

Request for Proposal (RFP)

Third-Party Ambulance Billing Services



Village of Hastings-on-Hudson

Proposals Due: March 17, 2023 at 10:00 AM

**7 Maple Avenue
Hastings-on-Hudson, NY 10706
(914) 478-3400
www.hastingsgov.org**

NOTICE TO PROPOSERS

VILLAGE OF HASTINGS-ON-HUDSON

NOTICE IS HEREBY GIVEN that sealed proposals will be received by the Village Clerk of the Village of Hastings-on-Hudson until 10:00 AM on March 17, 2023, Hastings-on-Hudson, Municipal Building, 7 Maple Avenue, Hastings-on-Hudson, NY 10706, at which time and place said sealed proposals will be publicly opened and read aloud for the furnishing and/or placing of the following scope of work:

Third Party Ambulance Billing Services

Specifications and proposal forms will be available on February 3, 2023, online at <https://www.hastingsgov.org/village-clerk/pages/rfps-and-bid-documents> or by sending an email to the Village Clerk at Acostantini@hastingsgov.org.

In addition to the above, the Village of Hastings-on-Hudson has partnered with BidNet as part of the Empire State Purchasing Group and will post our bid/proposal opportunities and any addendums to this site. As a vendor, you can register with Empire State Purchasing Group and be sure that you see all of the Village's available bids/proposals, addendums, and opportunities. Detailed plans and specifications for said bid/proposal may be obtained through the Empire State Purchasing Group at the following link: <http://www.bidnetdirect.com/new-york/hastings-on-hudson>

Proposals shall follow the format of the Proposal Submission Requirements, including the quote sheet, furnished with the Specifications.

All hard copy proposals must be submitted in sealed envelopes plainly marked “**Third Party Ambulance Billing Services.**” Electronic submissions accepted via BidNet only.

The Villages reserves the right to accept or reject any or all proposals and to waive any informalities at their discretion, and to award contracts in a manner deemed to be in the best interests of the Village.

All questions should be directed in writing to Mary Beth Murphy by email to: Villagemanager@hastingsgov.org or by mail to 7 Maple Avenue, Hastings-on-Hudson, NY 10706 by no later than 4:00 PM on March 3, 2023. Answers will be distributed to known proposers and posted to the Village website and BidNet by March 10, 2023.

General Information

The Village of Hastings-on-Hudson (the “Village”) is a municipality within Westchester County, New York. The Village boasts a population of 8,590, with a diverse population featuring one (1) nursing home.

Purpose

The Village is interested in soliciting proposals from vendors to provide third-party ambulance billing services. The Village seeks the services of a vendor who can efficiently and effectively implement an ambulance billing system that will provide exceptional customer service.

Scope of Services

The Village will select a vendor to assist in the billing of ambulance services. The Village currently provides emergency medical service and ambulance transport for all residents within the Village, as well as to neighboring municipalities via mutual aid. Services include basic life support through the operation of two (2) ambulances.

The selected vendor will demonstrate or use the following:

- A successful history in outstanding Ambulance Billing
- Strong reporting capabilities
- Financial stability
- Personnel receive specialized training in outstanding Ambulance Billing
- Sophisticated IT capabilities
- Agree to regularly scheduled performance audits and regular, face-to-face meetings to discuss goals, progress, and issues

Length of Contract

The term of this contract will begin May 1, 2023, and remain in place through December 31, 2025. There will be an option for an additional two-year renewal if mutually agreed upon by both parties.

Proposal Evaluation & Requirements

The Village will consider the following criteria in evaluating proposals. The vendor shall, at a minimum, provide detail and description in the following areas:

- The vendor’s experience in billing, accounting, and customer service
- The vendor’s references (at least three (3) for which comparable services have been provided)
- Listing of all Corporate Officers and Partners
- Description of the typical fee structure (explanation of flat rate or commission based)
- Description of how the Village will be invoiced
- Description of how the gross funds will be received and disbursed to the Village
- Copy of Sample Contract that would be signed by the Village and the vendor
- Samples of Daily, Monthly, and Annual Reports

- The vendor must have the capability to and provide custom forms and reports upon request
- Description of Workflow Procedures
- Description of Hardware and Software used to perform Ambulance Billing and Electronic Filing Capabilities
- Description of both internal and external controls to ensure proper financial procedures
- Description of system flexibility to capture data requested by the Village
- Description of procedures for overdue and denied accounts
- Description of Customer Service including number of employees and/or dedicated teams allotted to the Village
- Sample of Patient Bills and Statements
- Description of process for refunds and adjustments
- Reconciliation reports and capabilities
- Compliance with HIPAA
- Length of Record retention
- Copy of vendor's Information Security Policy
- Explanation of responsibilities that will remain with the Village
- Include timeline for system implementation
- Description of the ability to provide estimated forecasts to the Village to assist in Budget preparation
- Listing of any certifications held by the Vendor, including active certifications from the National Academy of Ambulance Coding (NAAC)
- A dedicated Point-of-Contact for the Village and a telephone number for patient inquiries
- Vendor must provide a secure site for data file transfers as required by HIPAA
- Vendor must have an active internal quality assurance program in place, must subject the company to a professional, outside annual compliance audit, have an EMS attorney on retainer to support billing company and client questions and review carrier contracts as required
- Vendor shall subscribe to an established insurance verification service and actively use it as part of their processes and procedures
- The vendor must provide Deductible Management Services that monitor patient deductible status and delay claims submission to carriers until the deductible is met (or a timely filing limit is reached, whichever comes first).
- The vendor shall ensure that phones are answered by a trained billing specialist who can help the caller promptly, competently, and courteously. The vendor will act as an intermediary between patients and the Village
- The vendor must be able to accept payment on behalf of the Village via the service's secure website for payers using credit cards, debit cards, or ACH from their checking accounts
- Patients must have online access to copies of their bills as part of the electronic bill payment service. This service must allow clients to login and run reports at their discretion.
- The vendor shall submit its annual Statement on Auditing Standards, SOC1, (formerly known as SAS No. 70, Service Organizations Report (SOC1 Report) with its proposal. The SOC1 must have been performed by a CPA firm in accordance with auditing standards developed by the American Institute of Certified Public Accountants (AICPA). The SOC1 must be performed annually for the duration of any contract with a copy provided to the Village annually.

- The vendor shall be responsible for preparing all necessary paperwork for Medicaid and Medicare prior to forwarding the paperwork to the Village for review and signature
- Concluding statements as to why the vendor's company is best qualified to meet the needs of the Village

Proposals shall also include pertinent vendor information and a company overview that includes a brief description of the vendor's business, its history, and its experience providing such services. Please provide the full corporate name, mailing address, telephone number, and the Village's Point-of-Contact person.

Detailed Costs

Each proposal should include a detailed cost for services rendered as described in the Request for Proposal. The pricing structure shall be in accordance with all applicable NYS Regulations. Each proposal shall detail all expenses included in the fee structure submitted. In addition, each proposal should address any value-added considerations, including relevant services or products that will be provided which are not priced in the proposal, but which will enhance services.

Insurance

The selected proposer will be required to procure and maintain at their own expense the following insurance coverage:

1. Commercial general liability—both bodily injury (including death) and property damage insurance—in a limit of not less than \$1,000,000 per occurrence, \$3,000,000 aggregate, and \$5,000,000 umbrella
2. Business Automobile Liability: \$1,000,000
3. Professional Liability Insurance: \$1,000,000 maintained during and for a period of three (3) years after completion of the Village's contract
4. Property Damage Insurance: \$200,000 for damages on account of any one accident and \$300,000 aggregate during the policy period.

The Village of Hastings-on-Hudson shall be listed as Additional Insured on all insurance certificates.

Each policy of insurance required shall be in form and content satisfactory to the Village Attorney, and shall provide that:

1. The insurance policies shall not be changed or canceled until the expiration of thirty (30) days after written notice to the Village of Hastings-on-Hudson's Village Manager.
2. The insurance policies shall be automatically renewed upon expiration and continued in force unless the Village of Hastings-on-Hudson's Village Manager's Office is given sixty (60) days written notice to the contrary.

No work shall be commenced under the contract until the selected proposer has delivered to the Village or designee proof of issuance of all policies of insurance required by the Contract to be procured by the selected proposer. If at any time, any of said policies shall be or become unsatisfactory to the Village, the selected proposer shall promptly obtain a new policy and submit

proof of insurance of the same to the Village for approval. Upon failure of the selected proposer to furnish, deliver and maintain such insurance as above provided, this Contract may, at the election of the Village, be forthwith declared suspended, discontinued, or terminated. Failure of the selected proposer to procure and maintain any required insurance shall not relieve the selected proposer from any liability under the Contract, nor shall the insurance requirements be constructed to conflict with the obligations of the selected proposer concerning indemnification.

Proposal Conditions

1. Conditions Governing Proposals:
 - a. Only those proposals that contain complete information and are responsive to the RFP will be considered. Proprietary or patented information, which may be included in the proposal, must be clearly identified and brought to the Village's attention.
 - b. The Village reserves the following rights:
 - i. To accept or reject any of the proposals
 - ii. To waive or modify minor irregularities in proposals received
 - iii. To amend specifications after their release, with due notice given to all proposers to modify their proposals to reflect changed specifications
 - iv. To award a contract for any or all parts of a proposal and negotiate with the successful proposer, within the proposal requirements, to best serve the interests of the Village
 - c. By submitting a proposal, the proposer agrees that it will not make any claim for or have any right to damages because of any lack of information or misinterpretation of the information provided in this RFP.
 - d. The Village will not utilize any of the materials submitted in the RFP process included in unsuccessful proposals without permission.
2. Freedom of Information Law:
 - a. All RFP submission materials become the property of the Village of Hastings-on-Hudson. The Village is subject to the Freedom of Information Law, which, under the Public Officer's Law Sections 87 and 89, allows for a process for public disclosure of certain records in possession of the Village. Portions of the proposals which contain proprietary information, trade secrets, or information that could cause substantial injury to the competitive position of the proposer can be excluded from public access. If there is such information included, and the proposer wishes it to be excluded from access, the proposer must notify the Village in writing along with the specific reasons for the exception.
3. Notification of Award:
 - a. Award of contract occurs when a formal contract has been approved by the Village of Hastings-on-Hudson Village Board of Trustees and executed by the Village. If a contract is awarded, it shall be awarded to the responsive and responsible proposer whose offer conforming to the RFP will be most advantageous to the Village. The awarded vendor will draft the contract conforming to the specifications set forth in the RFP.

4. Familiarization Costs

- a. It is the sole responsibility of the prospective firms to familiarize themselves with the Village's current programs, facilities, documents, and any other information which is necessary and relevant to the Scope of Services detailed in this RFP. The Village will not allow any claims for payment which include billable time for familiarization costs borne by the proposer in familiarizing themselves with the above, regardless of whether the costs were incurred prior to or following the submission of the proposer's proposal or prior to or after receiving an award.

Equal Opportunity

The selection of a vendor shall be made without regard to race, color, sex, age, religion, national origin, or political affiliation. The Village of Hastings-on-Hudson is an Equal Opportunity Employer and encourages proposals from qualified minority and women-owned businesses.

Conflict of Interest

No director, officer, employee, agent, contractor, or subcontractor of the contractor shall be deemed to be an agent, servant, and/or employee of the Village, past or present. The contractor shall not employ as a director, officer, employee, agent, contractor, or subcontractor, directly or indirectly in any capacity, any elected or appointed official of the Village, or any member of their immediate family, past or present.

Submission Requirements and Deadline

The proposer shall submit this proposal in hard copy and labeled "**Third Party Ambulance Billing Services**"

Addressed to:
Anthony Costantini
Village Clerk
7 Maple Avenue
Hastings-on-Hudson, NY 10706

or online via BidNet at: <http://www.bidnetdirect.com/new-york/hastings-on-hudson> as per instructions provided on that website.

Proposals must be submitted on or before March 17, 2023 by 10:00 AM.

Questions

All questions should be directed in writing to Mary Beth Murphy by email to: Villagemanager@hastingsgov.org or by mail to 7 Maple Avenue, Hastings-on-Hudson, NY 10706 by no later than 4:00 PM on March 3, 2023. Answers will be distributed to known proposers and posted to the Village website and BidNet by March 10, 2023.

Proposal Evaluation

Proposals will be reviewed on quality, expertise, and completeness; potential for completing the work as specified in the RFP; experience with projects similar in nature/funding and previous experience with municipal clients; understanding of and approach to the project in conjunction with the proposed schedule; organization, availability, and qualifications of key personnel; cost reasonableness; familiarity with Federal, State and local requirements; logistics and familiarity with the area.

Payment Terms

Payments to the vendor will be made in accordance with the terms of the Village. All invoices must include appropriate supporting documentation for processing.

The Village's standard payment term is up to thirty (30) days upon receipt of the invoice and after services are completed. Payment for services performed to the satisfaction of the Village shall be made in the ordinary course of business.

The selected proposer will be required to submit a W-9 form for their firm prior to the first payment.

--end--