



Request for Proposal No. 2010-01

FIRE PROTECTION DISTRICT

EMS BILLING SERVICES

**San Bernardino County
Fire Protection District
157 W. 5th Street, Second Floor
San Bernardino, CA 92415-0451
February 2010**

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I. INTRODUCTION

A. Purpose

The San Bernardino County Fire Protection District, hereafter referred to as the "County", is seeking proposals from interested and qualified vendors to provide Emergency Medical Service (EMS) Billing Services.

B. Period of Contract

Specific services to be provided under this Request for Proposals (RFP) are outlined under Section IV, Scope of Work. The Contract period will be for a three (3) year period beginning on July 1, 2010 through June 30, 2013.

C. Minimum Proposer Requirements

All Proposers must:

1. Have no record of unsatisfactory performance. Proposers who are or have been seriously deficient in current or recent contract performance, in the absence of circumstances properly beyond the control of the Proposer, shall be presumed to be unable to meet this requirement.
2. Have the ability to maintain adequate files and records and meet statistical reporting requirements.
3. Have the administrative and fiscal capability to provide and manage the proposed services and to ensure an adequate audit trail.
4. Have at least three (3) continuous years experience providing this type of service.
5. Provide references of a minimum of three (3) other customers, one (1) of which should be a government agency, involving the Proposer's delivery of services that demonstrate the ability of the Proposer to provide EMS Billing Services as outlined in this RFP. All references must have names, position titles and phone numbers.
6. Meet other presentation and participation requirements listed in this RFP.
7. Be currently registered with the San Bernardino County Purchasing Department.
8. Ensure that agency and all employees have current licenses, permits, and/or certifications required to provide the services described in this RFP (Section V.A.13). Proposer must submit copies of each with proposal.

D. Questions

Questions regarding the contents of this RFP must be submitted in writing on or **before 5:00 pm on April 8, 2010** and directed to the individual listed in Section I, Paragraph E. All questions will be answered and the questions and answers will be posted on the County's Web Site.

E. Correspondence

All correspondence, **including proposals and questions**, are to be submitted to:

San Bernardino County
Fire Protection District
Attention: Connie McLaughlin
157 W. 5th Street, Second Floor
San Bernardino, CA 92415-0451
(909) 387-5958 Phone
(909) 387-5685 Fax
cmclaughlin@sbcfire.org

Fax number and e-mail address may be used to submit questions only. **Proposals will not be accepted by email or facsimile.**

F. Admonition to Vendors:

Once this RFP has been issued, the individual identified above is the sole contact point for any inquiries or information relating to this RFP. Failure to adhere to this policy may result in disqualification of the Proposer. All questions regarding this RFP can be presented in writing as indicated in Section I, Paragraph E.

G. Proposal Submission Deadline

All proposals must be received at the address listed immediately above, **no later than 5:00 pm on April 30, 2010**. Facsimile or electronically transmitted proposals will not be accepted in lieu of actual receipt. Proposals received after the deadline will be marked "LATE" and will receive no further consideration.

II. PROPOSAL TIMELINE

Release of RFP	March 23, 2010
Deadline for Submission of Questions	5:00 pm on April 8, 2010
Deadline for Proposals	5:00 pm on April 30, 2010
Tentative Date for Awarding Contract	May 10, 2010

III. PROPOSAL CONDITIONS

A. Contingencies

This Request for Proposal (RFP) does not commit the County of San Bernardino to award a contract. The County reserves the right to accept or reject any or all proposals if the County determines it is in the best interest of the County to do so. The County will notify all vendors in writing, if the County rejects all proposals. The County also reserves the right to terminate this RFP process at any time.

B. Acceptance or Rejection of Proposals

Proposals shall remain open, valid and subject to acceptance anytime within one hundred eighty (180) days after the proposal opening and up to the end of the agreement period. The County reserves the right to reject any or all proposals.

The County realizes that conditions other than price are important and will award contract(s) based on the proposal that best meets the needs of the County. While cost may not be the primary factor in the evaluation process, it is an important factor.

C. Best Value Evaluation Process

Cost is an important factor in the evaluation process, but the County is not obligated to accept the lowest cost proposal. At the County's discretion, considerations other than price may factor into a decision as to which services and/or products provide the best value to the County. Such considerations may include:

- Qualifications of key staff
- Relevant project experience
- Past performance
- Environmental considerations
- Value added services
- Any other relevant factors listed in the solicitation

D. Modifications

The County reserves the right to issue addenda or amendments to this RFP if the County considers that additional clarifications are needed.

E. Proposal Submission

To be considered, all proposals must be submitted in the manner set forth in this RFP. It is the Vendor's responsibility to ensure that its proposal arrives on or before the specified time.

F. Local Preference

San Bernardino County has adopted a preference for vendors whose principal place of business is located within the boundaries of the County. A five percent (5%) preference may be applied prior to approval of any purchase or acquisition of services, equipment, goods or supplies.

For purposes of the application of the local preference policy (County Policy 11-12), "principal place of business" is defined as the vendor's main office (or headquarters) or a major regional office. A "major regional office" is defined as a business location apart from the vendor's main office (or headquarters) which:

1. Has been issued a business license, if required, and has been established and open for a minimum of six (6) months prior to the date that the approval authority authorizes the circulation of an LOS/RFQ/Quote for any contract, agreement, or purchase order to which it responds; and
2. Can demonstrate on-going business activity in the field of endeavor on which the Vendor is proposing, from that office during the preceding six (6) months; and
3. Has a minimum of twenty-five percent (25%) of the vendor's full time management employees and twenty-five percent (25%) of its full time regular employees working from the San Bernardino County location(s).

The County's Local Preference Policy means for example, if two (2) Vendors are responding to this RFP and if quality, service and ability to meet the County's needs are equal, County staff must determine if one of the Vendors is a local vendor. If one of the Vendors is a local vendor, and its quoted price or cost for services, equipment, goods or supplies does not exceed five percent (5%) of the other vendor's quoted price or cost, unless it is determined that an exemption applies, staff should recommend the local vendor for the contract award.

G. Incurred Costs

The County is not obligated to pay any costs incurred by vendors in the preparation of a proposal in response to this RFP. Vendors agree that all costs incurred in developing this proposal are the Vendor's responsibility.

H. Negotiations

The County may require the potential Vendor(s) selected to participate in negotiations. This may include cost, technical, or other clarifications needed to make a decision.

I. Formal Agreement

Vendor will be required to enter into a formal agreement with the County. This RFP sets forth some of the general provisions which will be included in the final contract. In submitting a response to this RFP, the Vendor will be deemed to have agreed to each clause unless the proposal identifies an objection and County agrees to a change of language in writing. All objections to any provisions of the final contract should be listed on **ATTACHMENT C**, Exceptions to RFP.

J. Use of Proposals Received

All proposals received shall become the property of the County.

K. Final Authority

The final authority to award contracts as a result of this RFP rests solely with the County Board of Directors.

Please do not include any additional information that is not required by this Request for Proposal.

IV. SCOPE OF WORK

A. Background

San Bernardino County Fire Protection District has six (6) ambulance response areas that provide emergency medical services to San Bernardino County's unincorporated areas. The Ambulance Billing & Collections Section is located in San Bernardino, California in the District's Administration Offices. All ambulance transports were billed directly from this location until 2007 when the Department determined it was better served by outsourcing the initial billing portion of this service. The Ambulance Billing & Collections staff continues to pursue uncollectable accounts to increase the collection ratio in this area.

Population of County: 2,084,411
(ESRI, 2008 Estimates and Projections)

Annual Transports Billed: 5,000 – 6,000
(Ambulance Billing Reports)

Payer Mix (as billed):
(Ambulance Billing Reports)

11.30%	Insurance
32.18%	Medicare
14.70%	Medi-Cal
22.62%	Private Pay
19.19%	Other

B. Vendor General Responsibilities

1. Vendor shall maintain all records and books pertaining to the delivery of services under this Contract and demonstrate accountability for Contract performance. County shall have the right upon reasonable notice and at reasonable hours of business to examine and inspect such records and books.
2. Fiscal records shall be kept in accordance with Generally Accepted Accounting Principles and must account for all funds, tangible assets, revenue and expenditures. Fiscal records must also comply with the appropriate Office of Management and Budget (OMB) Circulars that state the administrative requirements, cost principles and other standards for accountancy.
3. All records shall be complete and current and comply with all Contract requirements. Failure to maintain acceptable records per the preceding requirements will be considered grounds for withholding of payments for billings submitted and for termination of the Contract.
4. Vendor shall notify designated County staff, via fax or telephone, ten (10) days preceding any change in address. Vendor shall follow-up with written notification within three (3) days of change.
5. Vendor shall designate its own full-time employee as a Contact Representative. Such designation shall be in writing and provided to County. Vendor Contract Representative and an approved alternate shall be available locally Monday through Friday and available by pager for telephone contact twenty-four (24) hours a day, Monday through Sunday, including all holidays. This Contract Representative shall provide overall management and coordination of the Contract on the Vendor's behalf, shall act as the central point of contact with County, and have access to technical assistance at all times.

C. Scope of Work

Vendor shall:

1. Have the ability to set up financial categories (e.g. Medicare, Medi-Cal, HMO's, Private Pay, Insurance, etc) as required by the County for a minimum of six (6) individual entities (ambulance response areas).
2. Have the ability to receive ambulance transport documentation on paper and electronically.
3. Verify the receipt of these documents and return confirmation of receipt to the County.
4. Screen each document for completeness of data and level of service, medications administered, appropriate ICD9 diagnosis codes and procedure codes for billing purposes.
5. Obtain patients' or guardian's signature and authorizations as required.
6. Research accounts with inadequate billing information by:
 - a) Review of current database;
 - b) Contacting the receiving hospital to obtain admitting/registration information; and
 - c) Telephoning patients' or emergency contacts to obtain additional information.
7. Have the ability to interpret ambulance transport documentation for accurate billing to the responsible party or insurance company.
8. Generate appropriate charges from approved fee schedules provided by the County.
9. Transmit billing data electronically to all payers accepting electronic claim submission.
10. Produce and mail accurate insurance claims for payers that only accept hard copy claims submissions. Claims must be submitted to the correct address for claim submission.
11. Produce and mail initial invoices to self-pay accounts with no third party information, requesting third party information, or payment in full.
12. Verify eligibility for third party payers prior to claim submission (e.g. Attorneys, Workers' Compensation, etc).
13. Appeal all inaccurately, denied or down-coded claims from Medicare, Medi-Cal, Workers' Compensation and insurance carriers.
14. Request Appeal Hearing or Lien Conference when necessary.
15. Coordinate all disputed claims with the designated County representative.
16. Produce and mail second notices or other letters and make telephone calls on all open accounts, according to a pre-defined timetable, to collect amounts due to the County.
17. Send "cross-over" and balance billings to responsible parties as necessary.
18. Process payments, adjustments, receipts and correspondence.
19. Forward accumulated revenue to the County on a weekly basis, with a report detailing the amount of revenue received by ambulance area.
20. Forward refund requests and associated back-up documentation, in a timely manner, to the County for processing.
21. Review all accounts deemed delinquent (according to pre-defined timetable) before transferring to the County for further action.
22. Provide nationwide toll-free telephone line(s) to accommodate billing inquiries from patients and other responsible parties.
23. Handle all telephone calls and correspondence in a timely, professional and courteous manner.
24. Routinely meet with the County to discuss problems, special needs and future changes.
25. Provide a multi-lingual staff for communication with patients and other responsible parties.
26. Monitor all billing and regulatory changes impacting ambulance/EMS reimbursement and adjust system to ensure regulatory compliance; update the County of any such changes with an explanation of how it will affect the County and/or patients.
27. Provide continuous training for Vendor's billing staff, updating them immediately on all changes in the industry or government regulations that may have an impact on reimbursement and/or patients of the County.
28. Maintain updated and current technology that will continuously provide the highest level of reimbursement and patient service possible.

29. Provide printed revenue and accounting reports to the County on a monthly, quarterly and annual basis. Reports may include any or all aspects of data collected by the Vendor.
30. Provide accounting, fiscal, financial, statistical and quality control reports on a monthly, quarterly and annual basis.
31. Produce specialized "on-request" reports containing any or all of the previously listed information in a timely manner.
32. Have the ability to track subscriber memberships and bill and/or write-off accounts according to the County policy and produce reports detailing these accounts.
33. Have the ability to customize billing forms and follow-up letters/notices per County requirements.
34. Report revenue by period in which the service was provided in addition to period in which the revenue was received.
35. Provide electronic access to all records/reports to authorized County staff.
36. Utilize software systems that are capable of exporting data to the County for easy manipulation and query in Microsoft Office Software (i.e. Excel, Access).
37. Comply with Workers' Compensation Rules and regulations as lien holder.
38. Comply with all County, State and Federal (including HIPPA and Identity Theft) laws, policies, standards, and guidelines regarding the release of any data pertaining to patients or the County.
39. Coordinate with the existing service provider to transition current accounts with minimal disruption to service.

V. CONTRACT REQUIREMENTS

A. General

1. Legality and Severability

The parties' actions under the Contract shall comply with all applicable laws, rules, regulations, court orders and governmental agency orders. If a provision of the Contract is terminated or held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall remain in full effect.

2. Taxes

County is exempt from Federal excise taxes and no payment shall be made for any personal property taxes levied on Vendor or on any taxes levied on employee wages. The County shall only pay for any State or local sales or use taxes on the services rendered or equipment and/or parts supplied to the County pursuant to the Contract.

3. Representation of the County

In the performance of the Agreement, Vendor, its agents and employees, shall act in an independent capacity and not as officers, employees, or agents of the San Bernardino County.

4. Vendor Primary Contact

The Vendor will designate an individual to serve as the primary point of contact for the Agreement. Vendor or designee must respond to County inquiries within two (2) business days. Vendor shall not change the primary contact without written notification and acceptance of the County. Vendor will also designate a back-up point of contact in the event the primary contact is not available.

5. Change of Address

Vendor shall notify the County in writing of any change in mailing address within ten (10) business days of the change.

6. Subcontracting

Vendor agrees not to enter into any subcontracting agreements for work contemplated under the Agreement without first obtaining written approval from the County. Any subcontracting shall be subject to the same terms and conditions as Vendor. Vendor shall be fully responsible for the performance and payments of any subcontractor's contract.

7. Agreement Assignability

Without the prior written consent of the County, the agreement is not assignable by Vendor either in whole or in part.

8. Agreement Amendments

Vendor agrees any alterations, variations, modifications, or waivers of the provisions of the Agreement, shall be valid only when reduced to writing, executed and attached to the original Agreement and approved by the person(s) authorized to do so on behalf of Vendor and the County.

9. Termination for Convenience

The County for its convenience may terminate this agreement in whole or in part upon thirty (30) calendar day's written notice. Such adjustment shall provide for payment to the Vendor for services rendered and expenses incurred prior to the effective date of termination. Upon receipt of termination notice Vendor shall promptly discontinue services unless the notice directs otherwise. Vendor shall deliver promptly to County and transfer title (if necessary) all completed work, and work in progress, including drafts, documents, plans, forms, data, products, graphics, computer programs and reports.

10. Attorney Fees and Costs

If any legal action is instituted to enforce any party's rights hereunder, each party shall bear its own costs and attorneys' fees, regardless of who is the prevailing party. This paragraph shall not apply to those costs and attorney fees directly arising from a third-party legal action against a party hereto and payable under Section V Part B-1 Indemnification.

11. Venue

The venue of any action or claim brought by any party to this Agreement will be the Superior Court of California, San Bernardino County, San Bernardino District. Each party hereby waives any law or rule of the court, which would allow them to request or demand a change of venue. If any action or claim concerning this Agreement is brought by any third-party and filed in another venue, the parties hereto agree to use their best efforts to obtain a change of venue to the Superior Court of California, San Bernardino County, San Bernardino District.

12. Electronic Fund Transfer Program

Contractor shall accept all payments from County via electronic funds transfer (EFT) directly deposited into the Contractor's designated checking or other bank account. Contractor shall promptly comply with directions and accurately complete forms provided by County required to process EFT payments.

13. Licenses and Permits

Vendor shall ensure that it has all necessary licenses and permits required by the laws of Federal, State, County, and municipal laws, ordinances, rules and regulations. The Vendor shall maintain these licenses and permits in effect for the duration of this Agreement. Vendor will notify County immediately of loss or suspension of any such licenses and permits. Failure to maintain a required license or permit may result in immediate termination of this Agreement.

14. Labor Laws

Vendor shall strictly adhere to the applicable provisions of the Labor Code regarding the employment of apprentices; minimum wages; travel and subsistence pay; retention and inspection of payroll records; workers compensation; payment of wages. If applicable, the Vendor shall forfeit to the County the penalties prescribed in the Labor Code for violations.

15. Notification Regarding Performance

In the event of a problem or potential problem that could impact the quality or quantity of work, services, or the level of performance under this Agreement, the Vendor shall notify the County within one (1) working day, in writing and by telephone.

16. Conflict of Interest

Vendor shall make all reasonable efforts to ensure that no County officer or employee, whose position in the County enables him/her to influence any award of this contract or any competing offer, shall have any direct or indirect financial interest resulting from the award of this contract or shall have any relationship to the Vendor or officer or employee of the Vendor.

17. Improper Consideration

Vendor shall not offer (either directly or through an intermediary) any improper consideration such as, but not limited to, cash, discounts, service, the provision of travel or entertainment, or any items of value to any officer, employee or agent of the County in an attempt to secure favorable treatment regarding this Agreement.

The County, by written notice, may immediately terminate any Agreement if it determines that any improper consideration as described in the preceding paragraph was offered to any officer, employee or agent of the County with respect to the proposal and award process. This prohibition shall apply to any amendment, extension or evaluation process once an Agreement has been awarded.

Vendor shall immediately report any attempt by a County officer, employee or agent to solicit (either directly or through an intermediary) improper consideration from Vendor. The report shall be made to the supervisor or manager charged with supervision of the employee or to the County Administrative Office. In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.

18. Employment of Former County Officials

Vendor agrees to provide or has already provided information on former San Bernardino County administrative officials (as defined below) who are employed by or represent Vendor. The information provided includes a list of former county administrative officials who terminated county employment within the last five (5) years and who are now officers, principals, partners, associates or members of the business. The information also includes the employment with or representation of vendor. For purposes of this provision, "county administrative official" is defined as a member of the Board of Supervisors or such officer's staff, County Administrative Officer or member of such officer's staff, county department or group head, assistant department or group head, or any employee in the Exempt Group, Management Unit or Safety Management Unit.

19. Inaccuracies or Misrepresentations

If in the administration of an Agreement, the County determines that Vendor has made a material misstatement, misrepresentation, or omission that materially inaccurate information has been provided to the County during the RFP process, the Agreement may be immediately terminated. In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.

20. Ownership of Documents

All documents, data, products, graphics, computer programs, and reports prepared by the Vendor pursuant to this Contract shall be considered property of the County upon payment for product/services. All such items shall be delivered to the County at the completion of work under this Contract, subject to the requirements of Section V. A. 9 (Termination for Convenience). Unless otherwise directed by the County, Vendor may retain copies of such items.

21. Copyright

County shall have a royalty-free, non-exclusive and irrevocable license to publish, disclose, copy, translate, and otherwise use, copyright or patent, now and hereafter, all reports, studies, information, data, statistics, forms, designs, plans, procedures, systems, and any other materials or properties developed under this contract including those covered by copyright, and reserves the right to authorize others to use or reproduce such material. All such materials developed under the terms of this contract shall acknowledge the San Bernardino County as the funding agency and

Vendor as the creator of the publication. No such materials or properties produced in whole or in part under this contract shall be subject to private use, copyright or patent right by Vendor in the United States or in any other country without the express written consent of County. Copies of all educational and training materials, curricula, audio/visual aids, printed material, and periodicals, assembled pursuant to this contract must be filed with the County prior to publication.

22. Invoices

Vendor shall provide County itemized monthly invoices, in arrears, for services performed under this Agreement within twenty (20) days of the end of the previous month.

23. Release of Information

No news releases, advertisements, public announcements or photographs arising out of this Agreement or Vendor's relationship with County may be made or used without prior written approval of the County.

24. Damage to County Property, Facilities, Buildings or Grounds

The Vendor shall repair, or cause to be repaired, at its own cost, all damage to County vehicles, facilities, buildings or grounds caused by the willful or negligent acts of Vendor or employees or agents of the Vendor. Such repairs shall be made immediately after Vendor becomes aware of such damage, but in no event later than thirty (30) days after the occurrence.

If the Vendor fails to make timely repairs, the County may make any necessary repairs. The Vendor, as determined by the County, for such repairs shall repay all costs incurred by the County, by cash payment upon demand or County may deduct such costs from any amounts due to the Vendor from the County.

25. Air, Water Pollution Control, Safety and Health

Vendor shall comply with all air pollution control, water pollution, safety and health ordinances and statutes, which apply to the work performed pursuant to this contract.

26. Recycled Paper Products

The County has adopted a recycled product purchasing standards policy (Procurement of Recycled Products 11-10SP), which requires Vendors to use recycled paper for proposals and for any printed or photocopied material created as a result of a contract with the County. The policy also requires Vendors to use both sides of paper sheets for reports submitted to the County whenever practicable.

27. Drug and Alcohol-Free Workplace

In recognition of individual rights to work in a safe, healthful and productive work place, as a material condition of this agreement, the Vendor agrees that the Vendor and the Vendor's employees, while performing service for the County, on County property, or while using County equipment:

- a. Shall not be in any way impaired because of being under the influence of alcohol or a drug.
- b. Shall not possess an open container of alcohol or consume alcohol or possess or be under the influence of an illegal drug.
- c. Shall not sell, offer, or provide alcohol or a drug to another person.

This shall not be applicable to a Vendor or Vendor's employee who, as part of the performance of normal job duties and responsibilities, prescribes or administers medically prescribed drugs.

The Vendor shall inform all employees that are performing service for the County on County property, or using County equipment, of the County's objective of a safe, healthful and productive work place and the prohibition of drug or alcohol use or impairment from same while performing such service for the County.

The County may terminate for default or breach of this agreement and any other agreement the Vendor has with the County, if the Vendor or Vendor's employees are determined by the County not to be in compliance with above.

28. Notice of Delays

Except as otherwise provided herein, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this contract, that party shall, within twenty-four (24) hours, give notice thereof, including all relevant information with respect thereto, to the other party.

29. Disclosure of Criminal and Civil Proceedings

The County reserves the right to request the information described herein from the vendor selected for contract award. Failure to provide the information may result in a disqualification from the selection process and no award of contract to the vendor. The County also reserves the right to obtain the requested information by way of a background check performed by an investigative firm. The selected vendor also may be requested to provide information to clarify initial responses. Negative information provided or discovered may result in disqualification from the selection process and no award of contract.

The selected vendor may be asked to disclose whether the firm, or any of its partners, principals, members, associates or key employees (as that term is defined herein), within the last ten (10) years, has been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense arising directly or indirectly from the conduct of the firm's business, or whether the firm, or any of its partners, principals, members, associates or key employees, has within the last ten (10) years, been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense involving financial misconduct or fraud. If the response is affirmative, the vendor will be asked to describe any such indictments or charges (and the status thereof), convictions and the surrounding circumstances in detail.

In addition, the selected vendor may also be asked to disclose whether the firm, or any of its partners, principals, members, associates or key employees, within the last ten (10) years, has been the subject of legal proceedings as defined herein arising directly from the provision of services by the firm or those individuals. "Legal proceedings" means any civil actions filed in a court of competent jurisdiction, or any matters filed by an administrative or regulatory body with jurisdiction over the firm or the individuals. If the response is affirmative, the Vendor will be asked to describe any such legal proceedings (and the status and disposition thereof) and the surrounding circumstances in detail.

For purposes of this provision "key employees" includes any individuals providing direct service to the county. "Key employees" do not include clerical personnel providing service at the firm's offices or locations.

30. Artwork, Proofs and/or Negatives

All artwork, proofs and/or negatives in either print or digital format for this product are the property of the San Bernardino County. These items must be returned to the San Bernardino County within ten (10) days, upon written notification to the vendor. In the event of a failure to return the documents, the County is entitled to pursue any available legal remedies. In addition, the vendor will be barred from all future solicitations, for a period of at least six (6) months.

31. Environmental Requirements

In accordance with County Policy 11-10, the County prefers to acquire and use products with higher levels of post-consumer recycled content. Environmentally preferable goods and materials must perform satisfactorily and be available at a reasonable price. The County requires Vendors to use recycled paper for proposals and for any printed or photocopied material created as a result of a

contract with the County. The policy also requires Vendors to use both sides of paper sheets for reports submitted to the County whenever practicable.

Although the County has not committed to allowing a cost preference, if two (2) products are equivalent and the cost is feasible the environmentally preferable product would be selected. The intent is to utilize vendors that reduce environmental impacts in their production and distribution systems whenever fiscally practicable.

To assist the County in meeting the reporting requirements of the California Integrated Waste Management Act of 1989 (AB939), Vendor must be able to annually report the County's environmentally preferable purchases using **ATTACHMENT I**, Report of Environmentally preferable goods and Services. Service providers are asked to report on environmentally preferable goods and materials used in the provision of their service to the County.

32. American-Recovery and Reinvestment Act Funding (ARRA)

Use of ARRA Funds and Requirements

This Contract may be funded in whole or in part with funds provided by the American Recovery and Reinvestment Act of 2009 ("ARRA"), signed into law on February 17, 2009. Section 1605 of ARRA prohibits the use of recovery funds for a project for the construction, alteration, maintenance or repair of a public building or public work (both as defined in 2 CFR 176.140) unless all of the iron, steel and manufactured goods (as defined in 2 CFR 176.140) used in the project are produced in the United States. A waiver is available under three limited circumstances: (i) Iron, steel or relevant manufactured goods are not produced in the United States in sufficient and reasonable quantities and of a satisfactory quality; (ii) Inclusion of iron, steel or manufactured goods produced in the United States will increase the cost of the overall project by more than 25 percent; or (iii) Applying the domestic preference would be inconsistent with the public interest. This is referred to as the "Buy American" requirement. Request for a waiver must be made to the County for an appropriate determination.

Section 1606 of ARRA requires that laborers and mechanics employed by contractors and subcontractors on projects funded directly by or assisted in whole or in part by and through the Federal Government pursuant to ARRA shall be paid wages at rates not less than those prevailing on projects of a character similar in the locality as determined by the Secretary of Labor in accordance with the Davis-Bacon Act (40 U.S.C. 31). This is referred to as the "wage rate" requirement.

The above described provisions constitute notice under ARRA of the Buy American and wage rate requirements. Contractor must contact the County contact if it has any questions regarding the applicability or implementation of the ARRA Buy American and wage rate requirements. Contractor will also be required to provide detailed information regarding compliance with the Buy American requirements, expenditure of funds and wages paid to employees so that the County may fulfill any reporting requirements it has under ARRA. The information may be required as frequently as monthly or quarterly. Contractor agrees to fully cooperate in providing information or documents as requested by the County pursuant to this provision. Failure to do so will be deemed a default and may result in the withholding of payments and termination of this Contract.

Contractor may also be required to register in the Central Contractor Registration (CCR) database at <http://www.ccr.gov> and may be required to have its subcontractors also register in the same database. Contractor must contact the County with any questions regarding registration requirements.

Schedule of Expenditure of Federal Awards

In addition to the requirements described in "Use of ARRA Funds and Requirements," proper accounting and reporting of ARRA expenditures in single audits is required. Contractor agrees to

separately identify the expenditures for each grant award funded under ARRA on the Schedule of Expenditures of Federal Awards (SEFA) and the Data Collection Form (SF-SAC) required by the Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Nonprofit Organizations." This identification on the SEFA and SF-SAC shall include the Federal award number, the Catalog of Federal Domestic Assistance (CFDA) number, and amount such that separate accountability and disclosure is provided for ARRA funds by Federal award number consistent with the recipient reports required by ARRA Section 1512 (c).

In addition, Contractor agrees to separately identify to each subcontractor and document at the time of sub-contract and at the time of disbursement of funds, the Federal award number, any special CFDA number assigned for ARRA purposes, and amount of ARRA funds.

Contractor may be required to provide detailed information regarding expenditures so that the County may fulfill any reporting requirements under ARRA described in this section. The information may be required as frequently as monthly or quarterly. Contractor agrees to fully cooperate in providing information or documents as requested by the County pursuant to this provision. Failure to do so will be deemed a default and may result in the withholding of payments and termination of this Contract.

B. Indemnification and Insurance Requirements

1. Indemnification

The Vendor agrees to indemnify, defend (with counsel reasonably approved by County) and hold harmless the County and its authorized officers, employees, agents and volunteers from any and all claims, actions, losses, damages and/or liability arising out of this contract from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the County on account of any claim except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault of indemnities. The Vendor indemnification obligation applies to the County's "active" as well as "passive" negligence but does not apply to the County's "sole negligence" or "willful misconduct" within the meaning of Civil Code Section 2782.

Additional Named Insured

All policies, except for the Workers' Compensation, Errors and Omissions and Professional Liability policies shall contain additional endorsements naming the County and its officers, employees, agents and volunteers as additional named insured with respect to liabilities arising out of the performance of services hereunder. The additional insured endorsements shall not limit the scope of coverage for the County to vicarious liability but shall allow coverage for the County to the full extent provided by the policy. Such additional insured coverage shall be at least as broad as Additional Insured (Form B) endorsement form ISO, CG 2010.11 85.

Waiver of Subrogation Rights

The Vendor shall require the carriers of the above-required coverage's to waive all rights of subrogation against the County, its officers, employees, agents, volunteers, Vendors, and subcontractors. All general or auto liability insurance coverage provided shall not prohibit the Vendor and Vendor's employees or agents from waiving the right of subrogation prior to a loss or claim. The Vendor hereby waives all rights of subrogation against the County.

Policies Primary and Non-Contributory

All policies required above are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the County.

Severability of Interests

The Vendor agrees to ensure that coverage provided to meet these requirements is applicable separately to each insured and there will be no cross liability exclusions that preclude coverage for

suits between the Vendor and the County or between the County and any other insured or additional insured under the policy.

Proof of Coverage

The Vendor shall furnish certificates of insurance to the County Department administering the Contract evidencing the insurance coverage, including endorsements as required, prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the Department(s) and Vendor shall maintain such insurance from the time Vendor commences performance of services hereunder until the completion of such services. Within fifteen (15) days of the commencement of this Contract, the Vendor shall furnish a copy of the Declaration page for all applicable policies and will provide complete certified copies of the policies and all endorsements immediately upon request.

Acceptability of Insurance Carrier

Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum "Best" Insurance Guide rating of "A-VII".

Deductibles and Self-Insured Retention

Any and all deductibles or self-insured retentions in excess of \$10,000 shall be declared to and approved by Risk Management.

Failure to Procure Coverage

In the event that any policy of insurance required under this contract does not comply with the requirements, is not procured, or is canceled and not replaced, the County has the right but not the obligation or duty to cancel the contract or obtain insurance if it deems necessary and any premiums paid by the County will be promptly reimbursed by the Vendor or County payments to the Vendor(s)/Applicant(s) will be reduced to pay for County purchased insurance.

Insurance Review

Insurance requirements are subject to periodic review by the County. The Director of Risk Management or designee is authorized, but not required, to reduce, waive or suspend any insurance requirements whenever Risk Management determines that any of the required insurance is not available, is unreasonably priced, or is not needed to protect the interest of the County. In addition, if the Department of Risk Management determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Director of Risk Management or designee is authorized, but not required, to change the above insurance requirements to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the County, inflation, or any other item reasonably related to the County's risk.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this contract. Vendor agrees to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of the County to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of the County.

2. Insurance Specifications

The Vendor agrees to provide insurance set forth in accordance with the requirements herein. If the Vendor uses existing coverage to comply with these requirements and that coverage does not meet the specified requirements, the Vendor agrees to amend, supplement or endorse the existing

coverage to do so. The type(s) of insurance required is determined by the scope of the contract services.

Without in anyway affecting the indemnity herein provided and in addition thereto, the Vendor shall secure and maintain throughout the contract term the following types of insurance with limits as shown:

Workers' Compensation/Employers Liability

A program of Workers' Compensation insurance or a State-approved Self-Insurance Program in an amount and form to meet all applicable requirements of the Labor Code of the State of California, including Employer's Liability with \$250,000 limits, covering all persons providing services on behalf of the Vendor and all risks to such persons under this Contract.

If Vendor has no employees, it may certify or warrant to County that it does not currently have any employees or individuals who are defined as "employees" under the Labor Code and the requirement for Workers' Compensation coverage will be waived by the County's Director of Risk Management.

With respect to Vendors that are non-profit corporations organized under California or Federal law, volunteers for such entities are required to be covered by Workers' Compensation insurance.

Commercial/General Liability Insurance

The Vendor shall carry General Liability Insurance covering all operations performed by or on behalf of the Vendor providing coverage for bodily injury and property damage with a combined single limit of not less than one million dollars (\$1,000,000), per occurrence. The policy coverage shall include:

- a. Premises operations and mobile equipment.
- b. Products and completed operations.
- c. Broad form property damage (including completed operations)
- d. Explosion, collapse and underground hazards.
- e. Personal Injury
- f. Contractual liability
- g. \$2,000,000 general aggregate limit

Automobile Liability Insurance

Primary insurance coverage shall be written on ISO Business Auto coverage form for all owned, hired and non-owned automobiles or symbol 1 (any auto). The policy shall have a combined single limit of not less than one million dollars (\$1,000,000) for bodily injury and property damage, per occurrence.

If the Vendor is transporting one or more non-employee passengers in performance of contract services, the automobile liability policy shall have a combined single limit of two million dollars (\$2,000,000) for bodily injury and property damage per occurrence.

If the Vendor owns no autos, a non-owned auto endorsement to the General Liability policy described above is acceptable.

Umbrella Liability Insurance

An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a "dropdown" provision providing primary coverage for any liability not covered by the primary policy. The coverage shall also apply to automobile liability.

Professional Services Requirements

Professional Liability – Professional Liability Insurance with limits of not less than one million (\$1,000,000) per claim or occurrence and two million (\$2,000,000) aggregate limits

or

Errors and Omissions Liability Insurance with limits of not less than one million (\$1,000,000) and two million (\$2,000,000) aggregate limits

C. Right to Monitor and Audit

1. Right to Monitor

The County, shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of Vendor in the delivery of services provided under this Contract. Vendor shall give full cooperation, in any auditing or monitoring conducted. Vendor shall cooperate with the County in the implementation, monitoring and evaluation of this agreement and comply with any and all reporting requirements established by the County.

In the event the County determines that Vendor's performance of its duties or other terms of this contract are deficient in any manner, County will notify Vendor of such deficiency in writing or orally, provided written confirmation is given five (5) days thereafter. Vendor shall remedy any deficiency within forty-eight (48) hours of such notification, or County at its option, may terminate this contract immediately upon written notice, or remedy deficiency and off set the cost thereof from any amounts due the Vendor under this contract or otherwise.

2. Availability of Records

All records pertaining to services delivered and all fiscal, statistical and management books and records shall be available for examination and audit by County representatives for a period of three (3) years after final payment under the Contract or until all pending County, State and Federal audits are completed, whichever is later.

H. PROPOSAL SUBMISSION

A. General

1. All interested and qualified Vendors are invited to submit a proposal for consideration. Submission of a proposal indicates that the vendor has read and understands the entire RFP, to include all appendixes, attachments, exhibits, schedules, and addendum (as applicable) and all concerns regarding the RFP have been satisfied.
2. Proposals must be submitted in the format described below. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are neither necessary nor desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
3. Proposals must be completed in all respects as required in this Section. A proposal may not be considered if it is conditional or incomplete.
4. All proposals and materials submitted become property of the County. All proposals received are subject to the "California Public Records Act". While the County takes every measure permissible to keep all "proprietary information" identified, Vendors are asked to label the information "PROPRIETARY" and enclose it in a separate envelope marked as such.

B. Proposal Presentation

1. All proposals must be submitted on 8 ½ x 11 paper, neatly typed, double-sided on recycled paper, with normal (1-inch) margins and single-spaced. Typeface must be no more than 12 characters per inch. Each page, including attachments, must be clearly and consecutively numbered at the bottom center of each page.

2. One (1) original and five (5) copies, for a total of six (6), of the complete proposal must be received by the deadline for receipt of proposal specified in Section II (Proposal Timeline). The original and all copies must be in a sealed envelope or container stating on the outside: Vendor Name, Address, Telephone Number, RFP number, RFP Title, and Proposal due date. The original should be a complete package (including the two (2) copies of the financials in a separate envelope). Copies must not contain the financial information.
3. Hand carried proposals may be delivered to the address identified on page 4, between the hours of 8:00 a.m. and 5:00 p.m., Mondays through Friday, excluding holidays observed by the County. Vendors are responsible for informing any commercial delivery service, if used, of all delivery requirements, and for ensuring that the address information appears on the outer wrapper or envelope used by such service.

The County reserves the right to reject any and all proposals or portions of proposal or alternates received by reasons of this request, to negotiate separately with any source whatsoever in any manner necessary to serve its interests.

C. Proposal Format

Response to this RFP must be in the form of a proposal package, which must be submitted in the following format:

1. **Cover Page – ATTACHMENT A**, Cover Page is to be used as the cover page for the proposal. This form must be fully completed and signed by an authorized officer of the Vendor.
2. **Table of Contents** – All pages of the proposal, including the enclosures, must be clearly and consecutively numbered and correspond to the Table of Contents.
3. **Statement of Experience**
Include the following in this section of the proposal:
 - a. Business name of the prospective Vendor and legal entity such as corporation, partnership, etc.
 - b. Number of years the prospective Vendor has been in business under the present business name, as well as related prior business names.
 - c. A statement that the prospective Vendor has a demonstrated capacity to perform the required services.
4. **Minimum Vendor Requirements**
Complete, initial, sign and include in the submitted proposal, **ATTACHMENT B**, Minimum Vendor Requirements.
5. **Exceptions to RFP**
Complete **ATTACHMENT C**, Exceptions to RFP and include in submitted proposal.
6. **References**
Provide three (3) references from other agencies that you have established a contract with on a project of this nature, of same or similar size as the County. Provide Contact Name, Address, Phone Number, and dates services were provided. This information must be included on **ATTACHMENT E**, References.
7. **Statement of Certification**
ATTACHMENT D, Statement of Certification - Include the following in this section of the Proposal:
 - a. A statement that the offer made in the proposal is firm and binding for 180 days from the date the proposal is opened and recorded.
 - b. A statement that all aspects of the proposal, including cost, have been determined independently, without consultation with any other prospective Vendor or competitor for the purpose of restricting competition.

- c. A statement that all declarations in the proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.
 - d. A statement that the Vendor agrees that all aspects of the RFP and the proposal submitted shall be binding if the proposal is selected and a Contract awarded.
 - e. A statement that the Vendor agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Vendor's ability to perform the services as proposed; and
 - f. A statement that the prospective Vendor, if selected will comply with all applicable rules, laws and regulations.
8. **Proposal Description** – A detailed description of the proposal being made.
- a. The proposal should address, but is not limited to, all terms in Section V.
 - b. The proposal should include the following:
 - i. A brief synopsis of the Vendor's understanding of the County's needs and how the Vendor plans to meet these.
 - ii. A concise statement of the product(s)/services proposed.
 - iii. An explanation of any assumptions and/or constraints.
9. **Statement of Qualifications** – Include the following in this section of the proposal
- a. Number of years the prospective Vendor has been in business under the present business name, as well as related prior business names.
 - b. Statement that the Vendor does not have any commitments or potential commitments which may impact the Vendor's ability to perform this Contract.
 - c. A list of references with which vendor has provided similar services during the last five (5) years. Please include the name, address, and telephone number, and the type of services provided. Please include a contact person who the County can call in order to verify the quality of services your organization/firm has provided.
 - d. Vendor must provide two (2) copies of the Company's Annual Report for the last two (2) years. Vendor must also include independently audited financial statements for the most recent completed fiscal year. If audited financial statements are not available, please provide un-audited financial statements along with a certification from the owners and the Company's accountant that the information accurately reflects the company's current financial status. If the business is a sole proprietorship, please provide Schedule C of the Internal Revenue Service forms as well as a certification from the owner and the accountant that the information accurately reflects the business' current financial status. Attach both copies of the financials to the original copy of the submitted proposal.
10. **Licenses, Permits and Certifications**
Provide copies of all licenses, permits and certifications as required under Section V.A.13.
11. **Pricing**
Complete proposed pricing on **ATTACHMENT F**, Price Sheet(s). Preferred pricing should be indicated as a flat rate and not as a percentage of billed or collected amounts.
12. **Employment of Former County Officials**
Provide information on former San Bernardino County administrative officials (as defined below) who are employed by or represent your business. The information provided must include a list of former county administrative officials who terminated county employment within the last five years and who are now officers, principals, partners, associates or members of the business and should also include the employment and/or representative capacity and the dates these individuals began employment with or representation of your business. For purposes of this section, "county administrative official" is defined as a member of the Board of Supervisors or such officer's staff, County Administrative Officer or member of such officer's staff, county department or group head,

assistant department or group head, or any employee in the Exempt Group, Management Unit or Safety Management Unit.

Failure to provide this information may result in the response to the request for proposal being deemed non-responsive.

13. Insurance

Submit evidence of ability to insure as stated in Section V.B., Indemnification and Insurance Requirements.

14. Contractor/Vendor Non-Disclosure Agreement

Include a completed and signed **ATTACHMENT G**, Contractor/Vendor Non-Disclosure Agreement) with submitted proposal.

15. Proposal Checklist

A Proposal Checklist, **ATTACHMENT H** is provided to ensure that all items requested have been included.

I. PROPOSAL EVALUATION AND SELECTION

A. General

Proposals will be subject to a review process developed by the County, which includes, but is not limited to (not necessarily in order of priority):

1. Analysis of mandatory submittal requirements.
2. Functional and service requirements analysis (technical review).
3. Cost evaluation.
4. Reference checks and review of qualifications.

B. Evaluation Criteria

1. **Initial Review** - All proposals will be initially evaluated to determine if they meet the following minimum requirements:
 - a. The proposal must be complete, in the required format, and be in compliance with all the requirements of this RFP.
 - b. Prospective Vendors must meet the requirements as stated in the Minimum Vendor requirements as outlined in Section I.C. Failure to meet all of these requirements will result in a rejected proposal. No proposal shall be rejected, however, if it contains a minor irregularity, defect or variation and if the irregularity, defect or variation is considered by the County to be immaterial or inconsequential, the County may chose to accept the proposal. In such cases the Vendor will be notified of the deficiency in the proposal and given an opportunity to correct the irregularity, defect or variation or the County may elect to waive the deficiency and accept the proposal.
2. **Technical Review** – Proposals meeting the above requirements will be evaluated on the basis of the following criteria:
 - a. Functionality
 - b. Qualifications and experience in handling projects of similar type and size
 - c. Ability to provide product and services in a timely manner
 - d. Cost
3. **Cost Evaluation** – The primary consideration will be the effectiveness of the agency or organization in the delivery of the product and services based on demonstrated performance. Cost effectiveness is only one component, and not necessarily the primary one.

C. Award

Contract(s) will be awarded based on a competitive selection of proposals received. The contents of the proposal of the successful Vendor will become contractual obligations and failure to accept these obligations in a contractual agreement may result in cancellation of the award.

D. Disputes Relating to Proposal Process and Award

In the event a dispute arises concerning the proposal process prior to the award of the contract, the party wishing resolution of the dispute shall submit a request in writing to the Director of Purchasing. Vendor may appeal the recommended award or denial of award, provided the following stipulations are met:

1. Appeal must be in writing.
2. Must be submitted within ten (10) calendar days of the date of the recommended award or denial of award letters.

An appeal of a denial of award can only be brought on the following grounds:

1. Failure of the County to follow the selection procedures and adhere to requirements specified in the RFP or any addenda or amendments.
2. There has been a violation of conflict of interest as provided by California Government Code Section 87100 et seq.
3. A violation of State or Federal law.

Appeals will not be accepted for any other reasons than those stated above. All appeals must be sent to:

Laurie Rozko, Director
San Bernardino County
Purchasing Department
777 E. Rialto Av
San Bernardino, CA 92415-0760

The County Purchasing Agent shall make a decision concerning the appeal, and notify the Vendor making the appeal, within a reasonable timeframe prior to the tentatively scheduled date for awarding the contract. The decision of the County Purchasing Agent shall be deemed final.

ATTACHMENT A – COVER PAGE

PROPOSAL FOR EMS BILLING SERVICES

VENDOR'S NAME (*name of firm, entity, or organization*):

FEDERAL EMPLOYER IDENTIFICATION NUMBER:

NAME AND TITLE OF VENDOR'S CONTACT PERSON:

MAILING ADDRESS:

Street Address: _____

City, State, Zip: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____

VENDOR'S ORGANIZATIONAL STRUCTURE

☐ Corporation ☐ Partnership ☐ Proprietorship ☐ Joint Venture

☐ Other (explain): _____

If Corporation, Date Incorporated: _____ State Incorporated: _____

States Registered in as foreign corporation: _____

VENDORS SERVICES OR BUSINESS ACTIVITIES OTHER THAN WHAT THIS RFP REQUESTS:

VENDOR'S AUTHORIZED SIGNATURE:

The undersigned hereby certifies that this proposal is submitted in response to this solicitation.

SIGNED: _____

DATE: _____

PRINT NAME: _____

TITLE: _____

ATTACHMENT B – MINIMUM VENDOR REQUIREMENTS

The following requirements apply to all prospective vendors. These are MINIMUM Vendor Requirements. Additionally, Proposals should include response to all items in Section IV, Scope of Work.

	Requirement	Agree (initial)	Agree with qualification (initial and attach explanation)
1	Have the ability to set up financial categories (e.g. Medicare, Medi-Cal, HMO's, Private Pay, Insurance, etc) as required by the County for a minimum of six (6) individual entities (ambulance response areas).		
2	Have the ability to receive ambulance transport documentation on paper and electronically.		
3	Verify the receipt of these documents and return confirmation of receipt to the County.		
4	Screen each document for completeness of data and level of service, medications administered, appropriate ICD9 diagnosis codes and procedure codes for billing purposes.		
5	Obtain patients or guardian's signature and authorizations as required.		
6	Research accounts with inadequate billing information by: a) Review of current database; b) Contacting the receiving hospital to obtain admitting/registration information; and c) Telephoning patients' or emergency contacts to obtain additional information.		
7	Have the ability to interpret ambulance transport documentation for accurate billing to the responsible party or insurance company.		
8	Generate appropriate charges from approved fee schedules provided by the County.		
9	Transmit billing data electronically to all payers accepting electronic claim submission.		
10	Produce and mail accurate insurance claims for payers that only accept hard copy claims submissions. Claims must be submitted to the correct address for claim submission.		
11	Produce and mail initial invoices to self-pay accounts with no third party information, requesting third party information, or payment in full.		
12	Verify eligibility for third party payers prior to claim submission (e.g. Attorneys, Workers' Compensation, etc).		
13	Appeal all inaccurately, denied or down-coded claims from Medicare, Medi-Cal, Workers' Compensation and insurance carriers.		
14	Request Appeal Hearing or Lien Conference when necessary.		
15	Coordinate all disputed claims with the designated County representative.		
16	Produce and mail second notices or other letters and make telephone calls on all open accounts, according to a pre-defined timetable, to collect amounts due to the County.		
17	Send "cross-over" and balance billings to responsible parties as necessary.		
18	Process payments, adjustments, receipts and correspondence.		
19	Forward accumulated revenue to the County on a weekly basis, with a report detailing the amount of revenue received by ambulance area.		
20	Forward refund requests and associated back-up documentation, in a timely manner, to the County for processing.		

21	Review all accounts deemed delinquent (according to pre-defined timetable) before transferring to the County for further action.		
22	Provide nationwide toll-free telephone line(s) to accommodate billing inquiries from patients and other responsible parties.		
23	Handle all telephone calls and correspondence in a timely, professional and courteous manner.		
24	Routinely meet with the County to discuss problems, special needs and future changes.		
25	Provide a multi-lingual staff for communication with patients and other responsible parties.		
26	Monitor all billing and regulatory changes impacting ambulance/EMS reimbursement and adjust system to ensure regulatory compliance; update the County of any such changes with an explanation of how it will affect the County and/or patients.		
27	Provide continuous training for Vendor's billing staff, updating them immediately on all changes in the industry or government regulations that may have an impact on reimbursement and/or patients of the County.		
28	Maintain updated and current technology that will continuously provide the highest level of reimbursement and patient service possible.		
29	Provide printed revenue and accounting reports to the County on a monthly, quarterly and annual basis. Reports may include any or all aspects of data collected by the Vendor.		
30	Provide accounting, fiscal, financial, statistical and quality control reports on a monthly, quarterly and annual basis.		
31	Produce specialized "on-request" reports containing any or all of the previously listed information in a timely manner.		
32	Have the ability to track subscriber memberships and bill and/or write-off accounts according to the County policy and produce reports detailing these accounts.		
33	Have the ability to customize billing forms and follow-up letters/notices per County requirements.		
34	Report revenue by period in which the service was provided in addition to period in which the revenue was received.		
35	Provide electronic access to all records/reports to authorized County staff.		
36	Utilize software systems that are capable of exporting data to the County for easy manipulation and query in Microsoft Office Software (i.e. Excel, Access).		
37	Comply with Workers' Compensation Rules and regulations as lien holder.		
38	Comply with all County, State and Federal (including HIPPA and Identity Theft) laws, policies, standards, and guidelines regarding the release of any data pertaining to patients or the County.		
39	Coordinate with the existing service provider to transition current accounts with minimal disruption to service.		

SIGNED _____

PRINT NAME _____

TITLE _____

DATE _____

ATTACHMENT C – EXCEPTIONS TO RFP
SAN BERNARDINO COUNTY FIRE PROTECTION DISTRICT
EMS BILLING SERVICES

CONTRACTOR NAME _____

ADDRESS _____

TELEPHONE# () _____ FAX # () _____

I have reviewed the RFP and General Contract Terms in their entirety and have the following exceptions: (Please identify and list your exceptions by indicating RFP, the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions. Add as many pages as required.)

Name of Authorized Representative _____

Signature of Authorized Representative _____

Date _____

ATTACHMENT D – STATEMENT OF CERTIFICATION

The following statements are incorporated as part of our proposal for EMS BILLING SERVICES in response to San Bernardino County Fire Protection District RFP No. 2010-01.

	Statement	Agree (initial)	Agree with qualification (initial and attach explanation)
1.	The offer made in the proposal is firm and binding for 180 days from the date the proposal is opened and recorded.		
2.	All aspects of the proposal, including cost, have been determined independently, without consultation with any other prospective Vendor or competitor for the purpose of restricting competition.		
3.	All declarations in the proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.		
4.	Vendor agrees that all aspects of the RFP and the proposal submitted shall be binding if the proposal is selected and a Contract awarded.		
5.	Vendor agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Vendor's ability to perform the services as proposed; and		
6.	Vendor, if selected will comply with all applicable rules, laws and regulations.		

ATTACHMENT E – REFERENCES

Name of Agency	Contact Name/Address	Phone Number	Dates services provided (from/through*)

Provide a minimum of three (3) customer references you have contracted with, providing the same service as requested in this RFP.

*Enter “**Present**” if still providing the services (Example: 10/08/03/present).

ATTACHMENT F – PRICE SHEET(S)

Vendor may use its own format for providing pricing information. See Section VI.C.11

ATTACHMENT G – CONTRACTOR/VENDOR NONDISCLOSURE AGREEMENT

San Bernardino County has a legal and ethical responsibility to safeguard the privacy of all patients and to protect the confidentiality of their health information. In the course of its business relationship with [name of health care facility], [name of vendor/contractor] and/or its employees and/or agents may come into possession of confidential patient information, even though it may not be directly involved in providing patient services.

In consideration of, and as a condition to, its business relationship with [name of health care facility], [name of vendor/contractor] and its employees and/or agents will hold the following information ("confidential information") in strictest confidence:

- (1) Any information supplied by [health care facility] or its affiliates;
- (2) Any information which is the direct or indirect result of [name of vendor/contractor]'s services provided for [name of health care facility]; and
- (3) Any information about [name of health care facility]'s or its affiliates' business operations, products, services, or patients.

No confidential information shall be disclosed except to employees of [name of vendor/contractor] who need to know it to fulfill [name of vendor/contractor]'s obligations to [name of health care facility] or to authorized representatives of [name of health care facility]. At any time, upon request of [name of health care facility], [name of vendor/contractor] will return promptly all embodiments of confidential information in a form acceptable to [name of health care facility] without retaining any copies thereof. Furthermore, [name of vendor/contractor] will not sell, share, discuss, assign, transfer, or otherwise disclose any confidential information outlined above with any other individuals or business entities and will not use the confidential information for any purpose other than providing the mutually agreed upon services. It is understood that "confidential information" does not include information which:

- (1) Generally becomes available to the public other than as a result of disclosure by [name of vendor/contractor] or
- (2) Was available to [name of vendor/contractor] on a non-confidential basis prior to its disclosure by [name of health care facility].

At all times during the term of [name of vendor/contractor]'s agreement with [name of health care facility] and thereafter, [name of vendor/contractor] and its employees and agents shall protect the confidential information from unauthorized use or disclosure and otherwise abide by the terms of this agreement.

Signature of Vendor/Contractor

Date

ATTACHMENT H – PROPOSAL CHECKLIST

Use this checklist to ensure that all items requested have been included.

Items Completed		Page (s)
1.	Attachment A – Cover Page	
2.	Attachment B – Minimum Vendor Requirements	
3.	Attachment C – Exceptions to RFP	
4.	Attachment D – Statement of Certification	
5.	Attachment E – References	
6.	Attachment F – Price Sheet	
7.	Attachment G – Contractor/Vendor Nondisclosure Agreement	
8.	Attachment I – Proposal Checklist	
9.	Licenses/Certifications	
10.	Financials (Two Years)	

Account No. _____

MM/DD/YYYY to MM/DD/YYYY

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EXAMPLES OF GREEN ATTRIBUTES	EXAMPLES OF CERTIFICATION AND/OR ACCREDITATION
Biobased	Certified Approved Product (AP) Non-Toxic
Biodegradable	Ecologo Certified
Carcinogen-free	Energy Star
Chlorofluorocarbon (CFC)-free	Electronic Product Environmental Assessment Tool (EPEAT) program
Compostable	Forest Stewardship Council Certified
Energy efficiency	Green Seal Certified
Lead-free	Greenguard Certified
Less hazardous	Scientific Certification Systems (SCS)
Low toxicity	
Mercury-free	
Persistent bioaccumulative toxin (PBT)-free	
Rapidly renewable	
Rechargeable	
Recyclable	
Recycled content	
Reduced greenhouse gas emissions	
Reduced packaging	
Refill/refillable	
Remanufactured/refurbished	
Renewable materials	
Responsible forestry	
Upgradeable	
Water efficiency	