



RFP # 09-02 Questions and Answers

Question: How many billable transports did the City make in the last fiscal year?

Answer: In the **calendar year** of 2008, MF&R responded to 1,872 EMS calls. Approximately 1,778 were billable transports.

Question: What is the Financial Class of Accounts and Total Billable amounts in the last fiscal year?

Answer: Fiscal year total billable \$650,000

Medicare:	42%
Medicaid:	4%
Private Insurance:	31%
Auto	1%
Self/Work Comp/Other	22%

Question: What percentages of the transports were coded BLS, ALS1?

Answer: Emergency ALS1	78%
Emergency BLS	22%
Non Emergency ALS1	87%
Non Emergency BLS	13%

Question: How are ambulance payments handled?

Answer: Payments from EMS transports are handled by bank lock box.

Fees:

Drug or Procedure	Cost
Base rate BLS/ILS	\$350 in area
	\$400 out of area
	\$500 our of state
Base rate ALS	\$400 in area
	\$450 out of area
	\$550 out of state
ALS Medic Assist	\$250 per call

Rate per mile	\$11.00/mile
Procedures and Supplies	
IV Setup	\$75 per
IV fluid	\$25 per bag
OB kit	\$38 per
Traction Splints	\$94 per
Splinting	\$44 per
Bandaging	\$38 per
Burn Pack / Major Dressing	\$63 per
Bed pan / Urinal / Emesis Basin	\$13 per
IO	\$130 per
C-spine immobilization	\$63 per
NS for Flushing	\$25 per
Saline Locks	\$63 per
Cold / Heat Packs	\$13 per
KED / Mast Pants	\$63 per
Temperature	\$50 per
Poison Antidote	\$25 per
12 lead monitor	\$125 per
Cardiac Monitor	\$125 per
Defibrillation / Pacing	\$125 per
Intubation / Assist Ventilation	\$90 per
ET Tube Intubation	\$120 per
Combi. Tube Intubation	\$175 per
Nasal Intubation	\$75 per
Needle Decompression	\$95 per
NPA / OPA	\$25 per
Needle Cric.	\$85 per
Suction	\$35 per
Blood Sugar Check	\$63 per
Extrication	\$90 per
O2 Administration	N/A
O2 by Mask	\$90 per
O2 by Cannula	\$75 per
Pulse Oximetry	\$63 per
Drugs	
Activated Charcoal	\$20 per
Adenosine	\$75 per
Amiodarone	\$250 per
Albuterol	\$25 per
Aspirin	\$10 per
Atropine Sulfate	\$10 per
Bretylium	N/A
Burn Free	\$25 per
Calcium Chloride	\$10 per

Dextrose IV (D25 \$ D50)	\$10 per
Diazepam	\$10 per
Diphenhydramine	\$10 per
Dopamine	\$50 per
Epinephrine 1:10,000	\$10 per
Epinephrine 1:1,000 30 mg	\$20 per
Epinephrine 1:1,000 1mg	\$10 per
Etomidate	\$125 per
Furosemide	\$20 per
Glucagon	\$200 per
Glucose Oral	\$15 per
Lidocaine 100mg	\$10 per
Lidocaine (2g/250cc D5w)	\$20 per
Lidocaine Jelly	\$20 per
Magnesium Sulfate 2 mg	\$10 per
Meperidine	\$10 per
Midazolam	\$25 per
Morphine Sulfate	\$10 per
Nalaxone Hydrochloride	\$20 per
Neo-Synephrine	\$15 per
Nitroglycerine SL Spray	\$25 per
Phenylephrine	\$10 per
Procainamide	\$70 per
Promethazine	\$10 per
Sodium Bicarbonate	\$10 per
Thiamine	\$10 per
Treat on Scene / No Transport	\$219 per
Stand-by	
100% coverage	\$120 per hour
No coverage with Callout	\$100 per hour



City of Mesquite
Invitation to Submit Proposals
RFP #09-02
Ground Ambulance Billing Services

The City of Mesquite, Nevada is seeking proposals from qualified firms to provide billing service for ground ambulance services.

The request for proposal may be obtained online at www.mesquitenv.gov or by calling the City of Mesquite, City Clerk's Office, at (702) 346-5295. Any questions regarding the RFP should be directed to Derek Hughes, Fire Chief, 10 E. Mesquite Blvd., Mesquite, NV 89027, Tel: (702) 346-2690 – e-mail dhughes@mesquitenv.gov.

Proposals must be received by the City of Mesquite, City Clerk's Office, 10 E. Mesquite Blvd., Mesquite, NV 89027 by September 9, 2009, at 2:00 p.m. Proposals must be submitted in a sealed envelope plainly marked "RFP #09-02: Proposal to provide Billing Service for Ground Ambulance Services" to the attention of the City Clerk.

All material submitted in accordance with the prescribed deadline become the property of the City of Mesquite and will not be returned. The submittal will be signed by a person legally authorized to bind the Consultant. Submittals are considered confidential and copies will not be released to persons requesting them until negotiations are completed and an agreement has been successfully executed in accordance with NRS. Any request for copies must be submitted in writing for further consideration by the City of Mesquite.

Issuance of the RFP shall in no way constitute a commitment by the City of Mesquite to execute an agreement. The City of Mesquite reserves the right to reject any or all submittals received in response to this RFP, or to cancel this RFP if it is deemed in the best interest of the City to do so.

The City of Mesquite reserves the right to issue supplements to the RFP prior to the closing date. In the event it becomes necessary to supplement any part of the RFP, the City of Mesquite shall provide copies of the supplements to all recipients of the RFP.

The City of Mesquite assumes no financial responsibility in connection with the costs incurred in the preparation and submission of the Consultant submittal.

The City reserves the right to reject any and all submittals received, and also the right to enter into negotiations with firms to aid in determining selection and contract negotiation.

The City of Mesquite is an equal opportunity provider and employer.

By order of the Interim City Clerk of Mesquite, NV

Sheree Goessman, Interim City Clerk

Publication: LVRJ 01/26/09

REQUEST FOR PROPOSAL

Ground Ambulance Billing Services

For

City of Mesquite NV Fire Rescue

RFP # 09-02

**City of Mesquite Fire Rescue
10 East Mesquite Blvd.
Mesquite, NV 89027
(702) 346-2690**

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SECTION 1 – GENERAL INFORMATION

1.01 Purpose

The City of Mesquite, NV (“City”) is seeking Proposals from qualified firms, hereinafter referred to as the “Contractor”, to provide BILLING SERVICES for Ground Ambulance Services, in accordance with the terms, conditions and specifications contained in this Request for Proposal (RFP).

1.02 Eligibility

To be eligible to respond to this RFP, the proposing Contractor must demonstrate that they have successfully provided services, similar to those specified in the Scope of Services section of this RFP, to at least (5) Cities similar or larger in size and complexity as Mesquite City.

1.03 RFP Reference Number

The reference number for the transaction is RFP # 09-02. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

1.04 Proposal Response Outline

Proposals must be concise and in outline format. Pertinent supplemental information should be referenced and included as attachments. All proposals must be organized and tabbed to comply with the following sections:

- *Tab A: LETTER OF TRANSMITTAL.* The letter of transmittal must include:
 - An introduction of the Contractor’s company;
 - The name, address, and telephone number of the person to be contacted regarding the proposal; and
 - A description of the Contractor’s approach and commitment to this project.
- *Tab B: ADDENDUM.* Statement acknowledging receipt of each Addendum issued by the City.
- *Tab C: EXCEPTIONS.* All exceptions, regardless of how minor, shall be stated. Exceptions shall be listed in order of this RFP and referenced by section number.
- *Tab D: QUALIFICATIONS AND EXPERIENCE.* The submission Should include:
 - Details on the qualifications of the firm and capability to receive electronic patient care reports and provide automated claims submission to applicable insurance carriers;

- Details on the qualifications of the individual(s) who will perform the work;
 - Provide at least (5) current ground ambulance based clients (name, address, and phone number) who submit their runs to the Contractor electronically; and
 - Provide at least three (3) former ground ambulance based clients (name, address, and telephone number) that can serve as a reference on similar contracts performed by the Contractor.
- *Tab E. SCOPE OF WORK.* This section of the proposal should explain the Scope of Work as understood by the Contractor and detail the approach, activities, and work products. The proposal shall also include:
 - A list of work products which the Contractor will provide;
 - A schedule of deliverables;
 - Information on the availability and description of reports that can be generated on request via a secure connection to the Contractor's internet site;
 - A list of any assistance the City may be requested to provide the Contractor;
 - Proposed fee schedule; and
 - Detailed project plan for the implementation of the City of Mesquite billing project.
 - *Tab F: AVAILABILITY.* Indicate current and anticipated workloads and availability for other activities. Identify the extent and nature of any anticipated outside support or other assistance.
 - *Tab G: OTHER.* Provide the following additional information:
 - A copy of your most recent audit report conducted by an independent source; and
 - Any additional information that the Contractor considers pertinent for consideration should be included in a separate section of the proposal.

1.05 Submission of Proposals

Competitive sealed proposals will be received by the City Clerk at Mesquite City Hall, 10 East Mesquite Blvd., Mesquite, NV, 89027, until 2:00 p.m. local time on September 9, 2009. Proposals shall be marked "Attn: City Clerk Ambulance Billing Services (RFP# 09-02) due September 9, 2009. Proposals received after the deadline will be late and will not be considered. One (1) original and two (2) copies must be received by the posted due date and time. No faxed or e-mailed proposals will be accepted.

There will be no public opening of the proposals. The name of the Contractor will not be released until notification of award.

1.06 Inquiries

Questions arising subsequent to the issuance of this RFP shall be submitted online at www.mesquitenv.gov. For any questions contact Derek Hughes, Fire Chief, 10 East Mesquite Blvd. Mesquite, NV 89027 - Tel: (702) 346-2690 – e-mail dhughes@mesquitenv.gov.

1.07 Last Day for Questions

Any questions Proposers wish to be addressed and which might require an addendum must be submitted in accordance with 1.06 before September 9, 2009 at 2:00 p.m.

1.08 Addendums

In the event it becomes necessary to revise this RFP in whole or In part, an addendum will be posted online at www.mesquitenv.gov.

1.09 Exceptions

All exceptions shall be stated no matter how seemingly minor. Any exceptions not taken shall be assumed by the City to be included in the proposal, regardless of the cost to the Contractor.

1.10 Economy of Preparation

Contractors shall prepare each proposal simply and economically, providing a straightforward, concise description of Contractors' offer and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content.

1.11 Incurring Cost

The City will not be liable for any cost which any Contractor may incur in connection with the preparation or presentation of their proposal(s) or demonstrations.

1.12 Right to Reject

The City reserves the right to reject any or all proposals in full or in part and to waive any informality or technicality in any proposal in the interest of the City.

1.13 Award of the Contract

Upon completion of the evaluation process, the City may award the contract to the Contractor whose proposal is determined to be most advantageous to the City irrespective of cost of other individual portion of any submitted proposal.

The City realizes that application and philosophical differences exist from Contractor to Contractor regarding EMS billing and collection services. The City

reserves the right to choose and recognize those differences that benefits the City's philosophy.

1.14 Contract Period and Effective Date

The initial Contract term shall commence upon final execution of the contract by the City and shall expire five (5) years from that date.

1.15 Contract Cancellation

Either party may terminate the Contract for any reason prior to the expiration date by delivering written notice thereof to the other party at least 90 days in advance.

1.16 Protected Information

Under the Government Records Access and Management Act, Chapter 239, "Public Records" of the Nevada Administrative Code, certain information in the proposal(s) submitted may be open for public inspection. If a Contractor desires to have information contained in its proposal(s) protected from such disclosure, the Contractor may request such treatment by providing a "written claim of business confidentiality and a concise statement of reasons supporting the claim of business confidentiality" with the proposal. All material contained in and/or submitted with the proposal becomes the property of the City and may be returned only at the City's option.

1.17 Authorized Vendor Representatives

PROPOSAL: List the name, title, office address, telephone number, and e-mail address (if available) of the person authorized to sign a Contract, and receive and sign all formal notices and/or addendum regarding the proposal(s) submitted in response to this RFP.

CONTRACT: Give the name, title, office address, telephone number, fax number, and e-mail address (if available) of the person authorized to sign a Contract, and receive and sign all formal notices and/or addendum regarding such Contract. Note that all amendments to any Contract must be in writing and signed by both parties.

The City reserves the right to require a change in the individual assigned to represent the Contractor if the assigned representative is not serving the needs of the City in an acceptable manner. This right shall carry forward through the response period and, with the successful Contractor, during the term of the Contract.

1.18 Award of Subcontracts

For each subcontract, if any, which the Contractor proposes to award, the contractor shall specify in writing the proposed subcontractor's name and address, and the purpose of each subcontract. Any Contractor proposing subcontracts as a part of a proposal must explicitly state so in the proposal. Written approval by the City is required prior to the awarding of any subcontracts. Assignment or

subcontracting shall in no way relieve the Contractor of any of its obligations under the Contract. Furthermore, the Contractor shall not have any financial gain from sub-contracted agencies. All Sub-contracted agencies shall be bonded, insured and licensed. Sub-contractors must submit proof of coverage within thirty (30) days of contract signing.

1.19 Remedies

The laws of the State of Nevada shall apply in all disputes arising out of this RFP, without application of any principles or choice of laws.

1.20 Compliance

The Contractor hereby agrees to abide with all applicable federal, state, county and City laws, regulations, and ordinances.

1.21 Anti-Collusion

The submission of a proposal constitutes agreement that the Contractor has not divulged its proposal to, or colluded with, any other officer or party to a proposal whatsoever.

1.22 Indemnification

The Contractor shall hold harmless, defend and indemnify the City and its officers, employees, and agent from and against any and all claims, losses, causes of action, judgments, damages and expenses including, but not limited to attorney's fees because of bodily injury, sickness, disease or death, or injury to or destruction of tangible property or any other injury or damage resulting from or arising out of (a) performance or breach of the Contract by Contractor, or (b) Contractor's use of City premises, or (c) any act, error, or omission on the part of the Contractor, or its agents, employees, or subcontractors except where such claims, losses, causes of action, judgments, damages and expenses result solely from the negligent acts or omissions or willful misconduct of the City, its officers, employees or agents.

1.23 Insurance

Contractor shall maintain Commercial General Liability insurance with the following minimum limits:

- 1.23.1 Worker's Compensation sufficient to cover all Contractor's employees;
- 1.23.2 Commercial General Liability (Errors and Omissions) insurance with the City of Mesquite named as an additional insured in the minimum amounts of \$10,000.00 per occurrence and \$10,000.00 aggregate.

All policies of insurance shall remain in effect during the length of the contract. Contractor must submit certificates of insurance as evidence of the above required coverage to the City of Mesquite as attachment 1.23 of the requested RFP.

The City reserves the right to require additional coverage from that presented, at the Contractor's expense for the additional coverage.

The Contractor shall maintain all employee related insurance, in the statutory amounts, such as unemployment compensation, worker's compensation, and employer's liability, for its employees or volunteers involved in performing services pursuant to this Contract. Contractor shall also maintain "all risk" property insurance at replacement cost applicable to Contractor's property or its equipment.

The Contractor's insurance carriers and policy provisions must be acceptable to the City's Risk Manager and remain in effect for the duration of the Contract. The City shall be named as an additional insured on the Commercial General Liability insurance policy.

Contractor will cause any of its subcontractors, who provide materials or perform services relative to this contract, to also maintain the insurance coverage and provisions listed above.

The Contractor shall submit certificates of insurance as evidence of the above required coverage to the City prior to the commencement of this Contract. Such certificates shall provide the City with thirty (30) calendar day's written notice prior to the cancellation or material change of the applicable coverage, as evidenced by return receipt or certified mail, sent to the above address.

1.24 Record Keeping and Audit Rights

The Contractor shall be responsible to maintain accurate accounting records for all services provided herein, and shall retain all such records for a period of time as required by law or three (3) years following termination of the Contract, whichever is longer. Upon reasonable notice and during normal business hours the City, or any of its duly authorized representatives, shall have access to and the right to audit any records or other documents pertaining to the Contract. The City's audit rights shall extend throughout the term of the Contract and for a period of at least three (3) years thereafter.

1.25 Management Reports

Upon request, the Contractor must be able to summarize and concisely report pertinent information to the City in a timely manner, throughout the duration of any Contract resulting from this RFP.

1.26 Ownership of Work

The City shall have full ownership and the right to copyright, otherwise limit, reproduce, modify, sell, or use all of the work or product produced under this contract without payment of any royalties or fees to the Contractor.

1.27 Further Agreements

In addition to a proposal, the City may from time to time require the

Contractor to execute certain additional documents or agreements, including without limitation a Contract, for the purpose of clarifying the intention of the parties with respect to providing the services hereunder.

1.28 Relationship of the Parties

In assuming and performing the obligations of any Contract, the City and any Contractor shall each be acting as independent parties and neither shall be considered an employee of the other. Additionally, neither shall represent itself as a joint venture or partners other than as authorized by written agreement or contract.

1.29 Equal Opportunity

No Contractor of or services under this RFP or any Contract shall discriminate against any employee, applicant for employment, or recipient of services on the basis of veteran status, race, religion, color, sex, sexual orientation, age disability, or national origin.

1.30 Taxes: Vendor's Responsibility

Contractor's shall be responsible for and pay all taxes which may be levied or incurred against the Contractor in connection with the performance of any services under a Contract, including taxes levied or incurred against Contractor's income, inventory, property, sales, or other taxes.

1.31 Taxes: City is Exempt

The City is exempt from State of Nevada sales and excise taxes. Exemption certification information appears on all purchase orders issued by the City and such taxes will not apply to the City unless otherwise noted.

1.32 Federal Compliance

The Contractor will comply with all federally mandated regulations including 16 C.F.R § 681.2 also known as the "Red Flags" Program.

SECTION 2: SCOPE OF WORK

2.01 Scope

The Contractor shall provide all services necessary to collect for emergency medical services provided by Mesquite Fire and Rescue.

2.02 Transfer of Patient Data

The Contractor shall receive patient data from the City through an electronic format generated from EMStat 5, a product of Med-Media, Incorporated. The City will generate an electronic file for each Patient Care Report to be billed. The successful Contractor shall receive files daily via a secured site using an encryption system approved by the City.

The Contractor shall be prepared to accept the electronic billing file within thirty (30) days following the award of the contract from the City.

2.03 Modifications

It is the responsibility of the Contractor to modify their billing system to capture the necessary data generated from the EMStat reporting system. The City will not under any circumstances modify their system or authorize the Contractor to contract directly with Med-Media, Inc. make any modifications to the City system in order to satisfy the Contractor's requirements to provide the services outlined herein.

2.02 Required Services

The Contractor shall provide the following services:

- 2.04.1 Receive electronic patient care reports from the City;
- 2.04.2 Verify, gather, and/or correct missing or incurrent patient and/or insurance information as required to complete the billing process;
- 2.04.3 Prepare and submit accurate and complete invoices and any and all insurance forms and filings to all governmental, commercial, and private insurance carriers;
- 2.04.4 Prepare and mail invoices to patients or other third party payers who are responsible for co-pays and/or deductibles, private pay, and uninsured patients;
- 2.04.5 Direct lock-box procedures and functions through a City specified bank. Post payments to the appropriate accounts and provide payment posting and revenue report to the City;
- 2.04.6 Document and refund overpayments;
- 2.04.7 Perform pre-collection services on unpaid accounts;
- 2.04.8 Assign unpaid accounts to a professional collection agency. Monitor unpaid accounts assigned to said agency.
- 2.04.9 Provide the City with the following reports via an internet based reporting system:
 - Distribution of Charges and Collections – This report will track the charges, payments and insurance class mix of all patients for a given month. (Provide sample of this report).
 - 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. (Provide sample of this report).
 - Patient Alpha Listing – This report lists all invoices alphabetically by patient name. (Provide sample of this report).

- Monthly Payment Listing – This report lists payments, bad checks, required charge offs, and refunds posted to each patient’s account. (Provide sample of this report).
- Overpayment Reports – This report lists all patients due refunds as a result of overpayment of account. (Provide sample of this report).
- Any additional reports as mutually agreed upon.

2.04.10 Maintain a copy of all records and reports as required by law and as outlined in this RFP;

2.04.11 Provide Fire Department personnel with appropriate training concerning documentation, charges and requirements of applicable health care laws and regulations including the “Red Flags” Program.

2.04.12 Maintain a copy of all records and reports as required by law and outlined in this RFP.

2.05 General Billing Guidelines

2.05.1 The Contractor is acting on behalf of City and while doing so shall perform their duties in a manner consistent with the Core Values of the City.

2.05.2 The Contractor shall mail or transmit invoices to insurance providers, patients, or other payees no sooner than five (5) days but no longer than fourteen (14) days from the date of service.

2.05.3 The patient or other responsible party shall receive invoices at 30 day intervals for a period of six months at which time the account is turned over to collections.

2.05.4 The Contractor shall negotiate and arrange for a modified payment schedule for individuals who are unable to pay the full amount when billed. These accounts shall be maintained by the Contractor if payments are being made in accordance with the agreed upon schedule.

2.05.5 Procedures for collection of accounts past-due by more than six months shall be as approved by the City. A copy of the contractor’s proposed collection procedures, including any written or verbal correspondence, shall be included with their proposal.

2.05.6 Requests for a reduction or write-off or part of a bill due to

hardship or other reasons shall be referred to the Fire Chief for consideration and evaluation.

2.05.7 The City reserves the right to recall accounts from the Contractor or Collection agency upon written notice.

2.05.8 The design, format, and information included in the invoices and collection notice shall be as approved by the City. The Contractor shall include a sample invoice with their proposal.

2.06 Form Design

The design, format, and information included in the invoice and collection notice shall be as approved by Fire Chief. The Contractor shall include a sample invoice with their proposal.

2.07 Customer Service Representative

The Contractor shall maintain a local or toll free phone number and provide sufficient customer service representative(s) to assist patients and/or other third parties payees with all billing inquiries in a timely fashion. Customer service shall be available Monday through Friday from 8:00 a.m. to 5:00 p.m. The Contractor shall respond to all patients' requests and inquiries, either written or verbal, in a manner consistent with the values of City of Mesquite.

2.08 Payment to Contractor for Services Rendered

The Contractor shall invoice the City monthly for services rendered based on a percentage of monies collected. The proposed fee schedule for the entire contract period shall be included under Tab E of your proposal.

The City of Mesquite is an Equal Opportunity Employer and women-owned and minority business enterprises are strongly encouraged to bid.