

**ADDENDUM #1  
REQUEST FOR PROPOSALS #Y19-1005-AV**

**MEDICAL TRANSPORTATION BILLING SERVICES**

This Addendum is hereby incorporated into the bid documents of the project referenced above. The following items are clarifications, corrections, additions, deletions, and/or revisions to and shall take precedence over the original documents, Additions are indicated by **underlining** and deletions via ~~striketrough~~.

- A. Opening date has been changed:

**PROPOSAL SUBMISSION DUE DATE:**

Sealed proposals in an **original** and **eight (8) copies** for furnishing the above will be accepted up to **2:00 PM (local time), Thursday, March 21, 2019**, ~~Tuesday, March 19, 2019~~, in the Procurement Division, Internal Operations Centre II, 400 E. South Street, 2nd Floor, Orlando, FL 32801.

- B. TAB 3. QUALIFICATIONS OF FIRM, on page 3, has been deleted in its entirety and replaced with the following:

- A. Provide a description and history of the firm focusing on previous governmental experience. The firm shall have at least ten (10) years of experience in Ambulance Transport Billing and Collections with at least five (5) years in government accounts billing and collections and provide evidence of such experience.
- B. Provide at least three (3) references similar in scope and magnitude to the scope of services herein with a minimum of the following:
- o All references shall be for clients within the last ten years with a minimum of 50,000 emergency-911 ambulance transports per year. This shall only include 911 scene to emergency department transports. Non-emergency and inter-facility transports are excluded.
  - o A minimum of one (1) of the three (3) references shall be with a governmental entity within the State of Florida.
  - o A minimum of one (1) of the three (3) references shall include the use of ePCR software.

The Proposer shall provide Client name, description of services and quantity of transports as defined above, software used, point of contact, address, email address and phone number for each contract.

- C. Proposer shall provide proof to have an operational billing / ePCR software that can interface with ImageTrend Elite for Electronic Patient Care Reporting.

- D. Proposer shall provide documentation demonstrating that they have a current SAS 70 Certification (also known as SSAE 16), which is an independent service auditor's report on controls placed in operations.
- E. Proposer shall provide a listing of all actively contracted clients for emergency-911 ambulance transport indicating the approximate quantity of billed annual transports. Specifically indicate clients in the State of Florida and clients which are government or public entities.

C. Questions and Answers:

1. **Question:** Who is the current vendor and current rates for these services?

**Answer:** The previous contract Y14-158 including the current rates may be found at the following link:

<http://apps.ocfl.net/OrangeBids/Termcontracts/listtermcontract.asp>

2. **Question:** What is the current fee per Medicaid account that the County paying?

**Answer:** The current fee is \$11.40

3. **Question:** What was the level of service mix for the prior fiscal year?

**Answer:** As of January 31, 2019; for billable transports for date of service in fiscal year 2017-2018 are as follows: Basic Life Support (BLS) 14%, Advanced Life Support (ALS) I 84%, Advanced Life Support (ALS) II 2%

4. **Question:** What was the charge mix for the prior fiscal year?

**Answer:** As of January 31, 2019; for billable transports for date of service in fiscal year 2017-2018 are as follows: Medicare 37%, Medicaid 17%, Private Insurance 19%, Self-pay 27%.

5. **Question:** What was the payer mix for the prior fiscal year?

**Answer:** As of January 31, 2019; for billable transports for date of service in fiscal year 2017-2018 are as follows: Medicare 52%, Medicaid 10%, Private Insurance 36%, Self-pay 2%.

6. **Question:** What are the County's current fees for services (ALS emergency, ALS non-emergency, BLS emergency, BLS non-emergency, ALS2, TNT, SCT,, Mileage, Supplemental, etc.?)

**Answer:** Per section 2, Scope of Services, 1.BACKGROUND, The Fire Rescue Department currently charges a four-tier rate of \$514 for Basic Life Support, \$863 for Advance Life Support, \$808 for Advance Life Support II, and \$863 for Specialty Care Transport services. In addition, the Fire Department currently

charges \$13.00 per mile for each transport as required. These rates can increase every fiscal year based on the Consumer Price Index.

7. **Question:** What were the total billable incidents for the prior fiscal year?

**Answer:** As of January 31, 2019, billable transports for date of service in fiscal year 2017-2018 are 69,224.

8. **Question:** What are the County's net collections for fiscal year 2017 and 2018?

**Answer:** As of January 31, 2019, for date of service in fiscal year 2016-2017 approximately \$18.2 million and for date of service in fiscal year 2017-2018 approximately \$18.8 million.

9. **Question:** What are the County's gross and net charges for fiscal year 2017 and fiscal year 2018?

**Answer:** As of January 31, 2019, for date of service in fiscal year 2016-2017 approximately \$54.5 million and for date of service in fiscal year 2017-2018 approximately \$61.5 million.

10. **Question:** What is the average mileage per trip for the prior fiscal year?

**Answer:** This data is not tracked.

11. **Question:** Why has this bid been released at this time?

**Answer:** The current contract Y14-158, will expire July 30, 2019.

12. **Question:** Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

**Answer:** Section 3, Proposal Submission Requirements and Documentation, TAB 8. Business Development Documentation, explains, in detail the expectations.

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

**Answer:** Performance evaluations have been satisfactory.

14. **Question:** Has the current contract gone full term?

**Answer:** Yes.

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

**Answer:** No, the County has not exercised its option to extend, and there are no more renewals.

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

**Answer:** Intermedix is the current provider and they have been providing service for the full contract period beginning in 2014.

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

**Answer:** The Location Form determining proximity to the project site shall be completed and submitted with your proposal in order to receive credit up to 10 points.

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

**Answer:** The Fire Rescue Department currently charges a four-tier rate of \$514 for Basic Life Support, \$863 for Advance Life Support, \$808 for Advance Life Support II, and \$863 for Specialty Care Transport services. In addition, the Fire Department currently charges \$13.00 per mile for each transport as required. These rates can increase every fiscal year based on the Consumer Price Index.

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

**Answer:** The County paid approximately \$76,000 for January 2019.

20. **Question:** What were your annual gross charges last year or for the last twelve months?

**Answer:** As of January 31, 2019, charges for date of service in fiscal year 2017-2018 were approximately \$61.5 million.

21. **Question:** What were your total adjustments for last year or for the last twelve months?

**Answer:** As of January 31, 2019, adjustments for date of service in fiscal year 2017-2018 were approximately \$20.4 million

22. **Question:** What were your annual contractual allowance write offs for last year or for the last twelve months?

**Answer:** This is not applicable to the County.

23. **Question:** What were your annual billable transports last year or for the last twelve months?

**Answer:** As of January 31, 2019, billable transports for date of service in fiscal year 2017-2018 were approximately 69,764.

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

**Answer:** The Fire Rescue Department currently charges a four-tier rate of \$514 for Basic Life Support, \$863 for Advance Life Support, \$808 for Advance Life Support II, and \$863 for Specialty Care Transport services. In addition, the Fire Department currently charges \$13.00 per mile for each transport as required. These rates can increase every fiscal year based on the Consumer Price Index.

25. **Question:** What are your advanced life support emergency level 1 charges, emergency charges, transport charges, and per trip charges?

**Answer:** The Fire Rescue Department currently charges a four-tier rate of \$514 for Basic Life Support, \$863 for Advance Life Support, \$808 for Advance Life Support II, and \$863 for Specialty Care Transport services. In addition, the Fire Department currently charges \$13.00 per mile for each transport as required. These rates can increase every fiscal year based on the Consumer Price Index.

26. **Question:** What are your treatment without transport charges?

**Answer:** This is not applicable to the County.

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

**Answer:** Rates are reviewed annually and may or may not be modified. The last fee changes were effective for October 1, 2018.

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

**Answer:** Please refer to Orange County's fee directory located at the following link for all charges assessed by the Fire Rescue Department: <http://www.ocfl.net/Portals/0/resource%20library/Open%20Government/FeeDirectory.pdf#search=fee%20directory>

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

**Answer:** We do not track residency status.

30. **Question:** Do you operate any shared service agreements with any other municipal or County governments in the region and, if so, with whom?

**Answer:** This question is unrelated to this RFP, For this information, please contact Orange County Fire Rescue's Public Information office at (407) 836-9050.

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

**Answer:** Not applicable to this RFP.

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

**Answer:** As of January 31, 2019, billable transports for date of service in fiscal year 2017-2018 are approximately 58,853.

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

**Answer:** As of January 31, 2019, billable transports for date of service in fiscal year 2017-2018 are approximately 954.

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

**Answer:** Not applicable to this RFP.

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

**Answer:** As of January 31, 2019, billable transports for date of service in fiscal year 2017-2018 are approximately 9,417.

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

**Answer:** None.

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

**Answer:** None.

38. **Question:** What is your payer mix expressed as percentages of 100% billed?

**Answer:** As of January 31, 2019, for billable transports for date of service in fiscal year 2017-2018 are Medicare 52%, Medicaid 10%, Private Insurance 36%, Self-pay 2%.

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

**Answer:** We do not have this data.

40. **Question:** How many transport vehicles do you now operate?

**Answer:** This question is unrelated to this RFP. For this type of information, please contact Orange County Fire Rescue's Public Information Office Line at (407) 836-9050.

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

**Answer:** We do not have this data.

42. **Question:** What is your average revenue per call?

**Answer:** As of December 31, 2018, for billable transports for date of service in fiscal year 2017-2018 are approximately \$265.

43. **Question:** Do you have a lockbox provider, if so, which provider?

**Answer:** Yes, Wells Fargo.

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

**Answer:** This is yet to be determined.

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

**Answer:** Aargon Agency

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

**Answer:** Central Florida Hospitals

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

**Answer:** As of January 31, 2019; Billable Transports for Date of Service in fiscal year 2017-2018:

Call Type	Charge	Call Volume
ALS Emergency (A0427)	\$863.00	58,853
ALS Non--Emergency (A0426)	N/A	N/A
BLS Emergency (A0429)	\$514.00	9,417
BLS Non--Emergency (A0428)	N/A	N/A
ALS 2 (A0433)	\$808.00	954
SCT (A0434)	\$863.00	0
Treatment No Transport (A0998)	N/A	N/A
Mileage (A0425)	\$13.00	
Other (If Applicable- Please describe)	N/A	

48. **Question:** What is your average loaded mileage?

**Answer:** We do not have this data.

49. **Question:** Please provide the following for each payer category (most recent fiscal year):

**Answer:** As of January 31, 2019; for Billable Transports for Date of Service in FY17-18:

Payor Category	Gross Charges	Net Charges	Net Collections
Medicare	\$22.9M	\$12.2M	\$9.8M
Medicaid	\$10.6M	\$2.4M	\$1.9M
Private Insurance	\$11.5M	10.6M	\$6.8M
Self--Pay	\$16.5M	\$16.5M	\$0.3M
Total	\$61.5M	\$41.7M	\$18.8M



50. **Question:** Please provide the following for each payer category (most recent fiscal year):

**Answer:** As of January 31, 2019; for Billable Transports for Date of Service in fiscal year 2017-2018:

Payer Category	Payer Mix
Medicare	52%
Medicaid	10%
Commercial	36%
Self--Pay	2%
Total	100%

51. **Question:** Please provide the average revenue collected per transport for the most recent fiscal year?

**Answer:** As of December 31, 2018, for billable transports for date of service in fiscal year 2017-2018 are approximately \$265.

52. **Question:** If a new Contractor is chosen, will the incumbent Contractor be required to handle all remaining work from its tenure or will the incoming successful bidder be expected to assume working open claims for resolution?

**Answer:** The incumbent vendor would handle all remaining work from its tenure and the incoming successful bidder would start from initial contract period.

53. **Question:** When was the last time your fees were updated?

**Answer:** The last fee update was done effective October 1, 2018, beginning on fiscal year 2018-2019.

54. **Question:** Whether companies from Outside USA can apply for this?

**Answer:** Yes, as long as the qualifications of the RFP can still be met.

55. **Question:** Do we need to come over there for meetings?

**Answer:** Yes, personnel will need to come to Orlando, Florida for meetings from time to time.

56. **Question:** Can we perform the tasks related to this RFP outside of the USA?

**Answer:** Yes, as long as the qualifications of the RFP are met.

57. **Question:** Can we submit proposals via email?

**Answer:** No.

All other specifications, terms and conditions remain the same

**ACKNOWLEDGEMENT OF ADDENDA**

- a. The bidder shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned no later than the date and time for receipt of the bid.
  
- b. Receipt acknowledged by:

\_\_\_\_\_  
Authorized Signer

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Title

\_\_\_\_\_  
Name of Bidder