

**REQUEST FOR PROPOSAL
“MEDICAL BILLING FOR AMBULANCE SERVICES 2015”
FOR THE TOWN OF EXETER FIRE DEPARTMENT**

**PREPARED BY:
EXETER FIRE DEPARTMENT
20 COURT STREET
EXETER NH 03833**

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INVITATION FOR PROPOSALS

The Town of Exeter, Fire Department invites qualified consultants to undertake an Medical Billing for Ambulance Services of the Town of Exeter Fire Department Resources and Administration.

Request for Proposals shall be submitted to:

Ken Berkenbush
Assistant Fire Chief
Exeter Fire Department
20 Court Street Exeter NH 03833

Qualified Firms requiring additional information or clarification relative to the contents of the bid may direct inquiries to Ken Berkenbush, Assistant Fire Chief, Town of Exeter, NH at 603-773-6131 or kberkenbush@exeternh.gov. Bid documents may be picked up at the office of the Exeter Fire Department at 20 Court Street, Exeter, NH during regular business hours: Monday to Friday 07:30-4:00pm. Please visit our website to download a copy of RFP “Medical Billing for Ambulance Services” www.exeternh.gov . Copies will not be faxed.

The Town reserves the right to reject any or all bids/proposals or any part thereof, to waive any informality or information in the bids/proposals, and to accept the bid/proposal considered to be in the best interest of the Town. The Town also reserves the right to conduct reasonable negotiations with low bidders and sole bidders. Failure to submit all information may declare a bid/proposal as non-responsive, subject for disqualification.

Interested parties shall submit a written proposal to the Town of Exeter. The Town shall review the proposals.

All prices submitted shall be unit pricing and the Town will make no additional compensation unless approved by written change order signed by the Owner. All work shall conform to the attached specifications.

The Town reserves the right to reject any and all proposals, to waive technical or legal deficiencies and to accept any bid that they deem to be in the best interests of the Town.

The successful bidder must submit proof of liability and workers’ compensation insurance within ten (10) days of the “Notice of Award”.

Proposals will be sealed and clearly marked, “MEDICAL BILLING FOR AMBULANCE SERVICES RFP” and shall be submitted not later than 4:00 p.m. December 15, 2014 to the Office of the Town Manager, 10 Front Street, Exeter New Hampshire 03833.

Proposals received after the time so indicated shall be returned unopened.

SPECIFICATIONS

1. Provide Billing Services

The company must provide billing services. The municipality agrees to pay a billing service a percentage fee of all receipts from patients and third party payers. The rates set forth in this contract may be adjusted at the time of renewal of this agreement with written adjustment and agreement of both parties.

The successful Proposer shall be granted access from The Exeter Fire Department to the New Hampshire Trauma System Information System. The Proposer shall then gather necessary information to bill the appropriate parties. These parties include Insurance Companies, Workmen's Compensation, Auto Insurances, Patients and responsible Third Party Individuals.

3. Provide Monthly Reports

The Exeter Fire Department shall receive a monthly report. The report shall include a statement of accounts billed, accounts receivable and collection. Relevant activity from previous months shall be included as appropriate. A bill for service shall be provided for each calendar month. This bill will be based upon a percentage of all receipts from patients and third party payers.

2. Annual and Quarterly Reports

At the end of each quarter a synopsis report shall be provided. A report at the end of each fiscal year shall also be provided.

3. The successful Proposer must submit proof of liability and workers compensation insurance within ten (10) days of Notice of Award.

4. Billing Services shall hold all records and information received from the Municipality in strict confidence. Access must be limited only to those personnel directly involved in processing data. The Municipality shall be responsible for all records and information required under local, state and federal laws. In all circumstances, compliance with Health Insurance Portability Protection Act (HIPPA) requirements shall be strictly observed by both parties. Billing Service shall execute the HIPPA Business Associate Agreement.

5. The billing service shall bill, monitor, re-bill and implement such pre-collection and collection procedures as, in the reasonable exercise of its discretion and consistent with medical ethics, sound billing practices, applicable laws and regulations and the policies and procedures of third party payers, shall be required to collect amounts due to the town for services rendered during the length of this contract. The billing service shall manage the account through their normal and customary billing and collection cycle. Billing Service will generate and submit claims as documents are received from the Exeter Fire Dept. The Exeter Fire Dept. is responsible for accuracy, validity, and completeness of data documents. If additional information is required to process a claim for services rendered, the billing service shall promptly seek further information from appropriate source. The Exeter Fire Dept. shall set its own collection policy, the successful bidder must allow for this flexibility.

6. **Terms of Agreement**

The agreement shall be in effect for a period of three (3) years from the date of execution.

ATTORNEY'S FEES AND COSTS, INSURANCE

Attorney's Fees and Costs

The Consultant agrees to indemnify the Town from any and all liability, loss or damage, including but not limited to, bodily injury, illness, death or property damage, which the Contractor becomes legally obligated to pay, including reasonable attorney's fees, investigative and discovery costs, and court costs, as a result of claims, demands, costs or judgments against the Town arising out of this agreement, caused by or arising out of the negligence, fault, breach of warranty or strict liability of the Contractor and/or third parties, where such negligence, fault, breach of warranty or strict liability is sole, joint or several.

Insurance

The Consultant shall provide proof of minimum insurance, as shown below, before any work commences: General Liability \$1,000,000 combined single limit comprehensive form, broad form property damage; independent contractor's insurance; project completed/operators insurance. Vehicle insurance: \$1,000,000 combined single limit, comprehensive form; hired/non-owned. Workers Compensation: \$500,000 statutory limit; Employer Liability. The certificates shall contain a provision that the insurance company will notify the certificate holder and the Town by registered mail, at least fifteen (15) days in advance of any cancellation or content change.

GENERAL TERMS AND CONDITIONS

PREPERATIONS OF BIDS/PROPOSALS

Proposals shall be submitted on the forms provided and must be signed by the Bidder or his/her authorized representative. The person signing the proposal shall initial any corrections to entries made on the attached forms.

Vendors must provide pricing on all items appearing on the bid forms unless specific directions in the advertisement, on the bid or in special provisions for partial bids. Failure to provide pricing on all bids may disqualify the bid. Alternative bids will be considered, unless otherwise stated, only if the alternate is described completely, including, but not limited to, sample, if requested and specifications sufficient so that a comparison to the request can be made.

Any questions or inquiries must be submitted in writing, and must be received by the Exeter Fire Department no later than seven (7) calendar days before the Request for Proposal due date to be considered. Any changes to the Request for Proposal will be provided to all bidders of record.

Proposals will be considered for any brand the meets or exceeds the quality of the specifications listed. On all such proposals, the bidder shall specify the product they are proposing and shall supply sufficient data to enable a comparison to be made with the particular brand or manufacturer specified. Failure to submit the above may be sufficient grounds for rejection of proposal.

SUBMITTED PROPOSALS: Proposals must be submitted as directed in the Notice to Qualified Firms, and on the forms provided unless otherwise specified. Proposals must be typewritten or printed in ink. Proposals must be mailed or delivered in person. Proposals that are faxed or emailed will not be accepted.

WITHDRAWING BIDS/PROPOSALS: Proposals may be withdrawn prior to the opening date and time upon written request of the Proposer; negligence on the part of the Proposer in preparing his/her proposal shall not constitute a right to withdraw a proposal subsequent to the proposal opening.

PROPOSAL EVALUATION:

The Exeter Fire Department reserves the right to reject any and all proposals received in response to the proposal. A proposal may be rejected, if the firm:

- a. Fails to adhere to one or more of the provisions established in the proposal.
- b. Fails to submit its proposal at the time or in the format specified herein or to supply the minimum information requested herein.
- c. Fails to meet the minimum evaluation criteria specified in this proposal.
- d. Fails to submit its proposal to the required address on or before the deadline date established by the Town.
- e. Misrepresents its services, experience and personnel by providing false information in its proposal or fails to provide material information.

- f. Fails to submit its cost on the enclosed bid form.
- g. Refuses a reasonable request for an interview.
- h. Refuses to provide clarification requested by the Exeter Fire Department.

EXECUTION OF AGREEMENT:

The successful proposer shall sign (execute) the necessary agreements for entering into the contract and return such signed agreements to the Exeter Fire Department within ten (10) calendar days from the date mailed or otherwise delivered to the successful Proposer.

FAILURE TO EXECUTE AGREEMENT: Failure of the successful proposer to execute the agreement at the date and time agreed upon by the Exeter Fire Department and the successful proposer shall be just cause for cancellation of the award and forfeiture of all deposits.

CONTRACT TERMINATION:

If at any time the proposer fails to provide proper services during the contract period, The Exeter Fire Department will have the option to terminate the contract without notice.

PRICING: Unless otherwise specified all prices are firm for the term of the contract. All prices should include all labor and material costs, and any discounts offered. All miscellaneous charges that are not part of this contract will hold up payment if they are added to the invoice.

FORCE MAJEURE: Neither party shall be liable for any inability to perform its obligations under any subsequent agreement due to riot, war, insurrection, civil commotion, fire, flood, earthquake, storm or any other act of God.

Notice to Qualified Firms

Do not alter bid documents in any way.
All bid documents must be filled out to be considered.

If you wish to offer comments, additional information or alternate bids, please do so below or on a separate sheet and attach it to bid sheet.

- _____

- _____

- _____

- _____

The purpose of the attached specifications is to define minimum requirements only, they are not meant to be restrictive. All Vendors meeting or surpassing these minimum specifications are invited to submit a bid /proposal.

Please don't hesitate to contact me if you need any additional information.
Ken Berkenbush, Assistant Chief, Exeter Fire Department
603-773-6131

In the interest of fairness and sound business practice, it is mandatory that you state any exceptions taken by you to our specifications.

It should not be the responsibility of the Exeter Fire Department to ferret out information concerning the materials, which you intend to furnish.

If your bid does not meet all our specifications you must state it in the space provided below.

Bids/Proposals on equipment, vehicles, supplies, services and materials not meeting specifications may be considered by the Exeter Fire Department, however, all deviations must be listed above.

If your bid does not meet our specifications, and your exceptions are not listed above or in space provided, the Exeter Fire Department may claim forfeiture of you bid, if submitted.

Signed _____
I DO meet specifications

Signed _____
I DO NOT meet specifications as listed in this bid, exceptions are in space provided.

Failure to submit this form with your bid/proposal response may result in your bid/proposal being rejected as unresponsive.

FORM FOR GENERAL BID

In compliance with all specifications enclosed the Bidder hereby proposes to supply the listed services in strict accordance with the contract documents provided. The undersigned will provide and deliver Medical Billing for Ambulance Services for the Exeter Fire Department.

The Proposer must meet or exceed the specifications listed. Please provide pricing in the spaces provided.

Total Cost for Billing Services (%)

Proposal Submitted by (Business Name)

Title of Person authorized to sign proposals

Name of Person authorized to sign proposals (printed)

Signature of person authorized to sign proposals

Business Phone _____ Fax _____

Address _____ Date _____

Email _____

Business type _____ (Individual, Partnership, Corp. etc...)