



RANDOLPH COUNTY

725 McDowell Road,
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Tel: (336) 318-6304

Email: ahalexander@co.randolph.nc.us

REQUEST FOR PROPOSALS
Bid# 10-1115

**Ambulance Transport Billing Service and Patient Care Reporting
Software**

Issued on: Wednesday, November 19, 2010

Due Date: Tuesday, December 14, 2010 at 11:00 A.M. EST

Administered by: Audrey H. Alexander, Purchasing Officer

NOTICE TO VENDORS

Pursuant to General Statutes of North Carolina Section 143-129 as amended, proposals will be received by the Purchasing Officer for Randolph County for the following:

REQUEST FOR PROPOSAL

Third Party Ambulance Billing, Collection, Financial Reporting, Analytical Services and Patient Care Reporting Software

Randolph County Government (the "County") is requesting proposals from qualified Firms ("Firm") to provide ambulance billing, collection (from ambulance transport clients and/or their insurance carriers), financial reporting, and analytical services with documentation software for patient care reporting. This includes complete management of the billing process from patient transport to account closure. It is the intent of the County to enter into a multiyear contract with renewals contingent on the successful performance of the contract.

This request for proposal ("RFP") defines the minimum scope of services and outlines the requirements that must be met by Firms interested in providing such services. Firms shall carefully examine the entire RFP and any addenda thereto, and all related materials and data referenced in performing the service. Firms are advised to read all sections of this RFP before submitting a proposal.

Proposals will be accepted until **Tuesday, December 14, 2010 at 11:00 AM EST.** Proposals shall be mailed or delivered to the following:

Randolph County Purchasing Office
ATTN: Audrey Alexander, Purchasing Officer
725 McDowell Road
Asheboro, NC 27205

Phone: (336) 318-6304

Email: ahalexander@co.randolph.nc.us

All sealed proposals must bear the title "Randolph County EMS Ambulance Billing, Collection, Financial Reporting, Analytical Services with Documentation Software Proposal #10-1015. The Firm's name and address must also be on the face of the proposal envelope.

Please submit one (1) original and two (2) complete copies of your proposal. Facsimile proposals will not be accepted. Late proposals will not be considered. It is the responsibility of the proposer to ensure that the proposal arrives at the correct location by the correct time.

Submission of any proposal signifies the Vendor's agreement that its' proposal and the content thereof are valid for 90 days (three months) following the submission deadline and will become part of the contract that is negotiated between Randolph County and the Firm. All prices submitted with the proposal shall remain in effect for the 90-day period.

All work for this project must be completed by **Tuesday, February 1, 2011** unless otherwise approved by Lewis Schirloff, Deputy Director of Randolph County Emergency Services.

Contact Audrey Alexander at ahalexander@co.randolph.nc.us if you have any questions regarding the proposal process. Firms found to be soliciting other representatives of Randolph County during this Request for Proposal process may be disqualified.

Issuance of this RFP is a direct result of Randolph County's need to pursue a partnership with a Firm that can provide the desired services and will bring about an optimum revenue stream for the County. Randolph County reserves the right to award and/or reject any and/or all quotes and waive any technicalities or irregularities. This contract will not be awarded solely on the basis of cost. Rather the contract for this project will be awarded to the lowest responsible, responsive bidder, taking into consideration quality, performance, and the time specified in the proposals for the performance of the contract.

Sincerely,
Audrey Alexander

Audrey Alexander,
Purchasing Officer

RANDOLPH COUNTY GOVERNMENT --- EMS

REQUEST FOR PROPOSAL for AMBULANCE BILLING, COLLECTION, FINANCIAL REPORTING, ANALYTICAL SERVICES and PATIENT CARE REPORTING SOFTWARE

1.0 INTRODUCTION and BACKGROUND

Randolph County operates an ambulance service that utilizes eight (8) ambulances full time for emergency calls and medical services. All County ambulance runs are classified as advanced in terms of the level of patient care provided.

Randolph County EMS documents our patient care encounters through the use of a patient care reporting software that interfaces with the billing software used by the Tax Department. Patient care reports for services rendered are submitted electronically to the County EMS billing department and to the North Carolina Office of EMS. Currently, these reports are reviewed by the EMS Department and submitted to the Randolph County Tax Department for billing. The Tax Department subsequently bills our clients for services provided. In 2009, Randolph County EMS logged 8,936 total billable transports. The Randolph County Tax Department has been utilizing in-house Ambulance Billing software to process ambulance billings for the County EMS Division since its inception.

In an effort to increase our efficiency, accuracy, and promptness of billing and collection for ambulance services, the County is pursuing outsourcing our ambulance billing and collections. In conjunction with these billing and collection services we would like a new ePCR solution. These new services and software will allow Randolph County the opportunity to complete our patient care reports more promptly, reduce the occurrence of errors, and provide the medical community a detailed report. Before any ePCR solution is considered, it must interface with the new ambulance billing service.

1.2 Terms

The County assumes no contractual obligation as a result of the issuance of this RFP, the preparation or submission of a proposal by a bidder, the evaluation of an accepted proposal, or the selection of finalists. The County is not bound until both parties execute a written contract for the performance of the outlined work.

The County intends to enter into an agreement for a period of three (3) years, with annual renewals for an additional two (2) years, if agreed upon by both parties. Either party shall have the option after one year to terminate the agreement upon sixty (60) days written notification. All conditions associated with the services related to herein shall remain in effect for the entire length of the agreement.

1.3 Proposal Costs

All costs incurred by the Firm in preparing the proposal, or costs incurred in any other manner in responding to this proposal will be solely the responsibility of the Firm. All material and documents submitted by the Firms in response to this RFP become the property of Randolph County and will not be returned.

2.0 PROPOSAL

2.1 Timelines

Issue Date:	Wednesday, November 19, 2010
Final Date for Written Questions:	Monday, November 29, 2010
Final Date for Addenda Posting	Monday, December 6, 2010
Deadline for Submitting Proposals:	Tuesday, December 14, 2010 – 11:00 a.m.
Anticipated Award Date (tentative)	Monday, January 3, 2011

County staff expects to have the contract signed and procedures in place to commence billing procedures and collections no later than **February 1, 2011**.

2.2 Requests for Clarification

All questions, requests for clarification or additional information must be submitted **in writing** no later than 5:00 P.M. on **Monday, November 29, 2010**. These written requests or questions must be submitted to Audrey Alexander, Purchasing Officer either by e-mail or mail. Response to these requests will be addressed through an addendum to this RFP.

Addenda

The County will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the County other than those given in writing by the County through the issuance of addenda. In no event may a vendor rely on any oral statement by the County or its' agents, advisors or consultants.

Any addenda to these documents shall be posted on the County's website at www.co.randolph.nc.us. and will become part of this RFP and the contract. No oral statements, explanations, or commitments by anyone shall be of any effect unless incorporated into the addenda. It is the responsibility of the Firm to periodically check the County's website before submitting a proposal to obtain any addenda that have been issued. No addenda shall be posted after 5:00 P.M. on **Monday, December 6, 2010**.

3.0 SCOPE OF SERVICES

This section outlines the minimum contract requirements for ambulance billing, collection, financial reporting, and analytical services. The County desires to pursue a partnership to build an optimal revenue cycle. The minimal requirements are listed here, however, the County is open to alternatives to meet the requirements that may or may not be described below.

3.1 Billing

The Firm will commence billing the Patient Care Reports with the start-up date established by the Firm and Randolph County. All existing Patient Care Reports that were generated prior to the established start-up date will be filed by Randolph County. The collection of all claims filed by Randolph County will remain the responsibility of Randolph County. The Firm shall be able to retrieve the electronic billing file and other billing related information from the County's FTP secure server.

The Firm shall be able to prepare invoices according to the rates established by the County, guidelines and procedures established by the Firm and the County, and all applicable laws and regulations including those for Medicare and Medicaid services (CMS). The Firm shall also bill all non-emergency transports according to applicable laws established by Medicare, Medicaid and other applicable agencies. All invoices shall also be billed in compliance with the Fair Debt Collection Practices Act.

Electronic filing is the preferred method of filing invoices to appropriate parties, including insurance companies, Medicare and Medicaid if applicable. The County shall approve all forms and correspondence.

The Firm shall utilize available resources and databases to obtain billing insurance information on private pay patients.

The expectation of the County is that the initial invoices will be processed within three business days of the electronic posting of the billing file on the Firm's secure server, according to the agreed upon process for various claim types.

3.2 Collections

The Firm shall process all claims according to timelines defined by the County and the Firm. The claims should be divided into four revenue categories: Medicare, Medicaid, Insurance, and Private Pay.

Claims shall be appropriately re-categorized after receiving payment from the primary payer. Denials for Medicare and Medicaid shall be processed according to the timelines defined by the Firm and the County.

Customer service shall be provided from 8:00 am to 5:00 pm Eastern Standard Time (EST), using a Firm supplied phone number. An 800-number for out-of-area or out-of-state customers shall be provided. System must be able to accept voice mail messages and route to appropriate person. The successful Bidder must make a good faith effort to contact customers within 24 business hours after initial contact from the customer. The successful Bidder will treat all debtors fairly, with professionalism, honesty and integrity while obtaining the maximum results. The County will be the final arbiter of disputes between the successful Firm and customers. The County's decision will be final.

All funds collected by the Firm must be electronically transferred on Wednesday of each week to an RBC bank account designated by Randolph County. In the event the bank is closed on Wednesday, the transfer for that week must be made on the next business day that the bank is open.

The Firm must remit to the County all funds collected, less refunds issued. Fees charged by the Firm for billing and collection services will be based upon "net collections". Randolph County regards "net collections" as total funds collected less refunds issued as a result of overpayments or erroneous payments.

An active Quality Assurance and Internal Auditing Controls program for detecting, correcting and avoiding process errors shall be maintained.

3.3 Accounting and Reporting

Accounting for all billing pursuant to Generally Accepted Accounting Principles shall be provided on a daily, monthly, quarterly, and annual basis, or as requested by the County. This shall include monthly auditing by the successful Firm to ensure accuracy of bills. Such reports and all supporting documentation shall be submitted to the County within ten (10) business days after the end of the month. Detailed below are reports required by the County to monitor the billing and collection process. The list is not all-inclusive. The reports noted below must be provided to the appointed Randolph County EMS billing and collections contact by the time period specified. Reports should be submitted electronically either via email or secure server. Reports should be provided in MS Excel and/or as PDF documents when requested.

Other reports may be requested on an as-needed basis. Reports may need to be modified periodically on specific issues or needs that arise. Please specify the process to add/change or delete specific reports.

Daily Reports shall include the following:

- a. A revenue report showing all transports billed. At a minimum, the report should include the date of service, incident number, patient name, origin, destination, procedure code, and gross charges.
- b. A report showing transports that cannot be billed including the reason the transport cannot be billed.

- c. A report showing the number and amount of claims filed with Medicare and Medicaid, including the confirmation information from Medicare or Medicaid acknowledging receipt of the claim.
- d. A reconciliation report showing the amount of cash receipts posted and how the amount ties to the weekly bank deposit. Provide an explanation of any cash that is unable to be posted and include the reason.

Monthly Reports shall include the following:

- a. A monthly revenue report showing all transports billed. At a minimum, the report should include the date of service, incident number, patient name, origin, destination, procedure code, and gross charges.
- b. A monthly outstanding aged accounts receivable report sorted by payer including a total outstanding aged report. The Report should show four categories of outstanding accounts: 30, 60, 90, and more than 120 days outstanding. The report would also show the last date of activity on the account. The report should break down the categories into the current financial class of the account (where the next dollar payment is expected from).
- c. Monthly listing of all refunds processed for the month.
- d. Monthly report of all accounts sent to the collection agency.
- e. Monthly report of all account denials broken down by payer and then by type of denial.
- f. A report of all claims denied by Medicare and Medicaid.
- g. Provide monthly reports of any and all disclosures or releases of data or information, and the reasons there for.
- h. Monthly report of all claims written-off during the month.
- i. Other reports on an as-needed basis that would be useful to the agency in monitoring and evaluating the County's ambulance service and/or accounts receivable process.

The County reserves the right to audit the records of the Firm related to the County's billing. The Firm shall make and keep full and complete records and books of accounts of revenue and income, costs and expenses that specifically relate to performance under this contract. Records and books of account, together with any or all other memoranda pertaining thereto that may be kept, maintained or possessed by the Firm, shall be open to examination during regular business hours by the County or its representatives for the purpose of inspection, auditing, verifying, or copying the same or making extracts there from. The Firm shall make and keep said records and books of account in accordance with generally accepted accounting principles.

The Firm shall provide to the County manuals outlining the policies and procedures established to facilitate the processing of the contract between the parties upon award and successful completion of a contract.

3.4 Analytical Services

The Firm will be expected to provide analysis and expertise in all issues related to ambulance billing. This includes analysis of trends and other pertinent issues that may develop.

Initially, the Firm will be expected to meet monthly with the County to review performance. Also, at a minimum, a written report reviewing the performance of the accounts receivable should be prepared, identifying among other issues, the strengths, weaknesses and opportunities of the performance. Also key issues that might arise in the future should be identified, along with strategies to address the issues. This report should be prepared quarterly.

3.5 Technology Requirements

The Firm will provide all necessary ePCR software that meets the County's requirements and all software associated with the billing and collection process. The provided ePCR software must interface with the provided billing and collection software.

The County shall be provided a system that will ensure complete and uninterrupted flow of service via back-up systems and a Data Recovery Project Plan/System should a disaster occur. Provide a copy of the plan for review by the County's information technology division.

Records shall be retained according to an agreed upon record retention plan.

The Firm should have the ability to utilize a secure FTP platform via VPN and/or FTP for billing extract file transfer. If the Firm recommends an alternative method for file transfer, please provide a detailed description of the recommended process.

The Firm should provide sufficient HIPAA compliance training to all employees dealing with applicable information.

4.0 PROPOSAL INSTRUCTIONS

Proposals will be accepted by the Purchasing Officer located on the second floor of the Randolph County Administration Building located at 725 McDowell Road, Asheboro, NC 27205 until **Tuesday, December 14, 2010, at 11:00 a.m.**, prevailing local time. Late proposals will not be considered. Include the proposal reference number on the proposal envelope.

Interested Firms should submit one original and two copies of their proposal.

The County intends to review cost/pricing separate from the technical response. Therefore, all pricing and cost information is to be submitted in a separate, sealed envelope labeled "COST INFORMATION -- EMS RFP # 10-1115".

The County reserves the right to accept any proposal or reject any or all proposals as it deems appropriate and in the best interest of the County. The County is not bound to accept the least costly proposal, but reserves the right to accept the proposal which appears, in its judgment, to be best suited to the interests of the County. The County reserves the right to negotiate with any vendor, including but not limited to terms, conditions, pricing, pricing structure, etc.

5.0 PROPOSAL REQUIREMENTS

All respondents are requested to provide the information cited below, as well as any supplemental information that you feel provides a comprehensive view of your firm, the proposed design team and your approach to this project. However, information should be presented in a clear and concise manner.

1. A one-page statement of interest and qualifications for this proposal including the firm name, address, and telephone number, including the name, title, address and telephone and fax numbers, and e-mail addresses of each contact person for the duration of the proposal evaluation.
2. A brief (maximum three-page) proposal summary that describes the FIRM's understanding of the RFP and how it intends to meet the stated requirements. Include any concerns regarding scheduling, concept, or expectations.
3. Discussion of your firm's specific abilities and expertise to provide the required professional services and qualifications related to the proposal requirements.
4. Provide some detail of the billing system and billing processes utilized as well as the identity of the software utilized and whether it is third-party or proprietary.
5. Key personnel proposed as project team members.
6. References of at least three clients for which your firm has provided similar professional services in the last three years. Please include current contact information (name, telephone, and email) for each reference.
7. Describe and discuss the firm's compliance program and how the program meets or exceeds the requirements of CMS and HIPAA.
8. Describe any services provided by the firm that are not covered by the RFP, but would assist Randolph County in enhancing its collections.
9. Provide a list detailing any and all variances to the scope of work detailed above.
10. Provide a copy of a completed SAS 70 Type I or II audit completed with the last 12 months. If your firm does not have a SAS Type I or II Audit, state why.

11. Please provide evidence of Red Flag Identity Theft Compliance as well as Payment Card Industry (PCI) Compliance.
12. List and describe the ePCR integration option you are offering in conjunction with your billing and collection services.

If the Firm proposes to address a requirement in a manner different from the RFP specifications, the Firm shall provide an explanation of how that requirement will be met and demonstrate that the alternative is equal to or preferable to the requirement in the RFP.

Before submitting a proposal, each Firm must make a careful study of these specifications, and fully assure itself of the quality of the service required. The consistent quality of the service provided is of profound importance to the County's ongoing commitment to achieve fiscal objectives and maintain superior levels of customer service and satisfaction.

The cost proposal shall be submitted separately using the **Quote Form -- Page 23** of this document. Include all services and their associated fees. The proposal shall itemize all services including, if relevant, hourly rates for all professional, technical and support personnel, and other charges related to the completion of the work. The proposal shall separately describe costs associated with both billing and collection services.

The proposal should be complete and require no further explanation.

No contract will be awarded except to responsible organizations capable of providing the services outlined and achieving the identified expected results. Before the award of the contract the Firm may be required to demonstrate any and/or all aspects of the Scope of Services.

6. GENERAL CONTRACT REQUIREMENTS

This section will outline the minimum contract requirements for billing, collection, financial reporting and analytical services. Randolph County desires to pursue a partnership to build an optimum revenue stream.

A. Billing:

1. The Firm will receive on a daily basis the electronic billing data and other related billing information by way of an encrypted FTP file or batch filing process. The Firm will be responsible for providing the appropriate software that will be compatible to interface with the Firm's software system.

Does your bid comply with this requirement? Yes _____ No _____

2. The Firm will prepare invoices according to the rates, guidelines, and procedures established by Randolph County as well as meet all applicable laws and regulations including those for Medicare and Medicaid.

Does your bid comply with this requirement? Yes _____ No _____

3. The Firm will be responsible for reviewing each Patient Contact Report (PCR) for content and accuracy for billing purposes. The Firm will be responsible for contacting the designated Randolph County EMS employee to correct any discrepancies.

Does your bid comply with this requirement? Yes _____ No _____

4. The Firm will be responsible for the initial collection of payments, generation of multiple collection attempts defined by Randolph County EMS and generation of any and all insurance forms as well as filing and record maintenance.

Does your bid comply with this requirement? Yes _____ No _____

5. Records and histories for services processed by the Firm shall be available and accessible by authorized Randolph County staff.

Does your bid comply with this requirement? Yes _____ No _____

6. The Firm must have access to and will utilize all available resources and databases to obtain proper billing information on all serviced clients.

Does your bid comply with this requirement? Yes _____ No _____

7. All client complaints concerning service rendered will be referred to the designated individual within Randolph County.

Does your bid comply with this requirement? Yes _____ No _____

B. Collections:

1. Process all claims according to timelines defined by Randolph County and the Firm.
Does your bid comply with this requirement? Yes _____ No _____
2. Re-categorize claims appropriately after receiving payment from the primary payer, and initiate any required secondary claims submission.
Does your bid comply with this requirement? Yes _____ No _____
3. Act as the advocate for the client with Medicare, Medicaid and private insurance in an endeavor to optimize payment on behalf of the client.
Does your bid comply with this requirement? Yes _____ No _____
4. Provide customer service at a minimum of 8:00 a.m. until 7:00 p.m. Monday thru Friday using a local telephone number as well as toll-free telephone number.
Does your bid comply with this requirement? Yes _____ No _____
5. Record or credit all payments received by the Firms to the patient account within 24 hours after the receipt of funds.
Does your bid comply with this requirement? Yes _____ No _____
6. Maintain current and concise documentation which outlines the internal controls that are in place and practiced to ensure that all policies and procedures for proper handling of receipts of funds are being followed by the Firm.
Does your bid comply with this requirement? Yes _____ No _____
7. Process all refunds and overpayments within timelines defined by Randolph County and the Firm.
Does your bid comply with this requirement? Yes _____ No _____
8. The Firm will direct any client who meets the established standards for the “Randolph County EMS Assistance Program” to appropriate staff within the County for resolution. The Firm shall hold the record for a period of 60 days for response and resolution.
Does your bid comply with this requirement? Yes _____ No _____
9. All funds received and collected by the Firm must be deposited by ACH transaction on a schedule that has been established Randolph County and the Firm. Corresponding reports must be provided with each deposit.
Does your bid comply with this requirement? Yes _____ No _____

C. Reporting Requirements:

Randolph County reserves the right to request additional reports as needed.

1. Daily Information

- a. Provide Daily Reports as outlined in Section 3.3 “Accounting and Reporting” items “a” through “d”.

Does your bid comply with this requirement? Yes _____ No _____

2. Weekly Information

- a. Deposit Summary and Explanation of Benefits. (EOB)

Does your bid comply with this requirement? Yes _____ No _____

- b. Medicare/Medicaid Electronic Funds Transfer (EFT) and Explanation of Benefits.(EOB)

Does your bid comply with this requirement? Yes _____ No _____

- c. Credit Card Receipts.

Does your bid comply with this requirement? Yes _____ No _____

- d. Refund Requests.

Does your bid comply with this requirement? Yes _____ No _____

3. Monthly Information

- a. Date of Service performance monitoring and account reconciliation.

Does your bid comply with this requirement? Yes _____ No _____

- b. Account Analysis by Month of all client accounts.

Does your bid comply with this requirement? Yes _____ No _____

- c. Account Analysis by Month, by Payer.

Does your bid comply with this requirement? Yes _____ No _____

- d. Aging Report by Current Payer and Aging Category. (Accounting Period Based)

Does your bid comply with this requirement? Yes _____ No _____

- e. Accounts Receivables Reconciliation Report (Accounting Period Based)

Does your bid comply with this requirement? Yes _____ No _____

4. Yearly Information

- a. Annual NC EMS Medicaid Settlement Cost Report.

Does your bid comply with this requirement? Yes _____ **No** _____

- b. Year End Accounts Receivable Report.

Does your bid comply with this requirement? Yes _____ **No** _____

D. Analytical Services

1. Randolph County will expect the Firm to provide analysis and expertise in all issues related to ambulance billing. This includes analysis of trends and other pertinent issues that may develop.

Does your bid comply with this requirement? Yes _____ **No** _____

2. At the beginning of the contract, the Firm will be expected to meet with Randolph County on a monthly basis to review billing consistency, receivables performance, and other issues that have been encountered. Upon agreement of both entities these meetings may become less frequent, but will be held not less than once a year. Also, the Firm must prepare and deliver a written report reviewing the performance of the accounts receivables, identifying outstanding issues, and list any strengths, weaknesses, and opportunities for improved performance. Additionally, this written report must identify key issues that might arise in the future, accompanied by strategies, procedures, and timelines to address these issues. This report shall be due six (6) months after the original contract date. The report will then be due on a yearly basis unless Randolph County or the Firm request or determine the report is needed on a more frequent basis.

Does your bid comply with this requirement? Yes _____ **No** _____

E. Technology Requirements:

1. The Firm will provide all software associated with the billing and collection process.

Does your bid comply with this requirement? Yes _____ **No** _____

2. The Firm will provide software that can be used for billing and capture of electronic patient care reports.

Does your bid comply with this requirement? Yes _____ **No** _____

3. The Firm will provide a system that will ensure complete and uninterrupted flow of service via backup systems and a Data Recovery Project Plan/System should a disaster occur.
Does your bid comply with this requirement? Yes _____ No _____
4. The Firm will retain records according to an agreed upon record retention plan.
Does your bid comply with this requirement? Yes _____ No _____
5. The Firm shall provide sufficient HIPAA compliance training to all employees dealing with applicable information.
Does your bid comply with this requirement? Yes _____ No _____
6. Software provided by the Firm must allow access to open patient care reporting through any secured computer access.
Does your bid comply with this requirement? Yes _____ No _____

F. ePCR must have:

1. Meets or exceeds the North Carolina College of Emergency Physicians performance standards required data set. (Gold level certification preferred.)
Does your bid comply with this requirement? Yes _____ No _____
2. Electronic exports of PCR to North Carolina Office of EMS.
Does your bid comply with this requirement? Yes _____ No _____
3. Populates patient data for repeat clients.
Does your bid comply with this requirement? Yes _____ No _____
4. Customized data elements to meet Randolph County Emergency Services and North Carolina Office of EMS specific needs.
Does your bid comply with this requirement? Yes _____ No _____
5. Easy data input and intuitive workflow, including auto-save functionality, multiple data input options, and quick navigation through drop-down lists.
Does your bid comply with this requirement? Yes _____ No _____
6. Validation tools to help ensure that calls are complete and meet required data elements.
Does your bid comply with this requirement? Yes _____ No _____

7. Electronic capture of patient signatures in the field — no Internet connection required.
Does your bid comply with this requirement? Yes _____ No _____

8. Interface capabilities — data streaming to and from CAD and cardiac monitors, fire records, hospital medical records, and billing applications.
Does your bid comply with this requirement? Yes _____ No _____

9. Include customizable Quick Treat lists for cardiac arrest, medications, and other functions, plus immediate time-stamping of vital signs and treatment events within the documentation flow and an instant note-taking surface.
Does your bid comply with this requirement? Yes _____ No _____

10. Assessment tools to document initial and ongoing assessments, including pertinent positives and negatives.
Does your bid comply with this requirement? Yes _____ No _____

11. Anatomical figures with 360-degree rotation and zoom-in capabilities.
Does your bid comply with this requirement? Yes _____ No _____

12. Advanced vital signs documentation and auto-calculation of Glasgow Coma Scale, Revised Trauma Score, and Pediatric Trauma Score.
Does your bid comply with this requirement? Yes _____ No _____

13. Specialty Patient forms for complete, rapid documentation of advanced airway, burns, stroke, STEMI, patient refusals, and cardiac arrest patients and more.
Does your bid comply with this requirement? Yes _____ No _____

14. Customizable user roles, password management policies, validation routine, treatments.
Does your bid comply with this requirement? Yes _____ No _____

15. Providing an easy way for administrators to send positive feedback, document errors, or request that information be added to an appended narrative.
Does your bid comply with this requirement? Yes _____ No _____

16. Receiving hospitals have access to RCEMS System patient care charts electronically. Authorized hospital users of the system can log in and download trips after permission has been granted by the EMS organization. The hospital only sees ePCR's on which they are identified as the receiving facility. Multiple permitted users at the hospital are able to access the ePCR. The EMS organization maintains access control to the hospitals.
Does your bid comply with this requirement? Yes _____ No _____

17. Customize data searches for required quality improvements reports that are required by NCEMS and Randolph County EMS (see NCEMS performance improvement requirements for NC EMS Peer Review Committee www.ncems.org/pdf/NCCEPStandardsEMSPerformanceImprovement2009.pdf).

Does your bid comply with this requirement? Yes _____ No _____

18. Must not require an internet connection to function.

Does your bid comply with this requirement? Yes _____ No _____

19. Application must have an automatic update feature that allows software to be updated via internet without need to reinstall software.

Does your bid comply with this requirement? Yes _____ No _____

20. Must not require Administrative rights on the local machine to operate and/or update.

Does your bid comply with this requirement? Yes _____ No _____

21. A translation tool that enables EMS providers in the field to communicate with non-English speaking patients. Able to launch without leaving the ePCR application (preferred)

Does your bid comply with this requirement? Yes _____ No _____

22. Data is hosted at secure, Tier 3, SAS 70 Type II, PCI compliant hosting facilities.

Does your bid comply with this requirement? Yes _____ No _____

23. Production equipment housed at a facility with 24-hour physical security, palm print and picture identification systems, redundant electrical generators, redundant data center air conditioners, and other backup equipment designed to keep servers continuously up-and-running.

Does your bid comply with this requirement? Yes _____ No _____

24. The strongest encryption products to protect customer data and communications, including 128-bit SSL Certification and 1024-bit RSA public keys — the lock icon in the browser indicates that data is fully shielded from access while in transit.

Does your bid comply with this requirement? Yes _____ No _____

25. Software access only with a valid username and password combination, which is encrypted via SSL while in transmission.

Does your bid comply with this requirement? Yes _____ No _____

26. A robust application security model that prevents customers from accessing another's data — reapplied with every request and enforced for the entire duration of a user session.

Does your bid comply with this requirement? Yes _____ No _____

27. Tight operating system-level security with a minimal number of access points to all production servers. Strong passwords for operating system accounts, with no master password database for production servers. Operating system maintenance at each vendor's recommended patch levels for security and hardened by disabling and/or removing any unnecessary users, protocols and processes.

Does your bid comply with this requirement? Yes _____ No _____

28. Controls on database access at the operating system and database connection level for additional security. Restricted production database access to a limited number of points, with no master password database for production servers.

Does your bid comply with this requirement? Yes _____ No _____

29. Vendor employees have no direct physical access to the production equipment.

Does your bid comply with this requirement? Yes _____ No _____

30. Off-site, automatic client data backups are performed nightly.

Does your bid comply with this requirement? Yes _____ No _____

31. Servers housing in a Tier-IV Internet Data Center (IDC) equipped with redundant power, multi-layered security, effective environmental controls and cooling systems, and 24x7 monitoring. Built-in redundancy for each component of our hardware infrastructure, with multiple database servers with a Raid-5 configuration.

Does your bid comply with this requirement? Yes _____ No _____

7.0 COST PROPOSAL FORMAT

The Cost Proposal submitted shall be a percentage based fee broken down as “Collections -- Including ePCR Software” and “Collections – Excluding ePCR Software”.

All proposals must include a complete list of equipment and software. Proposals must include an itemized list of services, software, parts, part numbers, description of parts and cost. This list must be on a per access location (computer) as well as a complete list for the entire project. In addition to the itemized price list, a total price for the complete project must be summarized and submitted on a signed **“QUOTE FORM”** included in this document. Prices must reflect a turn-key job which includes all shipping, handling, consulting and/or any other fees which might apply.

By submitting a proposal the Firm agrees, if selected, they will provide, install and tune all equipment necessary for a complete working billing service and/or patient reporting software which will be capable of meeting NCEMS reporting requirements and our billing for service needs.

8.0 SELECTION PROCESS

The following four (4) selection criteria will be utilized in the evaluation of bidders, thereby choosing the best company to provide services for Randolph County. A Selection Committee will be comprised of Randolph County employees that have knowledge and/or experience in ambulance service billing and collections.

The County intends to evaluate the proposals in accordance with the criteria itemized below.

Project Design (30 points)

- Overall program design, development, and initiation.
- Intended methods to maximize collections.
- System adaptability and expandability to meet the County needs.
- Technical support, instruction and training provided.
- Electronic Patient Care Reporting System.

Experience of Firm and Staff (30 points)

- Expertise of the Firm and staff in the fields necessary to complete the tasks.
- Quality of recently completed projects, including adherence to schedules, deadlines and budgets.
- Experience with similar projects and municipalities.
- Results of reference checks.
- Ability to work with multiple data collection platforms (paper, electronic, combination).
- Demonstrated Quality Assurance program and Internal Audit Control process for detecting, process for detecting, correcting and avoiding errors in billing, coding, submissions, and payments.
- Demonstrated financial auditing and oversight program for Internal Quality Assurance and Reporting.
- Ability to provide a SAS 70 report from an independent public accounting Firm.

Revenue and Collection Proposal (15 points)

- Bidder's projected collections, revenues, and cash flow return to the County Based on information provided.

Fee Proposal (25 points)

- Bidder's proposed percentage of collections.

COSTS WILL BE EVALUATED SEPARATELY; THEREFORE, COST MUST BE SUBMITTED SEALED AND UNDER SEPARATE COVER.

AWARD OF THIS CONTRACT WILL BE TO THE MOST RESPONSIVE, RESPONSIBLE BIDDER WITH PRICE BEING ONLY ONE OF THE FACTORS CONSIDERED.

9.0 TERMS and CONDITIONS

1. Randolph County reserves the right to award and/or reject any and/or all proposals in whole or in part, and waive any technicalities or irregularities.
2. Installation shall be complete within 90 (ninety) days from the date the proposal is awarded to the successful vendor.
3. It is the desire of Randolph County to pay promptly. It is the vendor's responsibility to submit invoices directly to the Emergency Services Department at: 152 North Fayetteville Street, Asheboro, NC 27203.
4. It is the intent of Randolph County to award the contract to the lowest responsive and responsible vendor. The County reserves the right to determine the lowest responsive and responsible vendor on the basis of an individual item, groups of items, or any way determined to be in the best interest of the County. Award shall be based on the following factors (where applicable): (a) adherence to all conditions and requirements of the specifications; (b) price; (c) qualifications of the vendor, including past performance, financial responsibility, general reputation, experience, service capabilities, and facilities; (d) delivery or completion date; (e) maintenance costs and warranty provisions.
5. The contract shall be deemed binding only to the extent of appropriated funds for the purpose set forth in this contract.
6. Addenda to these conditions and/or specifications shall be made in writing. Information provided verbally outside these specifications shall not be binding. Each vendor is responsible for determining that all addenda issued by the Randolph County Purchasing Office have been received before submitting a quote.
7. At least three recent business references are required and shall be indicated on the **QUOTE FORM**. Randolph County may request additional evidence of the vendor's experience, qualifications, ability, products, service facilities, and financial standing for which the vendor shall be prepared to provide to Randolph County, if required.
8. Randolph County intends to contract with the successful vendor. The successful vendor shall be the prime contractor and shall be solely responsible for all contractual performance.
9. Each vendor shall perform his/her own evaluation and due diligence verification of all information and data provided by the County. The County makes no representation or warranties regarding any information or data provided by the County.
10. Sales taxes should not be included in the total price quotation. Sales tax should be listed as a separate line item on the invoice.

QUOTE FORM

Instructions: Complete all **FOUR** parts of this quote form.

PART I: Summary Quote

If you wish to submit more than one brand, make a photocopy of this Quote Form.

1.	Fee for Collections -- Excluding ePCR Software		\$	
2.	Fee for Collections -- Including ePCR Software		\$	
3.	Material, Shipping and Warranty		\$	
4.	Installation, Testing and Start-Up		\$	
5.	Training		\$	
6.	Maintenance	Second Year	Third Year	Fourth Year
		\$	\$	\$

PART II: Addenda Acknowledgements (if applicable)

Each vendor is responsible for determining that all addenda issued by the Randolph County Purchasing Office have been received before submitting a quote.

Addenda	Date Issued	Date Vendor Received
"A"		
"B"		
"C"		

PART III: References

Provide at least three (3) business references

Business Name	Contact Name	Phone Number

PART IV: Submitted by

Vendor Name	
Address	
Telephone	
E-Mail	
Representative (print name)	
Signature of Representative	
Date Submitted	

Appendix A – EXCEPTION FORM

Section Number	Explanation

Signature

Print Name

Title

Company

Address

e-mail

Phone

Date

Randolph County, North Carolina

VENDOR STATEMENT OF NON-COLLUSION

REQUEST FOR PROPOSAL FOR AMBULANCE BILLING, COLLECTION, FINANCIAL REPORTING, AND ANALYTICAL SERVICES

Having fully informed himself/herself regarding the correctness of the proposal and statements made herein, the undersigned proposer certifies that:

1. The proposal has been arrived at by the proposer independently and has been submitted without agreement with, and without any collusion, understanding, or planned similar course of action with any other vendor of services, materials, equipment, or supplies described in the request to propose, designed to inhibit independent proposing or healthy competition, and
2. The detail and intent of the proposal has not been shared by the proposer or its employees or representatives to any person not an employee or representative of the proposer or its surety on any attachment furnished with the proposal, and will not be shared with any such person before the authorized opening of the proposal.

The undersigned proposer hereby guarantees that this statement is executed for purposes of inducing the Randolph County Government to consider the proposal and offer an award in agreement therewith.

Legal Name of Vendor

Business Address

Signature and Title of Person Authorized to Sign

Date