

COUNTY OF MONTGOMERY

PURCHASING DEPARTMENT
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Jeff Groseclose CPPB, VCA, VCO, Procurement Manager

REQUEST FOR PROPOSAL, RFP # 23-07 issued April 11, 2023 ADDENDUM NUMBER 1

DATE: April 28, 2023
TITLE: Revenue Recovery for Emergency Medical Services

Amendments:

1. No further questions will be accepted after the issuance of this addendum.

Clarification:

1. **Question:** Do you currently outsource EMS Billing? If so, can you provide the name of the fee you are being charged?

Montgomery County Response: No, we do not currently bill for EMS.

2. **Question:** What is the reason for your RFP?

Montgomery County Response: Per the Purpose and Specific Background sections (pages 4 and 5) of the RFP, this is a new initiative. The County does not have the resources to perform this service in house so the RFP was issued.

3. **Question:** When is the anticipated contract start date?

Montgomery County Response: The County prefers to have this contract start July 1, 2023, but is open to discussion regarding this.

4. **Question:** When is the anticipated award date?

Montgomery County Response: The goal is to award sometime in June 2023, but this is subject to change.

5. **Question:** Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Montgomery County Response: This RFP is for a new service. Per section X. PRICING SCHEDULE (page 12) of the RFP, Offerors should include a clear pricing schedule that explains costs, fees, shared revenue, etc. Offerors should propose solutions to the questions above.

6. **Question:** To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

Montgomery County Response: The offeror's physical location is not likely to have a strong bearing on award as long as the company is properly licensed and capable to do business in our locality and in the Commonwealth of Virginia.

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

Montgomery County Response: Per the RFP statement of need, the County is currently using ESO and is currently not interested in utilizing a different ePCR platform. Offerors should be able to fully integrate with ESO.

8. **Question:** What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?

Montgomery County Response: This depends on the definition of "residents", especially as it applies to college students. We currently envision all patients being treated the same in regards to charges and billing, however this is open for discussion.

9. Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?

Montgomery County Response: Both agencies (MCFEMS and BVRS) have mutual aid agreements with all adjacent jurisdictions and frequently provide aid to other agencies within Montgomery County

10. **Question:** What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?

Montgomery County Response: Refer to section II.B Specific Background section (pages 4 and 5) of RFP.

11. **Question:** What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?

Montgomery County Response: Refer to section II.B Specific Background section (pages 4 and 5) of RFP.

12. **Question:** What were your transports per year for basic life support non-emergency for last year or for the last 12 months?

Montgomery County Response: Refer to section II.B Specific Background section (pages 4 and 5) of RFP.

13. **Question:** What were your transports per year for basic life support emergency for last year or for the last 12 months?

Montgomery County Response: Refer to section II.B Specific Background section (pages 4 and 5) of RFP.

14. Question: What were your transports per year for specialty care transport for last year or for the last 12 months?

Montgomery County Response: Refer to section II.B Specific Background section (pages 4 and 5) of RFP. Both agencies may implement programs in the next 6-8 months that will allow for increased SCT billing (critical care/RSI).

15. Question: What were your transports per year for treatment without transport for last year or for the last 12 months?

Montgomery County Response: Refer to section II.B Specific Background section (pages 4 and 5) of RFP. Neither agency intends to bill for non-transports at this time, but would be open to discussing the possibility.

16. Question: What is your payer remit mix expressed as percentages of 100% of what you typically receive?

Montgomery County Response: Refer to section II.B Specific Background section (pages 4 and 5) of RFP.

17. Question: How many total transport vehicles do you now operate?

Montgomery County Response: 10 ALS-equipped ambulances between the two agencies. 6 for BVRS and 4 for MCFEMS

18. Question: What is your average loaded miles per trip?

Montgomery County Response: Refer to section II.B Specific Background section (pages 4 and 5) of RFP.

19. Question: Which local hospitals or care facilities typically receive most of your patients?

Montgomery County Response: The County primarily transports to the two hospitals below, however in less frequent instances may transport to other facilities.

LewisGale Hospital Montgomery
3700 S. Main Street
Blacksburg, VA 24060

Carilion New River Valley Medical Center
2900 Lamb Circle
Christiansburg, VA 24073

20. Question: Will the vendor be financially responsible for the cost of your ePCR software and hardware? If so, please provide all specifications.

Montgomery County Response: The County currently utilizes ESO so we do not envision the vendor being financially responsible for ePCR software and hardware at this time.

21. Question: Can you please confirm how many invoices do you require we send to patients and at what interval?

Montgomery County Response: The County's intention at this time is for patients to never receive a bill unless there is a legal requirement. Offerors should propose how often insurance companies are billed.

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

Montgomery County Response: MCFEMS Notice of Privacy Practices is posted online. The County would be open to discussion regarding vendor mailing NPP vs agencies being responsible.

23. Question: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Montgomery County Response: This is a new service so this is not applicable.

24. Question: Has the current contract gone full term?

Montgomery County Response: This is a new service so this is not applicable.

25. Question: Have all options to extend the current contract been exercised?

Montgomery County Response: This is a new service so this is not applicable.

26. Question: Who is the incumbent, and how long has the incumbent been providing the requested services?

Montgomery County Response: This is a new service so this is not applicable.

27. Question: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Montgomery County Response: This is a new service so this is not applicable.

28. Question: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Montgomery County Response: This is a new service so this is not applicable.

29. Question: What were your annual gross charges last year or for the last 12 months?

Montgomery County Response: This is a new service so this is not applicable.

30. Question: Can you please provide the net charges for your most recent complete fiscal year?

Montgomery County Response: This is a new service so this is not applicable.

31. Question: What were your annual total adjustments for last year or for the last 12 months?

Montgomery County Response: This is a new service so this is not applicable.

32. Question: What were your annual contractual allowance write offs for last year or for the last 12 months?

Montgomery County Response: This is a new service so this is not applicable.

33. Question: What were your annual gross collections last year or for the last 12 months?

Montgomery County Response: This is a new service so this is not applicable.

34. Question: Can you please provide the total collections for your most recent fiscal year?

Montgomery County Response: This is a new service so this is not applicable.

35. Question: Can you please provide the average revenue collected per transport for your most recent complete fiscal year?

Montgomery County Response: This is a new service so this is not applicable.

36. Question: Can you please confirm a breakdown of your most recent complete fiscal year transports by primary payor for the following categories?

- a. Medicare
- b. Medicaid
- c. Commercial Insurance
- d. Patient Pay

Montgomery County Response: This is a new service so this is not applicable.

37. Question: What are your advanced life support charges?

Montgomery County Response: This is a new service so this is not applicable.

38. Question: What are your advanced life support emergency level 1 charges?

Montgomery County Response: This is a new service so this is not applicable.

39. Question: What are your advanced life support emergency level 2 charges?

Montgomery County Response: This is a new service so this is not applicable.

40. Question: What are your basic life support charges?

Montgomery County Response: This is a new service so this is not applicable.

41. Question: What are your basic life support emergency charges?

Montgomery County Response: This is a new service so this is not applicable.

42. Question: What are your specialty care transport charges?

Montgomery County Response: This is a new service so this is not applicable.

43. Question: What are your treatment without transport charges?

Montgomery County Response: This is a new service so this is not applicable.

44. Question: What is your average per-trip charge?

Montgomery County Response: This is a new service so this is not applicable.

45. Question: When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?

Montgomery County Response: This is a new service so this is not applicable.

46. Question: Are there any other charges you assess not otherwise covered by our questions?

Montgomery County Response: This is a new service so this is not applicable.

47. Question: What is your average revenue per call?

Montgomery County Response: This is a new service so this is not applicable.

48. Question: Do you have a lockbox provider and, if so, which provider?

Montgomery County Response: This is a new service so this is not applicable.

49. Question: If you have a lockbox provider, will that provider remain in place as a result of this procurement?

Montgomery County Response: This is a new service so this is not applicable.

50. Question: Do you have a collection agency provider and, if so, which provider?

Montgomery County Response: This is a new service so this is not applicable.

51. Question: Can you please provide the current charges for each level of service?

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

Montgomery County Response: This is a new service so this is not applicable.

52. Question: Reconfirm the due date for this procurement.

Montgomery County Response: Proposals are due no later than 3:00 pm on May 9, 2023 per page 3 of the RFP.

53. Question: What is the date by which you will answer these questions?

Montgomery County Response: This addendum answers all questions received to date. No further questions will be accepted after the issuance of this addendum.

ACKNOWLEDGE RECEIPT OF ADDENDUM # 1:

COMPANY/FIRM NAME AND ADDRESS:

_____ Zip Code _____

SUBMITTED BY:

NAME: _____
(print)

SIGNATURE: _____

TITLE: _____

DATE: _____

Telephone Number: (____) _____ Email: _____