices, forgery (ID theft), and electronic fraud.

15. UNCONTROLLABLE CIRCUMSTANCES ("Force Majeure")

The City and Contractor will be excused from the performance of their respective obligations under this agreement when and to the extent that their performance is delayed or prevented by any circumstances beyond their control including, fire, flood, explosion, strikes or other labor disputes, act of God or public emergency, war, riot, civil commotion, malicious damage, act or omission of any governmental authority, delay or failure or shortage of any type of transportation, equipment, or service from a public utility needed for their performance, provided that:

- A. The non performing party gives the other party prompt written notice describing the particulars of the Force Majeure including, but not limited to, the nature of the occurrence and its expected duration, and continues to furnish timely reports with respect thereto during the period of the Force Majeure;
- B. The excuse of performance is of no greater scope and of no longer duration than is required by the Force Majeure;
- C. No obligations of either party that arose before the Force Majeure causing the excuse of performance are excused as a result of the Force Majeure; and

D. The non performing party uses its best efforts to remedy its inability to perform.

Notwithstanding the above, performance shall not be excused under this Section for a period in excess of two (2) months, provided that in extenuating circumstances, the City may excuse performance for a longer term. Economic hardship of the Contractor will not constitute Force Majeure. The term of the agreement shall be extended by a period equal to that during which either party's performance is suspended under this Section.

16. PUBLIC ENTITY CRIMES

NOTE: Contractor, by submitting a proposal attests they have not been placed on the convicted vendor list.

A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, Florida Statutes, for Category Two for a period of 36 months from the date of being placed on the convicted vendor list.

17. LOBBYING ACTIVITIES

This solicitation falls under the City of Lauderhill Ordinance 2-24 known as the "Lobbying Activities". All Contractors and or their agents or representatives are required to comply with this ordinance in every respect.

PART III - SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

OVERVIEW

It is the intent of the City of Lauderhill to establish a contract with an established billing and patient care reporting services provider for the purpose of collecting fees from E.M.S. patients transported via ambulance to health facilities by the City's Fire-Rescue Service. The successful Contractor shall cover all points of a contract from the reporting by the City of the service real time in the field to the satisfaction of the receivable, including placement with the designated City Collection Agency after the Contractor's collection efforts have failed. Requirements include the acquisition, placement, support, maintenance and connectivity of rugged mobile computer laptop devices in fire rescue vehicle as well as desktop client software at all Lauderhill Fire Rescue (LFR) Fire Stations to capture, generate and modify patient care reports, gather and archive patient care data, gather and report performance statistics, generate and process insurance billing and payments, collect and remit funds to the City.

BACKGROUND

The City of Lauderhill, Florida via the Fire-Rescue Department has been providing Basic (BLS) and Advanced Life Support (ALS) ambulance services to the citizens and visitors of Lauderhill since 1996, on October 1, 1996 the City began independently providing all ALS/BLS patient transportation and billing services, thereby replacing the partnership agreement with Broward County. In order to provide for these services, the City did the following:

- 1.) Established a Fire-Rescue Special Assessment on properties benefiting from these services.
- 2.) The City Began directly billing recipients of its ALS/BLS transportation services.

At this time, final rates have been formally adopted to charge \$800.00 for Basic Life Support (BLS) transport, \$800.00 for Advanced Life Support 1 (ALS1) transport and \$850.00 for Advanced Life Support2 (ALS2) transport, treatment without transport \$75.00 and \$10.00 per mile traveled to the emergency room. Although there are no additional fees currently being proposed for related services (newly advanced treatments, medicines, etc.), in the future, at the City's option, there may be additional fire rescue vehicles added due to annexation(s), the establishment of an Inter-facility transport service, and/or the vendor may charge a service fee for Motor Vehicle Accidents (MVA), based on a fee structure(s) determined by the City. Contractor should be able to accommodate these potential changes. These represent potential new programs but should not be considered in the cost structure (fee) provided in this RFP.

Year	Number of Transports (*)
2018	7855
2019	7804
2020	7295
2021	8062

*Although the number of patient transports in prior years is considered to be accurate, there is no warranty or guarantee that future service requirements will remain constant.

Current Mix of ALS1, ALS2 and BLS transports:

*ALS1 = 48% *ALS2 = 2% *BLS = 48%

*Although the current percent of patient transport mix stated above is considered to be accurate, there is no warranty or guarantee that future service requirements will remain constant.

QUALIFICATIONS/CAPABILITIES

A. Contractor should show experience and knowledge of Florida Medicare and Medicaid billing for a minimum of (1) year and verify experience with at least (2) Florida municipal agencies performing at least 20,000 emergency transports per year for each agency.

B. Contractor should have successfully developed, installed, integrated, tested and had acceptance of the proposed EPCR system for at least (5) agencies within the last 3 years, preferably for Florida governmental agencies. Contractor should have proprietary ownership of both its proposed billing and EPCR technology.

C. Contractor shall meet or exceed National Emergency Medical Services Information System (NEMSIS) database compliance and must be certified as compliant with the Florida EMS Tracting and Reporting Service (EMSTARS) interface for over one (1) year. In addition, the contractor should provide at least one reference account where the agency has received a minimum EMSTARS EMS data quality score

of 95% or higher within the last year.

D. Contractor should provide a minimum of five (5) reference accounts, preferably Florida government agencies, where the vendor's proprietary billing and EPCR solutions are both being used by each referenced client.

E. Contractor must provide a copy of a recent SAS 70 type I or type II independent service auditor's report on the controls placed in its operations and data centers as well as a copy of its disaster and recovery policies and procedures.

F. Contractor shall provide Customer Service Representatives (CSR), available during normal business hours, eastern standard time five days a week Monday through Friday that are able to communicate (read, write and speak) fluently in English, Spanish and Creole; however it is not required that each CSR speak in all three languages but there must be sufficient CSR's available to conduct business in each language.

G. Contractor will provide sufficient staffing to ensure the smooth and efficient operation of Emergency Medical Transport Reporting, Billing and Collection Services.

H. Contractor shall provide telephone access via a 1 800 number Computer Help Desk support seven days a week 24 hours a day with the ability to provide technical assistance trouble shooting and correcting issues that may arise with the computer laptop systems hardware, software and connectivity and provide application support to users entering EPCR reports and accessing the quality control application from desktop clients.

SCOPE OF WORK

Contractor shall set up, maintain and provide all aspects of the Emergency Medical Transport reporting billing and collection Services for Lauderhill Fire Rescue (LFR).

The successful contractor under this contract will provide all services necessary to report, bill and collect for services provided by the City's Fire-Rescue Department's EMS Delivery System.

These services shall include but not necessarily be limited to:

A. Provide nine (9) primary and zero (0) spare (total of 9) rugged mobile pen tablet based computer laptops with wireless connectivity capable of generating the following:

1. A comprehensive electronic patient care report that captures necessary patient care information and computer aided dispatch data required to fulfill the requirements of, LFR, the receiving hospitals, insurance, Medicare, and Medicaid billing as well as capture the required data necessary to fulfill the State of Florida comprehensive EMS aggregate report requirements.

2. Access via the Internet a website that houses the Lauderhill Fire Rescue's (LFR's) patient care procedures and protocols.

3. Connectivity via blue tooth to Physio Controls' LifePak defibrillators.

4. Wireless Connectivity to Physio Controls' LifeNet gateway for processing of 12 lead S.T.E.M.I (ST-Segment Elevation Myocardial Infarction) transmissions to the hospitals receiving stations.

5. Wireless connectivity between EPCR report writing laptop computers, contractor's

servers, Physio Controls' LifeNet Internet gateway and LFR patient care protocols.

B. Perform the invoicing, collection, and generation of any and all insurance forms and filings, record maintenance and preparation of standard and/or custom reports, as requested or required by Lauderhill Fire Rescue.

C. Prepare quarterly State of Florida aggregate EMS reports.

D. Grant desktop computers and thin client devices at all LFR Fire Stations access to patient care reports for statistical reporting and quality control processing.

E. Perform training of LFR personnel on an as needed basis on desktop and laptop EPCR and quality control applications.

F. Maintain all nine (9) and zero (0) spare rugged laptop computer in working condition. The definition of working condition shall mean that the laptop hardware and all five software components itemized in section A need to be functioning properly. The contractor agrees to replace or correct any malfunctioning hardware or software within twenty-four hours of LFR's written notification of failure or breakage.

G. Contractor shall limit the use, release, and distribution of confidential patient records, billing and/or collections record(s), and any such information that may be utilized in any public or private legal action(s), business dispute(s), or competitive bidding processes. The contractor shall be solely responsible for the distribution and misuse of the same. All records that are to be included are all records of medical care and/or medical treatment of patient(s), billing and/or collections record(s), or any such information that may be utilized in any public or private legal action(s), business dispute(s), or competitive bidding processes. Only records that are required for disputes regarding billing services with LFR, and those utilized solely for the purpose of providing patient care information to LFR and/or the receiving hospital(s), and the processing or collection of financial claims may be utilized for use, release, or distribution.

TECHNICAL SPECIFICATIONS

I.COMPUTER/HARDWARE/SOFTWARE/REPORT WRITING AND COMPUTER AIDED DISPATCH REQUIREMENTS

A. Supply and maintain Nine (9) rugged mobile computer laptops for the purpose of capturing real time patient care and computer aided dispatch data for the formulation of a comprehensive patient care report and for reporting purposes. Systems shall be configured as follows:

1. Win10 Pro, Intel Core 1.5GHz, vPro, 10.1" WUXGA 10-pt Gloved Multi Touch+Digitizer, 16GB, 256GB SSD, Intel WiFi a/b/g/n/ac, TPM, Bluetooth, Dual Pass (Ch1:WWAN/Ch2:WWAN), 2D Bar Laser (N6603), 5G Multi Carrier, Webcam, 8MP Cam, Bridge Battery, Emissive Backlit Keyboard, Toughbook Preferred, Plus Additional Battery(keyboard)
2. Pen tablet based electronic patient care reporting software configured to LFR's specifications. Information to be retrieved and managed by the software includes, but is not limited to examples set forth in Appendix A.
3. Google Chrome or equivalent with connectivity to LFR procedures and protocols site www.jointemsprotocols.com
4. Connectivity via blue tooth to EPCR client software, Physio Control's LifePak defibrillators patient vital signs, etc.

B. Lifenet PC Gateway version 4.0 or 5.0 for processing and transmission of 12 lead S.T.E.M.I. reports from LifePak defibrillators to hospital receiving station computers. Prepare and process quarterly LFR's State of Florida EMS pre-hospital data collection report, in a format designated by EMS Tracking and Reporting System (EMSTARS). See Appendix B for an example of a sample report

C. Process EPCR computer aided dispatch data generated from LFR's Integraph CAD computer system using the Integraph ICAD Link Interface. File will be available real time on LFR's ftp server in an xml format, see Appendix C for an example of a sample data file.

II.INVOICING/ BILLING/ COLLECTIONS REQUIREMENTS

A. Contractor shall be responsible for the invoicing, collection, and generation of any and all insurance forms and filings, record maintenance and preparation of standard and/or custom reports, as requested or required by Lauderhill Fire Rescue.

B. The invoices for services rendered shall contain the following information:

- Account number.
- Invoice number.
- Invoice date.
- Name of Patient.
- Name of responsible person if different from patient.
- Complete address.
- Date of transport.

- Cost of transport including cost breakdown (mileage & oxygen).
- Incident number.
- Transport mileage from and to.
- Insurance coverage and instructions (if applicable).
- Billing inquiry telephone number - '800' phone number if not local for satisfaction of the receivable.

Scanline in OCR `A' format containing Contractor's account number, amount of bill and other reference data necessary for contractor to promptly post collections to the proper patient accounts.

C. The Contractor must be able to mail bills/invoice forms to patients within five (5) days of receipt of the patient information. This is to include return envelope and address specified by the City of Lauderhill.

D. The Contractor shall be responsible for sending follow up bills at thirty-day intervals until the account is turned over for collection to the City's designated collection agency, in accordance with the above schedule.

E. Mail proper insurance forms or electronically process to third party payer as required or requested by the patient. (This is to include envelope and address specified by the City of Lauderhill.

F. Post all payments as received directly or electronically within one (1) business day.

G. Agrees to make every effort to locate and correct any incorrect billing address for billable patients.

H. Agrees to include in the invoice mailing a citizen satisfaction survey and a return, self-addressed and postage paid envelope that will be provided by the City of Lauderhill. Said survey is expected to be no more than one page in length and of a size not to exceed 8 1/2 x 11 inches. I Contractor will check hospital information twice per self-pay account (if necessary) to obtain/verify patient insurance and contact information.

J. Conduct any follow-up required to obtain the necessary insurance information to process invoices for payment. Record of telephone calls and contact shall be maintained and any payment on an account shall be recorded per account.

K. Accept the hard copy or electronic information pertaining to patients' pay or billing documentation from Lauderhill Fire Rescue for all patients transported by Lauderhill Fire Rescue.

L. Patient invoices: All invoices and reporting systems shall be automated.

M. Contractor shall be responsible for all usual and customary costs incurred as a result of billing and collecting accounts, such as software, equipment and the installation of data and phone lines.

N. Contractor shall maintain and update all billings for ambulance services (accounts) to include update of address and telephone numbers obtained through billing and collection efforts. Report shall be provided as necessary.

O. In the event Contractor received payment for services which are later disallowed (such as bad checks paid directly to LFR, or adjustments) by LFR, LFR may offset the amount disallowed from any payment due Contractor.

P. Contractor shall not add a charge of any kind to a billed account.

Q. To the extent necessary to fulfill its billing and collection efforts under this Agreement, Contractor is granted limited authority to sign in an administrative capacity on behalf of LFR the following types of standard forms and correspondence: probate claim filings; letters to patients and their representatives verifying that an account is paid in full; form verifying LFR tax exempt status; and insurance filings and related forms. Contractor has no authority to sign any document on behalf of LFR, which imposes liability on LFR.

R. Contractor shall be responsible for attempting to collect on any unpaid account up until the time the account is eligible to be sent to the City's designated collection agency.

S. All written billing and collection correspondence must be approved by LFR Contract Administrator or designee. All payments and correspondence shall be directed to the mailing address designated by LFR.

T. The Contractor agrees to negotiate and arrange modified payment schedules for those individuals unable to pay the full amount when billed.

U. The Contractor agrees to refund patient or insurance company refunds within 45 days of receipt and agrees to all applicable Florida Statutes.

V. The Contractor must provide the City of Lauderdale with a refund request including all pertinent information relating to refund payments to patients and/or insurance company. (Contractor to describe procedure in their proposal submittal).

W. Contractor will process all third party reimbursements within one (1) week after receipt of appropriate billing information from primary payer.

X. Contractor shall not settle any accounts for less than the amount indicated by Lauderdale Fire Rescue without the prior written approval of the Lauderdale Fire Rescue designee.

Y. Contractor shall provide copies of remittance advice as required by LFR.

Z. Contractor shall post all payments received directly or electronically within one (1) business day and process refund requests with the month following an overpayment.

AA. Contractor shall maintain proper insurance forms used by third party payers as required or requested by the patient in either the manual or the electronic method. Either way, the contractor shall include information on where to send payments to LFR.

BB. Contractor shall expeditiously begin the billing and collection process for those Accounts provided to Contractor by LFR based upon established rates. The method utilized by Contractor to process the accounts shall be a means approved by LFR Contract Administrator.

CC. Contractor shall be responsible for contacting the sender of monies when there is insufficient information to identify which account the payment is being applied to. LFR shall not be required to pay Contractor any collection fees on account until the corresponding account number can be identified.

DD. Contractor shall reconcile the number of transports collected with those transmitted to Contractor and contact LFR Contract Administrator to report any discrepancies.

EE. If this Agreement is terminated, all accounts will be returned to LFR regardless of payments made on account or arrangement made. Upon termination, Contractor will inform any billed account with whom they are dealing to make future payments directly to LFR or other firm identified by LFR.

FF. Lauderhill Fire Rescue is the owner of all information submitted to the Contractor. If this Agreement is terminated, all accounts will be returned to LFR regardless of payments made on account or arrangement made.

GG. If the Agreement is terminated contractor agrees to provide a CSV file containing all relevant data that would be needed to re-create a EPCR for any purpose. The contractor agrees to provide the City a onetime column header file w/ a brief description of each columns' data and how it pertains to the formulation necessary to re-create the EPCR for the purposes mentioned above.

HH. The Contractor should include sample bill forms and the messages that will be used on each successive bill mailed, as part of the response. All text, format, and color of printing and stock is subject to approval by City of Lauderhill. Billings should be at maximum intervals of 35 days, except for the first invoice that should be rendered within 10 days of service.

II. The City, at its sole discretion, may enter into subcontract with a third party vendor for relative State Consulting Services and Revenue Recognition Processes. Such contract shall NOT affect terms of this contract.

JJ. Such Vendor shall accept ALL responsibility in providing efficient data in accordance with any state legislative guideline auditing process during and after the life of the contract.

III - MEDICARE AND MEDICAID REQUIREMENTS

A. Contractor shall provide prompt submission of Medicare, Medicaid and insurance claims within seventy-two (72) hours after receiving a completed EPCR, when all information necessary to file the claim is present

B. Contractor will provide Medicare/Medicaid billings in accordance with all Federal, State and Local laws and Medicare/Medicaid rules and requirements.

C. Contractor shall provide Electronic Claims processing for Medicare and Medicaid and re-file Medicare, Medicaid or insurance claims, as necessary to obtain payment.

D. Contractor shall be prepared to assess service levels prior to billing and classify services into levels that meet Medicare and Medicaid transport criteria. These service levels may, in a limited number of cases, differ from what is indicated on internal documents based upon interpretation and must be brought to LFR's attention to determine if changes may be necessary.

E. Contractor will provide support for Medicaid or Medicare audits.

F. Provide Electronic Claims Processing for Medicare and Medicaid to the City's lock box.

IV - COMPLIANCE WITH APPLICABLE FEDERAL, STATE AND LOCAL LAWS AND REQUIREMENTS.

A. Provide HIPAA privacy practice requirements to all patients transported in accordance with current regulatory requirements.

B. Comply with all applicable Federal, State, and local laws as they apply to the services being provided, such as but not limited to the Federal Debt Collection Practices Law. This further includes all requirements to maintain confidentiality for all medical and patient information as related in state and local laws or rules and regulations as well as the Health Insurance Portability and Accountability Act of 1996.

C. Contractor shall facilitate proper security of confidential information and proper shredding of all disposed materials containing such proprietary information in accordance with Florida Law regarding records retention privacy act.

V- CUSTOMER SERVICE

A. Respond to all patients' requests and inquiries, either written or verbal, in a TIMELY and courteous manner.

B. Agrees to provide and furnish all material and personnel required for the performance of the Agreement.

C. Contractor shall provide Customer Service Representative (CSR's), available during normal business hours, which are able to read, write and speak fluently in English, Spanish and Creole.

These CSR's shall be able to assist patients and/or other third party payees in all billing inquiries in a timely and courteous manner. Customer calls will be facilitated as local within the County or through a "toll free" exchange, which will be published on all invoices. Contractor shall respond within three (3) business days to Lauderhill Fire Rescue and patients on requests for information or records. All scripts and protocol for answering and placing calls shall be agreed upon prior to the commencement of services between Contractor and Lauderhill Fire Rescue. A record of telephone calls and contacts shall be maintained.

D. Contractor shall be responsible for the mailing of all forms, i.e. HIPAA, customer survey, etc. Contractor shall be responsible for all associated costs.

E. Contractor shall respond promptly to all patient requests and inquires, either written or verbally in a timely and courteous manner. This and all communications should be in a format that can be tracked by both City and Contractor and shall comply with all applicable Federal, State and Local laws as such laws apply to the services being provided.

F. Contractor shall provide and furnish all materials and personnel required for the performance of the Agreement.

G. Contractor shall provide a designated liaison for patient/payer concerns.

H. Contractor shall provide a 1-800 number and 24/7 (365 days) computer help desk support for the EPCR report writing laptop and desktop hardware, software and its connectivity.

VI - DOCUMENTATION MAINTENANCE

A. The Contractor will maintain any and all documentation records and patient information in a safe and secure manner that will allow inspection and audit by the City of Lauderhill or its agents upon proper notification

B. Any and all data created by LFR and collected by the contractor is owned by the City of Lauderhill and shall be returned upon request in a format agreeable to city.

C. Contractor shall provide access to its database and a data dictionary for LFR to use for report writing capabilities.

D. Contractor shall institute daily backups to disk and weekly offsite backups of all documentation records and patient information in accordance with industry standards and best practices.

VII - COMMUNICATIONS WITH CITY OF LAUDERHILL STAFF

The Contractor agrees to retain all accounts for a minimum of six (6) months (from the date of first billing) and after six (6) months turn over accounts for which no collection has been made (unless insurance is pending or the patient has arranged a modified payment plan) to the City's designated collection agency. All costs incurred by the successful contractor will be the responsibility of the contractor and not the City of Lauderhill. Eligible accounts will be turned over to the City's designated collection agency at approximately six (6) months from the date of first billing (unless the account is actively being pursued by the Contractor).

Eligible accounts include accounts with no pending insurance claim activity or no active payment plan. Successful Contractor should adhere to this current policy.

B. Contractor will attend meetings with the Fire Rescue Administration staff when requested to review contract operations.

C. Contractor shall participate in a yearly audit conducted by Lauderhill Fire Rescue consistent with Generally Accepted Accounting Principles- GAAP. This audit will cover the common set of accounting principles, standards and procedures used to compile annual financial statements.

D. Contractor will notify LFR of any changes in federal, state or local laws, rules, regulations and codes that affect this subsequent agreement.

E. Contractor shall designate a Program Manager responsible for all matters related to the Contract, including performance. A toll free number and the name of the Project Manager shall be provided upon commencement of this Agreement. The Project Manager shall be available during business hours of 8:30 am to 5 pm, Monday through Friday and shall respond to LFR within one (1) hour.

F. Upon request by LFR, a written response shall be provided to all complaints received by LFR of any alleged actions taken by Contractor and/or its agents. The response shall be provided by Contractor's Project Manager and shall be received by LFR within fifteen (15) days from the date the request is sent to Contractor. The response shall address all questions and statements made by LFR concerning the alleged actions.

G Contractor shall provide LFR with a read-only access to accounts at locations determined by LFR.

H. Contractor shall provide all necessary developing, copying, faxing, mailings, and all other such related services at no additional cost to LFR.

I. Contractor shall maintain and inform LFR regarding the following:

1. Records of current fees;
2. Industry approved billing codes;
3. Description files;
4. Current laws applicable to billing of patients for transports;
5. Records of nation-wide and local trends in transport fee schedule and inform LFR of any changes.

J. Lauderhill Fire Rescue, its staff, consultant, and/or contractors shall have the right to visit the offices of Contractor and/or its agents periodically for inspection of the facilities and operations used in the performance of any resultant agreement.

K. For record keeping purposes (not related to billing/collection cycle), Contractor shall retain all account information for a minimum of five years.

VIII- TRAINING LAUDERHILL STAFF

A. Provide training to appropriate LFR personnel regarding the gathering of necessary information and proper completion of its EPCR laptop and desktop software.

B. Provide minimum annual basic and on-going training to appropriate Lauderhill personnel regarding HIPAA compliance. Training may be in the classroom or electronically so long as it is consistent. Certificate must be supplied to employee upon completion of training.

C. Training Plan- Contractor will provide a series of training programs at locations designated by the City to educate field personnel on the proper utilization of its quality control software application as well as other features available within the reporting software.

D. All training shall be at no charge to the City.

IX - COMMUNICATIONS WITH LAUDERHILL SERVICED HOSPITALS

A. Agrees to maintain a working arrangement with all Lauderhill Fire-Rescue serviced hospitals including Business Associates Agreement/Electronic Access with hospitals.

B. Contractor shall provide Lauderhill Fire Rescue with a copy of all letters of complaint within ten (10) days of receipt, and indicate what action was taken to achieve an acceptable resolution.

C. Contractor shall maintain a working arrangement with all of the LFR serviced hospitals and requests that hospitals provide a copy of patient fact sheets or be provided with demographic and insurance information.

X-HARDWARE/SOFTWARE

A. Patient invoices: All invoices and reporting systems shall be automated.

B. Electronic Data Transfer: Contractor shall be able to receive and send data electronically. All data being sent to Lauderhill Fire Rescue should be transmitted electronically and shall ensure that such transmissions are in compliance with HIPAA and other federal, state and local laws, rules, regulations and codes.

C. Facilitate Initial Deployment- Contractor will provide rugged mobile computer laptop specified EPCR units as field computer devices, perform all requisite software installation on such units, as well as facilitate web browser access from desktop units supplied by LFR. Installation, access and units will be provided by qualified company representatives.

D. Support Additional Expansion- Contractor will provide support for additional modules that could be added to the system already installed without significant disruption to service. Should LFR desire to modify hardware quantities, such changes will require written notification.

E. Server maintenance, upgrades and software changes should all be administered automatically from Contractor's development facility (or alternate location at Contractor's discretion) and downloaded to field tablets during power up/down sequencing.

XI - REPORTS

A. Contractor to provide the City with monthly reports reflecting all new placements from the City, all accounts that are currently active with the contractor, the contractor's collection results, reports of accounts placed with the city's collection agency, aging reports reflecting the City's receivable in an aged format.

B. Record/Reports: Contractor will keep full and accurate accounts of services performed by Lauderhill Fire Rescue, billing and collections received and other records related to the Emergency Medical Transport Billing and Collection Services pursuant to this Agreement.

C. Contractor will prepare and provide Lauderhill Fire Rescue Administration monthly reports as required by Lauderhill Fire Rescue.

D. Contractor shall provide, on a monthly basis, a copy of all monthly financial activity, billing and receivable reports, consistent with GAAP on the account.

E. Contractor shall provide data on fee schedules of other EMS providers within Monroe, Miami-Dade, Broward and Palm Beach Counties.

F. REPORT LISTING

Monthly reporting is produced after month closing and provided to LFR no later than the 21st of each month. Contractor will generate reports within twenty-four (24) business hours of receiving and posting the last day of the month's receivables from the bank. All reporting will be in the manner as requested by LFR. The following are major reports that Contractor shall produce for LFR:

1. Collection Statistics- Gross/Net Consumption

Shows overall monthly computation of gross collection percentages providing number of accounts billed and accounts not billable. The total amounts are summarized.

2. Billing and Collection Statistics- Monthly Summary

Provides a running month summary of charge, aggregate transports by unit, aggregate percentage collection by unit, adjustments and payments for the closing month period showing gross and net collection percentages for each period. Summarizes totals for each type activity and computes average collections for both gross and net. Note: All payment activity is reflected against the original month billed in order to reflect true collection percentages.

3. Insurance Report- # of Bills with Outstanding Balance by Class

Provides summary showing by running (billed) month the number of patient bills having an outstanding balance. Shows balance and number of bills outstanding by class.

4. Collections- by Payer Class, Unit and Geographic Area

Provides a running month summary for the closing month period of collections by Payer Class (Self-Pay, Medicare, Medicaid and Private insurance), by Unit and by geographic area. The report also shows for each running month the mix or, percentage (%) of total collected against that month's billing for each class. Also shows number of accounts collected by class and percentage (%) of total.

5. Ambulance Unit Report- Gross Billings this Month by Ambulance Unit

Shows all billing (new charges) processed and summarized total billing for period by transport unit.

6. Accounts Receivable - Summary

Provides summary for period ending of Accounts Receivable showing gross billing, payments received/processed, reflected write-offs and adjustments, reversals and ending balance.

7. Account Activity- Monthly Billing Report (Charges)

Shows all billing (new charges) processed alpha sorted by Last Name and summarized total billing for period.

8. Account Activity- Monthly Payment Report (Receivables)

Provides a batch oriented listing of all payments processed including check number and type of payment (self-pay, Medicare, Medicaid, private insurance). Report reconciles against bank deposit and ties back to EOB detail for secondary filing, refund processing and adjustments.

9. Collections- Summary to Date, Monthly Running Shows receivables as applied to "original billed month".

10. Monthly Refund Schedule

Report provided by account detail of associated payments reflecting an overpayment and necessary refund to be processed.

11. Refund Request

Provides for previous billing month, with a separate sheet per account, requesting refund on overpayment accounts. This includes all information pertinent to determining refund.

12. Distribution of Charges and Collections

This report will track the charges; payments and financial class mix of all patients for a given month.

13. Aged Receivable Report

This report will have outstanding invoices sorted by date for current, thirty, sixty, ninety and over ninety days. This report will provide totals for these categories.

14. Patient Alpha Listing

This report lists all invoices alphabetically by patient name.

15. Monthly Payment Listing

This report lists payments, bad checks, required charge offs, and refunds posted to each patient's account.

16. Overpayment Reports

This report lists all patients due refunds because of overpayment of account.

17. Any mutually agreed upon additional reports as may be required.

18. Reports may include any statistical information pertaining to medical calls including but not limited to - intubation analysis, IV success rates, chief complaint call volumes and number of cardiac arrests and trauma calls.

RESPONSIBILITIES OF CITY OF LAUDERHILL:

A. The City of Lauderhill will comply with all Federal, State and local laws, rules and regulations as applicable to the services being contracted for.

B. The City of Lauderhill will comply with all Federal, State and local laws, rules and regulations as applicable to the services being contracted for.

C. The City of Lauderhill will make every effort to obtain the proper billing address for all billable patients prior to forwarding to the contractor.

PART IV - REQUIREMENTS OF THE PROPOSAL

All proposals must be submitted as specified on the proposal pages, which follow. Any attachments must be clearly identified. To be considered, the proposal must respond to all parts of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. If publications are supplied by a proposer to respond to a requirement, the response should include reference to the document number and page number.

Proposals not providing this reference will be considered to have no reference material included in the additional documents. The City prefers all responses to this RFP to be as concise as possible and that the Contractor utilize recyclable materials as much as possible. Expensive or fancy binders are not preferred.

All proposals must be submitted in a sealed package with the RFP number, due and open date, and RFP title clearly marked on the outside. If more than one package is submitted they should be marked 1 of 2, etc.

THIS IS A PAPER RFP WITH CD AVAILABLE UPON REQUEST. All proposals must be received by the City of Lauderhill, in the City Clerk's Office at, 5581 West Oakland Park Blvd., Suite 421, Lauderhill, FL 33313 BY 10:45 AM on the date specified in PART II - RFP SCHEDULE. Submittal of response by fax or e-mail will NOT be acceptable.

PROPOSER - SUBMIT AN IDENTIFIED ORIGINAL COPY PLUS NINE (9) COPIES OF THE PROPOSAL PAGES INCLUDING ANY ATTACHMENTS

THE ABOVE REQUIREMENT TOTALS TEN (10) COPIES OF YOUR PROPOSAL. CONTRACTOR SHOULD SUBMIT YOUR PROPOSAL ALSO ON A CD. FAILURE TO PROVIDE PROPOSALS AS STATED ABOVE, MAY BE GROUNDS TO FIND CONTRACTOR NON-RESPONSIVE.

The proposer understands that the information contained in these Proposal Pages is to be relied upon by the City in awarding the proposed Agreement, and such information is warranted by the proposer to be true. The proposer agrees to furnish such additional information, prior to acceptance of any proposal, relating to the qualifications of the proposer, as may be required by the City.

A representative who is authorized to contractually bind the Contractor shall sign the Bid/Proposal Signature page. Omission of a signature on that page may result in rejection of your proposal.

Proposers shall prepare their proposals using the following format with each section clearly labeled as identified herein.

A. LETTER OF TRANSMITTAL

This letter will summarize in a brief and concise manner, the proposer's understanding of the scope of work and make a positive commitment to timely perform the work. The letter should name all of the persons authorized to make representations for the proposer, including the titles, addresses, and telephone numbers of such persons. An authorized agent of the proposer must sign the Letter of Transmittal indicating the agent's title or authority. The letters should not exceed two pages in length. This section should also include the fully executed PROPOSAL SIGNATURE PAGE.

B. PROFESSIONAL LICENSES, CERTIFICATES, REGISTRATIONS AND MEMBERSHIPS

Include all relevant licenses, certificates and other credentials that your company possesses; Proposer/Contractor shall meet or exceed NEMSIS database compliance and must be certified as compliant with the Florida EMSTARS interface for over one (1) year.

In addition, the Proposer should provide verification to confirm that your firm adheres to required Codes of Ethics and Professional Responsibility related to credit and collection practices. List any relevant trade associations that your company is affiliated (Better Business Bureau, Chamber of Commerce, etc.). Include proof of insurance in this section.

C. COMPANY PROFILE

1). Provide legal name, address, Telephone number, Fax number, Toll free number, E-mail address, Web page address, etc. of the proposer, together with legal entity (corporation, partnership, etc.) If proposer is a corporation, provide certification from your states Secretary of State verifying proposer's corporate status and good standing, and in the case of out-of-state corporations, evidence of authority to do business in the State of Florida; Provide hours of operation; Years in business; State whether the firm is local, regional, or national; Provide addresses and phone numbers for headquarters and

other relevant offices if applicable; If applicable, provide a statement concerning the proposer's status as a minority or woman owned business enterprise. In the case of a sole proprietorship or partnership, the Social Security numbers for all owners or partners may be requested during the Committee review process.

2). Provide an overview of your policies and procedures, staffing, facilities, technological capabilities, and other relevant attributes of your organization; describe your processor training and certifications.

3). Provide a copy of a recent SAS 70 type I or type II independent service auditor's report on the controls placed in operations and data centers as well as a copy of its disaster and recovery policies and procedures.

D. QUALIFICATIONS / EXPERIENCE

Qualifications and experience of the firm as well as individual(s) who will provide the services. The submission should include:

1). Details on the qualifications of the individual(s) who will be our representatives from your company. List the names and titles of the principals, management and personnel who will be assigned to this contract. Include resumes / summary of experience of these persons. Discuss your staff including customer service representatives and help desk support staff.

2). Details on the qualifications of the firm, including documentation of the firm's experience in similar work. Indicate the number of years' experience Proposer has had in providing these services (delineate total years and years doing business in the South Florida Area); Describe your capabilities and provide a menu of your services.

3). Demonstrate firm's experience and knowledge of Florida Medicare and Medicaid billing for a minimum of (1) year and verify experience with at least (2) Florida municipal agencies performing at least 20,000 emergency transports per year for each agency.

4). Facilities - Include a list of company's equipment, communication capabilities, etc.

5). Technological capabilities - capability to produce technology requirements of this contract; any specialty equipment, etc. Confirm your ability to accept and provide files formatted to interface with the City. Discuss your hardware, software network and wireless systems that will be used.

6). Other available resources you will use for this contract (must be included in your total price).

7). Provide information on five entities / contracts in which your firm has successfully developed, installed, integrated, tested and had acceptance of the proposed EPCR system within the last 3 years, preferably for Florida governmental agencies. Proposer should have proprietary ownership of both its proposed billing and EPCR technology.

8). Other previous and existing contracts - List similar contracts that your firm has been associated with within the past five years (delineate what services you provided). Each contract description must include at least the following information:

I. Name and Location of Project

II. Nature of your firm's responsibility on the project/ work for which your firm was directly responsible.

III. Contact Person (Name, Address, Phone #, Fax, E-mail)

E. REFERENCES

1. Provide a list of account(s) where the agency has received a minimum EMSTARs EMS data quality score of 95% or higher within the last year.
2. List two of your references that are Florida municipal agencies performing at least 20,000 emergency transports per year for each agency.
3. Provide a minimum of five (5) reference accounts, preferably Florida government agencies, where the vendor's proprietary billing and EPCR solutions are both being used by each referenced client.

These list of accounts must include the following: contact persons name, current e-mail address and phone number(s) This list should include accounts that represent proposing company's experience with entities of similar size and exposures as the City of Lauderhill.

F. REPORTS/BILL FORMS

1. List and provide a sample of all reports that you offer to the City for this contract. Include or attach a sample of each relevant report that will be available via the Internet or by mail/fax and the range of time periods available (daily, weekly, monthly, etc.)

This section should include, but not be limited to the following reports:

Distribution of Charges and Collections
Aged Receivable Report
Patient Alpha Listing
Monthly Payment Listing
Overpayment Reports

2. Submit sample bill forms and the messages that will be used on each successive bill mailed.

G. SCOPE OF WORK

This section of the proposal should explain the Scope of Work as understood by the proposer, detail your firm's approach, activities, and work products.

Discuss your offering and understating regarding the following:

- Invoicing / Billing
- Collections
- Medicare and Medicaid requirements
- HIPPA Requirements
- Compliance with other applicable Federal, State and local laws and requirements.
- Customer Service - your plans for response to patients' concerns, negotiations etc.
- Documentation Maintenance
- Communications with City of Lauderhill Staff – including letters of complaints, past due accounts, meetings, etc.
- Training provided by your firm to Lauderhill staff.
- Communications with Ft. Lauderdale serviced hospitals
- Surveys

- Electronic Data Transfer
- Computer / Hardware / Software/ Report Writing and Computer Aided Dispatch Requirements

H. INSTALLATION

Proposers shall provide a proposed timeline schedule, from date of City award, to complete the delivery of all system components, including all equipment, hardware, software, and related City staff training in order to provide a completed, satisfactory system installation. The delivery time shall be stated in calendar days from the date of City notice to proceed with delivery. Such timeline information and proposed dates shall include, but not necessarily be limited to: delivery, installation, diagnostic testing, training of designated personnel, and other phase related completion dates, in accordance with the RFP specifications.

I. WARRANTIES

Provide information on any warranties associated with your system.

J. ITEMS NOT INCLUDED IN YOUR PROPOSAL

Discuss / explain any requirements of the RFP that are not included in your proposal / your firm will not provide under this contract.

K. OTHER STANDARDS USED / ADDITIONAL INFORMATION

List in detail, any additional standards and/or practices that you consider worthy of consideration by the Evaluation Committee in evaluating your proposal. Any additional information that the proposer considers pertinent for consideration should be included in this section of the proposal.

L. BID/PROPOSAL FORMS

Please complete and all forms. Failure to do so may result as Non-Responsive

PART VI - CONSIDERATION FOR AWARD/AWARD CRITERIA/AWARD PROCEDURES

The award of the contract will be based on certain objective and subjective considerations listed below:

The City will evaluate proposals and will select the proposer that meets the best interests of the City. The City shall be the sole judge of its own best interests, the proposals, and the resulting agreement. The City's decisions will be final.

The City's evaluation criterion may include but shall not be limited to consideration of the following:

1. Understanding of the overall needs of the City; Responses to 'Scope of Work' section; Reports offered; Installation. Includes response from the 'Items Not Included in your Proposal' section as well as the 'Other Standards Used' and 'Additional Data' responses.
Maximum points available are 50.

2. Experience, qualifications, and past performance of the proposing firm including persons proposed for the project, facilities and resources. To include Licenses/ certificates, etc.; Insurance, Company profile, Subcontractors; and References.
Maximum points available are 20.

3. Estimated cost to the City

Maximum points available are 30.

TOTAL POINTS AVAILABLE:

100 POINTS

Evaluation of proposals will be conducted by an evaluation committee of qualified City Staff, or other persons selected by the City. It may be a two step process. In step one the committee will evaluate all responsive proposals based upon the information and references contained in the proposals as submitted. The committee will score and rank all responsive proposals and determine a minimum of three (3), if more than three (3) proposals are responsive, to be finalists for further consideration. In the event there are less than three (3) responsive proposals, the committee will give further consideration to all responsive proposals received. If necessary, in step two the committee will then conduct discussions, for clarifications purposes only, with the finalists and re-score and re-rank the finalists proposals.

Proposers or Finalists may be required to provide an oral presentation by appearing before the Evaluation Committee or by conference telephone call. The committee will then make a recommendation to the Lauderhill City Commission for award.

Information and references submitted will be considered in the award.

The City may require additional information and Proposers agree to furnish such information. The City reserves the right to award the contract to that Proposer who will best serve the interest of the City. The City reserves the right, based upon its deliberations and in its opinion, to accept or reject any or all proposals. The City also reserves the right to waive minor irregularities or variations to the specifications and in the bidding process.

PROPOSER FINANCIAL PROPOSAL FORM

Name of Proposing Firm: _____

ITEM DETAIL COSTS:

Overall Contract Fee or percentage for Billing Services as outlined in the attached Scope of Services for all billings. _____

COMPENSATION

The CONTRACTOR shall be paid by City of Lauderhill a monthly amount representing fees for CONTRACTOR'S Services computed as follows:

- (a) _____ Percent of non-Medicaid net collections by CONTRACTOR("Collections"), plus
- (b) _____ Dollars per Medicaid beneficiary account; Plus
- (c) _____ Percent of all Collections for Lauderhill's use of CONTRACTOR provide field data capturing and reporting system consisting of five (5) Pen-based Panasonic Toughbook Tablet units, Field Automation Software, Administrative Reporting System, Additional units may be obtained at an additional cost to Lauderhill Fire-Rescue of percent. The additional % of collections will commence upon the date of hardware receipt; plus
- (d) _____ One-hundredths dollar per HIPAA compliant Notice of Privacy Practices sent to patients.

Bidder agrees to provide all labor, materials, components, and all other incidentals for a fully functional emergency medical services (EMS) reporting system including all hardware and software components that may be required in order to provide a comprehensive system to perform the functions outlined in the RFP specifications in accordance with the terms, conditions, and specifications contained in this RFP.
EXCEPT FLORIDA MEDICAL CLAIMS

A flat fee for performing any billing associated with FLORIDA MEDICAID CLAIMS. This shall be PER billing, and shall not be a percentage. The City of Lauderhill estimates that there will be approximately 2,800 FLORIDA MEDICAID BILLINGS per year. This is an estimate only, based on prior year, and does not in any way guarantee that the contractor shall be paid this amount.

Authorized Signature: _____ Date: _____

Above costs shall be fixed for the three-year duration of the contract. Cost evaluations will be based upon the total of items a thru d above