

Town of West New York Requests Proposals From Individuals/Firms Interested in Providing “EMS Billing Services” for the Town of West New York For the Period January 1, 2016 through December 31, 2016

Introduction

Pursuant to the Fair and Open Process described under N.J.S.A. 19:44A-1, et seq., the Town seeks Proposals (“RFP”) from individuals/firms that wish to provide EMS billing services for the Town for contract period beginning on January 1, 2016 and ending December 31, 2016. The Town will have options for two (2) one year extensions under the same terms. All candidates are required to comply with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 et seq. as amended. (Affirmative Action). The successful firm must have significant experience in providing EMS billing services for a Town. The successful individual/firm will provide the Town with the following services relating to, but not necessarily limited to:

DETAILED REQUIREMENTS OF THE REQUEST FOR PROPOSAL FOR EMS BILLING SERVICES

1. **TOWN OF WEST NEW YORK FACTS AND FIGURES** – West New York is a legal, governmental entity. Its governing body consists of five (5) Commissioners. West New York EMS is a licensed entity by the New Jersey Department of Health and Senior Services and has a fleet of five ambulances.

The Town’s population is approximately 49,708 and it consists of approximately 1,329 square miles of area.

The number of transported patients has been:

- 2010 – 2,728
- 2011 – 3,354
- 2012 – 2,357 (Decrease call volume due to internal matter)
- 2013 – 3,666
- 2014 – 3,672
- 2015 – 2,421(Jan-Aug Only)

2. **NATURE OF SERVICES** – The Town of West New York is requesting proposals from qualified individuals and firms to provide Billing Services for Municipal Emergency Medical Services (EMS).

Proposers should educate itself further with regard to additional statistical information, which it may need to prepare its proposal.

West New York seeks a one year contract commencing on January 1, 2016 and ending on December 31, 2016. The Town will have 2 one year options for extension

of the contract under the same terms and conditions.

3. **STANDARD REQUIREMENTS OF TECHNICAL PROPOSAL** - Proposers should submit a technical proposal which contains the following:
- a. Four (4) Official copies of the proposal must be submitted. The Copies must be labeled Legal Department; Purchasing Department; EMS Department; & The Town Clerk's Office.
 - b. The name of the proposer, the principal place of business and, if different, the place where the services will be provided;
 - c. The age of the proposer's firm and the average number of employees over the past three years;
 - d. The education, qualifications, experience, and training of all persons who would be assigned to provide services along with their names and titles;
 - e. A listing of all other engagements where services of the types being proposed were provided in the past ten years. This should include other Municipal governments and other levels of government. Contact information for the recipients of the similar services must be provided. The Town of West New York may obtain references from any of the parties listed;
 - f. A detailed plan for providing the proposed services;
 - g. Proof of professional liability insurance;
 - h. Proof of any necessary professional license or certification from the State of New Jersey for all professionals assigned to the engagement;
 - i. Statement that the firm has Workers' Compensation and Employer's Liability Insurance in accordance with New Jersey law;
 - j. Statement that neither the firm nor any individuals assigned to this engagement are disbarred, suspended, or otherwise prohibited from professional practice by any federal, state, or local agency;
 - k. A description of the proposer's office location and an explanation of the proposer's availability for meetings, conferences, training and emergency response at the Town's facilities;
 - l. Office shall be located within 100 miles of the Town of West New York.
 - m. An Affirmative Action Statement (copy of form attached);

- n. A completed Non-Collusion Affidavit (copy of form attached);
 - o. A completed Owner Disclosure Statement (copy of form attached);
 - p. A statement that the proposer will comply with the General Terms and Conditions required by Town and enter into the Town of West New York 's standard Professional Services Contract;
 - q. A copy of the proposer's New Jersey Business Registration Statement;
 - r. A representation that all services will be performed within boundaries of the United States of America.
4. **SPECIALIZED REQUIREMENTS OF TECHNICAL PROPOSAL** – The proposer must demonstrate the ability to:

a. SCOPE OF SERVICE

- i. Electronically bill commercial insurers and Medicare/Medicaid for basic life support, emergency medical services, and other future services provided by the Town of West New York; utilizing software compatible with emsCharts (or other electronic patient care reporting software as specified by the Town of West New York, within two business days of receipt of electronic or paper run report. Open accounts will be invoiced at the date of data input or import as well as at 30, 60 and 90 days from the date of data input or import.
- ii. The cost of the electronic patient care reporting software (to be chosen by the Town of West New York) will be the responsibility of the contractor.
- iii. At 90 days, unpaid bills to insurers shall be researched, and should missing or inaccurate information be determined as the cause for non-payment, the vendor shall obtain and/or correct the information needed to submit a "clean" claim. As required during the contract period, by the Town of West New York, the vendor will mail letters to solicit further information from patients when not enough information was previously acquired to submit a clean third party claim.
 - 1. Said letters will be developed by the contractor and subject to approval by the Town of West New York before and during their use.
- iv. Deposit funds to Town of West New York's designated bank account within one business day of receipt of funds.

- v. Pay all shipping costs of call sheets and all other documents or reports.
- vi. Provide reports listed in Attachment "A"
- vii. Provide HIPAA compliance training as required to Emergency Medical Services (EMS) staff.
- viii. The contractor will be capable and required to assume billing with the intervention of advance life support units if requested by the Town of West New York during the contract period. This includes and requires that the vendor currently possess the capability of Medicare part-B billing and reporting.
- ix. The contractor will maintain its systems on an ongoing basis to be capable of submitting clean acceptable claims for all third party insurers insuring payment for Town of West New York EMS patients.
- x. The contractor's authorized employee representative shall meet with a representative of the Town of West New York Emergency Medical Services at a location mutually agreeable to both the contractor and the Town on an "as needed" basis to review receivable history and call processing.
- xi. The contractor shall assume responsibility for processing and collection of all outstanding balances greater than 90 days old from the date of inception of this contract. The contractor shall further insure the orderly and timely importation of data from these prior transports into its reimbursement software system. Any costs for this importation shall be assumed by the contractor.
- xii. The contractor acknowledges that all balances due for services rendered not received by the Town of West New York's Emergency Medical Service more than 90 days after the initial date of service (the transportation date) may be subject to reassignment to a new contractor should a new contract for reimbursement services be executed.
- xiii. The contractor acknowledges that a written record of all account activity during the period of this contract must be furnished to the Town of West New York, in a format agreed upon by the Town of West New York, prior to the release of any final payments due to the contractor. This written record shall include, but not be limited to all open accounts and activity to date, all closed accounts and activity to date, and all outstanding balances per insurer and patient. Additionally, contractor will provide a written detail of all contacts with each patient and insurer.

This record will be provided within 60 days of the expiration of this contract. The contractor will not attempt or perform any processing or collection of any claims on behalf of the Town of West New York beyond 60 days of the expiration of this contract.

- xiv. The contractor shall receive hospital face sheets and Authorization of Benefits forms, signed by the patient or patient's authorized representative, either electronically or paper from hospitals or from Town of West New York's EMS staff. The contractor shall scan these documents and attach them electronically to the patient care report within emsCharts (or other electronic patient care reporting software as specified by the Town of West New York).

5. REQUIRED DOCUMENTATION OF QUALIFICATIONS

- a. Describe and list locations of all offices.
- b. List all staff, job title, and job description. Include vitae of all managers and supervisors.
- c. Describe and list IT and software specifications for equipment and software proposed to be utilized in the processing of Town of West New York claims.
- d. Certify compatibility of billing software with emsCharts (or other electronic patient care reporting software as specified by the Town of West New York).
- e. Provide true copy of Approval of Application for certification as a Third Party Billing Service and license issued pursuant to NJSA 17B:27B-1.
- f. Provide documentation of an outside audit of the Companies finances.
- g. 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.
- h. Provide documentation (Certificate of Insurance) indicating the following minimum insurance overages for the proposed period of this contract, specifically including:
 - i. Commercial General Liability; \$2,000,000.00 aggregate, \$1,000,000.00 occurrence
 - ii. Excess Liability; \$5,000,000.00 aggregate, \$5,000,000.00 per occurrence of Professional Liability, \$2,000,000.00 per occurrence of Criminal Acts, \$2,000,000.00.

6. COMPENSATION

- a. Vendor will receive a fixed percentage of all revenue received through insurance billings.
- b. Vendor will “write off” open accounts only upon written authorization of the Town of West New York.

7. REFERENCES

- a. Supply a listing of at least 10 New Jersey agencies with engagements where services of the types being proposed are being provided for more than three years. This should include governmental agencies. Please supply contact information for a minimum of six (6) recipients of the similar services. Please provide name, phone number, email and billing call volume for each entity.

The Town of West New York may obtain references from any of the parties listed.

ATTACHMENT "A"

Reporting Module

Standard Reports are generated through all modules and custom reports are built according to Town of West New York specifications.

Types of Standard Monthly Reports are:

1. Billing Accounts Receivable Reconciliation Report (30/60/90 day status by claim and by insurer)
2. Open Accounts Report (by claim and by insurer)
3. Closed Accounts Report (by claim)
4. Patient Summary Report (by patient, not claim)
5. Billing Receivables Report (by insurer and claim)
6. Accounts Requested to be Referred to Collection Report
7. ALS Billing to MICU Project
8. Payer Mix (by month and YTD)
9. Average days to payment (by insurer)
10. Contractual Allowance (by claim and by insurer)

**APPENDIX A
LETTER OF QUALIFICATION
(To be Typed on Respondent’s Letterhead. NO MODIFICATIONS MAY BE MADE TO
THIS LETTER)**

Town Clerk Carmela Riccie
Municipal Building
428-60th Street (Room #2)
West New York, New Jersey 07093

Dear Mrs. Riccie:

The undersigned have reviewed our Qualification Statement-Proposal submitted in response to the Request for Proposals (RFP) issued by the Town of West New York (“Town”), dated *(Insert Date)* in connection with the Town’s need for Services – Special Hearing Officer.

We affirm that the contents of our Qualification Statement-Proposal (which Qualification Statement-Proposal is incorporated herein by reference) are accurate, factual and complete to the best of our knowledge and belief and that the Qualification Statement-Proposal is submitted in good faith upon express understanding that any false statement may result in the disqualification of *(Insert Name of Respondent)*

Chief Executive Officer

Chief Financial Officer

Dated: _____ Dated: _____

Respondent shall sign and complete the spaces as provided above. If a joint venture, partnership or other formal organization is submitting a Qualification Statement-Proposal, each participant must execute this Letter of Qualification

**APPENDIX B
LETTER OF INTENT**

STATE OF NEW JERSEY
TOWN OF WEST NEW YORK ss:

I _____ certify that I am the _____ of the firm of _____, the Respondent submitting Qualifications in response to a Request for same from the Town in regards to Services –Special Hearing Officer. I further certify that:

1. I executed said Proposal with full authority so to do; and
2. All statements contained in the Submission and in this affidavit are accurate, factual and complete, and made with full knowledge that the Town of West New York is relying upon the truth of the statements contained in the Submission and the statements contained in this affidavit in evaluating Respondent’s Qualifications; and
- 3 Respondent has not, directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project through participation with any other person, firm or party; and
4. Respondent agrees to participate in good faith in the procurement process as described in the RFP and to adhere to the Town’s procurement schedule;
5. Respondent acknowledges that all costs incurred by it in connection with the preparation and submission of the Qualification Statement-Proposal and any proposal prepared and submitted in response to the RFP, or any negotiation which results therefrom, shall be borne exclusively by the Respondent. In no event shall the Town have any liability to Respondent for any costs incurred by the Respondent for the Qualification Statement-Proposal.
6. Respondent acknowledges and agrees that the Town may modify, amend, suspend and/or terminate the procurement process in its sole judgment.
7. Respondent is aware that any contract executed with respect to the services referred to in the RFP must comply with the applicable affirmative action and similar laws, and agrees to take such actions as may be required to comply with such applicable laws in the event that a contract is formed.

(Signature of Respondent) _____

SUBSCRIBED AND SWORN TO
BEFORE ME THIS _____ DAY OF 20 _____

NOTE: THIS FORM MUST BE COMPLETED, NOTARIZED AND RETURNED WITH THIS PROPOSAL

A. NON COLLUSION AFFIDAVIT

STATE OF NEW JERSEY

TOWN OF WEST NEW YORK ss:

I certify that I am _____

of the firm of _____

the Respondent submitting the Qualification Statement in response to the within Request for Qualifications, and that I executed said Qualification Statement with full authority so to do; that said Respondent has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competition in connection with the within Request for Qualifications; and that all statements contained in the Respondent's Qualification Statement and in this affidavit are true and correct, and made with full knowledge that the Town of West New York will rely/relies upon the truth of the statements contained in said Qualification Statement and in the statements contained in this affidavit in awarding the contract(s) for the services sought in the within Request for Qualifications.

I further warrant that no person or selling agency has been employed to solicit or secure a contract for the services sought in the within Request for Qualification upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees of the Respondent or as may be permitted by law.

(Signature of respondent)

SUBSCRIBED AND SWORN TO

BEFORE ME THIS DAY _____ OF 20

(TYPE OR PRINT NAME OF AFFIANT UNDER SIGNATURE)

NOTARY PUBLIC OF

MY COMMISSION EXPIRES: 20

**NOTE: THIS FORM MUST BE COMPLETED, NOTARIZED
AND RETURNED WITH THIS PROPOSAL**

B. PUBLIC DISCLOSURE INFORMATION

Chapter 33 of the Public Laws of 1977 provides that no corporation or partnership (general, limited or joint venture) shall be awarded any State, Town, Municipal or Schools District contracts for the performance of any work or the furnishing of any materials or supplies, unless prior to the receipt of the bid or accompanying the bid of said corporation or partnership there is submitted a public disclosure information statement. The statement shall set forth the names and addresses of all stockholders in the corporation or partnership who own ten percent (10%) or more of its stock of any class, or of all individual partners in the partnership who own a ten percent (10%) or greater interest therein.

STOCKHOLDERS:

Name	Address	% owned
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____

SIGNATURE : _____

TITLE: _____

SUBSCRIBED AND SWORN TO
BEFORE ME THIS DAY _____ OF 20 ____
(TYPE OR PRINT NAME OF AFFIANT UNDER SIGNATURE)

NOTARY PUBLIC OF
MY COMMISSION EXPIRES: 20

**NOTE: THIS FORM MUST BE COMPLETED, NOTARIZED
AND RETURNED WITH THIS PROPOSAL**

C. MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE

N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)

N.J.A.C. 17:27

If your firm is awarded a contract your company/firm will be required to comply with the requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27. The following language, subject to any amendments by law or regulation, will be incorporated into any contract issued for the services advertised:

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor, where applicable, will send to each labor union or representative or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to employ minority and women workers consistent with the applicable county employment goals established in

accordance with N.J.A.C. 17:27-5.2, or a binding determination of the applicable county employment goals determined by the Division, pursuant to N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the applicable employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval

Certificate of Employee Information Report Employee

Information Report Form AA302

The contractor and its subcontractors shall furnish such reports or other documents to the Div. of Contract Compliance & EEO as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Div. of Contract Compliance & EEO for conducting a compliance investigation pursuant to **Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.**

D. AMERICANS WITH DISABILITIES ACT OF 1990
Equal Opportunity for Individuals with Disability

The contractor and the Town of West New York, (hereafter "owner") do hereby agree that the provisions of Title 11 of the Americans With Disabilities Act of 1990 (the "Act") (42 U.S.C. 5121 01 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs, and activities provided or made available by public entities, and the rules and regulations promulgated pursuant there unto, are made a part of this contract..

In providing any aid, benefit, or service on behalf of the owner pursuant to this contract, the contractor agrees that the performance shall be in strict compliance with the Act.

In the event that the contractor, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the contractor shall defend the owner in any action or administrative proceeding commenced pursuant to this Act.

The contractor shall indemnify, protect, and save harmless the owner, its agents, servants, and employees from and against any and all suits, claims, losses, demands, or damages, of whatever kind or nature arising out of or claimed to arise out of the alleged violation.

The contractor shall, at its own expense, appear, defend, and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the owner's grievance procedure, the contractor agrees to abide by any decision of the owner which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the owner, or if the owner incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the contractor shall satisfy and discharge the same at its own expense.

The owner shall, as soon as practicable after a claim has been made against it, give written notice thereof to the contractor along with full and complete particulars of the claim, If any action or administrative proceeding is brought against the owner or any of its agents, servants, and employees, the owner shall expeditiously forward or have forwarded to the contractor every demand, complaint, notice, summons, pleading, or other process received by the owner or its representatives.

It is expressly agreed and understood that any approval by the owner of the services provided by the contractor pursuant to this contract will not relieve the contractor of the obligation to comply with the Act and to defend, indemnify, protect, and save harmless the owner pursuant to this paragraph.