

City of Newport Fire/EMS

Request for Proposal for;

**Ambulance Transport Billing Services and Patient Care Reporting
Hardware and Software**

Issued: January 6, 2017

Due Date: Friday, January 27, 2017 at 4:00 p.m. EST

Administered by: Adam N. Peddicord, Captain

NOTICE TO VENDORS

REQUEST FOR PROPOSAL

Third Party Ambulance Billing, Collection, Financial Reporting, Analytical Services and Patient Care Reporting Hardware and Software

The City of Newport Fire/EMS (Newport Fire/EMS) is requesting proposals from qualified Firms ("Firm") to provide ambulance billing, collection (from ambulance transport clients and/or their insurance carriers), financial reporting, and analytical services with documentation software and hardware for patient care reporting. This includes complete management of the billing process from patient transport to account closure. It is the intent of Newport Fire/EMS to enter into a multiyear contract with renewals contingent on the successful performance of the contract.

This request for proposal ("RFP") defines the minimum scope of services and outlines the requirements that must be met by Firms interested in providing such services. Firms shall carefully examine the entire RFP and any addenda thereto, and all related materials and data referenced in performing the service. Firms are advised to read all sections of this RFP before submitting a proposal.

Proposals will be accepted until Friday, January 27, 2017 at 4:00 p.m. EST.

Proposals shall be mailed or delivered to the following:

City of Newport Fire/EMS
998 Monmouth St.
Newport, KY 41071

All sealed proposals must bear the title "Newport Fire/EMS Ambulance Billing, collection information, financial reporting, analytical services with documentation software and hardware proposal." The Firm's name and address must also be on the face of the proposal envelope.

Please submit one (1) original and one (1) complete copy of your proposal. Facsimile proposals will not be accepted. Late proposals will not be considered. It is the responsibility of the proposer to ensure that the proposal arrives at the correct location by the correct time.

Submission of any proposal signifies the Vendor's agreement that the proposal and the content thereof are valid for 90 days (three months) following the submission deadline and will become part of the contract that is negotiated between Newport Fire/EMS and the Firm. All prices submitted with the proposal shall remain in effect for the 90-day period.

Issuance of this RFP is a direct result of Newport Fire/EMS's need to pursue a partnership with a Firm that can provide the desired services and will bring about an optimum revenue stream for Newport Fire/EMS. Newport Fire/EMS reserves the right to award and/or reject any and/or all quotes and waive any technicalities or irregularities. This contract will not be awarded solely on the basis of cost. Rather the contract for this project will be awarded to the lowest responsible, responsive bidder, taking into consideration quality, performance, and the time specified in the proposals for the performance of the contract.

The Newport Fire/EMS, in accordance with Title VI of the Civil Rights Act of 1964 and Title 49, Code of Federal Regulations, hereby notifies all Bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, creed, sex, handicap or national origin in consideration for an award.

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1 Statement of Work

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to invite prospective vendors to submit a proposal to supply Ambulance Transportation Billing with Patient Care Reporting Hardware and Software to Newport Fire/EMS. The RFP provides vendors with the relevant operational, performance, and application requirements of the scope of the project.

1.2 Coverage & Participation

The intended coverage of this RFP, and any agreement resulting from this solicitation, shall be for the use of all departments at Newport Fire/EMS. Newport Fire/EMS reserves the right not to enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

2 General Information

2.1 Original RFP Document

Newport Fire/EMS shall retain the RFP, and all related terms and conditions, exhibits and other attachments, in original form in an archival copy. Any modification of these, in the vendor's submission, is grounds for immediate disqualification.

2.2 The Organization

Newport Fire/EMS provides both fire and advanced life support emergency medical services for the Cities of Newport and Woodlawn. Newport Fire/EMS has a fleet consisting of 1 command vehicle, 2 engines, 1 ladder, and 2 ALS ambulances, which are staffed on a full time basis. Newport Fire/EMS operates out of two stations. The Newport Fire/EMS Department operates with 37 full time staff and 1 administrative assistant. Newport Fire/EMS responded to 5,309 calls for service in 2015, and 5,247 as of December 23, 2016.

2.3 Existing Environment

Presently Newport Fire/EMS is using a firm that provides the following:

Ambulance Transportation Billing:

Newport Fire/EMS has chosen to "Soft" bill customers and is in accordance with all State and Federal Laws.

Our present vendor provides Newport Fire/EMS with a client services representative that is in tune with all laws concerning emergency medical service billing and acts as a liaison between Newport Fire/EMS and other departments within the billing company.

Hardware:

Four (4) Panasonic Toughbook laptop computers (2 in service and two spares) with technical support via email or phone and a loaner program for units that need updated or repaired. Also included is an air card built into each toughbook

Software:

The billing software is proprietary to their organization and has been customized to meet the needs of Newport Fire/EMS as well as following all data collection requirements as set forth by State and Federal agencies. The software provides searchable fields for reporting statistical analysis, quality improvement, as well as many other options and allows the administrator to export any report into Microsoft Excel® or Adobe®.

2.4 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances. Changes will be communicated by e-mail to all invited bidders.

Issuance of RFP	Friday, January 6, 2017
Technical Questions/Inquiries due	Monday, January 23, 2017 at Noon, EST
RFP Closes	Friday, January 27, 2017 at 4:00 p.m., EST

3. Proposal Preparation Instructions

3.1 Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Newport Fire/EMS as necessary to gain such understanding. Newport Fire/EMS reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Newport Fire/EMS reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award, if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Newport Fire/EMS

3.2 Good Faith Statement

All information provided by Newport Fire/EMS in this RFP is offered in good faith. Individual items are subject to change at any time. Newport Fire/EMS makes no certification that any item is without error. Newport Fire/EMS is not responsible or liable for any use of the information or for any claims asserted there from.

3.3 Communication

Verbal communication shall not be effective unless formally confirmed in writing by a specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

i. Vendors' Inquiries

Applicable terms and conditions herein shall govern communications and inquiries between Newport Fire/EMS and vendors as they relate to this RFP. Inquiries, questions, and requests for clarification related to this RFP are to be directed in writing to:

Newport Fire/EMS
998 Monmouth St.
Newport, KY 41071

Attention: Adam N. Peddicord, Captain
Telephone: 859-393-6721
Fax: 859-292-3636
E-mail: apeddicord@newportky.gov

ii. Informal Communications shall include, but are not limited to: requests from/to vendors or vendors' representatives in any kind of capacity, to/from any Newport Fire/EMS employee or representative of any kind or capacity with the exception of Adam N. Peddicord for information, comments, speculation, etc. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the named above at any time.

iii. Formal Communications shall include, but are not limited to:

- Questions concerning this RFP must be submitted in writing and be received prior to Monday, January 23, 2017 at Noon, EST.
- Errors and omissions in this RFP and enhancements. Vendors shall recommend to Newport Fire/EMS any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to Newport Fire/EMS any enhancements, which might be in the best interests of Newport Fire/EMS. These must be submitted in writing and be received prior to Monday, January 23, 2017 at Noon, EST
- Inquiries about technical interpretations must be submitted in writing and be received prior to Monday, January 23, 2017 at Noon, EST. Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
- Verbal and/or written presentations and pre-award negotiations under this RFP.
- Addenda to this RFP.

iv. Addenda: Newport Fire/EMS will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 2 business days. All questions, answers, and addenda will be shared with all recipients and all parties who have filed a request to receive any addenda.

Newport Fire/EMS will not respond to any questions or requests for clarification that require addenda, if received by Newport Fire/EMS after Monday, January 23, 2017 at Noon, EST.

3.4 Proposal Requirements

All respondents are requested to provide the information cited below, as well as any supplemental information that you feel provides a comprehensive view of your firm, the proposed design team and your approach to this project. However, information should be presented in a clear and concise manner.

1. A one-page statement of interest and qualifications for this proposal including the firm name, address, and telephone number, including the name, title, address and telephone and fax numbers, and e-mail addresses of each contact person for the duration of the proposal evaluation.
2. A brief (maximum three-page) proposal summary that describes the FIRM's understanding of the RFP and how it intends to meet the stated requirements. Include any concerns regarding scheduling, concept, or expectations.
3. Discussion of your firm's specific abilities and expertise to provide the required professional services and qualifications related to the proposal requirements.
4. Provide some detail of the billing system and billing processes utilized as well as the identity of the software utilized and whether it is third-party or proprietary.
5. Key personnel proposed as project team members.
6. References of at least three clients for which your firm has provided similar professional services in the last three years. Please include current contact information (name, telephone, and email) for each reference.
7. Describe and discuss the firm's compliance program and how the program meets or exceeds the requirements of CMS and HIPAA and NEMESIS.
8. Describe any services provided by the firm that are not covered by the RFP, but would assist Newport Fire/EMS in enhancing its collections.
9. Provide a list detailing any and all variances to the scope of work detailed above.
10. Provide a copy of a completed 2015 SSAE #16 SOC II. If your firm does not have a SSAE #16 SOC II Audit, state why.
11. Please provide evidence of Red Flag Identity Theft Compliance as well as Payment Card Industry (PCI) Compliance.
12. Please provide a brief (maximum three pages) summary that describes how your firm will transition Newport Fire/EMS from their current provider.
13. Provide documentation of active/current Certified Ambulance Coder certification (as provided by the National Academy of Ambulance Coding) for proposed vendor staff utilized in processing of claims.
14. All Billing must be done in the United States and not outsourced to another country.
15. List and describe the ePCR integration option you are offering in conjunction with your billing and collection services.

If the Firm proposes to address a requirement in a manner different from the RFP specifications, the Firm shall provide an explanation of how that requirement will be met and demonstrate that the alternative is equal to or preferable to the requirement in the RFP.

Before submitting a proposal, each Firm must make a careful study of these specifications, and fully assure itself of the quality of the service required. The consistent quality of the service provided is of profound importance to Newport Fire/EMS's ongoing commitment to achieve fiscal objectives and maintain superior levels of customer service and satisfaction. The cost proposal shall be submitted separately, please include all services and associated fees. The proposal shall itemize all services including, if relevant, hourly rates for all professional, technical and support personnel, and other charges related to the

completion of the work. The proposal shall separately describe costs associated with both billing and collection services. The proposal should be complete and require no further explanation. No contract will be awarded except to responsible organizations capable of providing the services outlined and achieving the identified expected results. Before the award of the contract the Firm may be required to demonstrate any and/or all aspects of the Scope of Services.

Proposal Submission

Proposals must be delivered sealed to:

Newport Fire/EMS Department
998 Monmouth St.
Newport, KY 41071

on or prior to Friday, January 27, 2017 at 4:00 p.m., EST. Newport Fire/EMS shall not accept proposals received by fax.

Vendors are to submit 1 original copy of proposal marked "Original" and 1, marked "Copy." Each original and copy must be individually bound. Please provide one electronic copy on a CD. Newport Fire/EMS will not accept proposals delivered via e-mail.

4.0 SCOPE OF SERVICES

This section outlines the minimum contract requirements for ambulance billing, collection, financial reporting, and analytical services. Newport Fire/EMS desires to pursue a partnership to build an optimal revenue cycle. The minimal requirements are listed here, however, Newport Fire/EMS is open to alternatives to meet the requirements that may or may not be described below.

4.1 Billing

The Firm will commence billing the Patient Care Reports with the start-up date established by the Firm and Newport Fire/EMS. All existing Patient Care Reports that were generated prior to the established start-up date will be filed by Newport Fire/EMS. The collection of all claims filed by Newport Fire/EMS will remain the responsibility of Newport Fire/EMS.

The Firm shall be able to prepare invoices according to the rates established by the guidelines and procedures established by the Firm and Newport Fire/EMS, and all applicable laws and regulations including those for Medicare and Medicaid services (CMS). All invoices shall also be billed in compliance with the Fair Debt Collection Practices Act. Electronic filing is the preferred method of filing invoices to appropriate parties, including insurance companies, Medicare and Medicaid if applicable. Newport Fire/EMS shall approve all forms and correspondence. The Firm shall utilize available resources and databases to obtain billing insurance information on private pay patients. The expectation of Newport Fire/EMS is that the initial invoices will be processed within three business days of the electronic posting of the billing file on the Firm's secure server, according to the agreed upon process for various claim types.

4.2 Criteria for Selection

The evaluation of each response to this RFP will be based on its demonstrated competence, compliance, format, and organization. The purpose of this RFP is to identify those suppliers that have the interest, capability, and financial strength to supply Newport Fire/EMS with Ambulance Transport Billing and Electronic Patient Care Reporting Hardware and Software identified in the Scope of Work.

4.3 Selection and Notification

Vendors determined by Newport Fire/EMS who possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these vendors via mail. Those vendors not selected for the negotiation phase will not be notified.

4.4 Training

Vendor awarded bid will provide no less 3 days of training to ensure adequate education of all personnel at the expense of the company providing the equipment to Newport Fire/EMS. Training must vary to include 3 daytime classes (Shift Friendly). Training shall be accomplished within the 2 weeks prior to the anticipated “go live” date.

Additionally, vendor will also provide an “in-depth” training for those individuals serving as Newport Fire/EMS administrators. Training shall include but not be limited to the following: basic troubleshooting of system hardware and software, report generation from patient care data, statistical information, and financial information from EMS billing.

4.5 Collections

The Firm shall process all claims according to timelines defined by Newport Fire/EMS and the Firm. The claims should be divided into four revenue categories: Medicare, Medicaid, Insurance, and Private Pay. Claims shall be appropriately re-categorized after receiving payment from the primary payer. Denials for Medicare and Medicaid shall be processed according to the timelines defined by the Firm and Newport Fire/EMS.

Customer service shall be provided from 8:00 am to 5:00 pm Eastern Standard Time (EST), using a Firm supplied phone number. An 800-number for out-of-area or out-of-state customers shall be provided. System must be able to accept voice mail messages and route to appropriate person. The successful Bidder must make a good faith effort to contact customers within 24 business hours after initial contact from the customer. The successful Bidder will treat all debtors fairly, with professionalism, honesty and integrity while obtaining the maximum results. Newport Fire/EMS will be the final arbiter of disputes between the successful Firm and customers. Newport Fire/EMS’s decision will be final.

All funds collected by the Firm must be electronically transferred to Newport in a time and manner that is mutually agreed upon. The Firm must remit to Newport Fire/EMS all funds collected, less refunds issued. Fees charged by the Firm for billing and collection services will be based upon “net collections”. Newport Fire/EMS regards “net collections” as total funds collected less refunds issued as a result of overpayments or erroneous payments. An active Quality Assurance and Internal Auditing Controls program for detecting, correcting and avoiding process errors shall be maintained.

4.6 Accounting and Reporting

Accounting for all billing pursuant to Generally Accepted Accounting Principles shall be provided on a daily, monthly, quarterly, and annual basis, or as requested by Newport Fire/EMS. This shall include monthly auditing by the successful Firm to ensure accuracy of bills. Such reports and all supporting documentation shall be submitted to Newport Fire/EMS within ten (10) business days after the end of the month. Detailed below are reports required by Newport Fire/EMS to monitor the billing and collection process. The list is not all-inclusive. The reports noted below must be provided to the appointed Newport Fire/EMS billing and collections contact

by the time period specified. Reports should be submitted electronically either via email or secure server. Reports should be provided in MS Excel and/or as PDF documents when requested. Other reports may be requested on an as-needed basis. Reports may need to be modified periodically on specific issues or needs that arise. Please specify the process to add/change or delete specific reports.

Reports shall include the following:

- a. A monthly revenue report showing all transports billed. At a minimum, the report should include the date of service, incident number, patient name, origin, destination, procedure code, and gross charges.
- b. A report showing transports that cannot be billed including the reason the transport cannot be billed.
- c. A report showing the number and amount of claims filed with Medicare and Medicaid, including the confirmation information from Medicare or Medicaid acknowledging receipt of the claim.
- d. A monthly outstanding aged accounts receivable report sorted by payer including a total outstanding aged report. The Report should show four categories of outstanding accounts: 30, 60, 90, and more than 120 days outstanding.
- e. A reconciliation report showing the amount of cash receipts posted and how the amount ties to the weekly bank deposit. Provide an explanation of any cash that is unable to be posted and include the reason.
- f. Monthly listing of all refunds processed for the month.
- g. Monthly report of all account denials broken down by payer and then by type of denial.
- h. A report of all claims denied by Medicare and Medicaid.
- i. Provide monthly reports of any and all disclosures or releases of data or information, and the reasons there for.
- j. Provide a monthly report that breaks down by incident type for the City of Newport, Woodlawn, and all other mutual aid calls. Report should also include an average time to go “enroute” for Newport, Woodlawn and all Mutual aid.
- k. Other reports on an as-needed basis that would be useful to the agency in monitoring and evaluating Newport Fire/EMS’s accounts receivable process.

Newport Fire/EMS reserves the right to audit the records of the Firm related to Newport Fire/EMS’s billing. The Firm shall make and keep full and complete records and books of accounts of revenue and income, costs and expenses that specifically relate to performance under this contract. Records and books of account, together with any or all other memoranda pertaining thereto that may be kept, maintained or possessed by the Firm, shall be open to examination during regular business hours by Newport Fire/EMS or its representatives for the purpose of inspection, auditing, verifying, or copying the same or making extracts there from. The Firm shall make and keep said records and books of account in accordance with generally accepted accounting principles.

The Firm shall provide to Newport Fire/EMS manuals outlining the policies and procedures established to facilitate the processing of the contract between the parties upon award and successful completion of a contract.

4.7 Analytical Services

The Firm will be expected to provide analysis and expertise in all issues related to ambulance billing. This includes analysis of trends and other pertinent issues that may develop. Initially, the Firm will be expected to meet monthly with Newport Fire/EMS to review performance. Also, at a minimum, a written report reviewing the performance of the accounts receivable should be prepared, identifying among other issues, the strengths, weaknesses and

opportunities of the performance. Also key issues that might arise in the future should be identified, along with strategies to address the issues. This report should be prepared quarterly.

4.8 Technology Requirements

The Firm will provide all necessary ePCR software that meets Newport Fire/EMS's requirements and all software associated with the billing and collection process. The provided ePCR software must interface with the provided billing and collection software.

Newport Fire/EMS shall be provided a system that will ensure complete and uninterrupted flow of service via back-up systems and a Data Recovery Project Plan/System should a disaster occur. Provide a copy of the plan for review by Newport Fire/EMS's information technology division. Records shall be retained according to an agreed upon record retention plan. The Firm should have the ability to utilize a secure FTP platform via VPN and/or FTP for billing extract file transfer. If the Firm recommends an alternative method for file transfer, please provide a detailed description of the recommended process. The Firm should provide sufficient HIPAA compliance training to all employees dealing with applicable information.

4.9 GENERAL CONTRACT REQUIREMENTS

This section will outline the minimum contract requirements for billing, collection, financial reporting and analytical services. Newport Fire/EMS desires to pursue a partnership to build an optimum revenue stream.

A. Billing:

1. The Firm will receive on a daily basis the electronic billing data and other related billing information by way of an encrypted FTP file or batch filing process. The Firm will be responsible for providing the appropriate software that will be compatible to interface with the Firm's software system.

Does your bid comply with this requirement? Yes _____ No _____

2. The Firm will prepare invoices according to the rates, guidelines, and procedures established by Newport Fire/EMS as well as meet all applicable laws and regulations including those for Medicare and Medicaid.

Does your bid comply with this requirement? Yes _____ No _____

3. The Firm will be responsible for reviewing each Patient Contact Report (PCR) for content and accuracy for billing purposes. The Firm will be responsible for contacting the designated Newport Fire/EMS employee to correct any discrepancies.

Does your bid comply with this requirement? Yes _____ No _____

4. The Firm will be responsible for the initial collection of payments, generation of multiple collection attempts defined by Newport Fire/EMS and generation of any and all insurance forms as well as filing and record maintenance.

Does your bid comply with this requirement? Yes _____ No _____

5. Records and histories for services processed by the Firm shall be available and accessible by authorized Newport Fire/EMS staff.

Does your bid comply with this requirement? Yes _____ No _____

6. The Firm must have access to and will utilize all available resources and databases to obtain proper billing information on all serviced clients.

Does your bid comply with this requirement? Yes _____ No _____

7. All client complaints concerning service rendered will be referred to the designated individual within the Newport Fire/EMS.

Does your bid comply with this requirement? Yes _____ No _____

B. Collections:

1. Process all claims according to timelines defined by the Newport Fire/EMS and the Firm.

Does your bid comply with this requirement? Yes _____ No _____

2. Re-categorize claims appropriately after receiving payment from the primary payer, and initiate any required secondary claims submission.

Does your bid comply with this requirement? Yes _____ No _____

3. Act as the advocate for the client with Medicare, Medicaid and private insurance in an endeavor to optimize payment on behalf of the client.

Does your bid comply with this requirement? Yes _____ No _____

4. Provide customer service at a minimum of 8:00 a.m. until 5:00 p.m. Monday thru Friday using a local telephone number as well as toll-free telephone number.

Does your bid comply with this requirement? Yes _____ No _____

5. Record or credit all payments received by the Firms to the patient account within 24 hours after the receipt of funds.

Does your bid comply with this requirement? Yes _____ No _____

6. Maintain current and concise documentation which outlines the internal controls that are in place and practiced to ensure that all policies and procedures for proper handling of receipts of funds are being followed by the Firm.

Does your bid comply with this requirement? Yes _____ No _____

7. Process all refunds and overpayments within timelines defined by Newport Fire/EMS and the Firm.

Does your bid comply with this requirement? Yes _____ No _____

8. All funds received and collected by the Firm must be deposited by ACH transaction on a schedule that has been established Newport Fire/EMS and the Firm. Corresponding reports must be provided with each deposit.

Does your bid comply with this requirement? Yes _____ No _____

C. Reporting Requirements:

Newport Fire/EMS reserves the right to request additional reports as needed.

1. Daily Information

a. Provide Daily Reports as outlined in Section 4.6 "Accounting and Reporting" items "a" through "d".

Does your bid comply with this requirement? Yes _____ No _____

2. Weekly Information

a. Deposit Summary and Explanation of Benefits. (EOB)

Does your bid comply with this requirement? Yes _____ No _____

b. Medicare/Medicaid Electronic Funds Transfer (EFT) and Explanation of Benefits.(EOB)

Does your bid comply with this requirement? Yes _____ No _____

c. Credit Card Receipts.

Does your bid comply with this requirement? Yes _____ No _____

d. Refund Requests.

Does your bid comply with this requirement? Yes _____ No _____

3. Monthly Information

a. Date of Service performance monitoring and account reconciliation.

Does your bid comply with this requirement? Yes _____ No _____

b. Account Analysis by Month of all client accounts.

Does your bid comply with this requirement? Yes _____ No _____

c. Account Analysis by Month, by Payer.

Does your bid comply with this requirement? Yes _____ No _____

d. Aging Report by Current Payer and Aging Category. (Accounting Period Based)

Does your bid comply with this requirement? Yes _____ No _____

e. Accounts Receivables Reconciliation Report (Accounting Period Based)

Does your bid comply with this requirement? Yes _____ No _____

4. Yearly Information

a. Year End Accounts Receivable Report.

Does your bid comply with this requirement? Yes _____ No _____

D. Analytical Services

1. Newport Fire/EMS will expect the Firm to provide analysis and expertise in all issues related to ambulance billing. This includes analysis of trends and other pertinent issues that may develop.

Does your bid comply with this requirement? Yes _____ No _____

2. At the beginning of the contract, the Firm will be expected to meet with Newport Fire/EMS on a monthly basis to review billing consistency, receivables performance, and other issues that have been encountered. Upon agreement of both entities these meetings may become less frequent, but will be held not less than once a year. Also, the Firm must prepare and deliver a written report reviewing the performance of the accounts receivables, identifying outstanding issues, and list any strengths, weaknesses, and opportunities for improved performance. Additionally, this written report must identify key issues that might arise in the future, accompanied by strategies, procedures, and timelines to address these issues. This report shall be due six (6) months after the original contract date. The report will then be due on a yearly basis unless Newport Fire/EMS or the Firm request or determine the report is needed on a more frequent basis.

Does your bid comply with this requirement? Yes _____ No _____

E. Technology Requirements:

1. The Firm will provide all software associated with the billing and collection process. The firm will also provide protective cases and Bluetooth capable keyboards for all hardware devices. Hardware will be provided by Newport Fire/EMS.

Does your bid comply with this requirement? Yes _____ No _____

2. The Firm will provide software that can be used for billing and capture of electronic patient care reports. **Does your bid comply with this requirement? Yes _____ No _____**

3. The Firm will provide a system that will ensure complete and uninterrupted flow of service via backup systems and a Data Recovery Project Plan/System should a disaster occur.

Does your bid comply with this requirement? Yes _____ No _____

4. The Firm will retain records according to an agreed upon record retention plan.

Does your bid comply with this requirement? Yes _____ No _____

5. The Firm shall provide sufficient HIPAA compliance training to all employees dealing with applicable information.

Does your bid comply with this requirement? Yes _____ No _____

6. Software provided by the Firm must allow access to open patient care reporting through any secured computer access.

Does your bid comply with this requirement? Yes _____ No _____

F. ePCR must have:

1. Meets or exceeds the Kentucky Board of EMS performance standards required data set.

Does your bid comply with this requirement? Yes _____ No _____

2. Electronic exports of PCR to Kentucky Board of EMS' KEMSIS system.

Does your bid comply with this requirement? Yes _____ No _____

3. Populates patient data for repeat clients.

Does your bid comply with this requirement? Yes _____ No _____

4. Customized data elements to meet Newport Fire/EMS and Kentucky Board of EMS specific needs.

Does your bid comply with this requirement? Yes _____ No _____

5. Easy data input and intuitive workflow, including auto-save functionality, multiple data input options, and quick navigation through drop-down lists.

Does your bid comply with this requirement? Yes _____ No _____

6. Validation tools to help ensure that calls are complete and meet required data elements.

Does your bid comply with this requirement? Yes _____ No _____

7. Electronic capture of patient signatures in the field — no Internet connection required.

Does your bid comply with this requirement? Yes _____ No _____

8. Interface capabilities — data streaming to and from CAD and cardiac monitors, fire records, hospital medical records, and billing applications.

Does your bid comply with this requirement? Yes _____ No _____

9. Include customizable Quick Treat lists for cardiac arrest, medications, and other functions, plus immediate time-stamping of vital signs and treatment events within the documentation flow and an instant note-taking surface.

Does your bid comply with this requirement? Yes _____ No _____

10. Assessment tools to document initial and ongoing assessments, including pertinent positives and negatives.

Does your bid comply with this requirement? Yes _____ No _____

11. Anatomical figures with 360-degree rotation and zoom-in capabilities.

Does your bid comply with this requirement? Yes _____ No _____

12. Advanced vital signs documentation and auto-calculation of Glasgow Coma Scale, Revised Trauma Score, and Pediatric Trauma Score.

Does your bid comply with this requirement? Yes _____ No _____

13. Specialty Patient forms for complete, rapid documentation of advanced airway, burns, stroke, STEMI, patient refusals, and cardiac arrest patients and more.

Does your bid comply with this requirement? Yes _____ No _____

14. Customizable user roles, password management policies, validation routine, treatments.

Does your bid comply with this requirement? Yes _____ No _____

15. Providing an easy way for administrators to send positive feedback, document errors, or request that information be added to an appended narrative.

Does your bid comply with this requirement? Yes _____ No _____

16. Receiving hospitals have access to Newport Fire/EMS patient care charts electronically. Authorized hospital users of the system can log in and download trips after permission has been granted by the EMS organization. The hospital only sees ePCR's on which they are identified as the receiving facility. Multiple permitted users at the hospital are able to access the ePCR. The EMS organization maintains access control to the hospitals.

Does your bid comply with this requirement? Yes _____ No _____

17. Customize data searches for required quality improvements reports.

Does your bid comply with this requirement? Yes _____ No _____

18. Must not require an internet connection to function.

Does your bid comply with this requirement? Yes _____ No _____

19. Application must have an automatic update feature that allows software to be updated via internet without need to reinstall software.

Does your bid comply with this requirement? Yes _____ No _____

20. Must not require Administrative rights on the local machine to operate and/or update.

Does your bid comply with this requirement? Yes _____ No _____

21. A translation tool that enables EMS providers in the field to communicate with non-English speaking patients. Able to launch without leaving the ePCR application (preferred)

Does your bid comply with this requirement? Yes _____ No _____

22. Data is hosted at secure, Tier 3, SAS 70 Type II, PCI compliant hosting facilities.

Does your bid comply with this requirement? Yes _____ No _____

23. The strongest encryption products to protect customer data and communications, including 128-bit SSL Certification and 1024-bit RSA public keys — the lock icon in the browser indicates that data is fully shielded from access while in transit.

Does your bid comply with this requirement? Yes _____ No _____

24. Software access only with a valid username and password combination, which is encrypted via SSL while in transmission.

Does your bid comply with this requirement? Yes _____ No _____

25. A robust application security model that prevents customers from accessing another's data — reapplied with every request and enforced for the entire duration of a user session.

Does your bid comply with this requirement? Yes _____ No _____

26. Tight operating system-level security with a minimal number of access points to all production servers. Strong passwords for operating system accounts, with no master password database for production servers. Operating system maintenance at each vendor's recommended patch levels for security and hardened by disabling and/or removing any unnecessary users, protocols and processes.

Does your bid comply with this requirement? Yes _____ No _____

27. Controls on database access at the operating system and database connection level for additional security. Restricted production database access to a limited number of points, with no master password database for production servers.

Does your bid comply with this requirement? Yes _____ No _____

28. Vendor employees have no direct physical access to the production equipment.

Does your bid comply with this requirement? Yes _____ No _____

29. Off-site, automatic client data backups are performed nightly.

Does your bid comply with this requirement? Yes _____ No _____

5. Additional Terms & Conditions

5.1 Non-Disclosure Agreement

Newport Fire/EMS reserves the right to require any Respondent to enter into a non-disclosure agreement.

5.2 Costs

The RFP does not obligate Newport Fire/EMS to pay for any costs, of any kind whatsoever that may be incurred by a Respondent or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of Newport Fire/EMS subject to claims of confidentiality in respect of the Response and supporting documentation.

5.3 Intellectual Property

The Respondent should not use any intellectual property of Newport Fire/EMS including, but not limited to, all logos, registered trademarks, or trade names of Newport Fire/EMS, at any time without the prior written approval as appropriate.

5.4 Respondent's Responses

All accepted Responses shall become the property of Newport Fire/EMS and will not be returned.

5.5 Governing Law

This RFP and the Respondent's Response shall be governed by the laws of the City of Newport, Campbell County, and the Commonwealth of KY.

5.6 No Liability

Newport Fire/EMS shall not be liable to any Respondent, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the Respondent responding to this RFP; or

- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

5.7 Entire RFP

This RFP, any addenda to it, and any attached schedules, constitute the entire RFP.

6. Vendor Certification

This certification attests to the vendor’s awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of 180 calendar days as of January 27, 2017.

The undersigned further certify that their firm (check one):

- IS
- IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify Newport Fire/EMS of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person[s] authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name: _____ Title: _____

Signature: _____ Date: _____

Name: _____ Title: _____

Signature: _____ Date: _____

Signature of Authorized Officer:

Name: _____ Title: _____

Signature: _____ Date: _____