



# Addendum Two

Date: April 22, 2020  
 RFP: FD-01-20 / EMS Billing & Collections • [Bid Webpage](#)  
 Due/Open: May 5, 2020 / 2:00 PM Local Time

The following clarifications, changes, additions, and/or deletions are hereby made to the solicitation:

**I. Questions + Answers:**

Answers below were provided by the Department point of contact unless stated otherwise.

**Group 6 (Received 4/16/20)**

60) **Please provide the following data for your most recent fiscal year: total cash collections, total number of 911 transports, total number of transfers, as well as, average miles transported for 911 and transfer transports.**  
 See Addendum 1.

61) **Does the City already have ESO Solutions ePCR software? If not, should the purchase/licensing of such software be included in our proposed commission?**  
 No/ Whatever you would like to do but it doesn't mean we are switching to that.

62) **Would you consider removing the five-page maximum for the (1) Staff Qualifications and Experience, (2) Scope of Services Response, and (3) Additional Data sections? The first requests resumes; the second requests a resume, overall work plan, policy documents, and sample invoices and statements; and the third requests a sample contract. All of these documents will push us over each corresponding section's five-page limit.**  
 OK, if you require more pages to meet the requirements it will be allowed. However, we request they be kept to a minimum. (Purchasing)

63) **Section 4.7 states, "However, expenses not specifically listed will be considered." Should this be "However, expenses not specifically listed will NOT be considered"?**  
 Expenses not specifically listed that would be considered pursuant to this statement might include any peripheral expense such as travel, meals, lodging or staff time. Please note, because an expense will be considered does not mean it will be accepted. (Purchasing)

**Group 7 (Received 4/16/20)**

64) **Please provide the following for each call type (annual volume/run mix):**

Call Type	Fee	Call Volume
ALS Emergency (A0427)	See Addendum 1	
ALS Non-Emergency (A0426)		
BLS Emergency (A0429)		
BLS Non-Emergency (A0428)		
ALS 2 (A0433)		



SCT (A0434)		
Treatment No Transport (A0998)		
Mileage (A0425)		<b>TOTAL: 10,400</b>

65) **When was the last time your fees were updated?**  
 2019

66) **What is your average loaded mileage?**  
 I don't know

67) **What ePCR software are you using?**  
 ImageTrend

68) **Please provide the following for each payor category (most recent fiscal year):**

Payor Category	Gross Charges	Net Charges	Net Collections
Medicare	See Addendum 1		
Medicaid			
Commercial			
Self--Pay			
<b>Total</b>			

69) **Please provide the following for each payor category (most recent fiscal year):**

Payor Category	Payor Mix
Medicare	See Addendum 1
Medicaid	
Commercial	
Self-Pay	
<b>Total</b>	<b>100%</b>

70) **What is the current pricing of the incumbent vendor?**  
 See Addendum 1

71) **What is your current process for depositing payments into the City's bank account (lockbox)?**  
 We use Lockbox currently (Accounting)



**Group 8 (Received 4/16/2020)**

72) **Is RFP FD-01-20 solely seeking EMS Billing & Collection Services?**

Yes

73) **Are you currently using an electronic patient care (ePCR) reporting system? If so, which system are you currently using? Are you interested in different ePCR options?**

Imagetrend / Not a part of this RFP

74) **Will the vendor be financially responsible for the cost of your ePCR software and hardware? If so, please provide all specifications.**

Vendor needs to work with what we are using currently

75) **Please provide the net charges for fiscal 2019?**

See Addendum 1

76) **Please provide the total collections for 2019?**

See Addendum 1

77) **Please provide the average revenue collected per transport for fiscal year 2019?**

Don't Know

78) **Please provide a breakdown of FY 2019 transports by primary payor for the following categories?**

See Addendum 1

- a. **Medicare**
- b. **Medicaid**
- c. **Commercial Insurance**
- d. **Patient Pay**
- e. **Please provide the average loaded mileage per transport?**

79) **Can you please confirm how many invoices you require and at what interval?**

Don't know

80) **Please provide the number of transports for each call type for fiscal year 2019?**

See Addendum 1

- a. **ALS Emergency**
- b. **ALS Non-Emergency**
- c. **BLS Emergency**
- d. **BLS Non-Emergency**
- e. **ALS 2**
- f. **SCT**

81) **Please provide the current charges for each level of service?**

See Addendum 1



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- a. **ALS Emergency (A0427)**
- b. **ALS Non-Emergency (A0426)**
- c. **BLS Emergency (A0429)**
- d. **BLS Non-Emergency (A0428)**
- e. **ALS 2 (A0433)**
- f. **SCT (A0434)**
- g. **Mileage (A0425)**
- h. **Treatment No Transport (A0998)**

82) **Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?**

Yes

83) **Do you currently use a lockbox for all payments and correspondence? If so, who will be responsible for the cost of the lockbox?**

Yes / City

*[Questions continue on the following page]*



**Group 9 (Received 4/16/20)**

Sec. Page#/ Row RFP Question No.	RFP Question	Vendor Clarification Question	Response
<p>84) 2 <b>Instructions to Respondents</b> Pg. 6 2.4 Authorized Signature</p>	<p>Proposals must show vendor name, address, and be <i>manually signed</i>. The originals must include the copy with the manual signatures. The person signing the proposal must have authority to bind their firm in a contract. Any erasures or other changes must be initialed by the person signing the proposal.</p>	<p>With federal and state mandates to limit public exposure and to work remotely, it may be near impossible to execute original signatures and notary on required forms. Given the current situation with COVID-19, will the City accept electronic signatures on the required forms instead of ink and is the City willing to forgo the need for notary requirements? This will be critical to submitting a compliant bid response.</p>	<p><i>Yes, we will accept digital signatures, but the submission must still be a hard copy, sealed, and delivered by the deadline. (Purchasing)</i></p>
<p>85) 2 <b>Instructions to Respondents</b> Pg. 9 2.23 Conflict of Interest</p>	<p>A Conflict of Interest Questionnaire Form (CIQ) – included in the bid forms - must be submitted no later than the seventh (7th) business day after the date the vendor begins discussion, negotiation, applies or responds to a request for proposal or bids, or correspondence in writing related to a potential contract with the local governmental entity.</p>	<p>Item 2.23 states that the CIQ shall be submitted before the 7<sup>th</sup> business day after negotiations begin, yet the CIQ is listed on the Required Submission Forms on page 8. Can the City confirm that the CIQ is required with vendor's bid submission?</p>	<p><i>Yes, please provide with your bid submission. (Purchasing)</i></p>
<p>86) 4 <b>RFP Submission Format</b> Pg. 12 4.8 Additional Data</p>	<p>Provide an example contract from your firm for similar services</p>	<p>In 4.8 the City asks for a sample of a contract with similar services. The City's website contains a standard contract (Standard Professional). Is it the City's expectation that the vendor red-line the Standard Professional document?</p>	<p><i>Yes. If you do request changes to the Standard Professional Services Terms &amp; Conditions, they will be considered, but we do not guarantee that proposed changes will be accepted. (Purchasing)</i></p>



Group 9 (Received 4/16/20)

Sec. Page#/ Row RFP Question No.	RFP Question	Vendor Clarification Question	Response
87) 8 <b>Required Submission Forms</b> Pg. 30 List of References	Provide six (6) references	The form is requiring six (6) references, yet the section "Firm Experience and References" (item 4.6) is requesting five (5). Can the City confirm the exact amount of references needed? In addition, may the same references be used in the response section 4.6 and the "List of References" form?	<i>Only five are required. The sixth field is optional. (Purchasing)</i>
88) 8 Pg. 17 Required Submission Forms	<b>Submit all the following:</b> <ul style="list-style-type: none"> <li>• One (1) unbound original (binder clips are acceptable) <b>Please clearly indicate the original as such.</b></li> <li>• Three (3) bound copies (binders, staples or binder clips are acceptable)</li> <li>• One (1) copy in PDF format on USB Flash Drive of submission including all required RFP forms.</li> </ul> <p>Failure to submit required forms may result in the rejection of your submission.</p>	Given the current situation with COVID-19 will the City waive the requirement for unbound/bound copies if the Public Health Emergency is still in place?	<i>No, we are still requiring these copies. We believe there are still plenty of ways to print if needed. (Purchasing)</i>
89) 2 <b>Instructions to Respondents</b> Pg. 6 2.6 Restrictions on Communication	3. Respondents may submit written questions concerning this RFP to the email listed below up to a week prior to submission due date. Questions received after the stated deadline will not be answered. Submission of questions to any other party prior to award may result in the disqualification of a respondent from bidding on this project as well as future projects for the City.	Can the City provide a date for when answers to Vendor questions will be received?	<i>Open date is May 5. We will accept questions through April 28. (Purchasing)</i>



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<b>Sec. Page#/ Row RFP Question No.</b>	<b>RFP Question</b>	<b>Vendor Clarification Question</b>	<b>Response</b>
90) 3 <b>Scope of Services Requested</b> Pg. 11 3.1 General Specifications		Will the City consider proposals that provide billing services and allow for the subcontract of the delinquent accounts to a third-party collections service? If yes, can the proposing vendor submit separate pricing structures in the proposal offering to separate out the current billing accounts from the delinquent accounts referred to a 3 <sup>rd</sup> party vendor? Is the City's current collections vendor reporting delinquent accounts to credit reporting bureaus?	<i>We would consider that, but it would need to be carved out as a separate proposal. For this bid's purposes, please respond as is, and you may include additional services as an Alternate. / Don't know.</i>
91) 3 <b>Scope of Services Requested</b> Pg. 11 3.1 General Specifications		Does the City want vendors to propose an ePCR solution in their proposal response?	<i>No opinion</i>
92) 3 <b>Scope of Services Requested</b> Pg. 11 3.1 General Specifications		What electronic patient care reporting (ePCR) system is the City using? Who transmits the data to the state department of health and Trauma Registry currently?	<i>Imagetrend / Vendor</i>
93) 3 <b>Scope of Services Requested</b> Pg. 11		Are there any requirements to purchase hardware or other items that should be factored into the pricing of the vendors proposal offering? If yes, please provide the City's specifications and quantity.	<i>Vendor must be compatible with current PCR (Imagetrend)</i>



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94) 8 <b>Required Submission Forms</b> Pg. 37 Draft Contract Cover		Please confirm the total potential contract term is up to nine years. 3 years for the initial term and 2 additional (optional) renewals with each for 3 years.	Yes
95) 8 <b>Required Submission Forms</b> Pg. 32-34 Special Insurance Rider		Does the City require a performance or payment bond for this contract? Would additional insurance coverages meeting the requirements preselected on this form with an "X", be considered as acceptable coverage in lieu of a performance or payment bond?	<i>No, we would not require a performance or payment bond. Pursuant to Texas Government Code 2253, this would not constitute a public improvement contract and would not require a performance or payment bond. (Purchasing)</i>
96) 3 <b>Scope of Services</b> Pg. 11 3.1 General Specifications		Does the City have any contracts with area hospitals or nursing homes to provide transport services?	<i>Only with 2 hospice providers</i>
97) 3 <b>Scope of Services</b> Pg. 11 3.1 General Specifications		Who is responsible for working the old accounts receivables?	<i>New Vendor</i>
98) 2 <b>Instructions to Respondents</b> Pg. 6-10		Where does the vendor provide or list any exceptions to the RFP or contract?	<i>You will need to redline the Draft Contract document provided in the Bid Packet. You may also provide a letter or other document that lists your requested exceptions. (Purchasing)</i>
99) 3 <b>Scope of Services</b> Pg. 11 3.2 Summary of Current Operations		Please provide the requested operational and billing data for the last two calendar years. (below or in the attached excel document <i>Data Request form</i> ).	<i>Don't know.</i>





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<b>Sec. Page#/ Row RFP Question No.</b>	<b>RFP Question</b>	<b>Vendor Clarification Question</b>	<b>Response</b>
100) 3 <b>Scope of Services</b> Pg. 11 3.2 Summary of Current Operations		Please provide the number of transports billed sorted by BLS, BLS NE, ALS, ALS NE & ALS 2 for the last two calendar years (2018, 2019).	<i>See Addendum 1.</i>
101) 3 <b>Scope of Services</b> Pg. 11 3.2 Summary of Current Operations		In 2018, 2019, & 2020 please provide the fees charged by the City for each level of service sorted by BLS, BLS NE, ALS, ALS NE & ALS 2.	<i>See Addendum 1.</i>
102) 3 <b>Scope of Services</b> Pg. 11 3.2 Summary of Current Operations		Please provide the total charges sorted by Medicare, Medicaid, Other Insurance & Self-Pay for, 2018, 2019.	<i>See Addendum 1.</i>
103) 3 <b>Scope of Services</b> Pg. 11 3.2 Summary of Current Operations		Please provide total receipts collected sorted by Medicare, Medicaid, Other Insurance & Self-Pay for 2018, 2019.	<i>See Addendum 1.</i>
104) 3 <b>Scope of Services</b> Pg. 11 3.2 Summary of Current Operations		Please provide the average loaded miles per transport for years 2018, 2019.	<i>See Addendum 1.</i>
105) 3 <b>Scope of Services</b> Pg. 11 3.2 Summary of Current Operations		If the City charges for Treatment, No Transports please provide the total # billed for 2018, 2019. Please provide total receipts for TNT for same years. Please provide the fee schedule for TNT.	<i>No Charge</i>



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106) 3 <b>Scope of Services</b> Pg. 11 3.2 Summary of Current Operations		If the City charges for standby services will the vendor chosen process the invoices for the standby services? If so, please provide the total number of standbys billed for 2018 and 2019. Please also provide the fee schedule for the standby services.	No

For other questions or clarifications, please contact the Purchasing Division at SAPurch@cosatx.us. The deadline to submit questions is 7 days before the Due/Open date.

Sincerely,

Nolan A. Sosa  
Purchasing Manager