



TOWN OF SCARBOROUGH
Finance Department
259 US Route One
Scarborough, ME 04070-0360

Request for Proposal
RFP 092012
Date of Issue: August 15, 2011

Title and Purpose of RFP

Emergency Medical Billing & Collection Services

Important Notice: If you received this solicitation from the Town of Scarborough's web site, you must register with the Purchasing Agent to receive subsequent amendments.

Thomas Hall
Town Manager

TABLE OF CONTENTS

SECTION ONE **Page** **Introduction and Background**

1.01	Purpose of the Request for Proposal (RFP)	4
1.02	Background Information	4

SECTION TWO **Instructions to Bidders**

2.01	Return Mailing Address, Contact Information & Deadline for RFP	5
2.02	Budget	5
2.03	Required Review	5
2.04	Questions Received Prior to Opening of Proposals	5
2.05	Amendments	6
2.06	Alternate Proposals	6
2.07	Town Not Responsible for Preparation Costs	6
2.08	Disclosure of Proposal Contents	6
2.09	Bidder's Certification	6
2.10	Conflict of Interest	6
2.11	Solicitation Advertising	7
2.12	Assignment	7
2.13	Dispute Resolution	7
2.14	Severability	7
2.15	Authorized Signature	7
2.16	Site Inspection	7
2.17	Amendments to Proposals	7
2.18	Supplemental Terms and Conditions	7
2.19	Clarification of Offers	8
2.20	Discussions with Bidders	8
2.21	Prior Experience	8
2.22	Federal Tax ID	8
2.23	F.O.B. Point	8
2.24	Indemnification/Insurance Requirements	8
2.25	Contract Negotiation	10
2.26	Failure to Negotiate	10
2.27	Notice of Intent to Award	10

SECTION THREE **Standard Contract Information**

3.01	Contract Approval	11
3.02	Proposal as a Part of the Contract	11
3.03	Additional Terms and Conditions	11
3.04	Insurance Requirements	11
3.05	Contract Funding	11
3.06	Proposed Payment Procedures	11
3.07	Termination for Default	11

SECTION FOUR
Specifications and Requirements

4.01 Bidder's Qualifications 12
4.02 Proposal Details 12

SECTION FIVE
Proposal Format and Content

5.01 Proposal Format and Content 14
5.02 Submission Requirements 14
5.03 Requirement for Non-Collusion 14

SECTION SIX
Evaluation Criteria and Vendor Selection

6.01 Evaluation Criteria 15
6.02 Evaluation of Proposals 15
6.03 Right of Rejection 15
6.04 Bid Award 16
6.05 Negotiation of Contract 16

Attachments

Appendix A – Official Bid Form 17
Vendor List 18

SECTION ONE INTRODUCTION AND BACKGROUND

1.01 Purpose of the RFP

The Town of Scarborough is soliciting proposals to outsource the emergency medical billing and collection services that it has been doing in-house for a number of years.

1.02 Background Information

The Town of Scarborough has trained and certified ambulance billing clerks who have been providing this service successfully for many years. As the rules for ambulance billing continue to evolve and our community deals with the budget constraints that all municipalities are facing, we are accepting proposals to contract these services out to a firm whose primary focus is EMS billing. The Town is seeking a vendor that will provide not only billing services, but also education for our providers, guidance on establishing billing rates, and monitoring and auditing for compliance with all federal, state, and local laws pertaining to EMS billing.

The Scarborough Fire Department operates a fire-based EMS service. We staff two paramedic level ambulances 24/7 with at least one paramedic and one EMT. We also have a spare ambulance that routinely responds to calls with a paramedic lieutenant supervisor and on duty staff. All patient care reports are produced electronically (ePCRs) and are available for downloading from the Maine EMS Run Reporting (MEMSRR) System.

In fiscal year 2011 we produced 1,922 ePCRs. Of those 60% were ALS transports, 20% were BLS transports, 15% refused transport, and the balance were not billable. We billed a total of \$751,000, less insurance assignments of \$46,000, and wrote off \$28,000 leaving total EMS billing revenues of approximately \$677,000.

SECTION TWO INSTRUCTIONS TO BIDDERS

2.01 Return Mailing Address, Contact Information, & Deadline for RFP

*****This is not a public bid opening*****

Bidders must submit three (3) copies of their proposal, in writing, to the Purchasing Agent in a sealed envelope. It must be addressed as follows:

Attention: ***Town of Scarborough, Purchasing Agent***
Request for Proposal (RFP) Number: ***092012***
Emergency Medical Billing & Collection Services
259 US Route One
P. O. Box 360
Scarborough, ME, 04070-0360

Proposals must be received no later than 3:00 P.M., EDT on **September 9, 2011**. Faxed and/or emailed proposals are not acceptable.

A Bidders failure to submit its proposal prior to the deadline will cause the proposal to be disqualified. Late proposals or amendments will not be opened or accepted for evaluation.

Contact info:

Kim Massa, Purchasing Administrative Assistant
EMAIL - ***kmassa@ci.scarborough.me.us***
PHONE ***207-730-4083*** - FAX ***207-730-4167***

The Preferred method of contact is via email.

2.02 Budget

The town has appropriated the funds to cover the cost of this service in the municipal operating budget.

2.03 Required Review

Bidders should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and objectionable material must be made in writing and received by the Purchasing Agent at least five (5) days before the proposal deadline. This will allow issuance of any necessary amendments. It will also help prevent the opening of a defective solicitation and exposure of bidder's proposals upon which award could not be made.

2.04 Questions Received Prior to Opening of Proposals

All questions must be in writing and directed to Kim Massa, see Section 2.01 above for contact information. Two types of questions generally arise; (1) may be answered by directing the questioner to a specific section of the RFP; and (2) such questions that are more complex and require a written amendment to the RFP. The Fire Chief, Finance Director, and Purchasing Agent will make such determinations.

2.05 Amendments

If an amendment is issued, it will be provided to all who were mailed a copy of the RFP and to those who have registered with the Purchasing Agent as having downloaded the RFP from the Town of Scarborough web site.

2.06 Alternate Proposals

Bidders may submit one alternate proposal in addition to their primary proposal for evaluation.

2.07 Town Not Responsible for Preparation Costs

The Town will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

2.08 Disclosure of Proposal Contents

All proposals and other material submitted become the property of the Town of Scarborough and may be returned only at the Town's option. Public records are to be open to reasonable inspection. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued. Thereafter, proposals will become public information.

Trade secrets and other proprietary data contained in proposals may be held confidential if the bidder requests, in writing, that the Purchasing Agent does so, and if the Purchasing Agent agrees, in writing, to do so. Material considered confidential by the bidder must be clearly identified and the bidder must include a brief statement that sets out the reasons for confidentiality.

2.09 Bidder's Certification

By signature on the proposal, bidders certify that they comply with:

- (a) All applicable Federal, State and local laws, ordinances, rules and regulations;
- (b) All terms and conditions set out in this RFP;
- (c) A condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury;
- (d) That the offers will remain open and valid for at least 90 days; and

If any bidder fails to comply with [a] through [d] of this paragraph, the Town reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

2.10 Conflict of Interest

Each proposal shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest (e.g., employed by the town) and, if so, the nature of that conflict. The Town Manager or his designee, reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the program to be developed by the bidder. The Town Manager's determination regarding any questions of conflict of interest shall be final.

2.11 Solicitation Advertising

Public notice has been provided in accordance with the Town Purchasing Ordinance.

2.12 Assignment

The contractor may not transfer or assign any portion of the contract without prior written approval from the Purchasing Agent.

2.13 Dispute Resolution

Any controversy or claim arising out of or related to this Proposal and subsequent Contract that cannot be resolved between town and bidder shall be submitted to the Superior Court of Cumberland County, Maine.

2.14 Severability

If any provision of the contract or agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

2.15 Authorized Signature

All proposals must be signed by an individual authorized to bind the bidder to the provisions of the RFP. Proposals must remain open and valid for at least ninety (90) days from the deadline for submittals date.

2.16 Site Inspection

The town may conduct on-site visits to evaluate the bidder's capacity to perform the contract. A bidder must agree, at risk of being found non-responsive and having its proposal rejected, to provide the town reasonable access to relevant portions of its facilities.

2.17 Amendments to Proposals

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to the Town's request.

2.18 Supplemental Terms and Conditions

Proposals must comply with Section 6.03 **Right of Rejection**. However, if the Town fails to identify or detect supplemental terms or conditions that conflict with those contained in this RFP, or that diminishes the Town's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void. After award of contract:

- (a) If conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and
- (b) If the Town's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.

2.19 Clarification of Offers

In order to determine if a proposal is reasonably susceptible for award, communications by the Purchasing Agent, Fire Chief or Finance Director are permitted with a bidder to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the Purchasing Agent, Fire Chief, or the Finance Director may be adjusted as a result of a clarification under this section.

2.20 Discussions with Bidders

The Town may conduct discussions with bidders. The purpose of these discussions will be to ensure full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the Purchasing Agent, Fire Chief or Finance Director. Discussions will only be held with bidders who have submitted a proposal deemed reasonably susceptible for award by the Purchasing Agent, Fire Chief, or Finance Director. Discussions, if held, will be after initial evaluation of proposals. If modifications are made as a result of these discussions they will be put in writing. Following discussions, the Purchasing Agent may set a time for best and final proposal submissions from those bidders with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions.

If a bidder does not submit a best and final proposal or a notice of withdrawal, the bidder's immediate previous proposal is considered the bidder's best and final proposal.

2.21 Prior Experience

The bidder must demonstrate that they have a trained work force and a minimum of five years of experience in ambulance billing and collections.

2.22 Federal Tax ID

A valid Federal Tax ID, *if applicable* must be submitted to the Town if so requested.

2.23 F.O.B. Point

All goods purchased through this contract will be F.O.B. final destination. Unless specifically stated otherwise, all prices offered must include the delivery costs to the Town of Scarborough.

2.24 Indemnification/Insurance Requirements

INDEMNIFICATION: The contractor shall indemnify, hold harmless, and defend the Town of Scarborough from and against any claim of, or liability for error, omission or negligent act of the contractor under this agreement. The contractor shall not be required to indemnify the Town for a claim of, or liability for, the independent negligence of the Town. If there is a claim of, or liability for, the joint negligent error or omission of the contractor and the independent negligence of the Town, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. "Contractor" and "Town", as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term "independent negligence" is negligence other than in the Town's selection, administration, monitoring, or controlling of the contractor and in approving or accepting the contractor's work.

INSURANCE: Without limiting contractor's indemnification, it is agreed that contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the contractor's policy contains higher limits, the Town shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance and copies of the actual policies must be furnished to the Town prior to beginning work and must provide for a 30-day prior notice of cancellation, non-renewal or material change of conditions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the contractor's services.

Proof of insurance is required for the following:

The contractor shall furnish proof of adequate insurance coverage of the types, and to the limits, specified below. Certificates of such insurance and copies of the actual policies shall be filed with the Town within five (5) days following notification of the Bid Award.

WORKERS COMPENSATION:

The Contractor shall purchase and maintain during the life of this Contract Workers Compensation Insurance for all employees employed in the course of performing services under this Contract as awarded pursuant to these Specifications; and in case any work is sublet, the Contractor shall require the Sub-Contractor to similarly provide Worker's Compensation Insurance for all of the latter's employees, unless such employees are covered by the protection afforded the Contractor. All coverage shall be in accordance with State of Maine laws in effect and the requirements of the Workers Compensation Board.

LIABILITY INSURANCE:

The Contractor shall carry and maintain insurance as specified below and in such form as shall protect the Town and their employees and officials from all claims and liability for damages and bodily injury including accidental death and for property damage which may arise from operations under this Contract. Except as otherwise stated, the amounts of such insurance shall be for each policy not less than:

- (a) For liability, for bodily injury, including accidental death \$2,000,000 on account of one occurrence and \$2,000,000 aggregate limit.
- (b) For liability for property damage \$400,000 on account of any one occurrence and \$400,000 aggregate limit.
- (c) All policies shall be so written that the Town will be notified of cancellation or restrictive amendment at least thirty (30) days prior to the effective date of such cancellation or amendment. Certificates of Insurance and copies of actual policies from the Contractor's insurance carrier shall be filed with the Town before operations may begin. Certificates shall make no claims against the Town or its officers for any injury to any of his officers or employees for damage to his trucks or equipment arising out of work contemplated by this Contract.

AUTOMOTIVE LIABILITY INSURANCE:

Automotive Liability Insurance with a minimum limit of liability for bodily injury, property damage or death in the amount of \$400,000 for each occurrence. Failure to supply satisfactory proof of insurance within the time required will cause the Town to declare the bidder non-responsive and to reject the bid.

ERRORS OR OMISSION INSURANCE:

Errors or Omission Insurance with a minimum limit of liability in the amount of \$2,000,000 for each occurrence. Failure to supply satisfactory proof of insurance within the time required will cause the Town to declare the bidder non-responsive and to reject the bid.

2.25 Contract Negotiation

After final evaluation, the Purchasing Agent, Fire Chief or Finance Director may negotiate with any bidder whose proposal is in the best interest of the Town. Negotiations, if held, shall be within the scope of the request for proposals. If the highest-ranked bidder fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the Town may terminate negotiations and negotiate with the bidder of the next highest-ranked proposal.

Contract negotiations will take place in Scarborough, Maine; therefore the bidder will be responsible for their travel and per diem expenses.

2.26 Failure to Negotiate

If the selected bidder

- fails to provide the information required to begin negotiations in a timely manner; or
- fails to negotiate in good faith; or
- indicates they cannot perform the contract within the budgeted funds available for the project; or
- if the bidder and the Town, after a good faith effort, simply cannot come to terms,

The Town may terminate negotiations with the bidder initially selected and commence negotiations with the next highest ranked bidder.

2.27 Notice of Intent to Award — Bidder Notification of Selection

After the completion of contract negotiation the Purchasing Agent will issue a written Notice of Intent to Award and send copies to all bidders. This will set out the names of all bidders and identify the proposal selected for award.

SECTION THREE STANDARD CONTRACT INFORMATION

3.01 Contract Approval

This RFP does not, by itself, obligate the Town of Scarborough. The Town's obligation will commence when the contract is approved by the Town Manager, or the Town Manager's designee. Upon written notice to the contractor, the Town may set a different starting date for the contract. The Town will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date agreed upon.

3.02 Proposal as a Part of the Contract

Part or all of this RFP and the successful proposal may be incorporated into any resulting contract.

3.03 Additional Terms and Conditions

The Town reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

3.04 Insurance Requirements

Insurance requirements are contained in section 2.24. Objections to any of the requirements in section 2.24 must be set out in the Bidder's proposal.

3.05 Contract Funding

Payment for the contract is subject to funds already appropriated and identified.

3.06 Proposed Payment Procedures

The Town agrees to pay the contractual price for services rendered on a monthly basis upon receipt of an invoice and the required reconciliation reports. Payment terms are NET 30 Days from the invoice date. Bidders should take into account any discounts and time allowances in accordance with the above policy. Bidders should also provide an invoice that is exclusive of all federal, state, and local taxes.

3.07 Termination for Default

If the Purchasing Agent, Fire Chief, or Finance Director determine that the contractor has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the Town may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all of the remaining work.

SECTION FOUR SPECIFICATIONS AND REQUIREMENTS

4.01 Bidder's Qualifications

The bidder must furnish satisfactory proof to the Town that they have adequate facilities, equipment, financial resources, and a trained and capable work force to provide the services requested. Bidders must further establish their experience in the industry by supplying a list of clients and professional references along with their contact information.

4.02 Proposal Details

Bidder's proposal must include detailed information on how they propose to address the various items listed below including sufficient detailed documentation, sample reports, certifications, etc. to properly evaluate the proposal.

A. Cost of Proposal

- 1.A.1 Bidder shall explain their proposed cost for services rendered as a percentage of the actual revenues collected after assignments and write-offs.
- 1.A.2 Bidder shall identify any one-time costs for items such as new customer set-up, establishment of accounts, registrations with insurance companies, software, hardware, etc.
- 1.A.3 Bidder shall identify any additional recurring costs for individual claim filing, reports, postage, handling, telephone, research, processing of disputed or complicated claims, training, reconciliation, auditing, hardware or software updates or licensing fees, etc.

B. Procedural Items

- 1.B.1 Is your firm able to pull our electronic ePCR data directly from the MEMSRR system?
- 1.B.2 How often does your firm process EMS bills on our behalf?
- 1.B.3 How quickly will your firm respond to requests for information or reports?
- 1.B.4 Will you accept EMS face sheets bulk scanned periodically (at least weekly) and e-mailed or faxed, so they can be matched up with the appropriate ePCR?
- 1.B.5 Please outline your procedure for handling the disbursement of funds, reconciliation of explanation of benefits (EOBs), deposits, and billing us for your services so as to avoid any Medicare re-assignment concerns.
- 1.B.6 What is your process for dealing with claims that contain unclear or missing information?
- 1.B.7 How do you handle non-billable calls?
- 1.B.8 Please outline your data back-up and continuity of operations plans should you experience a problem at your office.
- 1.B.9 Are you flexible in terms of following our local policies in terms of sending unpaid bills from seniors, town employees, hardship cases, and other circumstances to collection?
- 1.B.10 How do you handle the collection process if you are unsuccessful collecting the full amount billed? When answering this question please note that the Town of Scarborough currently has a contract for collection services through the National Recovery Agency.

C. Services Provided

- 1.C.1 Does your firm bill automobile or homeowners insurance companies for services where there is coverage available that isn't covered by health insurance coverage?
- 1.C.2 Does your firm bill for a-la-cart services like Oxygen, defibrillation, ECG, etc. where those charges are allowed above the base BLS or ALS rate?
- 1.C.3 Are you willing and able to bill for other types of services beyond the normal EMS invoice if the department was to institute a charge for Hazardous Materials clean-up, extrications, or other special services in the future, and if so would there be any additional cost to do so beyond your agreed to percentage of the revenue generated?
- 1.C.4 Does your firm provide research and guidance on establishing EMS billing rates based on usual and customary allowable rates for our area and type of service provided?
- 1.C.5 Please provide a sample of your standard reports.

D. Training & Certifications

- 1.D.1 How many of your billing clerks are certified as ambulance billing and coding clerks, and what type of certification do they possess? Please include copies of their certificates and the number of years of EMS billing experience each clerk has.
- 1.D.2 Please provide details of the professional development opportunities and training that you offer to your employees to keep them current with applicable laws, policies, and procedures?
- 1.D.3 The department is interested in training for our providers to assure staff is up to speed on the most current regulations on EMS billing, proper documentation, and a variety of subjects to assure our personnel are doing their part to maximize our revenue within current laws and guidelines. Does your firm provide such training and if so is there any cost to do so? When answering this question understand that we would like to have at least one training session annually of at least two hours in duration at one of our stations in Scarborough, ME. Our staff is organized into four shifts so it would require four different days to accomplish training of each shift. Additionally we would be interested in disseminating any additional training materials you may produce electronically to our staff as it becomes available.

E. Compliance & Audit Process

- 1.E.1 Please provide a copy of your Medicare Compliance Plan.
- 1.E.2 Please provide details of your process to detect and promptly handle overpayments.
- 1.E.3 Please outline your records retention policy and confirm that it meets Federal and State law.
- 1.E.4 Please explain your internal audit process to assure your clerks are properly coding and billing for our services. Please provide a copy of your "Report on Internal Controls including the Statement of Auditing Standards (SAS-70) or Statement on Standards for Attestation Engagements (SSAE-16) report.
- 1.E.5 Please explain any external audit process that you employ to assure your firm is in compliance with current laws and policies.

F. Experience & References

- 1.F.1 How long has your firm been in business?
- 1.F.2 How many full time equivalent employees do you employ?
- 1.F.3 How many claims does your firm process annually?
- 1.F.4 How many fire based EMS or ambulance services do you service?
- 1.F.5 Is ambulance billing your primary function or do you also service other clients?
- 1.F.6 Please provide a list of clients and professional references with contact information.

SECTION FIVE PROPOSAL FORMAT AND AWARD

5.01 Proposal Format and Content

The Proposal is to furnish the Town of Scarborough with EMS billing & collection services. The Town discourages overly lengthy and costly proposals, however, in order to evaluate proposals fairly and completely, bidders must follow the format set out in this RFP and provide all information requested.

Proposals must include the complete name and address of bidder's firm and the name, mailing address, e-mail address, and telephone number of the person the Town should contact regarding the proposal. Proposals must confirm that the bidder will comply with all provisions in this RFP. Proposals must be signed by a company officer empowered to bind the company. A bidder's failure to include these items in the proposals may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

5.02 Submission Requirements

As a **minimum requirement**, each Bidder shall submit three copies of the bid package with their bid including the following information:

- (a) Detailed response to all items and required documentation as listed in Section 4.02.
- (b) A signed copy of the completed **Official Bid Form** - Appendix A.
- (c) A current statement of financial condition and Dunn & Bradstreet rating is required to be included in the bid. The past and present financial condition of the bidder will be seriously considered during bid evaluation

5.03 Requirements for Non-Collusive Bidding Certification

- (a) No bid will be considered, nor will any award be made, to any bidder who has not certified under penalties of perjury to the statement of non-collusion contained in the bidder's bid. If in any case the bidder cannot make such certification they shall so state and shall furnish with the bid a signed statement which sets forth in detail the reason therefore.
- (b) If such non-collusion bidding certification has not been made by the bidder, the bid shall not be considered for award, nor shall any award be made, unless purchaser determines that disclosure was not made for the purpose of restricting competition.
- (c) The fact that a bidder: has published price lists, rates, or tariffs covering the item being procured, or has informed prospective customers of proposed or impending publication of new or revised price list of such items, or has sold the same items to other customers at the same prices being bid, does not constitute disclosure, without more of a disclosure within the meaning of the certification of non-collusion. Any bid containing a corporate bidder's certification to the statement of non-collusion shall be deemed to have been authorized by the board of directors of the bidder and such authorization shall be deemed to include the signing and submission of the bid and the inclusion therein of the certification of non-collusion as the act and deed of the corporation.

SECTION SIX

EVALUATION CRITERIA AND VENDOR SELECTION

6.01 Evaluation Criteria

Proposals will be evaluated by a committee consisting of the Town Manager, Fire Chief, and Finance Director based on a completed Official Bid Form (Appendix A) and detailed responses to Section 4.02. The following items will be used as the basic evaluation criteria:

- (a) Cost of the proposal
- (b) Procedures and process
- (c) Services provided
- (d) Training and certifications
- (e) Compliance and audit process
- (f) Experience and references

Supplemental information will be accepted if it will assist the Town in evaluation of the proposal. The Town reserves the right to consider other information and factors in the final decision.

6.02 Evaluation of Proposals

An evaluation committee comprised of the Town Manager, Fire Chief, and Finance Director will evaluate the proposals. The evaluation will be based on the evaluation factors set out in Section 6 of this RFP.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

6.03 Right of Rejection

The Town of Scarborough reserves the right to accept or reject any or all bids should it be deemed in the best interest of the Town, to waive any minor discrepancies or technicalities, to further negotiate with any bidder.

Bidders must comply with all of the terms of the RFP, the Town Purchasing Ordinance, and all applicable local, state, and federal laws, codes, and regulations. The Purchasing Agent may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

Minor informalities that may be waived by the Town Manager:

- do not affect responsiveness;
- are merely a matter of form or format;
- do not change the relative standing or otherwise prejudice other offers;
- do not change the meaning or scope of the RFP;
- are trivial, negligible, or immaterial in nature;
- do not reflect a material change in the work; or
- do not constitute a substantial reservation against a requirement or provision;

6.04 Bid Award

Within fourteen days following the awarding of the bid, the successful bidder shall send a manager of the firm to Scarborough to confer with the Town's representatives on all details of the contract, to assure that both parties to the contract are in complete agreement on all aspects.

6.05 Negotiation of Contract

As a product of this RFP process, once a vendor is selected by the Town, it is anticipated that a contract between the Town and the successful bidder will be negotiated. The contract shall include the following provisions:

- (a) The Town of Scarborough is interested in entering into a six-month trial period, followed by a three-year renewable contract.
- (b) The contract shall include a termination clause executable by either party after providing at least 30 days written notice to the other party.

APPENDIX A OFFICIAL BID FORM

This completed form must be included with the proposal

Fee for services rendered as a percentage of collected revenues _____ %

Additional one-time fees (detail below):

_____ Cost: _____

_____ Cost: _____

_____ Cost: _____

Additional recurring fees (detail below):

_____ Cost: _____

_____ Cost: _____

_____ Cost: _____

Company: _____

Address: _____

Phone: _____ Fax: _____ E-mail: _____

Federal ID / Social Security Number: _____

Type of Organization: (circle one) Individual, Partnership, Corporation, other
State of Incorporation, if applicable: _____

Authorized Representative: _____

Signature: _____ Date: _____

Vendor list for EMS Billing & Collection RFP August 2011

Bangor Fire Department
Attn: Chief Jeff Cammack
289 Main Street
Bangor Maine 04401
jeff.cammack@bangormaine.gov
207-992-4700

Camden First Aid
P.O. Box 368
Camden, Maine 04348
cfaa@midcoast.com
800-964-9200

Comstar
8 Turcotte Memorial Highway
Rowley, MA 01969
info@comstarbilling.com
800-488-4351

Freeport Fire Department
Attn: Chief Darrel Fournier
4 Main Street
Freeport, ME 04032
dfournier@freeportmaine.com
207-865-3421

Gorham Fire Department
Attn: Chief Robert Lefebvre
270 Main Street
Gorham, ME 04038
rlefebvre@gorham.me.us
207-839-6762

Medical Billing Management
George Urban
460 Boston Street
Topsfield, MA 01983
George.urban@medical-billings.com
508-660-2444

Medical Billing Service
Attn: Paula Carson
P.O. Box 1820
Presque Isle, Maine 04769
deancarson@maine.rr.com
800-449-7529

Medical Reimbursement Services
P.O. Box 1810
Windham, Maine 04062
spmcperson@roadrunner.com
207-892-0020

Northeast Medical Practice Consultants
Attn: Heather Chick
500 U.S. Route One
Yarmouth, Maine 04096
hchick@maine.rr.com
207-846-8720

Philbrook Associates
Renee Philbrook
P.O. Box 1149
Rockland Maine 04841
rphilbrook@philbrookandassociates.com
207-594-9460

T.G. Higgins Business Services P. A.
Tammy G. Higgins
239 Main Street
P. O. Box 409
Winterport, ME 04496
thiggins@higginsbusinessservices.com
207-223-5733

** Plus open posting on the town's web-site



Town of Scarborough, Maine

US ROUTE ONE, PO BOX 360
SCARBOROUGH, MAINE • 04070-0360

NOTICE OF INTENT TO AWARD

THIS IS NOT AN ORDER

DATE ISSUED: 10/05/11

RFP NO.: 102012

ITB OPENING DATE: 09/16/11

ITB SUBJECT: JOINT AMBULANCE PURCHASE

This is notice of the Town's intent to award. The figures shown here is a tabulation of the offers received with the bidder to be awarded highlighted. Bidders, identified as such, are instructed not to proceed until a Purchase Order, Contract Award, or other form of notice is given by the Purchasing Agent or Department Authority.

Evaluation Criteria	Total Points Available	PL Custom	Medtec	Horton	Braun	Road Rescue
Understanding of Project/Adherence to Specs	5	5	4	3	3	1
Experience & Qualifications	5	5	4	4	4	3
Sales Support & Service	10	8	5	8	4	2
Contract Cost	30	30	25	19	15	9
Quality, Durability & Value	50	48	33	32	30	21
Totals	100	96	71	66	56	36

SUMMARY

The Town of Scarborough, on behalf of the Towns of Freeport, North Berwick, Raymond, Scarborough, Standish and the City of Saco, intends to award RFP 102012 Joint Ambulance Purchase to Sugarloaf Emergency Vehicles for PL Custom brand ambulances.


Tom Hall
TOWN MANAGER

PHONE: 207.730.4081 • FAX: 207.730.4167 • E-MAIL: THALL@CI.SCARBOROUGH.ME.US
www.scarborough.me.us