



LUCAS COUNTY OHIO

INVITATION TO BID

BILLING, COLLECTION AND PATIENT CARE - REQUEST FOR PROPOSALS

EMERGENCY MEDICAL SERVICE  
COUNTY AGENCY

14-006C  
BID NUMBER

MAY 8, 2014 AT 2:00 PM (local time)

DATE AND TIME OF BID OPENING

BIDDER MUST COMPLETE THE FOLLOWING:

NAME OF COMPANY OFFICIAL \_\_\_\_\_

OFFICIAL'S SIGNATURE \_\_\_\_\_

NAME OF COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY, STATE & ZIP \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_

FAX NUMBER \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

The Lucas County Board of Commissioners is seeking bids for **Billing, Collection and Patient Care - Request for Proposals.**

Any bidder submitting a bid must submit a completed bid following the procedure outlined in this Invitation to Bid (ITB) no later than **May 8, 2014 at 2:00 p.m. (local time)**. All of the sections applicable in the Invitation to Bid shall be read so as to give meaning to all such provisions. However, when there is a conflict in the interpretation between a specification in the Invitation to Bid and sections, the specification in the Invitation to Bid shall take precedence.

**1.0 Legal Framework**

This Invitation to Bid (ITB) is issued under the provisions of the Ohio Revised Code (ORC) Sections 307.86 to 307.92. All bids submitted in response to this ITB shall comply with Ohio law. The laws of the State of Ohio will govern any disputes rising under this ITB and subsequent contract.

**2.0 Bid Opening**

The bid opening is scheduled for **May 8, 2014 at 2:00 p.m. (local time)**. All sealed bids received after this time and date, for any reason, will be rejected. The opening of the sealed bids will take place at the Lucas County Support Services, Purchasing Division, One Government Center, Suite 480, Fourth Floor, Toledo, Ohio 43604-2247

**3.0 Bid's Bid Bond Requirement**

A bid bond in the amount of **One Thousand Dollars and No Cents (\$1,000.00)** must be included with each bid or be disqualified. The bond is to be in the form of a surety bond, certified check, cashier's check, or money order from a solvent bank, or savings and loan association with the Lucas County Board of Commissioners identified as the obligee. Bonds will be returned to unsuccessful bidders within thirty days of contract award. Bonds will be returned to the successful bidder within 30 days of receipt of goods.

**4.0 Pre-Bid Conference**

<input type="checkbox"/>	Applicable if box is checked
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No Pre-Bid Conference is scheduled for this ITB.

**5.0 Prevailing Wage**

<input type="checkbox"/>	Applicable if box is checked
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Prevailing Wage does not pertain to this ITB.

**6.0 Administrative Requirements**

By submitting a bid, the bidder will be held accountable to know the specifications and conditions under which this contract will be accomplished. This includes the contents of all proposal documents, regulations, and applicable laws.

Each bid will be submitted in a clearly marked sealed container or envelope, with the project title, Bid #, date and time of bid opening marked clearly on the outside of the package. If a selected bidder chooses not to submit a bid, the bid should be returned and marked "No Bid" for the project title, Bid #, date and time of bid opening on the envelope or package. All bids must be sent to:

**Lucas County Support Services, Purchasing Division  
One Government Center, Suite 480  
Toledo OH 43604-2247**

The entire set of completed ITB documents must be returned intact and in the following order:

- a. Original completed Request for Bid (ITB) and **one (1) copy**; this includes any amendments applicable to this ITB.
- b. Completed Affidavits: (1) Delinquent Property Tax, (2) Non-Discrimination, (3) Non-collusion, (4) No Findings for Recovery, (5) Compliance Affidavit for Businesses, (6) Transparency Purchasing Policy Disclosure and (7) Sweatfree Affidavit; all signed by your legally authorized representative and notarized.
- c. Bid Bond - Separated from (ITB) and Marked "Bid Bond", your Company's Name, Project Title and Bid Number. **The bid bond is mandatory.** A bidder will be disqualified if the bid bond is not submitted.
- d. The ITB Pricing Response Form completed in its entirety **(Section B)**.

Faxed transmissions of bid are unacceptable. Sealed bids received through the mail after the specified date and time will also be returned.

Lucas County reserves the right to postpone the bid opening for its convenience. Bidders are required to submit firm and fixed prices in the format specified on the pricing sheet **(Section B)**. When there are errors in multiplication or addition in a bid, the unit price quoted will be used for calculating the correct total bid. If the error is in the unit price, the bid will be automatically disqualified.

All bid pricing will be valid for 60 (sixty) calendar days from the bid opening date to permit adequate evaluation of bid responses.

Lucas County may make this award as a whole or on a partial basis, based on the individual bid specifications.

The Board of County Commissioners does not obligate itself to purchase the full quantities indicated and the unit price bid must be effective if purchase is less. Conversely, the Board's requirements may be in excess of the quantities shown and the successful bidder shall be required to furnish all requirements under the specification at the unit price bid for an agreed period of time.

Lucas County does not assume any late payment penalties. No condition will alter this statement.

Ohio Revised Code sections 307.90 and 307.91 permits Lucas County to reject all bids, waive technicalities, and to amend the original estimate and to advertise for new bids on the required items, products or services. Lucas County reserves the right to reject any or all of the bids on any basis without disclosure of a reason. The failure to make such a disclosure will not result in the accrual of any right, claim or cause of action by any unsuccessful bidder against Lucas County.

Bidders may withdraw their bids at any time prior to the bid opening date. After the bid opening, bidders may only withdraw their bids as provided in Section 9.31 of the Ohio Revised Code. Withdrawal of a bid after a bid opening exposes a bidder to legal liability for sanctions, including costs for re-bid, or may result in a bid being awarded to the next lowest bidder. Bidders failing to respond to all requirements specified in this ITB may result in the rejection of the bid.

Questions regarding the specifications outlined in this ITB should be directed in writing to:

Lynn DiPierro	Email: ldipierr@co.lucas.oh.us
Support Services Manager	Voice: (419) 213-4509
One Government Center	Fax: (419) 213-4533
Suite 480	
Toledo OH 43604	

Bidders should carefully review all elements of their bids. Once opened, bids may not be altered. Each response in regard to this ITB shall be completed, self-contained and meet the requirements of the ITB. The County may initiate clarifications after the bid opening. However, these clarifications will not constitute an alteration of the bid submitted.

References to a particular trade name, manufacturer's catalog, or model number are made for descriptive purposes to guide the Bidder in interpreting the bid requirements. They should not be construed as excluding proposals on other types of materials, equipment and supplies. However, the successful Bidder will be required to furnish the particular item referred to in the bid specifications unless a departure or substitution is clearly noted and described in the proposal shown to be compatible with the specifications and accepted by the Board. Lucas County reserves the right to be the sole judge of suitability and fitness of the product bid.

Any deviations from the specifications must be clearly detailed on the exception form. **(Section C)**

If any items being bid have an expiration date, items delivered cannot be expired and must carry a good date for at least 6 (six) months after receipt.

There will be no incidental charges for services. If Lucas County has left any information out of these specifications where the Vendor would foresee additional charges/fees, bidder must include that information on the attached exception form.

All materials in the bid will become the property of Lucas County and may be returned only at the County's discretion. Materials received constitute public information as a matter of statutory law and will be made available for public inspection and copying upon request by members of the public pursuant to ORC Section 149.43. Any portion of the bid to be held confidential should be marked to that effect and will not be considered public record if it clearly falls within an exemption enumerated in ORC Section 149.43.

Additional information, such as brochures, glossies and or promotional materials, is to be provided in a separate section at the back of the response.

**6.1 Additional Administrative Requirements - Compliance with Support Order(s)**

Financial responsibility, integrity, and accountability are essential for operating a business that services the public. Unpaid obligations are a social problem, which threatens the welfare of children and increases the burden on taxpayers to provide social services. Due to the public's growing concern with non-paying parents, government initiatives to create additional, effective enforcement mechanisms are necessary. It is in the County's interest that all contractors doing business with Lucas County demonstrate financial responsibility and integrity and accountability.

All bidders must submit the completed "Compliance Affidavit For Businesses" with their bid. Once a lowest and best bidder has been determined and prior to award, this form will be submitted by Lucas County to the Child Support Enforcement Agency for certification of substantial compliance of court ordered and/or agency ordered child support of any individuals of the company who have twenty-five (25%) percent or greater vested interest in the company. If the individual is found to be not in compliance, said bidder will be notified that the individual is not in compliance and therefore the bidder/company/contractor is not in compliance and will have five (5) days to be in compliance from date of notification. Failure to comply will cause disqualification of the bidder's/company's /contractor's bid.

Bidders should contact Lucas County Child Support Enforcement Agency, (419) 213-3106, regarding this requirement should they have questions.

**7.0 Contract Administration**

The Lucas County Purchasing Department will administer the contract.

**8.0 Bid Evaluation Criteria and Award**

An award will be made to the provider who is considered lowest and best bid for the County's needs.

Lucas County Board of Commissioners reserves the right to reject any and all bids, to waive minor technicalities and to request a re-bid through the bid process. Lucas County reserves the right to conduct site visits of proposed facilities (at County expense) to determine capability of the bidder to perform.

**9.0 Bid Alterations, Amendments, and Alternate Bids**

No alterations, additions (alternate bids), or exceptions to the specifications contained herein are permitted except by amendments issued by the Lucas County Purchasing Department to all bidders that have received an ITB.

During the bid process, bidders may be furnished certain amendments covering additions or deletions to the ITB documents. Amendments will be included in the scope of work and will become a part of contract documents. Amendments may be issued up to seventy-two (72) hours preceding the bid opening date, excluding weekends and holidays.

Any prospective bidder desiring an explanation or interpretation of the ITB or specifications must request it in writing soon enough to allow a reply to reach all prospective bidders before the submission of their bids but no later than 5 (five) business days prior to the bid opening. Oral explanations or instructions given before the award of a contract will not be binding. Any information given a prospective bidder concerning the ITB will be furnished promptly to all other prospective bidders as an amendment, if that information is necessary in submitting bids or if the lack of it would be prejudicial to other prospective bidders.

**10.0 Equal Opportunity Provisions Required**

All bidders must be willing to enter a contract containing the express language contained in Section 125.111 of the ORC, which requires the following:

Every contract for or on behalf of the state or any of its political subdivisions for the purchase of materials, equipment, supplies, contract of insurance, or services shall contain provisions similar to those required by

Section 153.59 of the Revised Code in the case of construction contracts by which the bidder agrees to both of the following:

That in the hiring of employees for the performance of work under the contract or any subcontract no bidder or subcontractor shall, by reasons of race, color, religion, sex, age, handicap, national origin or ancestry, discriminate against any citizen of this state in the employment of a person qualified and available to perform the work to which the contract relates.

That no bidder, subcontractor, or any person acting on behalf of any bidder or subcontractor shall, in any manner, discriminate against, intimidate, or retaliate against any employee hired for the performance of work under the contract on account of race, color, religion, sex, age, handicap, national origin or ancestry.

All bidders who contract with the state or any of its political subdivisions for materials, equipment, supplies, contracts of insurance, or services shall have a written affirmative action program for the employment and effective utilization of economically disadvantaged persons, as defined in Section 122.71 of the Revised Code. Annually, each such bidder shall file a description of the affirmative action program and a progress report on its implementation with the Ohio Civil Rights Commission and the Minority Business Development Office established under Section 122.92 of the Ohio Revised Code.

#### 11.0 Insurance Requirements

If bid specifications require performance of labor for Lucas County, seller must agree to indemnify and protect Lucas County against all liabilities, claims, or demands for injuries or damages to any person or property growing out of the performance of this contract, by seller, its servants, employees agents or representatives. Prior to issuance of purchase order, the successful bidder must furnish an Insurance Carrier's Certificate showing that the seller has adequate worker's compensation, public liability, and property damage insurance coverage in accordance with the "County of Lucas Contractor Insurance" page of the bid document.

#### 12.0 Contract Term and Extension

The successful bidder's Support Services and Implementation Work Plan submission may define the term of the resulting contract. The exact contract commencement date, completion date, and option periods will be set forth in the contract and resolution approving the contract as adopted by the Lucas County Board of Commissioners. **The term of this contract will be from date of**

award for three (3) years with two (2), one (1) year renewal options.

**13.0 Invoices**

The bidder will be required to submit invoices in triplicate (one original and two copies) to the "invoice to" address identified in the purchase order used to issue orders against this contract. The bidder's Federal Tax Identification Number should appear on all statements and invoices.

Invoices must include the following:

Name and address of bidder  
Invoice remittance address as designated in the contract & description including:

Billing period  
Location  
Unit Code (must match bid)  
Calculated extended cost  
Description of item purchased  
P. O. or Contract #

**14.0 Assignment/Subcontractor**

Neither the contract nor any rights, duties or obligations described herein will be assigned by either party hereto without prior express, written consent of the other party. The contract will be made pursuant to the bid submitted by the bidder. The contract will be based on the bidder's qualifications and responsibilities. The bidder will not sublet or assign the contract nor shall any subcontractor commence performance of any part of the work included in the resulting contract, without the previous written consent of Lucas County.

**15.0 Taxes**

Lucas County does not pay local, state or Federal taxes. If requested, the bidder will be furnished with an exemption certificate.

**16.0 Permits/Codes**

The selected bidder is responsible for obtaining all permits and licenses required for performance of the work specified. All labor and materials provided under this agreement shall meet or exceed minimum standards covered by the current applicable code(s) or bidder shall have obtained a legal waiver.

**17.0 Compliance with the Law**

The bidder must agree to comply with all applicable Federal, state, and local laws in the conduct of the work specified in this ITB including applicable state and Federal laws regarding

drug-free work places. The bidder will be required to accept full responsibility for payment of all taxes and insurance premiums including, but not limited to; Unemployment Compensation insurance premiums, Workers' Compensation, all income tax deductions, Social Security Deductions, and any other taxes or payroll deductions required for all employees engaged by the bidder in the performance of the work specified in this ITB.

#### 18.0 Pricing

Bidders are expected to quote firm and fixed prices on a per unit basis, in the format specified in **(Section B)**. The successful bidder will not change the unit price or the scope of work during the contract period or any extension periods, however, should the bidder receive a decrease in overall costs associated with the commodity, this provision shall allow for modification of the existing contract to decrease the price.

Bidders must utilize pricing forms supplied in this document contained with **(Section B)**.

It is the County's intent to establish a contractual arrangement for specified commodity or service. Any services not specifically named on the pricing pages are to be named and priced on Additional Response Area **(Section C)**. Additional pricing may be submitted on subsequent pages so long as presented in a manner consistent with supplied format.

There will be no incidental charges for services. If Lucas County has left any information out of these specifications where the Bidder would foresee additional charges/fees, the bidder must include that information on the exception sheet found in **(Section C)**.

#### 19.0 Termination for Convenience

Lucas County reserves the right to terminate the resulting contracts for its convenience by giving the bidder 30 (thirty) days written notice. Lucas County reserves the right to terminate during the contract period or any subsequent renewal period.

#### 20.0 Termination for Default

Lucas County may terminate the contract at any time the bidder fails to carry out its provision under the terms and conditions of the specified contract after issuance of a cure notice. The bidder will have thirty days after notice of required improvement to make necessary corrections. If, after such notice, the bidder fails to remedy the conditions, Lucas County will issue an order to stop work immediately and terminate the contract without obligation.

#### 21.0 Non-Acceptance Criteria for Work, Materials and Service

No certificate of payment, no provision in the bidding documents, or any partial shipment of materials or entire occupancy of government shall constitute an acceptance of work, materials or service not done or provided in accordance with the contract documents, or relieve the bidder of liability for any express or implied warranties or responsibility for faulty materials or workmanship. The bidder shall remedy any defects in the work, material or service and pay for any other resulting damage to other work, material or equipment which appears within one year of final acceptance of the work, materials, or service unless a longer period is elsewhere specified. Nothing stated herein should relieve the bidder of common law liability for latent defects, which may appear after the expiration of the warranty period.

## 22.0 Performance Requirements

The delivery of any material, equipment, or the performance of any service that does not conform in all respects to the specifications will be rejected and the Board of Commissioner's representative and reasons for the rejection shall notify the Bidder. If the Bidder fails to make immediate replacement of such rejected material, equipment or service meeting the specifications, the Board of Commissioners will procure in the open market materials, and equipment, or hire labor of the quality required to meet the specifications up to the value rejected and the Bidder and his surety shall be liable to the Board of Commissioners for the total costs of the correction. The Board of Commissioner's performance of the work, when the Bidder is not doing the work in accordance with the specifications of the contract, shall result in a claim against the bidder for all costs and damages which will be allowed by reason of such non-performance.

If the Bidder defaults or neglects to carry out the work in any respect in accordance with the contract documents and fails to correct the default, except where an extension of time is granted in writing by the County, the County upon written notice to the Bidder may, without prejudice to any other remedies the County may have, make the correction required. If the default or neglect results in a threat to the safety of persons or property, the Bidder must immediately commence to correct such default or neglect upon written or oral notice.

## 23.0 Indemnification

The Bidder awarded this contract shall assume the defense of, indemnify, and save harmless the County or any authorized political subdivision receiving services under this contract from any claims or liabilities of any type or nature to any person, bidder, or corporation arising in any manner from the bidders performance of the work required under this contract and shall pay any judgment obtained or growing out of said claims, liabilities, or any of them.

## 24.0 Non-Appropriation of Funds

Bidders are advised that although the term of this contract may span several fiscal years, this contract is contingent upon the County budgeting and appropriating the funds necessary for the continuation of this contract in the current year. In the event that the funds necessary for the continuation of this contract are not approved for expenditure in any year, this contract shall terminate on the last day of the fiscal year in which funding was approved, with no penalty to the County.

**25.0 Co-Op Opportunities**

ORC 9.48 allows any county to participate in contracts of other counties or townships in the acquisition of equipment, materials, supplies or services using the same terms, conditions and specifications and same or lower price.

Lucas County may permit authorized counties, townships or municipalities here after referred to as political subdivisions, to participate in contracts that Lucas County has entered into for the purchase of certain supplies, services, materials and equipment. Upon contract award, authorized political subdivisions are approved to order directly with the supplier. All invoices for such purchases must be sent directly to the ordering political subdivisions' billing address. Under no circumstances is Lucas County obligated to that political subdivision's financial commitments.

COUNTY OF LUCAS CONTRACTOR INSURANCE

21 INSURANCE

21.1 The CONTRACTOR shall purchase and maintain such insurance as will protect him from claims set forth below which may arise out of or result from the CONTRACTOR'S execution of the WORK, whether such execution be by himself or by any SUBCONTRACTOR or by anyone directly employed by any of them, or by any one for whose acts any of them may be liable:

21.1.1 Claims under workmen's compensation, disability, benefit and other similar employee benefit acts;

21.1.2 Claims for damages because of bodily injury, sickness or disease or death of his employees;

21.1.3 Claims for damages because of bodily injury, sickness or disease or death of any person other than his employees;

21.1.4 Claims for damages insured by usual personal injury liability coverage which are sustained (1) by any person as a result of an offense directly or indirectly related to the employment of such person by the CONTRACTOR, or (2) by any other person; and

21.1.5 Claims for damages because of injury to or destruction of tangible property, including loss of use resulting there from.

21.2 Certificate of Insurance acceptable to the OWNER shall be filed with the OWNER prior to commencement of the WORK naming OWNER as additional insured. These Certificates shall contain a provision that coverages afforded under the policies will not be canceled unless at least thirty (30) days prior WRITTEN NOTICE has been given to the OWNER.

21.3 The CONTRACTOR shall procure and maintain, at his own expense, during the CONTRACT TIME, liability insurance as hereinafter specified;

21.3.1 Comprehensive General Liability and Property Damage, Contractor's Protective Liability, Contractual Liability, Completed Operations-Products, Automobile Bodily Injury and Property Damage, owned and non-owned and hired vehicles and Owner's Protective Liability. The latter policy shall name as the insured the OWNER. If excluded from CONTRACTOR'S standard coverages, the following shall be deleted for policies provided under the CONTRACT DOCUMENT EXCLUSIONS: (1) "Underground Operations" (2) "Third Party Beneficiary" and (3) "Collapse" - where exposure is determined. Bodily Injury Liability and Property Damage Insurance shall cover the use of "Explosives" if used in performance of the CONTRACT. Insurance should be placed with a carrier with an AM Best Rating of at least an A-.

The types and **minimum** limits of insurance shall be as follows:

Commercial General Liability Insurance -  
General Aggregate Limit - \$2,000,000  
Products-Completed Operations-

Aggregate Limit - \$2,000,000  
Personal and Advertising  
Injury Limit - \$1,000,000  
Each Occurrence Limit - \$1,000,000  
Comprehensive Automobile Liability  
Bodily Injury & Property Damage Liability Limit  
Each Occurrence - \$1,000,000

The above minimum coverages may be obtained through the primary insurance or any combination of primary and umbrella insurance. In addition, the General Aggregate Limit shall be required on a per project basis.

21.3.2 The CONTRACTOR shall acquire and maintain, if applicable, Fire and Extended Coverage Insurance upon the PROJECT to the full insurable value thereof for the benefit of the OWNER, the CONTRACTOR, and SUBCONTRACTORS as their interest may appear. This provision shall in no way release the CONTRACTOR or CONTRACTOR'S surety from obligations under the CONTRACT DOCUMENTS to fully complete the PROJECT.

21.4 The CONTRACTOR shall procure and maintain at his own expense, during the CONTRACT TIME, in accordance with the provisions of the laws of the state in which the work is performed, Workmen's Compensation Insurance, including occupational disease provisions, for all of his employees at the site of the PROJECT and in case any work is sublet, the CONTRACTOR shall require such SUBCONTRACTOR similarly to provide Workmen's Compensation Insurance, including occupational disease provisions for all of the latter's employees unless such employees are covered by the protection afforded by the CONTRACTOR. In case any class of employees engaged in hazardous work under this contract at the site of the PROJECT is not protected under Workmen's Compensation statute, the CONTRACTOR shall provide, and shall cause such SUBCONTRACTOR to provide, adequate and suitable insurance for the protection of his employees not otherwise protected.

21.5 The CONTRACTOR shall secure, if applicable, "All Risk" type Builder's Risk Insurance for Work to be performed. Unless specifically authorized by the OWNER, the amount of such insurance shall not be less than the CONTRACT PRICE totaled in the BID. The policy shall cover not less than the losses due to fire, explosion, hail, lightning, vandalism, malicious mischief, wind, collapse, riot, aircraft and smoke during the CONTRACT TIME, and until the WORK is accepted by the OWNER. The policy shall name as the insured the CONTRACTOR, and the OWNER.

## 22. INDEMNITY

### 22.1 PROFESSIONAL LIABILITY

Relative to any and all claims, losses, damages, liability and costs, the CONTRACTOR agrees to indemnify and save the County of Lucas, its officials and employees (herein after "County") harmless from and against any and all suits, actions or claims for property losses, damages or personal injury claimed to arise from a negligent act, error or omission by the CONTRACTOR or its employees.

### 22.2 NON-PROFESSIONAL LIABILITY

To the fullest extent permitted by law, the CONTRACTOR shall indemnify and hold harmless the County of Lucas, its officers, officials and employees (hereinafter "County"), or any of them from and against claims, damages, losses and expenses, including but not limited to attorneys' fees arising out of the acts or omissions of the CONTRACTOR, provided that such claim, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of property (other than the Work itself) including loss of use resulting there from, but only to the extent caused in whole or in part by the acts or omissions of the CONTRACTOR, any subCONTRACTOR(s) of the CONTRACTOR, its agents, or anyone directly employed by them or anyone whose acts they may deem liable, regardless of whether or not such claim, damage, loss or expense is caused in part by a party indemnified hereunder. Such obligation shall not be construed to negate abridge, or reduce other rights or obligations of indemnity which would otherwise exist as to a party or person described in this paragraph 22.2. It is understood and agreed that this indemnification obligation is enforceable to the full extent permitted by Ohio Revised Code Section 2305.31.

22.3 It is expressly understood and 'agreed that these indemnification obligations are enforceable to the full extent permitted by Ohio Revised Code Section 2305.31. In any and all claims against the County by any employee of the CONTRACTOR, and any subCONTRACTOR(s) of the CONTRACTOR, agent or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable. CONTRACTOR hereby expressly waives the immunity provided to CONTRACTOR by Article II, Section 35, of the Ohio Constitution and Ohio Revised Code Section 4123.74 and 4123.741, all regarding worker's compensation immunity, so that this indemnification obligation may be enforced by the County of Lucas against CONTRACTOR in those instances.

22.4 If the CONTRACTOR subcontracts with the County, the CONTRACTOR shall require its subCONTRACTORS to indemnify the County of Lucas in accord with Article 22.

22.5 CONTRACTOR Responsible - The CONTRACTOR expressly understands that the insurance requirements as outlined above are minimum requirements to be met under the contract and does not in any manner represent that the limits, coverage or policy forms are sufficient or adequate to protect the interest or liability of the CONTRACTOR and/or its subCONTRACTORS.

**THE FOLLOWING MUST BE INCLUDED (IN THE SPECIFIED AREAS) ON ALL INSURANCE CERTIFICATES:**

DESCRIPTION OF THE PROJECT AND LOCATION: you may use a generalized listing of the duties to be performed under this certificate of insurance. Example: "Projects Executed for the Board of Lucas County Commissioners."

CERTIFICATE HOLDER: Board of Lucas County Commissioners, One Government Center, Suite 800, Toledo, Ohio 43604-2247.

**SECTION A - AFFIDAVITS**

**DELINQUENT PERSONAL PROPERTY TAX STATEMENT**  
(O.R.C. Section 5719.042)

**THIS FORM MUST BE COMPLETED IN ITS ENTIRETY AND NOTARIZED**

I \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
(NAME) (TITLE) (NAME OF COMPANY)

affirm that at the time that I submitted the bid for \_\_\_\_\_  
(BID TITLE)

to the Board of Lucas County Commissioners on \_\_\_\_\_ that  
(DATE)

\_\_\_\_\_ was / was not charged with delinquent  
(NAME OF COMPANY) (CIRCLE ONE)

Personal Property Taxes by the Lucas County Auditor.

**(If Personal Property Taxes are delinquent, complete the following section)**

The amount of delinquent Personal Property Taxes due Lucas County is  
\_\_\_\_\_ and unpaid penalties and interest are \_\_\_\_\_.  
(AMOUNT) (AMOUNT)

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(COMPANY)

\_\_\_\_\_  
(DATE)

Sworn to and subscribed before me this \_\_\_\_\_ day of, \_\_\_\_\_ 20\_\_.

(SEAL)

\_\_\_\_\_  
(NOTARY)

My Commission Expires:

(Date) \_\_\_\_\_

NON-DISCRIMINATION AND EQUAL EMPLOYMENT OPPORTUNITY AFFIDAVIT

STATE OF \_\_\_\_\_

SS

COUNTY OF \_\_\_\_\_

\_\_\_\_\_ being first duly sworn, deposes and says that  
(Name)

he/she is \_\_\_\_\_ of \_\_\_\_\_ the party  
(Title) (Company)

that made the foregoing proposal; that such party as bidder does not and shall not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin. If awarded the bid and contract under this proposal, said party shall take affirmative action to insure that applicants are employed and that employees are treated, during employment, without regard to their race, religion, color, sex or national origin. If successful as the lowest and best bidder under the foregoing proposal this party shall post non-discrimination notices in conspicuous places available to employees and applicants for employment setting forth the provision of this affidavit.

Furthermore, said party agrees to abide by the assurances found in Section 153.59 of the Ohio Revised Code in the Contract Provisions with the Owner if selected as the successful bidder by the owner.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Affiant)

\_\_\_\_\_  
(Company/Corporations)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(City/State/Zip Code)

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

(Seal)

\_\_\_\_\_  
(Notary)

My Commission Expires:

\_\_\_\_\_  
(Date)

NON-COLLUSION AFFIDAVIT

STATE OF OHIO,

COUNTY OF LUCAS, SS:

\_\_\_\_\_ being first duly SWORN, deposes and says that he is the \_\_\_\_\_ or authorized representative of \_\_\_\_\_ or is the party submitting this bid; that such bid is genuine and not collusive or sham; that said bidder has not colluded, conspired, connived, or agreed, directly or indirectly, with any other bidder or person, to submit a sham bid, or refrain from bidding; has not in any manner, directly or indirectly sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or any other bidder, to fix any overhead, profit or cost element of said bid price, or of that of any other bidder; to secure any advantage against the County of Lucas or any person or persons interested in the proposed contract; that all statements contained in said proposal of bid are true and that, such bidder has not, directly or indirectly submitted this bid, or the contents thereof, or divulged information or data relative thereto to any other potential bidder. Further, Affiant affirms that no county employee has any financial interest in this company or the bid being submitted.

\_\_\_\_\_  
(Affiant Signature)

\_\_\_\_\_  
(Affiant Title)

SWORN to before me and subscribed in my presence

this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.  
(Date) (Month) (Year)

\_\_\_\_\_  
(Notary Public)

(SEAL)

My Commission Expires

\_\_\_\_\_  
(Date)

NO FINDINGS FOR RECOVERY AFFIDAVIT

THIS FORM MUST BE COMPLETED IN ITS ENTIRETY AND NOTARIZED

I \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
(NAME) (TITLE) (NAME OF COMPANY)

affirm that at the time that I submitted the bid for \_\_\_\_\_  
(BID TITLE)

to the Board of Lucas County Commissioners on \_\_\_\_\_ that  
(DATE)

\_\_\_\_\_ has / has no unresolved  
(NAME OF COMPANY) (CIRCLE ONE)  
finding for recovery from the State Auditor per Ohio Revised Code  
Section 9.24.

(If there is unresolved finding for recovery from the State Auditor ,  
complete the following section)

The amount of unresolved finding for recovery due the State Auditor is  
\_\_\_\_\_ and unpaid penalties and interest are \_\_\_\_\_.  
(AMOUNT) (AMOUNT)

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(COMPANY)

\_\_\_\_\_  
(DATE)

Sworn to and subscribed before me this \_\_\_\_\_ day of, \_\_\_\_\_ 20\_\_.

(SEAL)

\_\_\_\_\_  
(NOTARY)

My Commission Expires:  
\_\_\_\_\_

**Additional Administrative Requirements  
Compliance with Support Order(s)**

Financial responsibility, integrity and accountability are essential for operating a business that services the public. Unpaid obligations are a social problem which threatens the welfare of children and increases the burden on taxpayers to provide social services. Due to the public's growing concern with non-paying parents, government initiatives to create additional, effective enforcement mechanisms are necessary. It is in the County's interest that all contractors doing business with Lucas County demonstrate financial responsibility and integrity and accountability.

All bidders **must submit** the **completed** "Compliance Affidavit For Businesses" with their bid. Once a lowest and best bidder has been determined and prior to award, this form will be submitted by Lucas County to the Child Support Enforcement Agency for certification of substantial compliance of court ordered and/or agency ordered child support of any individuals of the company who have twenty-five percent (25%) or greater vested interest in the company. If the individual is found to be not in compliance, said bidder will be notified that the individual is not in compliance and therefore the bidder/company/contractor is not in compliance and will have five (5) days to be in compliance from date of notification. Failure to comply will cause disqualification of the bidder's/company's/contractor's bid.

Bidders should contact Lucas County Child Support Enforcement Agency, 419-213-3106, regarding this requirement should they have questions.





LUCAS COUNTY SWEATFREE AFFIDAVIT

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_, ss:

Personally appeared before me the undersigned, as an individual or as a representative of

\_\_\_\_\_ for a contract for \_\_\_\_\_  
(Name of Entity) (Type of Product or Service)

to be let by the Board of Commissioners, Lucas County, Ohio, who, being duly cautioned and sworn, makes the following statement with respect to the Lucas County Sweatfree Procurement Policy and further states that the undersigned has the authority to make the following representation on behalf of himself or herself or of the business entity:

1. Name, physical address, phone number and contact persons for each production facility that will be involved in the production of goods or the provision of services.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. I have personal knowledge of the information contained in section 1 or I have obtained such information from any resale entity.

3. I understand my obligation to ensure that all applicable production facilities adhere to the sweatfree code of conduct as defined in Section IV of the Lucas County Sweatfree Procurement Policy.

4. I understand that if Lucas County, the State and Local Sweatfree Consortium, and/or an independent monitor find any of the production facilities listed above to be out of compliance with any of the provisions of Section IV of the Lucas County's Sweatfree Procurement Policy, and I fail to take all reasonable steps as specified by and/or its designee(s), I will be deemed out of compliance with the sweatfree code of conduct as defined in the Lucas County Sweatfree Procurement Policy.

5. I have furnished a copy of the sweatfree code of conduct as defined in Section IV of the Lucas County Sweatfree Procurement Policy to each production facility named in paragraph 1 and to each relevant subcontractor and I have instructed each subcontractor to furnish the code of conduct to each relevant production facility.

**BIDDER:**

SIGNATURE: \_\_\_\_\_

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

Sworn to before me and subscribed in my presence by the above named person this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

NOTARY PUBLIC: \_\_\_\_\_

My Commission Expires:

\_\_\_\_\_

**SECTION B - SPECIFICATIONS & PRICING**

# **SPECIFICATIONS FOR EMS BILLING, COLLECTION AND PATIENT CARE REPORTING REQUEST FOR PROPOSAL**

## **1. Scope and Classification**

### **1.1 Scope**

The Board of Lucas County Commissioners “the County” is seeking, on behalf of the Department of Emergency Services, a Request For Proposals (RFP) for an EMS Billing, Collection (and optionally) a revised or enhanced Patient Care Reporting System. This document is a Request for Proposal pursuant to Ohio Revised Code 307.862.

The contract shall be in effect from the date of execution by the County for a period of three (3) years. There will be an option, by mutual agreement of the County and the contractor to renew for two (2), one (1) year periods.

As of the census of 2000, there were 441,815 people, 180,267 households and 111,016 families residing in Lucas County.

Lucas County EMS is a countywide Advanced Life Support (ALS) emergency medical service. It is a paramedic service which responds to and transports the most severe medical and trauma cases called into 9-1-1 from anywhere in Lucas County. The system operates ten (10) ALS Life Squads operating 24 hours a day in Lucas County all with dual paramedics. An additional 12 hour life may be added in 2014. There are five Lucas County EMS Life Squads within the City of Toledo and five in the suburban areas staffed by various Fire Department paramedics all under the license and protocols of the Lucas County EMS. Life Squads are dispatched by a centralized county EMS dispatch.

Lucas County EMS operates its county wide ALS transport service utilizing over 360 paramedic/firefighters who follow Lucas County EMS medical director's protocols. Lucas County EMS currently utilizes Zoll Data Systems Electronic Patient Care Reporting (ePCR) software with Panasonic CF19 Toughbook tablet computers on all 10 Life-Squads. Data is transferred from the Toughbook computers to a dedicated server located at the Lucas County Emergency Services building 2144 Monroe St. Toledo Ohio 43604, via the Internet. Lucas County currently uses a 9-1-1 system Northrup Grummon Cobal CAD but is scheduled to go- live with a Tritech Inform CAD system June 11, 2014.

**Lucas County EMS will be billing only for transports made by its Life Squads transporting to Lucas County Hospitals. Virtually all of the**

**transports should be ALS.** However, they do occasionally transport BLS patients. Lucas County currently bills ALS1 and ALS2 transports at the rate of \$732.00 and \$12.80 per mile and any BLS transports at the rate of \$563.00 and \$12.80 per mile, which may be periodically adjusted.

Total annual Lucas County EMS ALS life squad transports to hospitals and billing revenue for the last four years are:

Year	Transports	Billing Revenue
2010	13,729	\$3,349,862.14
2011	14,008	\$2,678,690.81
2012	14,807	\$4,287,997.41
2013	14,508	\$4,082,167.18

Bona fide residents of Lucas County are not to be held responsible to pay charges in excess of those paid by their insurance carrier; non-residents are to be invoiced for the entire amount of the transport cost. Those who are transported and receive payment directly from their insurance carrier but fail to submit payment to the billing agent or the County may be pursued through the County's collection agent and/or the Lucas County Prosecutor's office.

The purpose of this RFP is to select a Contractor to perform EMS billing and collection.

## **1.2 Classification**

Contractor is responsible for the automated billing, processing and collection of EMS fees and data. Further, the successful Contractor must install and maintain all enabling equipment and communications, efficient transfer of data, backup computer programs and incidental supplies, in order to provide life squad billing services from the County's existing Zoll ePCR system, which currently does not include a billing component. Offeror must demonstrate an ability to clearly delineate and operate a failsafe Data Recovery Project Plan should disaster or unanticipated down time occur. Further, the Offeror must provide detailed information describing the information technology that would be employed including, but not limited to, hardware, software, database, security, and network infrastructure. The Contractor must demonstrate and describe its plan for achieving compliance with the Transaction and Code Set, Security and Privacy regulations under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Health Information Technology for Economic and Clinical Health Act (HITECH) Patient Protection and Affordable Care Act of 2010 (ACA) and other health care privacy requirements as may be required. The Contractor must demonstrate established relationships with healthcare and insurance providers to ensure timely collection of relevant insurance information. Depending on the nature of any given incident, it may not be possible to collect all data necessary for billing at the scene. In these instances, the Contractor must be able to contact local hospitals to obtain necessary billing information. An ability to directly

download data files from these providers is desired. The production of various management reports including, but not limited to, those describe herein is an expected service.

## **2.0 Requirements**

The Contractor will be responsible for providing all services requested in the RFP. The services will include, but are not limited to: data collection processing; management information; security; insurance; daily courier service; the provision of all needed equipment and connectivity; computer program and system hardware; incidental supplies; personnel; administrative and management support training; all electronic billing and collection activities including the gathering of pertinent insurance data from various providers in Lucas County and locating and billing EMS service recipients; responding to all fee/program related inquiries and correspondence; postage; incident data exchange between Lucas County EMS personnel and Contractor. The County will be responsible for program administration and oversight, entry of incident/run specific data necessary for billing purposes and the maintenance and operation of a lockbox with an appropriate financial institution.

Our intent is to implement a new contract beginning **July 1, 2014**. Our current contract with MED3000 (McKesson) ends June 30, 2014.

### **2.1 Equipment Requirements – County EMS Data Paths**

The Contractor will be responsible for the provision and maintenance of all equipment, hardware and software (including all updates) associated with the billing and collection process. This may include, but is not limited to any electronic technology for use by the County EMS personnel for data entry at the scene not currently in use and complete on-line access to the system from selected workstations to track runs, transports, detailed daily, weekly, monthly, and year-to-date billings and receipts. The Contractor is responsible for any necessary installation of equipment in County vehicles.

Currently the County's Computer Aided Dispatch (CAD) system is administered by Lucas County Emergency Services, which services all of Lucas County. The CAD and ePCR are not currently interfaced.

EMS patient care reports are currently collected and entered on EMS Zoll Data Systems ePCR software on Panasonic CF19 tablet computers carried on County Life Squad paramedic transport vehicles. This data is transmitted via an internet connection to the County's database operating on a Dell PowerEdge server. From desktops within the County, queries, reports and data are retrieved by means of application (RescueNet Reporting) and web-based (WebPCR) interface with the County's database.

For the purpose of this RFP, the County envisions that the County EMS data path will remain basically the same as it currently exists but will consider improvements or enhancements proposed. A repository for EMS data would continue to exist locally by means of data replication with an EMS Data Server.

All equipment, hardware and software provided by the Contractor will become the property of the County and must be reviewed and approved by the Department of Emergency Services, including the EMS protocol if requested prior to ordering. Any equipment shall be new, not used, and free from defects and warranted for the duration of the contract. Offerors should provide the terms of the warranty with their proposal.

## **2.2 Management Requirements**

The Contractor is expected to support EMS management through: controlled electronic EMS billing; collection and processing services; secure up-to-date, on-line inquiry; reporting and update capabilities as required; reporting and analysis capabilities compatible with an aggressive, performance oriented management approach maximizing net revenues and productivity; the creation of custom, user deferred queries. Contractor must supply reliable telephone support services, with a toll-free (e.g. "800") number, for both the County and individual citizens.

The Contractor must ensure complete and uninterrupted flow of service via back up systems and Data Recovery Project Plan and System should a disaster occur. Contractor must include a copy of this plan and/or specifications of this system in the response. All billing and collection systems must conform to all federal/state guidelines for Medicare and Medicaid programs as well as applicable local laws, regulations and reporting requirements of the State of Ohio. Contractor must have the ability to maintain records on database for at least seven years.

## **2.3 Contractor Personnel Requirements**

The Contractor must provide the following personnel, at the specified times and places, at all times during the contract period:

- A Project Manager who shall be available by telephone and/or electronic means during normal County business hours (0800 to 1700 EST) and available to visit on-site upon advance notice to Contractor. The Project Manager shall have overall responsibility for Contractor matters on behalf of the County.

- A Technical Support Specialist, who shall be available by telephone and/or electronic means during normal County business hours (0800 to 1700 EST). If new equipment and/or ePCR option is implemented then technical support shall be available on call 24/7. The Technical Support Specialist must be available and respond by telephone when requested by

the County within sixty (60) minutes of all requests. If necessary, the Technical Support Specialist will be available to work on-site for certain periods upon reasonable advance notice by County to Contractor. The Technical Support Specialist will be the Contractor's primary representative regarding hardware, software and other technical issues.

-A Database Manager who shall be available by telephone and/or electronic means during normal County business hours (0800 to 1700 EST) and available to visit on-site upon advance notice to Contractor. The Database Manager shall be responsible for assisting the County with the generation and interpretation of data, reports and other information generated under the contract. Database Manager would also assist the County with optimizing clean data collection and submission, generation and interpretation of data, reports and other information generated under the contract.

Specific functions related to the foregoing:

## **2.4 Services Description**

Contractor shall support electronic billing, collection and processing services for EMS transport through timely controlled collection processing and cash management, including maximizing cash availability, account reconciliation, and returned check processing. The Contractor must deposit receipts daily in demand accounts owned, controlled and designated by the County and in a manner that maximizes investment income, subject to the direction of the County.

Specifically, the Contractor should provide, at a minimum, the services outlined below.

## **2.5 Operations of Electronic Billing**

The Operation of billing services for Lucas County EMS will involve the rendering of bills, full and accurate management of accounts receivable and maintaining auditable books and records. Contractor will also be required to provide monthly management reports to the Lucas County Auditor, Department of Management and Budget, EMS Manager summarizing the performance of billing operations. Offeror shall provide descriptions of one or more billing models that are either currently being used by the Offeror or have been successfully used in the past.

## **2.6 Collection Services**

Contractor shall collect all applicable and appropriate fees consistent with the County's billing and collections, policies, rules and regulations as set forth in writing by the County from time to time. The Contractor's activities shall conform in all respects to all federal, state and local laws, ordinances and regulations. Contractor shall propose procedures for the collection of EMS fees, including

dealings with third party payers. Copies of notices utilized in other cities by the Contractor should be provided with the proposal. Contractor shall provide eligibility screening and insurance assistance to customers who lack coverage. Contractor shall provide a toll-free telephone number for purpose of answering citizen and Lucas County inquires.

Continued collection efforts should be made for 120 days when otherwise deemed workable. Thereafter, all delinquent accounts will be turned over to the County's designated collection agent or may be considered uncollectable by the County. Lucas County currently is not utilizing a separate collection agent. The successful bidder shall furnish all information obtained regarding the patient in a format acceptable to the County and their collection agent. Accounts will be transferred by media or electronically as determined by the County. The County collection agent will be notified of any payments received on accounts turned over to the collection agent. Reconciliation will be performed each month by the successful bidder of the accounts and total amounts turned over to the collection agent, the accounts and total amounts received by the collection agent, and the actions taken to resolve any discrepancies.

## **2.7 Collection Responsibilities**

The successful Contractor will be required to operate an Electronic Billing and Collection System for the County. This includes the electronic filing of claims (within the performance guidelines set forth below) and collection of:

- Medicaid Accounts
- Medicare Accounts
- Self-Pay Accounts/Third Party Payer Accounts
- Other Accounts

All Clean Claims shall be filed promptly. A Clean Claim shall be defined as a patient care report that is substantially complete and for which all data reasonably necessary to submit a claim to the appropriate payer are completed. The Contractor shall file 90% of all Clean Claims within five (5) days of receiving the transport data. Patient care reports that do not meet the definition of Clean Claim hereunder shall be identified and the Contractor shall initiate follow-up with the appropriate County personnel, as designated by the County within five (5) days of receiving the transport data.

Contractor shall review the County's EMS billing charges, at a minimum on an annual basis, and make charge recommendations to the County. In the event that the County charges for any services, including one or more level of service base rates and/or mileage rates shall fall below the Medicare-approved charge or fee schedule amount for such service, the Contractor shall notify the County immediately. The County will be, within the current interpretations of the Office of Inspector General (OIG) of the United States Department of Health and Human

Services, implementing an “insurance only” billing policy for bona fide County residents. Under such system, the local tax revenues collected from County residents will be treated as the payment of otherwise applicable co-payments and deductibles due from patients who are county residents. The Contractor will make every effort to collect reimbursement from applicable carriers, insurers and supplemental/secondary insurers and coinsurers, but bona fide county residents will not be billed for the unpaid balance of any bills not covered by primary or secondary insurance. In addition, notification must be sent to all personally billed insured patients educating them on the extent of their responsibility regarding co-pays/coinsurance.

Contractor shall assist the County Prosecutor’s Office and/or their designated collection agent in order to pursue non-paying accounts as directed by the County.

## **2.8 Payment Processing**

Offerors shall describe their procedures for the processing of payments for EMS services. Such procedures shall include:

- Data Input
- Ability to identify payment source (i.e., Medicare, Medicaid, Third Party, HMO)
- Encoding accounts using current methods required by insurance carriers for medical claims and standard transactions and code sets as required by applicable HIPAA regulations
- Batch controls for checks, notices and correspondence
- Verification of check amounts
- Microfilming/scanning procedures
- File updating
- Unapplied payments
- Identification of underpayments and overpayments
- Refunds of credit balances due to overpayment
- Administrative fees
- Uncollected checks
- Ability to handle electronic payments
- Installment payments
- Ability to protect the privacy and security of protected health information (PHI), as required by applicable HIPAA regulations
- Ability to bill in accordance with the Medicare ambulance fee schedule

The County must have the ability to do on-line inquiry, hard copy listing and updates (95% availability). Access must be by each and all of the following: EMS user name, EMS user address including mandatory zip codes, date and time of service, Medicare number, Medicaid number, EMS incident number, fire department, Life Squad number, insurance number and social security number.

Successful Contractor must have the ability to capture seven different insurance carriers for a single account. Full payment status and history for each EMS user shall be available until the County authorizes purge. Only the County shall be able to grant or identify reasons for dismissals, abatements, extensions and settlements. All payments must be directed to the County Treasurer's Office by electronic transfer. In the event that any payments are remitted to the Contractor, Contractor shall deposit into a bank account specifically designated by the County once each 24 hours during banking days an amount equal to the available balance of the current day's activities from EMS revenues received (i.e. a lockbox operation). The system shall account for the number and value of cash receipts and liability reducing transactions (abatement, dismissals and settlements). In no event will Contractor negotiate checks or remittances made payable to the County. Contractor will instead ensure that all such funds are deposited directly into an account designated by the County. Offeror must detail methods to be used to meet these requirements. Handling and fund transfer procedures shall be in compliance with all applicable federal, state and local laws and regulations and, similarly, be in compliance with generally accepted accounting practices. Lastly, a monthly bank statement shall be mailed to the County Treasurer's Office by the bank.

## **2.9 Management Reports**

Monthly reports of the type noted below in sections under 2.10 must be provided to the Director of Management and Budget or his designee and to the Director of Emergency Services, and/or their designees. It is necessary that all management reports reflect each paramedic's activity, on both an individual and vehicle basis. The request represents the minimum desired information and illustrates how specific categories of data are to be compiled. If the results can be accomplished using a different format, please include such information in the response. In addition, all common data listed in reports should balance from one report to another. Detailed reports of individual accounts or transactions that support the above data should be available upon request for such purposes as audits or the write-off of delinquent accounts. Contractor willingness and flexibility to develop unspecified reports is an essential consideration in the evaluation of the proposal. Address in your response any additional reports that can be provided including the potential of providing the monthly State of Ohio EMS data report. The County uses Crystal Reports and the Offeror's databases must have the capability to utilize this tool or software approved by the County.

Without limiting the foregoing, and notwithstanding anything herein to the contrary, Contractor shall develop and implement a means to comport with auditing mandates to reconcile and verify number of runs, number of transport and mileage data. As described more fully below this includes, but is not limited to: an acceptable receivables report: an aging report of the receivables that shows the following categories 0-30s day old, 31-60 days, 91-180 days, and greater than 180 days; monthly activities report, and monthly deposit summary.

Lastly, the County reserves the right to request, free of charge, an additional number of reports, which will be negotiated.

## **2.10 Minimum Reporting Requirements and Systems Requirements**

### **2.10.1 Report of Transports and Services Received and Billed**

The purpose of this monthly report is to compare transport data received by the Contractor from the County with transports billed by the Contractor as reconciliation between the two entities. Reports should identify date of transport, number of transports and services billed, the number of accepted claims, net amount billed, and amount of write-offs authorized by the County (whether due to its "insurance-only" resident billing policy, indigence or otherwise) and otherwise comply with HIPAA Privacy Rules.

### **2.10.2 Report of Collections**

The purpose of this monthly report is to verify and reconcile the bank deposit activity with collection posting activity. The report should identify the total daily bank deposit amount, amount posted to accounts from both current deposits and previously identified payments, amounts posted as overpayments, unidentified payments, refund of unidentified payments and the outstanding balance of unidentified payments.

### **2.10.3 County Invoice Report**

The purpose of this monthly report is to verify the accuracy of the payments made by the County to the Contractor. The report should include the total amount billed by transport month, prior month cumulative collections by transport month, cumulative fees payable by transport month, and net fees due by transport month.

### **2.10.4 Contractor Activity Analysis Report**

The purpose of this monthly report is to summarize the results of the collection effort to measure Contractor performance. The report should list all activity for each transport month with collections aged by billing month. With regard to transports, the report should list total number of transports reported by Lucas County EMS, total number of transports billed by Contractor; amount billed by Contractor, adjustments to amount billed including transports authorized as write-offs by Lucas County EMS, and amounts due to Medicare/Medicaid assignment and the resulting net amount billed. With regard to collections, the report should include the number of accounts collected by collection method (i.e., Medicare/Medicaid, Self-Pay/Third Party Payer), total amount collected by collection method, amount of overpayments, adjustments including refunds, returned check and posting errors and the resulting net amount collected. The

report should also include the number and percentage breakdown of uncollected accounts (i.e., Medicare/Medicaid, Self-Pay/Third Party Payer). Finally, the report should include the effective collection rate to date for each transport month, expressed both in gross and net percentage terms. Gross collection rates shall be expressed in terms of total revenue received, minus refunds (i.e., any amounts credited or refunded due to overpayments, credit balances, duplicate payments, bad checks, etc.), divided by the total amount billed, minus contractual allowances (i.e., mandatory write-offs required by Medicare and other payers).

#### **2.10.5 Medicare/Medicaid Activity Report**

The purpose of this monthly report is to monitor all Medicare/Medicaid activity to include the number and dollar total of assigned claims submitted and the percentage that these claims represent in regard to all claims submitted, the total amount of payments received, the number, dollar value and percent of rejected claims, the number, dollar value and percent of rejected claims subsequently recovered and the amount of unpaid balances collected from sources other than Medicare/Medicaid.

#### **2.10.6 Detailed Activity Report for Past Due Accounts**

The purpose of this monthly report is to monitor collection activity on past due accounts including the number and dollar value of notices sent and the number and dollar value of payments received.

#### **2.10.7 Self-Pay Accounts Reports**

Accounts are classified as "Self-Pay" if an individual is personally liable to pay for services delivered. The purpose of this monthly report is to monitor all Self-Pay Account activity to include the number and dollar total of assigned claims submitted and the percentage that these claims represent in regard to all claims submitted, the total amount of payments received, the number, dollar value and percent of rejected claims, the number, dollar value and percent rejected claims subsequently recovered and the amount of unpaid balances. This report should be detailed by account.

#### **2.10.8 Third Party Payers Activity Report**

Accounts are classified as Third Party Payer Accounts if an individual has a Third Party Payer arrangement with a private insurance company which accepts the individual's liability. The purpose of this monthly report is to monitor all Third Party Payer Account Activity to include the number and dollar total of assigned claims submitted and the percentage that these claims represent in regard to all claims submitted, the total amount of payments received, the number, dollar value and percent of rejected claims, the number, dollar value and percent of

rejected claims subsequently recovered and the amount of unpaid balances by Third Party Payer.

### **2.10.9 Monthly Accounts Receivable Report**

An accounts receivable aging report will be submitted to the Director of Emergency Services or respective designees on a monthly basis. This report will provide a distribution by days old (0-30, 31-60, 61-90, 91-120, 121-180, 181-386, etc.), of accounts receivable in the Medicare, Medicaid and other categories by insurance carrier.

### **2.10.10 Other Statistical Reports and Patient Care Reporting and System Requirements**

Other reports will be requested by the County from time to time to include, but are not limited to; number of runs designated ALS1, ALS2, BLS, mileage billed and runs by billing category. Offeror should take into consideration the development and production of a reasonable number of additional reports in the proposal. Offerors should provide a price quote per report for reports in addition to those specifically referenced in the RFP.

### **2.11 Pricing**

Prospective system providers must price the billing services component of their proposals as a percentage of net collections made through the County accounts receivable.

With respect to a price based on a percentage of net collections, net collections means the total sum of all monies collected by Contractor for services rendered on behalf of the County, less amounts properly refunded or credited as a result of overpayments, erroneous payments, or bad checks. When delinquent and/or unpaid accounts are referred to a collection agent or County Prosecutor, net collections will not include the net amount received by the County through the efforts of the collection agent. Following award of a contract, Contractor shall be paid the agreed-upon percentage only on the realized revenue for which it prepared and submitted the claim on behalf of the County.

If the Contractor believes that a different pricing system would be more advantageous to the County, please describe such a system. With respect to any flat fee proposed as an alternative, if chosen, monies would only be paid on Clean Claims submitted for payment to a third party insurance carrier.

Contractor must provide a quote for year one, two and three. If the Contractor would like to reserve the option to mutually renew for the two (2) one (1) year options quotes must be included for those years also. If pricing is different for year one, two and three, the County will take the average of the proposed three

years and evaluate price based on the average number. The County reserves the right to include the two one-year renewal options in the averaging formula. Payment will be made on a quarterly basis in the month following the quarter in which the services were provided (i.e., billing by the Contractor). In addition, if the option is included in the contract, Offeror must include a detailed list and description of all equipment, hardware, software (including annualized maintenance and licensing costs for the term of the contract), database, security and network infrastructure, and training provided under the proposal, as well as the HIPAA compliance features of all such software. This list and description must include the aggregate cost as well as the price per unit for these items. Any additional services shall be priced separately.

### **2.12 Compliance Audits**

The County reserves the right to retain an independent contractor to audit the records of the Contractor to ensure compliance with local, State and Federal laws. The audit will be conducted using a random sampling of cases; such sample will be statistically significant. Contractor will provide access to any and all records necessary to conduct the audit. Lastly, Contractor will provide, at their expense, an annual State on Auditing Standard (SAS) No. 70 report to the County.

### **2.13 Revenue Estimate**

Prospective providers shall include a revenue estimate with their proposal. The monthly collection rate achieved by the successful contractor will be negotiated during the final bid negotiations. However, the Contractor should be prepared to actively seek immediate collection of all amounts due to County. Prospective Offerors should state the minimum collection rate – both in gross and net collection percentage terms – which they would expect to achieve under the proposal. For purposes of this Paragraph, “gross” and “net” collection percentages shall be defined in accordance with Paragraph 2.10.4 above.

If there are any anticipated barriers or obstacles to achieving a collection rate in accordance with expected industry standards, proposals shall provide a detailed explanation as to what those anticipated barriers or obstacles are, and how they can be addressed going forward.

### **2.14 Technical Approach**

Offeror shall describe the technical approach that will be followed to meet the County’s requirements. Offeror shall address each item listed in the Scope of Services section to facilitate analysis and reference the RFP section the response addresses. The Offeror shall identify how each requirement will be met (i.e., specify data entry editing criteria, updating techniques and controls)

describe any alternatives proposed and any suggested additional features and/or approaches.

## **2.15 Implementation/Work Plan**

Offeror shall submit a detailed plan and timeline for implantation of the electronic billing, collection, processing and personnel training tasks. The plan should include an implementation schedule that includes the following:

**2.15.1** A timeline for sending collection letters and for making telephone calls. Samples of all written and verbal communications to be used in the collection effort should be provided.

**2.15.2** Detailed analysis of estimated results, including the Offeror's projected effective collection rate and the period of time needed to reach the projected effective collection rate as supported and documented by actual experience. Also include discussions relating to:

- Working with area healthcare providers to obtain current and accurate billing information
- Taking necessary steps to bill all accounts within three business days of the event
- Guaranteeing Contractor performance level defined as an effective collection rate after 12 months
- Receiving and processing partial payments

**2.15.3** Project management controls and standards, including sample management reports incorporating the requirements listed under Minimum Reporting Requirements, and a discussion of the Offeror's plans to protect the confidentiality of patient records and financial information.

**2.15.4** Detailed description of responsibilities between Contractor and the County, including any recommended staffing by the County on the project.

**2.15.5** Extent of knowledge of Medicare/Medicaid policies and procedures as related to medical patient expense reimbursement, assignment of claims, itemized claims processing, duplicate payment processing and refunds. Provide a description of ongoing staff training programs to keep current on changes in industry standards, billing and collection regulations. Discuss the importance of complying with Medicare/Medicaid policies, procedures and directives. Describe, in detail, the Contractor's corporate compliance plan and demonstrate its adherence to the OIG's "Compliance Guidance for Third Party Medical Billing Companies, 63 FR 70138; (December 18, 1998) and the Contractor's process for screening employees and subcontractors, including periodic screening against the OIG's List of Excluded Individual/Entities (LEIE). Offerors must provide a list of past/present penalties/findings (if any) and their resolution.

**2.15.6** Description of procedures for collecting Medicare/Medicaid insured accounts, as well as the handling of the unpaid portion of the Medicare/Medicaid bill and the Offeror's response to rejected claims.

**2.15.7** Description of procedures for data interchange with Lucas County healthcare providers and those in other counties, regions and states for insurance billing information acquisition.

**2.15.8** Description of procedures for collecting Third Party Payer/Self Pay accounts, as well as the Offeror's response to rejected claims.

**2.15.9** Detailed information regarding computer facilities including hardware and software specifications and system personnel. Demonstrate system flexibility and compatibility with County systems and Offeror's willingness to modify reporting requirements throughout the contract term in order to support the County's need for timely development of County designed reports, report enhancements and other changes.

**2.15.10** Demonstrate current practice to maintain high professional standards in all communications with the public on behalf of the County. This includes separate dedicated phone lines for calls by Lucas County citizens in regard to bills and personnel dedicated to the County as primary contacts.

**2.15.11** Assignment of sufficient personnel to carry out the tasks indicated. Including anticipated staffing with respect to the following categories:

- Clerical
- Accounting
- Data Processing Technical
- Supervisory
- Management
- Training of paramedics (option)
- Equipment Delivery (option)
- Delivery of User Manuals (option)
- Citizen Question/Complaint Telephone Line

**2.15.12** Demonstrate adequate controls and separation of duties among personnel responsible for receiving, processing and depositing of funds received in payment of EMS bills and collection activities.

**2.15.13** The County shall have the right and ability to install additional application and peripheral devices on any contractual provided device if option is chosen.

**2.15.14** Contractor must state any limitations to the County's ability to install applications and peripheral devices on any equipment provided.

**2.15.15** Contractor will describe its plan for achieving compliance with the HIPAA security transaction and code set (TCS) and privacy regulations, including its use of HIPAA-compliant software and the implementation of forms, policies and procedures to achieve HIPAA privacy compliance. The Contractor will describe its plan to ensure that all software utilized for billing County accounts will be capable of utilizing the National Provider Identifier (NPI) standard as of the effective date of such standard. The Contractor will also inform the County of the ability of the various insurers and carriers to which the County will submit claims to accept claims in standard transaction and code set formats and the dates of such implementation.

## **2.16 Project Management Plan**

Describe the project organization indicating role and responsibility of key personnel including Contractor, County proposed subcontractors and County personnel.

## **2.17 Options**

As an option, the Contractor may propose instituting new ePCR software and/or hardware. If new software and/or hardware proposed is decided to be used, the Contractor will be responsible for the provision and maintenance of all proposed equipment, software and/or hardware (including all updates) associated with the billing and collection process and patient care reporting. This may include, but is not limited to, electronic technology for use by the County EMS personnel for data entry at the scene and complete on-line access to the system from selected workstations at various fire stations to track runs/transport, detailed daily/weekly/monthly/year-to-date billings and receipts. In such a case the Contractor would also be responsible for any necessary installation of proposed equipment in County vehicles if applicable.

If Offeror believes it is in the County's best interest to change from or enhance County's ePCR, Offeror will describe in detail how the County's requirements for a system for data entry by EMS personnel will be met. Contractor will be required to create a data collection system, including an electronic form, to be approved by the County that will contain all data fields required by the County. It is envisioned that this data would be merged with billing and collection data. The system must provide the ability to print a hard copy report to be left with emergency room personnel. In addition, the Contractor will be responsible for all training of County personnel on the proper use of any changes or enhancements to electronic technology and the system in general. Offeror should provide a detailed training plan and budget for all employees who will be involved in EMS collections and processing.

If option is recommended: description of hardware and software requirements, license agreements, source code agreements and maintenance requirements, warranties or guarantees shall be provided. Description of the proposed equipment configuration and whether software is already in use or must be customized for the County shall be provided. Software that is customized for the County will become property of the County (i.e., license agreement). Databases developed for the County shall be the property of Lucas County and may not be used for any other purpose.

If optional replacement ePCR equipment/software is selected, then regardless of the CAD system hardware and software in place during the contracting period, the Contractor is responsible for the interfaces to communicate with CAD and the ePCR. A goal is to have incident data flow from the CAD to the wireless data capturing devices from the time of the initial dispatch until the run is closed.

With respect to the optional Patient Care Reporting, the EMS billing company shall provide, manage and maintain ALL hardware, software and connectivity that is required for complete Electronic Patient Care Reports. This system shall include, but not be limited, to the following:

- Data capturing devices for each transport vehicle. (e.g. Tablet Pc) and six (6) for backup vehicles. Vendor is responsible for keeping the devices in services on a 24/7, 365 day basis.
- Eight (8) printers for use in area hospitals or an acceptable means of transferring the run report electronically.
- One (1) local EMS Data Replicator Server
- Unlimited installation of a desktop version of the Electronic Patient Care Report software shall be available.
- Customizable Electronic Patient Care Report software that meets the needs of the County and the reporting requirements of the State of Ohio.
- Live connectivity of the Electronic Patient Care Report server to our existing Computer Aided Dispatch (CAD) system and to Vendor's Electronic Care Report Server.
- Constant high speed wireless connection from the data capturing devices to the Electronic Patient Care Report server.
- Electronic Patient Care Report data must reside on a server that is within the County network. (This may be the primary ePCR server or the data may be replicated to a second server to be used for report generation).
- Electronic Patient Care Report software must allow for automatic workflow of reports for review and quality assurance.
- Electronic Patient Care Report software must allow for the field collection of signatures to facility reporting and to document care and/or transport refusals. Solution must be provided to collect signatures from patients refusing transportation when transport

vehicles are not called to the scene i.e. Engine or Rescue companies).

### **2.17.1 Management Support**

In a separate proposal response section, the Offeror shall describe any service that it could offer that is not covered by the RFP, which would assist the County in enhancing its Emergency medical Services Billing Program. Contractor should include specific examples of such enhancements to systems the size and magnitude of the County proposal.

### **2.17.2 Management Reports**

If the Offeror feels that reports other than those listed in the request would be useful to the County in monitoring/evaluating the County's EMS service, please include a description or a sample of those reports.

## **2.18 Rights in Hardware, Data and Works**

### **2.18.1 Ownership**

Contractor shall agree that the County will be the owner of all right, title and interest in any computer hardware paid for by or on behalf of the County in connection with the performance of any Services provided by the Contractor to the County before or after the contract date. Contractor shall agree that the County will be the official licensee of all third party software paid by or on behalf of the County in connection with the performance of any Services provided by the Contractor to the County before or after the contract date. The Contractor shall agree and ensure that the County will be the owner of all right, title and interest in any proprietary software, including any source code, object code, enhancements and modifications developed specifically for or on behalf of the County. With regard to third party software licensed to the County in connection with the performance of Services by Contractor under the contract, Contractor shall work with any third party software vendor, manufacturer and/or supplier necessary to ensure that the source code and object code for any such third part software is deposited in an escrow account with a mutually agreeable escrow agent, subject to an escrow agreement with release conditions approved in writing by the County.

### **2.18.2 Property Rights**

In no way limiting Section 2.18.1 above, Offeror agrees that all copyrights and other proprietary rights in customized computer programs, files, documentation, and related materials that are paid for by the County or developed by the Contractor in connection with this agreement are owned by the County and

Offeror hereby assigns to the County all right title and interest in such copy rights and other proprietary rights.

### **2.18.3 Access**

County should have the unrestricted access to all computer media containing County data from time to time in connection with the performance of the services described herein. Contractor, at the request of the County, promptly shall deliver to the County all computer programs developed for the County, including source code, files, media, documentation and related materials provided by the contractor pursuant to this RFP. In addition, Offeror shall annually provide proof to the County, upon contract renewal, of the submission of source code updates to a third party source code contractor who shall hold such codes in safe keeping. Should the Contractor develop source code for the County, it shall escrow a copy of the source code and provide annual updates to the source code and deposit them in escrow. Proof of updates in the source code to the escrow account shall be provided annually. Contractor and the County shall enter into a mutually agreeable escrow agreement, specifying the conditions of release of source code to the County and the agent designated to hold source code in escrow on behalf of the County.

### **2.19 Qualifications and References**

This section of your proposal should provide information regarding your qualifications and specific references where you have previously provided services of a similar nature. The proposal shall include the following information for the prime Contractor and any proposed subcontractors:

**2.19.1** Size and structure of your organization.

**2.19.2** Prior experience with units of government of similar size and scope as Lucas County or larger.

**2.19.3** Resumes for all personnel who will be involved in the project, as well as for other personnel who could be utilized should it become necessary. Resumes should include prior experience that is relevant to the project effort and scope proposed. Please indicate the percentage of time and project responsibility each individual assigned to the contract. Discuss in the proposal the percentage of time dedicated to any ongoing engagements these individuals may already have committed.

**2.19.4** Proposers are encouraged to provide a complete list and brief description of all ambulance/EMS billing and collection service contracts currently in progress or completed, including the number of bills, processed annually, date serves started/ended, any available measure of customer satisfaction (EMS user as customer), gross dollar value of revenue derived from collection of EMS fees

for each year since start up, the Contractor's actual average effective collection rate (expressed both in gross and net terms) realized one year after the transport month and the billing collection and processing system itself. In the alternative to providing a complete list of the proposer's clients, proposers must submit sufficient information to inform the County of your experience with handling EMS billing and collection services with high volume transaction processing (e.g, 14,000 or more ALS transports annually) in entities of comparable size to Lucas County. Proposals must, at a minimum, include three references, as described more fully below, who can speak to the proposers' services, and shall include personnel proposed for this project who were involved in similar projects. Such references shall also include names, addresses and telephone number of client personnel familiar with the Contractor's performance under each contract. Information may be requested from these sources. Please indicate the success in controlling costs and meeting deadlines in the reference projects. In addition, please include a list of equipment and other resources used in the referenced projects.

**2.19.5** Offerors must provide a list of past/present penalties or findings. Discuss their resolution.

**2.19.6** Please state your experience and describe any issues encountered in order to realize a seamless transition from a prior vendor.

### **3.0 Inspection Procedures**

The County reserves the right to withhold payment for services that do not comply with above referenced requirements of the specifications.

## **4.0 Evaluation Process and Selection Criteria**

### **4.1 Evaluation Process**

**4.1.1** The objective of this evaluation process is to identify and select the Offeror that best satisfies the requirements of the County. All proposals received by the submission deadline will be evaluated by a committee of County employees involved in implementation of this project. The evaluation committee will review, rate and rank each Offeror's proposal in accordance with the weighted ranking criteria contained in this document. The evaluation committee may request a visitation of the Offeror's facilities prior to awarding the contract. RFP response will remain confidential until a contract has successfully been negotiated and will then go into a public file.

**4.1.2** The highest ranked Offeror selected shall enter into contract negotiations with the County. If negotiations fail, negotiations with this Offeror may be terminated, and the County may enter into contract negotiations with the next

highest ranked Offeror. This process may continue until a contract is successfully negotiated. If the County is unable to successfully negotiate a contract with any of the Offerors, it may cancel the selection process.

**4.1.3** The County reserves the right to reject any proposal in which the Offeror takes exception to the terms and conditions of the request for proposals; fails to meet the terms and conditions of the request for proposals, including but not limited to, the standards, specifications and requirements specified in the request for proposals; or submits prices that the contracting authority considers to be excessive, compared to existing market conditions, or determines exceed the available funds of the County.

**4.1.4** The County reserves the right to reject, in whole or in part, any proposal that the County has determined, using the factors and criteria the County has developed, would not be in the best interest of the County.

**4.1.5** The County may conduct discussions with Offerors who submit proposals for the purpose of clarifications or corrections regarding a proposal to ensure full understanding of, and responsiveness to, the requirements specified in the request for proposals.

### Selection Criteria:

Rating Key: Unacceptable =0 Poor=1 Good =3 Excellent =4 Superior =5					
Criteria (Shaded) & Measures (Unshaded)	Rating	Weight/ Factor	Score	Score	Score
<p>1. Competence – the competence of the Offeror to perform the required services as indicated by the technical training, education, and experience of the Offeror’s personnel who would be assigned to perform the work.</p> <p>Work experience of any personnel to be assigned by the Offeror to this project, in performing similar projects. Particular attention will be paid to proposed team members experience in, the specific areas defined in the requirements section</p>		10%			
<p>2. Quality and Feasibility – the quality of the Offer’s technical proposal.</p> <p>The degree in which the proposal response fulfills the scope of the project, the objectives, the benefits to be obtained and the outcomes to be achieved to include interfacing with hospitals, CAD, ePCR and other system components.</p> <p>3. <u>Ability</u> – ability of the Offeror to perform the required services competently and expeditiously as indicated by the Offeror’s workload and the availability of necessary personnel, equipment, facilities and support. Offeror’s ability to provide the scope of services (strategic, analytical, and technical) needed to satisfactorily perform all services of this project .</p> <p>4. <u>Past Performance</u> – past performance of the Offeror as reflected by the evaluations of other governmental agencies and previous clients of the Offeror with respect to such factors as quality of work, success in controlling costs, success in meeting deadlines and percentage of collections.</p> <p>Offeror’s proven track record of success in providing quality services. Provided current contact name, title, e-mail address, street address, phone number, fax number, project title, and project dates.</p>		25%			
<p>5. Pricing Structure – the cost or pricing structure of the Offeror’s proposal.</p> <p>The perceived reasonableness of the cost</p>		20%			

proposal.					
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## **5.0 NOTES – REQUEST FOR PROPOSAL FORMAT**

The Offeror shall submit one (1) marked original Request for Proposal (RFP as prescribed herein, four (1) bound copy with tabbed sections by the date and time specified in the legal notice and an electronic printable copy.

### **5.0.1 Addenda:**

The Offeror is responsible for all information contained in any addenda issued. The addenda should be returned with the complete RFP proposal packet and proposal response.

**The Offeror's response shall contain the following:**

### **5.1 Cover Letter/Executive Summary**

Information included in the cover letter/executive summary shall include but not be limited to:

- The names of individuals involved in the preparation of the proposal along with their relations with the Offeror.
- The name, address, and telephone number of the individual to which inquires related to this RFP and the Offeror's proposal should be directed.
- A statement confirming that the Offeror has sole and complete responsibilities as defined in the RFP and any addenda issued to this RFP.
- The cover letter shall be signed by a representative authorized to legally bind the Offeror and shall include an identification of the Offeror as corporation or other legal entity, and a statement that the proposal will be valid for 180 days.

### **5.2 Project Overview**

The project overview should provide a description of the manner in which the Offeror proposes to implement and administer this project for the County. Offerors should clearly demonstrate their understanding of this RFP. The project overview should highlight how the Offeror proposes to meet the requirements of the RFP.

### **5.3 Offeror Profile**

Information included in the Offeror profile shall include but not be limited to the following:

- Section One: Data describing the current corporate organization, date of incorporation, ownership, corporate office, number of years in business, size of business, services offered, corporate ethics statement, number of total employees including percentages of minorities and females, number of personnel engaged in the proposal design and implementation, audited annual report for the last fiscal year or a statement why an audited report is not available, and summary of other services conducted by the Offeror that are similar to the services requested in this RFP.
- Section Two: The primary Offeror shall submit a list of at least three clients with whom the Offeror has successfully completed services of a similar size and scope as requested in this RFP. References provided by the Offeror shall agree to be interviewed by the County concerning the Offeror's services as related to this RFP.
- Section Three (if applicable): Data describing all subcontractor's current corporate organization, date of incorporation, ownership, corporate office, number of years in business, size of business, services offered, corporate ethics statement, number of total employees including percentages of minorities and females, number of personnel engaged in the proposal design and implementation, audited annual report for the last two fiscal years or a statement why an audited report is not available, and a summary of other projects conducted by the subcontractor that is similar to the work that will be performed in this RFP.
- Section Four (if applicable): All subcontractors shall submit a list of at least three clients with whom the subcontractor has successfully completed services of similar size and scope as requested in this RFP. References provided by the subcontractor shall agree to be interviewed by the County concerning the subcontractor's services as related to this RFP.

#### **5.4 Description of Services, Staffing, and Equipment**

- I Information should include a description of the Offeror's proposed resources for the service requested in this RFP, including the proposed personnel to be assigned, corresponding vitae and listing of experience. If the Offeror plans subcontractors, the role of the subcontractor should be explained in this section. A description of the subcontractor's personnel to be assigned to the project along with corresponding vitae and listing of experience should also be included. In addition, information should be included that describes the Offeror's and subcontractor's current workload, availability of necessary personnel, equipment and facilities to satisfy the requirements of this RFP.

## **5.5 Response to Requirements**

- I In this response item address each of the items required in the section Requirements. Items in this section shall address how the proposed package is capable of fully meeting the requirements.

## **5.6 Pricing Proposal**

Please see Section 2.11

SECTION C -EXCEPTION AND ADDITIONAL RESPONSE AREA



LUCAS COUNTY BOARD OF COMMISSIONERS  
INVITATION TO BID (ITB) 14-006C

TERMS AND CONDITIONS  
BILLING, COLLECTION AND PATIENT CARE  
REQUEST FOR PROPOSALS

**ADDITIONAL RESPONSE AREA**

## IMPORTANT NOTE

Due to heightened security at One Government Center, if your bid is to be delivered to the bid-opening site by other than US Mail, UPS or Federal Express, **you must complete, print and attach this label to the front of the container holding your document. Note: Upon entering One Government Center, you will be required to show a photo ID.**

Formal bid to: Lucas County Support Services  
One Government Center, Suite 480  
Toledo OH 43604-2247

Item for bid \_\_\_\_\_

Invitation to Bid No. or Request for Proposal No. \_\_\_\_\_

Date of Bid Opening \_\_\_\_\_

Bid Opening Time \_\_\_\_\_

Vendor Name \_\_\_\_\_