

MIAMI BEACH

RFP 2022-019-ND EMERGENCY MEDICAL TRANSPORT BILLING AND COLLECTION SERVICES

TABLE OF CONTENTS

SOLICITATION SECTIONS:

- 0100 INSTRUCTIONS TO PROPOSERS
- 0200 GENERAL CONDITIONS
- 0300 PROPOSAL SUBMITTAL INSTRUCTIONS & FORMAT
- 0400 PROPOSAL EVALUATION

APPENDICES:

- APPENDIX A MINIMUM REQUIREMENTS & SPECIFICATIONS
- APPENDIX B COST PROPOSAL FORM
- APPENDIX C INSURANCE REQUIREMENTS

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SECTION 0100 INSTRUCTIONS TO PROPOSERS

1. GENERAL. This Request for Proposals (RFP) is issued by the City of Miami Beach, Florida (the “City”), as the means for prospective Proposers to submit their qualifications, proposed scopes of work and cost proposals (the “proposal”) to the City for the City’s consideration as an option in achieving the required scope of services and requirements as noted herein. All documents released in connection with this solicitation, including all appendixes and addenda, whether included herein or released under separate cover, comprise the solicitation, and are complementary to one another and together establish the complete terms, conditions and obligations of the Proposers and, subsequently, the successful Proposer(s) (the “contractor[s]”) if this RFP results in an award.

The City utilizes Periscope S2G (formally known as BidSync) (www.periscopeholdings.com or www.bidsync.com) for automatic notification of competitive solicitation opportunities and document fulfillment, including the issuance of any addendum to this RFP. Any prospective Proposer who has received this RFP by any means other than through Periscope S2G must register immediately with Periscope S2G to assure it receives any addendum issued to this RFP. **Failure to receive an addendum may result in disqualification of proposal submitted.**

2. PURPOSE.

The City’s Fire-Rescue Department provides medical transportation services, commonly known as ambulance services, to residents and visitors. Medical transportation services are critical to transfer patients quickly and efficiently from an incident to a health care facility. While in transit, highly trained personnel provide the emergency medical services that may be needed.

To assist the City with receiving reimbursement for the costs of the emergency medical and transportation services provided, the City currently has a contract with a third-party firm specializing in emergency medical transportation billing and collection services. The third-party services include, but are not limited to, obtaining patient and insurance information for emergency medical transport services provided, verifying patient insurance and patient demographic information, filing claims and sending invoices to self-pay accounts, submitting claims to Medicare, Medicaid, and insurance companies, processing third party reimbursements, and providing specific management and financial reports on a monthly basis, as specified by the City.

On January 13, 2017, the City issued RFP 2017-002-JC for Emergency Medical Transport Billing and Collection Services. On September 12, 2018, the Mayor and City Commission awarded a contract to Advanced Data Processing, Inc., a subsidiary of Intermedix Corporation. The initial term of the Agreement expires on June 26, 2022. The City currently pays monthly Advanced Data Processing, Inc., a subsidiary of Intermedix Corporation, 7.7% of all monies collected in addition to \$9.00 per Medicaid account for providing all billing services related to such accounts. To seek a replacement contract for the services, the Administration intends to issue Request for Proposals (RFP) 2022-019-ND seeking proposals from qualified third-party providers of emergency medical and transportation billing and collection services.

The following table lists the relevant Fire-Rescue Department data regarding medical calls and transports for Fiscal Year 2019/2020 and Fiscal Year 2020/2021 as compiled from the Fire-Rescue Department’s computer-aided Dispatch (CAD) and report management software (RMS) databases:

	FY 19/20	FY 20/21
EMS Calls	18,050	17,734
EMS Transports	7,956	6,509

The City collected the following revenues fees during the past two (2) fiscal years:

	FY 19/20	FY 20/21	TOTAL
Gross Collection	\$1,332,102.55	\$1,635,661.42	\$2,967,763.97

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Current Service Provider Fee (7.7%)	\$103,335.93	\$134,082.73	\$237,418.66
Net Collection	\$1,109,234.59	\$1,399,667.00	\$2,508,901.59

3. ANTICIPATED RFP TIMETABLE. The tentative schedule for this solicitation is as follows:

RFP Issued	October 15, 2021
Pre-Proposal Meeting	October 27, 2021 at 9:00 a.m. ET
Deadline for Receipt of Questions	November 10, 2021 at 5:00 p.m. ET
Responses Due	November 29, 2021 at 3:00 p.m. ET
Evaluation Committee Review	TBD
Proposer Presentations	TBD
Tentative Commission Approval Authorizing Negotiations	TBD
Contract Negotiations	Following Commission Approval

4. PROCUREMENT CONTACT. Any questions or clarifications concerning this solicitation shall be submitted to the Procurement Contact noted below:

Procurement Contact: Natalia Delgado Telephone: 305-673-7000 x26263 Email: NataliaDelgado@miamibeachfl.gov

Additionally, the City Clerk is to be copied on all communications via email at: RafaelGranado@miamibeachfl.gov, or via facsimile: 786-394-4188.

The Bid title/number shall be referenced on all correspondence. All questions or requests for clarification must be received no later than ten (10) calendar days prior to the date proposals are due as scheduled in Section 0200-3. All responses to questions/clarifications will be sent to all prospective Proposers in the form of an addendum.

5. PRE-PROPOSAL MEETING OR SITE VISIT(S). A pre-proposal meeting or site visit(s) may be scheduled. Attendance for the pre-proposal meeting shall be via telephone and recommended as a source of information but is not mandatory. Proposers interested in participating in the Pre-Proposal Meeting must follow these steps:

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

+1 786-636-1480 United States, Miami

Phone Conference ID: XXX XXX XXX#

Proposers who are interested in participating should send an email to the contact person listed in this RFP expressing their intent to participate.

6. PRE-PROPOSAL INTERPRETATIONS. Oral information or responses to questions received by prospective Proposers are not binding on the City and will be without legal effect, including any information received at pre-submittal meeting or site visit(s). The City by means of Addenda will issue interpretations or written addenda clarifications considered necessary by the City in response to questions. Only questions answered by written addenda will be binding and may supersede terms noted in this solicitation. Addendum will be released through Periscope S2G . Any prospective proposer who has received this RFP by any means other than through Periscope S2G must register immediately with Periscope S2G to assure it receives any addendum issued to this RFP. Failure to receive an addendum may result in disqualification of proposal. Written questions should be received no later than the date outlined in the **Anticipated RFP Timetable** section.

7. CONE OF SILENCE. This RFP is subject to, and all proposers are expected to be or become familiar with, the City's Cone of Silence Requirements, as codified in Section 2-486 of the City Code. Proposers shall be solely responsible for ensuring that all applicable provisions of the City's Cone of Silence are complied with, and shall be subject to any and all sanctions, as prescribed therein, including rendering their response voidable, in the event of such non-compliance. Communications regarding this solicitation are to be submitted in writing to the Procurement Contact named herein with a copy to the City Clerk at rafaelgranado@miamibeachfl.gov

8. ADDITIONAL INFORMATION OR CLARIFICATION. After proposal submittal, the City reserves the right to require additional information from Proposers (or Proposer team members or sub-consultants) to determine: qualifications (including, but not limited to, litigation history, regulatory action, or additional references); and financial capability (including, but not limited to, annual reviewed/audited financial statements with the auditors notes for each of their last two complete fiscal years).

9. PROPOSER'S RESPONSIBILITY. Before submitting a response, each Proposer shall be solely responsible for making any and all investigations, evaluations, and examinations, as it deems necessary, to ascertain all conditions and requirements affecting the full performance of the contract. Ignorance of such conditions and requirements, and/or failure to make such evaluations, investigations, and examinations, will not relieve the Proposer from any obligation to comply with every detail and with all provisions and requirements of the contract, and will not be accepted as a basis for any subsequent claim whatsoever for any monetary consideration on the part of the Proposer.

10. DETERMINATION OF AWARD. The City Manager may appoint an evaluation committee to assist in the evaluation of proposals received. The evaluation committee is advisory only to the City Manager. The City Manager may consider the information provided by the evaluation committee process and/or may utilize other information deemed relevant. The City Manager's recommendation need not be consistent with the information provided by the evaluation committee process and takes into consideration Miami Beach City Code Section 2-369, including the following considerations:

- (1) The ability, capacity and skill of the Proposer to perform the contract.
- (2) Whether the Proposer can perform the contract within the time specified, without delay or interference.
- (3) The character, integrity, reputation, judgment, experience and efficiency of the Proposer.
- (4) The quality of performance of previous contracts.
- (5) The previous and existing compliance by the Proposer with laws and ordinances relating to the contract.

The City Manager may recommend to the City Commission the Proposer(s) s/he deems to be in the best interest of the City or may recommend rejection of all proposals. The City Commission shall consider the City Manager's recommendation and may approve such recommendation. The City Commission may also, at its option, reject the City Manager's recommendation and select another Proposal or Proposals which it deems to be in the best interest of the City, or it may also reject all Proposals.

11. NEGOTIATIONS. Following selection, the City reserves the right to enter into further negotiations with the selected Proposer. Notwithstanding the preceding, the City is in no way obligated to enter into a contract with the selected Proposer in the event the parties are unable to negotiate a contract. It is also understood and acknowledged by Proposers that no property, contract or legal rights of any kind shall be created at any time until and unless an Agreement has been agreed to; approved by the City; and executed by the parties.

12. E-VERIFY. As a contractor you are obligated to comply with the provisions of Section 448.095, Fla. Stat., "Employment Eligibility." Therefore, you shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the term of the Contract and shall expressly require any subcontractors performing work or providing services pursuant to the Contract to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees

hired by the subcontractor during the Contract term.

13. PERISCOPE S2G (FORMALLY BIDS SYNC). The Procurement Department utilizes Periscope S2G, Supplier-to-Government electronic bidding (e-Bid) platform. If you would like to be notified of available competitive solicitations released by the City you must register and complete your vendor qualifications through Periscope S2G, Supplier-to-Government www.bidsync.com/Miami-Beach. Registration is easy and will only take a few minutes. For detailed instructions on how to register, complete vendor qualifications and submit electronic bids visit <https://www.miamibeachfl.gov/city-hall/procurement/for-approval-how-to-become-a-vendor/>.

Should you have any questions regarding this system or registration, please visit the above link or contact Periscope S2G, Supplier-to-Government at support@bidsync.com or 800.990.9339, option 1, option 1.

14. HOW TO MANAGE OR CREATE A VENDOR PROFILE ON VENDOR SELF SERVICE (VSS). In addition to registering with Periscope S2G, the City encourages vendors to register with our online Vendor Self-Service web page, allowing City vendors to easily update contacts, attachments (W-9), and commodity information. The Vendor Self-Service (VSS) webpage (<https://selfservice.miamibeachfl.gov/vss/Vendors/default.aspx>) will also provide you with purchase orders and payment information.

Should you have any questions and/or comments, do not hesitate to submit them to vendorsupport@miamibeachfl.gov

15. SUPPLIER DIVERSITY. In an effort to increase the number and diversity of supplier options in the procurement of goods and services, the City has established a registry of LGBT-owned businesses, as certified by the National LGBT Chamber of Commerce (NGLCC) and small and disadvantaged businesses, as certified by Miami-Dade County. See authorizing resolutions [here](#).

If your company is certified as an LGBT-owned business by NGLCC, or as a small or disadvantaged business by Miami-Dade County, click on the link below to be added to the City's supplier registry (Vendor Self-Service) and bid system (Periscope S2G, Supplier-to-Government). These are two different systems and it is important that you register for both.

Click to see acceptable certification and to register: <https://www.miamibeachfl.gov/city-hall/procurement/how-to-become-a-vendor/>.

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SECTION 0200

GENERAL CONDITIONS

TERMS & CONDITIONS –SERVICES. By virtue of submitting a proposal in response to this solicitation, proposer agrees to be bound by and in compliance with the Terms and Conditions for Services (dated April 13, 2020), incorporated herein, which may be found at the following link:

<https://www.miamibeachfl.gov/city-hall/procurement/standard-terms-and-conditions/>

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SECTION 0300 PROPOSAL SUBMITTAL INSTRUCTIONS AND FORMAT

1. ELECTRONIC RESPONSES (ONLY). Proposals must be submitted electronically through Periscope S2G (formerly BidSync) on or before the date and time indicated. Hard copy proposals or proposals received through email or facsimile are not acceptable and will be rejected.

A proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal until the deadline for proposal submittals. The City will only consider the latest version of the proposal.

Electronic proposal submissions may require the uploading of attachments. All documents should be attached as separate files in accordance with the instructions included in Section 4, below. Attachments containing embedded documents or proprietary file extensions are prohibited. It is the Proposer’s responsibility to assure that its proposal, including all attachments, is uploaded successfully.

Only proposal submittals received, and time stamped by Periscope S2G (formerly BidSync) prior to the proposal submittal deadline shall be accepted as timely submitted. Late proposals cannot be submitted and will not be accepted. Proposers are cautioned to allow sufficient time for the submittal of proposals and uploading of attachments. Any technical issues must be submitted to Periscope S2G (formerly BidSync) by contacting (800) 990-9339 (toll free) or S2G@periscopeholdings.com. The City cannot assist with technical issues regarding submittals and will in no way be responsible for delays caused by any technical or other issue.

It is the sole responsibility of each Proposer to ensure its proposal is successfully submitted in Periscope S2G prior to the deadline for proposal submittals.

2. NON-RESPONSIVENESS. Failure to submit the following requirements shall result in a determination of non-responsiveness. Non-responsive proposals will not be considered.

1. Bid Submittal Questionnaire.
2. Failure to comply with Minimum Eligibility Requirement (See Appendix A, Section A1).
3. Cost Proposal (Tab 4).

3. OMITTED OR ADDITIONAL INFORMATION. Failure to complete and submit the Bid Submittal Questionnaire (submitted electronically) and the Cost Proposal with the bid and by the deadline for submittals shall render a proposal non-responsive. Non-Responsive proposals will not be considered. With the exception of the Bid Submittal Questionnaire (completed and submitted electronically) and the Cost Proposal, the City reserves the right to seek any omitted information/documentation or any additional information from Proposer or other source(s), including but not limited to: any firm or principal information, applicable licensure, resumes of relevant individuals, client information, financial information, or any information the City deems necessary to evaluate the capacity of the Proposer to perform in accordance with contract requirements. Failure to submit any omitted or additional information in accordance with the City’s request shall result in proposal being deemed non-responsive.

4. ELECTRONIC PROPOSAL FORMAT. In order to maintain comparability, facilitate the review process and assist the Evaluation Committee in review of proposals, it is strongly recommended that proposals be organized and tabbed in accordance with the tabs, and sections as specified below. The electronic submittal should be tabbed as enumerated below and contain a table of contents with page references. The electronic proposal shall be submitted through the “Line Items” attachment tab in Periscope S2G.

TAB 1	Cover Letter & Minimum Qualifications Requirements
<p>1.1 Cover Letter and Table of Contents. The cover letter must indicate Proposer and Proposer Primary Contact for the purposes of this solicitation.</p>	
<p>1.2 Minimum Qualifications Requirements. Submit verifiable information documenting compliance with the minimum qualifications requirements established in Appendix A, Minimum Requirements and Specifications.</p>	

TAB 2 Experience & Qualifications

2.1 Qualifications of Proposing Firm. Submit detailed information regarding the current or prior contracts or engagements that the bidder has with public sector agencies that demonstrates its relevant experience and proven track record of the firm and/or its principals in providing similar scope of services as identified in this solicitation, including experience in providing similar scope of services to public sector agencies, with emphasis on the following areas of expertise:

- Emergency Medical Services (EMS) ambulance billing integration and management for other governmental entities;
- Experience with the Florida Agency for Health Care Administration (AHCA) in the supplemental payment programs relating to Certified Public Expenditure (CPE) for both Medicaid and managed care cost reimbursements; and
- EMS ambulance billing and EPCR system installation, integration, and management for a Florida EMS Provider.

For each contract or engagement submitted as evidence of experience for the firm and/or any principal, the following is required: detailed description of the services provided, agency name, agency contact, contact telephone & email, and year(s), and term of engagement. For each project, identify whether the experience is for the firm or for a principal (include name of principal).

2.2 Qualifications of Proposer Team. Provide an organizational chart of all personnel and consultants/sub-contractors intended for this contract if awarded and the role each team member will play in providing the services detailed herein. For each team member, include a resume that includes, at a minimum, relevant experience and other pertinent information. For each firm, submit detailed information regarding the current or prior contracts or engagements that the bidder has with public sector agencies that demonstrates its relevant experience and proven track record of the firm and/or its principals in providing similar scope of services as identified in this solicitation, including experience in providing similar scope of services to public sector agencies, with emphasis on the following areas of expertise:

- Emergency Medical Services (EMS) ambulance billing integration and management for other governmental entities;
- Experience with the Florida Agency for Health Care Administration (AHCA) in the supplemental payment programs relating to Certified Public Expenditure (CPE) for both Medicaid and managed care cost reimbursements; and
- EMS ambulance billing and EPCR system installation, integration, and management for a Florida EMS Provider.

For each contract or engagement submitted as evidence of experience for the firm and/or any principal, the following is required: detailed description of the services provided, agency name, agency contact, contact telephone & email, and year(s) and term of engagement. For each project, identify whether the experience is for the firm or for a principal (include name of principal).

TAB 3 Scope of Services Proposed

Submit detailed information addressing how Proposer will achieve each portion of the scope of services and requirements outlined in Appendix A, Minimum Requirements and Specifications. At a minimum, response is to include the following:

- A detailed procedure explaining how the firm will provide the City with a refund request including all pertinent information relating to refund payments to patients and/or insurance company.
- Sample bill forms and the messages that will be used on each successive bill mailed.
- Firm shall provide a process for collecting information from local law enforcement agencies and gross billable and payments on all incidents involving motor vehicles.
- Details on how contractor will increase collection rates annually.

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- A copy of the firm's disaster and recovery policies and procedures.
- Details on procedures and controls for receiving payments whether received in person, by mail, or electronic transfer.
- Compliance with SAS70 and/or SSAE 16.
- Details on how firm will ensure the highest level of customer service.
- A sample monthly report.

Responses shall be in sufficient detail and include supporting documentation, as applicable, which will allow the Evaluation Committee to complete a fully review and score the proposed scope of services.

TAB 4 Cost Proposal

Submit a completed Cost Proposal Form (Appendix B).

Quantitative factors shall not be considered by the Evaluation Committee. Quantitative factors will be considered by the City Manager in preparing his recommendation to the City Commission. In considering quantitative factors, the City Manager may also consider any feedback or information provided by staff, consultants or any other third-party in developing an award recommendation in accordance with Section 0400.

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SECTION 0400

PROPOSAL EVALUATION

1. EVALUATION OF PROPOSALS. All responsive proposals will be evaluated in accordance with this section. If more than one proposal is received, the City Manager may appoint an Evaluation Committee to consider and provide feedback on the qualitative factors of each proposal. In the event that only one responsive proposal is received, the City Manager, after determination that the sole responsive proposal materially meets the requirements of the RFP, may, without an evaluation committee, recommend to the City Commission that the Administration enter into negotiations. In the evaluation of proposals, Proposers may be requested to make additional written submissions of a clarifying nature or oral presentations to the Evaluation Committee. Failure to provide the requested information within the time prescribed may result in the disqualification of proposal.

2. QUALITATIVE FACTORS (QUALIFICATIONS AND SCOPE). The Evaluation Committee shall only consider **qualitative factors**. The Evaluation Committee shall not consider quantitative factors (e.g. cost proposal, veterans preference, etc.) in its review of proposals. The Evaluation Committee’s role is solely in an advisory capacity to the City Manager. The results of the Evaluation Committee process do not constitute an award recommendation. The City Manager may utilize, but is not bound by, the results of the Evaluation Committee process, as well as consider any feedback or information provided by staff, consultants or any other third-party, as well as consideration of the quantitative factors, in developing an award recommendation to be presented to the City Commission for consideration. In its review of proposals received, the Evaluation Committee may review and score all proposals, with or without conducting interview sessions, in accordance with the following criteria. The Procurement Department will assign points for Veteran’s Preference, pursuant to Section 2-374 of the City Code, as applicable.

Qualitative Criteria (Points Assigned by Evaluation Committee)		Maximum Points
Proposer Experience and Qualifications		45
Scope of Services Proposed		30
TOTAL AVAILABLE POINTS for Qualitative Criteria		75
Quantitative Criteria (Points Assigned by Procurement Department)		
Veteran’s Preference Points		5
Cost Proposal		25
TOTAL AVAILABLE POINTS for Qualitative and Quantitative		105

3. QUANTITATIVE FACTORS. Quantitative factors shall not be considered by the Evaluation Committee. Quantitative factors will be considered by the City Manager in preparing a recommendation to the City Commission. In considering quantitative factors, the City Manager may also consider any feedback or information provided by staff, consultants or any other third-party in developing an award recommendation in accordance with Sub-section 5 below.

Cost Proposal Evaluation. The cost proposal points shall be developed in accordance with the following formula:

Sample Objective Formula for Cost				
Vendor	Vendor Cost Proposal	Example Maximum Allowable Points (Points noted are for illustrative purposes only. Actual points are noted above.)	Formula for Calculating Points (lowest cost / cost of proposal being evaluated X maximum allowable points = awarded points) Round to	Total Points Awarded
Vendor A	\$100.00	20	$\$100 / \$100 \times 20 = 20$	20
Vendor B	\$150.00	20	$\$100 / \$150 \times 20 = 13$	13
Vendor C	\$200.00	20	$\$100 / \$200 \times 20 = 10$	10

4. EVALUATION COMMITTEE RANKING FOR QUALITATIVE AND QUANTITATIVE FACTORS. The sum of qualitative and quantitative scores will be converted to rankings in accordance with the example below.

		Proposer A	Proposer B	Proposer C
Committee Member 1	Qualitative Points	82	74	80
	Quantitative Points	15	10	0
	Total	97	84	80
	Rank	1	2	3
Committee Member 2	Qualitative Points	82	85	72
	Quantitative Points	15	10	0
	Total	97	95	72
	Rank	1	2	3
Committee Member 2	Qualitative Points	90	74	66
	Quantitative Points	15	10	0
	Total	105	84	66
	Rank	1	2	3
Low Aggregate Score		3	6	9
Final Ranking*		1	2	3

5. DETERMINATION OF AWARD. The City Manager shall consider qualitative and quantitative factors, in accordance with Sub-section 2 and 3 above, to recommend the proposer(s) he deems to be in the best interest of the City or may recommend rejection of all proposals. The City Manager’s recommendation need not be consistent with the information provided by the evaluation committee process and takes into consideration Miami Beach City Code Section 2-369, including the following considerations:

- (1) The ability, capacity and skill of the Proposer to perform the contract.
- (2) Whether the Proposer can perform the contract within the time specified, without delay or interference.
- (3) The character, integrity, reputation, judgment, experience and efficiency of the Proposer.
- (4) The quality of performance of previous contracts.
- (5) The previous and existing compliance by the Proposer with laws and ordinances relating to the contract.

The City Manager may recommend to the City Commission the Proposer(s) s/he deems to be in the best interest of the City or may recommend rejection of all proposals. The City Commission shall consider the City Manager’s recommendation and may approve such recommendation. The City Commission may also, at its option, reject the City Manager’s recommendation and select another Proposal or Proposals which it deems to be in the best interest of the City, or it may also reject all Proposals.

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APPENDIX A

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Minimum Requirements & Specifications

2022-019-ND
EMERGENCY MEDICAL TRANSPORT
BILLING AND COLLECTION SERVICES

PROCUREMENT DEPARTMENT
1755 Meridian Avenue, 3rd Floor
Miami Beach, Florida 33139

A1. Minimum Eligibility Requirements. The Minimum Eligibility Requirements for this solicitation are listed below. Bidder shall submit the required submittal(s) documenting compliance with each minimum requirement. Proposers that fail to comply with minimum requirements shall be deemed non-responsive and shall not have its bid considered.

1. Bidder shall be National Emergency Medical Services Information System (NEMSIS) compliant.

Required Submittal: Provide documentation that confirms compliance by NEMSIS.

A2. Statement of Work Required.

The City's Fire-Rescue Department provides medical transportation for the residents and visitors transported from incident scenes to health care facilities in Emergency Medical Services (EMS) transport vehicles requiring Basic Life Support (BLS) or Advanced Life Support (ALS). The individuals are charged a BLS or ALS transportation fee, a mileage fee, and other charges including, but not limited to, oxygen administration, cardiac monitoring, intubation, or spinal immobilization fees.

The City of Miami Beach Fire Rescue collects medical data in the field. Using ESO Solutions, EMS personnel will complete the required computerized patient care report, including billing information; and submit the file, via cellular network, to an offsite location where the server resides. The reports are reviewed by field staff, station officers, medical supervisors, and quality improvement officers remotely at their respective stations.

The services to be provided shall include, but are not limited to:

- Contractor shall have an interface that provides a daily automated electronic import from EPCR system (currently ESO) into their billing system.
- Contractor will submit quarterly aggregated EMS reports on behalf of the City of Miami Beach Fire Rescue to State and Federal entities (i.e., EMSTARs)
- Contractor will obtain a 60% minimum gross collection rate between Contractor and the City
- Providing a full-time Project Manager and/or Customer Service Representatives ("CSR") assigned to the City's contract for EMS transportation billing and collection services, available during normal business hours, Eastern Standard Time (EST) five (5) days a week, Monday through Friday, and that can communicate (read, write and speak) fluently in English, Spanish and Creole; however, it is not required that each CSR speaks in all three (3) languages, but there must be available CSRs to conduct business in each language, as necessary.
- Having a local office within the State of Florida, as of the date of issuance of this RFP. The local office should have staff capable of meeting with City staff on an as-needed basis.

A3. Specifications.

1. **General.**

- Contractor will perform invoicing, collection, and generation of any and all insurance forms and filings, record maintenance, and preparation of standard and/or custom reports, as requested or required by the Fire-Rescue Department.
- The Contractor shall maintain files, records and other evidence as required to demonstrate that all contract provisions are being fulfilled. Such files and records will be available for review and/or access by the City of Miami Beach Fire Rescue under agreed-upon procedures.
- Contractor will prepare quarterly State of Florida aggregate EMS reports.
- Contractor shall have the ability to generate specialized reports upon request and at no additional cost.
- Contractor will establish a two-way data exchange system with billing hospitals to electronically transfer (e-Transfer) all EPCRs to the hospital and receive patient and related billing information back from the hospitals.
- Contractor must provide a process for requesting Interfacility and/or Routine transfers online with all required MBFD paperwork completed when the request is submitted at no cost to the City.

2. Invoicing / Billing / Collections.

- Contractor shall be responsible for the invoicing, collection, and generation of all insurance forms and filings, record maintenance and preparation of standard and/or custom reports, as requested or required by the Fire-Rescue Department.
- The invoices for services rendered shall contain the following information:
 - a. Patient account number.
 - b. Invoice number.
 - c. Invoice date.
 - d. Name of Patient.
 - e. Name of responsible person if different from patient.
 - f. Complete address of patient.
 - g. Date of transport.
 - h. Cost of transport including cost breakdown (mileage & oxygen).
 - i. Incident number.
 - j. Transport mileage from and to.
 - k. Insurance coverage and instructions (if applicable).
 - l. Billing inquiry telephone number, 800-phone number if not local for satisfaction of the receivable and customer satisfaction.
- Contractor shall mail bills/invoice forms to patients within five (5) days of receiving the patient information. This is to include return envelope and address specified by the City of Miami Beach.
- All invoices and reporting shall be automated.
- Contractor shall be responsible for sending follow-up bills at thirty-day (30), sixty-day (60), and ninety-day (90) intervals. If the bill has not been paid in full within 120 days, the patient will be notified by letter (electronic emails in some cases) and/or telephone of the delinquent amount.

- Contractor shall mail proper insurance forms or electronically process to third party payer as required or requested by the patient. (This is to include envelope and address specified by the City of Miami Beach).
- Contractor shall post all payments as received directly or electronically within one (1) business day and process refund requests with the month following an overpayment.
- The Contractor shall agree to make every effort to locate and correct any incorrect billing address for billable patients.
- In the course of collecting the debt, the Contractor will employ additional skip tracing or other discovery methods at no additional cost.
- Contractor shall agree to include in the invoice mailing a citizen satisfaction survey and a return, self-addressed and postage-paid envelope provided by the City of Miami Beach. Said survey is expected to be no more than one page in length and of a size not to exceed 8 1/2 x 11 inches.
- If necessary, Contractor will check hospital information twice per self-pay account to obtain/verify patient insurance and contact information.
- Contractor shall conduct any follow-up required to obtain the necessary insurance information to process invoices for payment. Record of telephone calls and contact shall be maintained and any payment on an account shall be recorded per account.
- Accept the hard copy or electronic information pertaining to patients' pay or billing documentation from Fire-Rescue Department for all patients transported by Fire-Rescue Department.
- Contractor shall be responsible for all usual and customary costs incurred as a result of billing and collecting accounts, such as software, credit card processing fees, equipment and the installation of data and phone lines.
- Contractor shall maintain and update all billings for ambulance services to include update of address and telephone numbers obtained through billing and collection efforts. Report shall be provided as necessary.
- If Contractor received payment for services that are later disallowed (such as bad checks paid directly to Fire-Rescue Department, or adjustments) by Fire-Rescue Department, Fire-Rescue Department may offset the amount disallowed from any payment due to the Contractor.
- Contractor shall not add a charge of any kind to a billed account.
- To the extent necessary to fulfill its billing and collection efforts under the Agreement, Contractor is granted limited authority to sign in an administrative capacity on behalf of Fire-Rescue Department the following types of standard forms and correspondence: probate claim filings; letters to patients and their representatives verifying that an account is paid in full; form verifying Fire-Rescue Department tax exempt status; and insurance filings and related forms. Contractor has no authority to sign any document on behalf of Fire-Rescue Department, which imposes liability on Fire-Rescue Department.
- A Fire-Rescue Department designee must approve all written billing and collection correspondence. All payments and correspondence shall be directed to the mailing address designated by Fire-Rescue Department.
- Contractor agrees to negotiate and arrange modified payment schedules for those individuals unable to pay the total amount when billed.
- Contractor agrees to refund patient or insurance company refunds within forty-five (45) days of receipt and conforms to all applicable Florida Statutes.

- Contractor must provide the City of Miami Beach with a refund request, including all pertinent information relating to refund payments to patients and/or insurance company.
- Contractor will process all third-party reimbursements within one (1) week after receiving appropriate billing information from the primary payer.
- Contractor shall not settle any accounts for less than the amount indicated by the Fire-Rescue Department without the prior written approval of the Fire-Rescue Department designee.
- Contractor shall provide copies of remittance advice as required by Fire-Rescue Department.
- Contractor shall maintain proper insurance forms used by third-party payers as required or requested by the patient in either the manual or electronic method. Either way, the Contractor shall include information on where to send payments to Fire-Rescue Department.
- Contractor shall expeditiously begin the billing and collection process for those accounts provided to Contractor by Fire-Rescue Department based upon established rates. The method utilized by Contractor to process the accounts shall be a means approved by Fire-Rescue Department Contract Administrator.
- Contractor shall be responsible for contacting the sender of monies when there is insufficient information to identify which account the payment is being applied to. Fire-Rescue Department shall not be required to pay Contractor any collection fees on an account until the corresponding account number can be identified.
- Contractor shall reconcile the number of patient invoices against the number of collected invoices.
- Termination. If this Agreement is terminated, all accounts will be returned to Fire-Rescue Department regardless of payments made on account or arrangement made. Upon termination, Contractor will inform any billed account with whom they are dealing to make future payments directly to Fire-Rescue Department or other firm identified by Fire-Rescue Department. Contractor agrees to provide a raw flat file containing all relevant data needed to re-create an EPCR for any purpose. Finally, the Contractor agrees to provide the City a one-time column header file with a brief description of each column's data and how it pertains to the formulation necessary to re-create the EPCR for the purposes mentioned above.
- All text, format, and color of printing and stock are subject to approval by the City of Miami Beach. Billings should be at maximum intervals of thirty-five (35) days, except for the first invoice that should be rendered within ten (10) days of service.
- Contractor shall be required to establish a method to accept and process credit card payments from patients through an online and a pay-by-phone solution.
- Contractor shall be responsible for all fees associated with the credit card acceptance solution.
- Contractor shall provide a process for collecting information from local law enforcement agencies and gross billable and payments on all incidents involving motor vehicles.
- Contractor shall increase collection rates annually.
- Contractor shall have a mechanism to find a revenue source for all patients outside of contacting the hospitals.
- Contractor shall be able to provide litigation services related to MVA (Motor Vehicle Accident/PIP Claims) incidents should the need arise. These services will only be executed based on direction from the City on an as-needed basis.

3. Medicare and Medicaid Requirements.

- Contractor shall provide prompt submission of Medicare, Medicaid, and insurance claims within seventy-two (72) hours after receiving a completed EPCR when all information necessary to file the claim is present.
- Contractor will provide Medicare/Medicaid billings in accordance with all federal, state, and local laws and Medicare/Medicaid rules and requirements.
- Contractor shall provide electronic claims processing for Medicare and Medicaid and re-file Medicare, Medicaid, or insurance claims as necessary to obtain payment.
- Contractor shall be prepared to assess service levels before billing and classify services into levels that meet Medicare and Medicaid transport criteria. In a limited number of cases, these service levels may differ from what is indicated on internal documents based upon interpretation and must be brought to Fire-Rescue Department's attention to determine if changes may be necessary.
- Contractor will provide support for Medicaid or Medicare audits.
- Contractor shall provide Electronic Claims Processing for Medicare and Medicaid to the City's lockbox.

4. Compliance with Applicable Federal, State, and Local Laws and Requirements.

- Provide Health Insurance Portability and Accountability Act (HIPAA) privacy practice requirements to all patients transported in accordance with current regulatory requirements.
- Comply with all applicable federal, state, and local laws as they apply to the services being provided, such as but not limited to the Federal Debt Collection Practices Law. This further includes all requirements to maintain confidentiality for all medical and patient information as related in state and local laws or rules and regulations as well as HIPAA laws.
- Contractor shall facilitate proper security of confidential information and proper shredding of all disposed materials containing such proprietary information; in accordance with Florida law regarding records retention privacy act.

5. Customer Service.

- Respond to all patients' requests and inquiries, either written or verbal, in a timely manner, and not to exceed two (2) business days.
- Provide and furnish all material and personnel required for the performance of the Agreement.
- Provide Customer Service Representatives (CSRs), available during normal business hours, which are able to read, write and speak fluently in English, Spanish and Creole. These CSRs shall be able to assist patients and/or other third-party payees with all billing inquiries in a timely and courteous manner. Customer calls will be facilitated within the County or through a "toll free" exchange, published on all invoices. Contractor shall respond within three (2) business days to Fire-Rescue Department and patients on requests for information or records. All scripts and protocol for answering and placing calls shall be agreed upon between Contractor and the Fire-Rescue Department prior to the commencement of services. A record of telephone calls and contacts shall be maintained.

- Contractor shall be responsible for mailing all forms (i.e., HIPAA, customer survey, and related forms) and responsible for all associated costs.
- All communications should be in a format that can be tracked by both City and Contractor and shall comply with all applicable federal, state, and local laws as such laws apply to the services being provided.
- Contractor shall provide a designated liaison for patient/payer concerns.

6. Document Maintenance.

- Contractor will maintain any and all documentation records and patient information in a safe and secure manner that will allow inspection and audit by the City of Miami Beach or its agents upon proper notification.
- Any and all data created by Fire-Rescue Department and collected by the Contractor is owned by the City of Miami Beach and shall be returned upon request in a format agreeable to City.
- Contractor shall provide access to its database and a data dictionary for Fire-Rescue Department to use for report writing capabilities.

7. Communications with City of Miami Beach Staff.

- Contractor shall attend meetings with the Fire-Rescue Department staff to review contract operations when requested.
- Contractor shall participate in a yearly audit conducted by the Fire-Rescue Department consistent with Generally Accepted Accounting Principles- (GAAP). This audit will cover the common set of accounting principles, standards and procedures used to compile annual financial statements.
- Contractor will notify the Fire-Rescue Department of any changes in federal, state or local laws, rules, regulations and codes that affect this subsequent agreement.
- Contractor shall designate a Program Manager responsible for all matters related to the Agreement, including performance. The Project Manager's name shall be provided upon commencement of this Agreement. The Project Manager shall be available during Fire-Rescue Department business hours of 8:30 am to 5:00 pm, Monday through Friday, and shall respond to Fire-Rescue Department within one (1) hour.
- Upon request by the Fire-Rescue Department, a written response shall be provided to all complaints received by the Fire-Rescue Department of any alleged actions taken by the Contractor and/or its agents. The response shall be provided by Contractor's Project Manager and shall be received by the Fire-Rescue Department within thirteen (13) days from the date the request is sent to the Contractor. The response shall address all questions and statements made by the Fire-Rescue Department concerning the alleged actions.
- Contractor shall provide the Fire-Rescue Department with read-only access to accounts, at locations determined by Fire-Rescue Department.
- Contractor shall provide all necessary developing, copying, faxing, mailing, and other related services at no additional cost to the Fire-Rescue Department.
- Contractor shall maintain and inform Fire-Rescue Department regarding the following:
 1. Records of current fees.
 2. Industry approved billing codes.

3. Description files.
 4. Current laws applicable to billing of patients for transports.
 5. Records of nation-wide and local trends in transport fee schedule and inform Fire-Rescue Department of any changes.
- Fire-Rescue Department, its staff, consultant, and/or contractors shall have the right to visit the offices of the Contractor and/or its agents periodically to inspect the facilities and operations used in the performance of any resultant agreement.
 - For record-keeping purposes (not related to billing/collection cycle), Contractor shall retain all account information for a minimum of three (3) years.
 - Contractor shall continually review Medicare and Medicaid policies, rules, regulations, and laws pertaining thereto, and shall immediately incorporate new requirements or changes into its procedures, and make prompt, appropriate recommendations to the City in order to maximize revenue. Contractor shall keep the Division Chief of EMS aware of any anticipated or actual changes in the laws pertaining to collections that may impact City's revenue.
8. **Reports.** Contractor shall establish a comprehensive reporting system that will enable the City to monitor Contractor's performance. Reports must be designed to provide data required to measure performance accurately. Reports must be provided on a regular schedule and in a format approved by the City. At City's request, Contractor shall provide additional or different reports than those stated herein, or as modified by City.
- Prepare and process quarterly Fire-Rescue Department's State of Florida EMS pre-hospital data collection report, in a format designated by EMS Tracking and Reporting System (EMSTARS).
 - Contractor will keep full and accurate accounts of services performed by the Fire-Rescue Department, billing and collections received, and other records related to the emergency medical transport billing and collection services.
 - Contractor will prepare and provide the Fire-Rescue Department Administration monthly reports as required by Fire-Rescue Department.
 - Contractor shall provide, every month, a copy of all monthly financial activity, billing and receivable reports, consistent with GAAP on the account.
 - **Monthly Financial Report.** Contractor shall submit a financial report to the Division Chief of EMS on or before the 4th business day of each month, which shall, at a minimum, contain the following information:
 - Summary by transport month of payments received during the preceding month.
 - Summary report for expense fees incurred during the billing process (i.e. privacy notices, correspondence costs, shipping, postage, survey, etc.)
 - Detailed report for each transport month since contract inception including:
 - The percentage of missing data entry for each month, and cumulative percentage for the fiscal year, by each Fire-Rescue Department personnel;
 - The percentage of inaccurate data entry for each month, and cumulative percentage for the fiscal year, by each Fire-Rescue Department personnel;
 - Transport Type (BLS, ALS-1 and ALS-2);
 - Number of EMS cases billed to date;
 - Gross amount billed to date;
 - Prior payments to date;

- Preceding month payments;
 - Total mandated contractual adjustments for transport month to date; and
 - Lockbox monthly statement.
 - Provide Electronic Claims Processing for Medicare and Medicaid to the City's lockbox.
 - Reconciliation of payments received directly by the City in account(s) other than lockbox, if any, for the preceding month.
- **Monthly Refund Report.** Contractor shall submit to the Division Chief of EMS on or before the 4th business day of each month a monthly refund report for refunds issued by Contractor during the preceding month which shall, at a minimum, contain the following information:
 - Responsible party on the account;
 - EMS incident number;
 - Selected respondent payment reference;
 - Refund amount; and
 - Date of refund.
- **Vendor Performance Report.** Contractor shall submit a vendor performance report to the Division Chief of EMS on or before the 10th calendar day of each month, which shall, at a minimum, contain the following information:
 - Gross amount billed;
 - Number of EMS cases billed by transport type to date;
 - Contractual adjustments by category (i.e., Medicare, Medicaid, Medicare Replacement Insurance non-allowed amounts, homeless patients, etc.);
 - Net amount billed;
 - Collections from all sources by category (i.e. Medicare, Medicaid, commercial insurance, private pay);
 - Total gross collections;
 - Refunds and deductions due to dishonored checks;
 - Total net amount collected;
 - Net effective collection rate; and
 - Collection per account.
- **Quarterly Analysis Report.** Contractor shall submit a quarterly analysis report to the Division Chief of EMS on or before the 10th calendar day as follows:
 - January Report: October – December (Q1)
 - April Report: October – March
 - July Report: October – June
 - October Report: October – September (full Fiscal Year)

At a minimum, the quarterly analysis report shall contain the following information for fiscal year to date:

- Transport type (BLS, ALS-1 and ALS-2);
- Collection source category (i.e., Medicare, Medicaid, commercial insurance, private pay);
- Number of EMS cases billed by transport type;
- Total amount billed;
- Gross collection rate; and
- Collection per account.

9. **Reports Compilation and Listing.** Contractor shall maintain a computerized database of all accounts and shall provide the Fire-Rescue Department with reports to show management and financial information. The Fire-Rescue Department will determine the format of reports required under this contract. In addition to the reports described below, the Contractor shall provide any custom reports at the request of the Fire-Rescue Department in a mutually agreeable timeframe and at no additional cost to the City.

Monthly reporting is produced after month closing and provided to Fire-Rescue Department no later than the 21st of each month. Contractor will generate reports within twenty-four (24) business hours of receiving and posting the last day of the month's receivables from the bank. The following are major reports that the Contractor shall produce for the Fire-Rescue Department:

- **Collection Statistics – Gross/Net Consumption**
Shows overall monthly computation of gross collection percentages providing number of accounts billed and accounts not billable. The total amounts are summarized.
- **Billing and Collection Statistics – Monthly Summary**
Provides a running month summary of charge, aggregate transports by unit, aggregate percentage collection by unit, adjustments, and payments for the closing month period showing gross and net collection percentages for each period. Summarizes totals for each activity type and computes average collections for both gross and net. Note: All payment activity is reflected against the original month billed to reflect accurate collection percentages.
- **Insurance Report – # of Bills with Outstanding Balance by Class**
Provides summary showing by running (billed) month the number of patient bills having an outstanding balance. Shows balance and number of bills outstanding by class.
- **Collections – by Payer Class, Unit and Geographic Area**
Provides a running month summary for the closing month period of collections by Payer Class (Self-Pay, Medicare, Medicaid and Private insurance), by Unit, and by geographic area. The report also shows for each running month the mix or, percentage of total collected against that month's billing for each class. Also shows the number of accounts collected by class and the percentage of total.
- **Ambulance Unit Report – Gross Billings this Month by Ambulance Unit**
Shows all billing (new charges) processed and summarized total billing for period, by transport unit.
- **Accounts Receivable – Summary**
Provides summary for period ending of accounts receivable showing gross billing, payments received/processed, reflected write-offs and adjustments, reversals, and ending balance.
- **Account Activity – Monthly Billing Report (Charges)**
Shows all billing (new charges) processed alpha sorted by last name and summarized total billing for period.
- **Account Activity – Monthly Payment Report (Receivables)**
Provides a batch-oriented listing of all payments processed including check number and type of payment (self-pay, Medicare, Medicaid, private insurance). Report reconciles

against bank deposit and ties back to Explanation of Benefits (EOB) detail for secondary filing, refund processing, and adjustments.

- **Collections – Summary to Date, Monthly Running**
Shows receivables as applied to “original billed month.”
- **Monthly Refund Schedule**
Report provided by account detail of associated payments reflecting an overpayment and necessary refund to be processed.
- **Refund Request**
Provides for previous billing month, a separate sheet per account, requesting refund on overpayment accounts. This includes all information pertinent to determining refund.
- **Distribution of Charges and Collections**
This report will track the charges, payments and financial class mix of all patients for a given month.
- **Aged Receivable Report**
This report will have outstanding invoices sorted by date for current, thirty, sixty, ninety, and over ninety days. This report will provide totals for these categories.
- **Patient Alpha Listing**
This report lists all invoices alphabetically by patient name.
- **Monthly Payment Listing**
This report lists payments, bad checks, required charge offs, and refunds posted to each patient's account.
- **Overpayment Reports**
This report lists all patients' due refunds as a result of overpayment of account.
- **Additional Information**
Reports may include any statistical information pertaining to medical calls, including but not limited to - intubation analysis, IV success rates, chief complaint call volumes, and number of cardiac arrests and trauma calls.

10. Responsibilities of the City of Miami Beach.

- The City of Miami Beach will comply with all federal, state, and local laws, rules and regulations applicable to the contracted services.
- The City of Miami Beach will agree to use the successful firm for all medical billings exclusively for the service specified herein, as long as the Agreement is in force.
- The City of Miami Beach will make every effort to obtain the proper billing address for all billable patients prior to forwarding it to the Contractor.
- The City will pay the Contractor additional fees for any postage increases during the contract period. However, this fee will only be the actual cost of the increase.

11. Service Fees. The Contractor shall perform EMS Billing and collection services on behalf of the Fire-Rescue Department and shall conform to the following:

- All monies collected by the Contractor shall be deposited in the designated lockbox.
- At the end of each calendar month Contractor shall send an invoice to the Department with collection details of all Department transports entered in the Contractor's billing system from the preceding month.

- The fees shall be based upon Contractor performance and expressed as a percentage of actual collections remitted to the City of Miami Beach. This fee shall be all-inclusive, and no additional payments shall fall due under this contract except for any refunds due to the Contractor due to patient overpayment refunds.
- The Contractor shall be entitled to fees on all collections for billings during the contract term and up to six (6) months after expiration or termination of Contract. The Department will be entitled to a refund of fees due to refunds on collections for billings during the contract term and up to one (1) year after expiration or termination of Contract.

12. Florida Certified Public Expenditure (CPE) Program. At the request of the City, the Contractor shall provide ongoing consulting/costing services to enroll and/or maintain the City of Miami Beach in the Florida Certified Public Expenditure (CPE) Program for Emergency Medical Transportation (PEMT) and the Intergovernmental Transfer (IGT) PEMT, which includes Medicaid managed care transports revenue programs.

A4. Special Conditions

- 1. TERM OF CONTRACT.** The term of the agreement resulting from this RFP shall be for an initial term of three (3) years.
- 2. OPTION TO RENEW.** The City, through its City Manager, will have the option to extend for two (2) additional one (1) year periods at the City's sole discretion. Continuation of the contract beyond the initial period, and any option subsequently exercised, is a City prerogative, and not a right of the Contractor.
- 3. PRICES SHALL BE FIXED AND FIRM.** All prices quoted in the awardee's Proposal submittal shall remain firm and fixed unless amended in writing by the City.

3.1 COST ESCALATION. Prices must be held firm during the initial term of the agreement. During the renewal term, the City may consider prices increases not to increase the applicable Bureau of Labor Statistics (www.bls.gov) CPI-U index or 3%, whichever is less. The City may also consider increases based on mandated Living Wage increases. In considering cost escalation due to Living Wage increases, the City will only consider the direct costs related to Living Wage increases, exclusive of overhead, profit or any other related cost.

- 4. NEGOTIATIONS.** Upon approval of selection by the City Commission, negotiations between the City and the Contractor(s) will take place to arrive at a mutually acceptable Agreement, including final scope of services, deliverables, and cost of services.
- 5. ADDITIONAL FEES.** In the future and at the City's option, there may be additional fire rescue vehicles added due to annexation(s), Ambulance Response Fee and/or Supply Fees based on a fee structure(s) determined by the City. Contractor should be able to accommodate these potential changes.

APPENDIX B

MIAMIBEACH

Cost Proposal Form

2022-019-ND
EMERGENCY MEDICAL TRANSPORT
BILLING AND COLLECTION SERVICES

Failure to submit Appendix B, Cost Proposal Form, in its entirety by the deadline established for the receipt of proposals will result in proposal being deemed non-responsive and being rejected.

PROCUREMENT DEPARTMENT
1755 Meridian Avenue, 3rd Floor
Miami Beach, Florida 33139

APPENDIX B COST PROPOSAL FORM

Failure to submit Appendix B, Cost Proposal Form, in its entirety by the deadline established for the receipt of proposals will result in proposal being deemed non-responsive and being rejected.

Proposer affirms that the prices stated on the cost proposal form below represent the entire cost of the items in full accordance with the requirements of this RFP, inclusive of its terms, conditions, specifications and other requirements stated herein, and that no claim will be made on account of any increase in wage scales, material prices, delivery delays, taxes, insurance, cost indexes or any other unless a cost escalation provision is allowed herein and has been exercised by the City Manager in advance. The Cost Proposal Form (**Appendix B**) shall be completed in its entirety. All corrections on the Revenue Proposal Form (**Appendix B**) shall be initialed.

PERCENTAGE OF REVENUE TO BE PROVIDED TO THE VENDOR			
Item	Estimated Monthly Gross Collections ² (a)	Percentage of Revenue to the Vendor (b)	Monthly Estimated Cost to the City (a X b = c)
1	\$123,656	_____ % ¹	\$
SUB-TOTAL			\$

MEDICAID ACCOUNT BILLING SERVICE			
Item	Estimated Monthly Number of Medicaid Claims ² (a)	Fee Per Claim Filed (b)	Monthly Estimated Cost to the City (a X b = c)
2	167	\$	\$
SUB-TOTAL			\$

¹The City reserves the right to negotiate the percentage of revenue rate during contract negotiations.

²The estimated amounts stated herein are for calculation purposes only. Actual amounts may be greater or less than the estimated amounts.

TOTAL MONTHLY ESTIMATED COST TO THE CITY (ITEMS 1-2)³:	\$
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³The total monthly estimated cost to the City shall be utilized to allocate Cost Points in the Evaluation of Proposals.

WHAT WILL THE EVALUATION POINTS BE BASED ON ?

APPENDIX C

MIAMI BEACH

Insurance Requirements

2022-019-ND
EMERGENCY MEDICAL TRANSPORT
BILLING AND COLLECTION SERVICES

PROCUREMENT DEPARTMENT
1755 Meridian Avenue, 3rd Floor
Miami Beach, Florida 33139

MIAMI BEACH

INSURANCE REQUIREMENTS

The vendor shall maintain the below required insurance in effect prior to awarding the contract and for the duration of the contract. The maintenance of proper insurance coverage is a material element of the contract and failure to maintain or renew coverage may be treated as a material breach of the contract, which could result in withholding of payments or termination of the contract.

- A. Workers' Compensation Insurance for all employees of the Contractor as required by Florida Statute Chapter 440 and Employer Liability Insurance with a limit of no less than \$1,000,000 per accident for bodily injury or disease. Should the Contractor be exempt from this Statute, the Contractor and each employee shall hold the City harmless from any injury incurred during performance of the Contract. The exempt contractor shall also submit (i) a written statement detailing the number of employees and that they are not required to carry Workers' Compensation insurance and do not anticipate hiring any additional employees during the term of this contract or (ii) a copy of a Certificate of Exemption.
- B. Commercial General Liability Insurance on an occurrence basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$1,000,000 per occurrence, and \$2,000,000 general aggregate.
- C. Automobile Liability Insurance covering any automobile, if vendor has no owned automobiles, then coverage for hired and non-owned automobiles, with limit no less than \$1,000,000 combined per accident for bodily injury and property damage.
- D. Professional Liability (Errors & Omissions) Insurance appropriate to the Consultant's profession, with limit no less than \$1,000,000.

Additional Insured - City of Miami Beach must be included by endorsement as an additional insured with respect to all liability policies (except Professional Liability and Workers' Compensation) arising out of work or operations performed on behalf of the contractor including materials, parts, or equipment furnished in connection with such work or operations and automobiles owned, leased, hired or borrowed in the form of an endorsement to the contractor's insurance.

Notice of Cancellation - Each insurance policy required above shall provide that coverage shall not be cancelled, except with notice to the City of Miami Beach c/o EXIGIS Insurance Compliance Services.

Waiver of Subrogation – Vendor agrees to obtain any endorsement that may be necessary to affect the waiver of subrogation on the coverages required. However, this provision applies regardless of whether the City has received a waiver of subrogation endorsement from the insurer.

Acceptability of Insurers – Insurance must be placed with insurers with a current A.M. Best rating of A:VII or higher. If not rated, exceptions may be made for members of the Florida Insurance Funds (i.e. FWCIGA, FAJUA). Carriers may also be considered if they are licensed and authorized to do insurance business in the State of Florida.

Verification of Coverage – Contractor shall furnish the City with original certificates and amendatory endorsements, or copies of the applicable insurance language, effecting coverage required by this contract. All certificates and

endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements, required by these specifications, at any time.

CERTIFICATE HOLDER MUST READ:

CITY OF MIAMI BEACH
c/o EXIGIS Insurance Compliance Services
P.O. Box 4668 – ECM #35050
New York, NY 10163-4668

Kindly submit all certificates of insurance, endorsements, exemption letters to our servicing agent, EXIGIS, at:

Certificates-miamibeach@riskworks.com

Special Risks or Circumstances - The City of Miami Beach reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

Compliance with the foregoing requirements shall not relieve the vendor of his liability and obligation under this section or under any other section of this agreement.

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