

TOWN OF WILBRAHAM

**REQUEST FOR PROPOSALS
AMBULANCE BILLING SERVICE**

**Proposals Due:
2:00 p.m. July 10, 2025
In the Select Board's Office**

**REQUEST FOR PROPOSAL (RFP)
AMBULANCE BILLING SERVICE**

TOWN OF WILBRAHAM

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I. Legal Notice:

LEGAL NOTICE:

**TOWN OF WILBRAHAM
REQUEST FOR PROPOSAL (RFP)
AMBULANCE BILLING SERVICE**

The Town of Wilbraham is soliciting Requests For Proposals (RFP) for ambulance billing and collection service for the Wilbraham Fire Department. The RFP packet is available on June 18, 2025 at 12:00 p.m. on the Town's website: www.wilbraham-ma.gov "Government", then "Bids"; on COMMBUYS, and from the Town of Wilbraham, Attn: Nick Breault, Town Administrator/CPO, 240 Springfield Street, Wilbraham, MA 01106, Phone: 413-596-2800 ext. 103; nbreault@wilbraham-ma.gov. Proposers shall be solely responsible for understanding any addenda issued. Addenda will be posted on the Town's website and COMMBUYS. Questions for Addenda may be asked no later than July 1. The Town shall post Addenda up to and no later than July 7.

Proposals must be received in the Wilbraham Select Board Office at the address stated above, no later than the proposal deadline of Thursday, July 10, at 2:00 p.m. Late proposals will be rejected. Separate sealed Technical and Price proposals must be labeled and delivered as instructed in the RFP document. Proposals received will be logged publicly in the Select Board's Meeting Room in the same building immediately following the proposal deadline. Proposals are subject the provisions of Massachusetts General Law 30B as amended. The contract will be a one year contract with renewal option for up to two additional one year terms at the sole discretion of the Town. The Town of Wilbraham, acting by and through the Select Board as the awarding authority, reserves the right to reject any or all proposals, waive minor informalities, and to award the contract in the best interest of the Town.

Published in the Wilbraham-Hampden Times, 6/18/25; 6/25/25

TOWN OF WILBRAHAM
REQUEST FOR PROPOSAL (RFP)
AMBULANCE BILLING SERVICE

II. INSTRUCTIONS:

1. Objective:

The Town of Wilbraham is soliciting proposals for ambulance billing and collection service for the Wilbraham Fire Department. The emergency ambulance service is operated by the Town's Fire Department Emergency Medical Service and is an Advanced Life Support service to the paramedic level. In the last fiscal year, the Fire Department performed approximately 1,300 transports. Two ambulances are always in service and one ambulance is in reserve. The ambulance billing service will be required to support the level of service provided by the emergency ambulance service. The contractor will be reimbursed for services based on percentage of billing and collections recovered. The contract will be for a period of one year, and the contract may be renewed for up to two additional twelve month periods at the discretion of the Town of Wilbraham Select Board, the awarding authority.

The Town of Wilbraham currently utilizes internal billing. As of May 20, in Fiscal Year 2025, approximately \$1,089,080 has been collected by the internal ambulance billing service. The Ambulance Billing Clerk position has recently become vacant. The Town believes this is an opportunity to explore all options in regards to this service.

2. Information about Wilbraham Fire Department:

Information about the Wilbraham Fire Department from the calendar year 2024 Annual Town Report is supplied within this RFP document as Exhibit F: WFD 2024 Annual Report. The number of transports for Calendar Year 2024 was approximately 1,900.

3. Questions:

Questions regarding the RFP and submission of proposals should be submitted by email to: nbreault@wilbraham-ma.gov. Proposers shall be solely responsible for understanding any addenda issued. Addenda will be posted on the Town's website and COMMBUYS. Questions for Addenda may be asked no later than July 1. The Town shall post Addenda up to and no later than July 7.

III. PREPARATION AND SUBMISSION OF PROPOSALS:

Billing services providers interested in providing billing service, as set forth in the specifications, are invited to delivery sealed proposal submissions to the following address: Town of Wilbraham, Select Board Office, Attn:Nick Breault, Town Administrator , 240 Springfield Street, Wilbraham, MA 01095. Sealed proposals must be received no later than 2:00 p.m. EDT, July 10, 2025. Late proposals will be rejected.

The proposal submission should consist of a separate sealed Technical Proposal containing three (3) Technical Proposal copies, and a separate sealed Price Proposal containing one (1) Price Proposal, and an (1) electronic version of the Technical Proposal on a USB flash drive. The outer envelope or package containing the sealed price proposals and sealed technical proposals shall contain complete contact information of the submitting bidder and shall be labeled 'RFP- Ambulance Billing Service'.

1 Technical Proposal

The Technical, non-price proposal must contain all information pertaining to the billing service, such as method of billing, invitation of billing procedures, application for, and timetable for, the respective applications for provider numbers for Medicare and Blue/Cross Shield, and Medicaid. The proposal must address at minimum each of the issues set forth in the RFP in order to be considered responsive. Any proposal which does not respond to each issue in the RFP may be rejected by the Town of Wilbraham as non-responsive. All pages that require signatures must be signed where appropriate and submitted as part of the Technical Proposal. The Technical Proposal envelope must be clearly marked with the Proposer's name, company address, date of opening and title as '**Technical Proposal-Ambulance Billing Service**'. The proposal submission should consist of a separate sealed Technical Proposal containing three (3) Technical Proposal copies.

A Proposer may correct, modify, or withdraw a proposal by written notice clearly marked as a correction, modification, or withdrawal on the outside of the sealed envelope. Any sealed notice of correction, modification or withdrawal must be submitted in a sealed envelope to the Wilbraham Purchasing Department prior to the bid deadline.

Technical Proposal Format:

-Letter of Interest

-Provide information on company profile:

- 1) How many years experience does your firm have in billing for municipal ambulance service?
- 2) A list of **all Massachusetts municipal ambulance billing and collection service accounts** for which the contractor has currently or previously provided ambulance billing service for **within the past 5 years at minimum is required**. A Minimum Requirement of five (5) Massachusetts municipal contract clients for ambulance billing service is required of the Proposer to determine that they have the experience required. The complete listing as requested shall include the municipality name, contact name, phone number and/or email number, last annual collection percentage of funds recovered from the annual billing for each community. A listing of other non-Massachusetts accounts can be supplied and referenced separately. The Town reserves the right to complete an investigation of municipal accounts and the Town also

reserves the right to check any reference from the actual list of ‘all’ municipal account listing as requested. In the event that a reference contact is not available the Town reserves the right to solicit an alternate contact that is knowledgeable of the services provided.

- 3) History of collection percentage: Provide documentation of your firm’s collection percentage for each Massachusetts municipality using the form attached. The Town reserves the right to contact municipalities to confirm percentages.
- 4) Provide documentation of the billing agency to direct bill carriers as opposed to billing the recipient for the service including: all insurance carriers, automobile insurance carriers, workman’s comp, home owners insurance, etc.
- 5) Document experience in reconciling the ambulance account on a monthly basis.
- 6) Document experience in submitting combined BLS/ALS (two tiered) ambulance claims. -Provide documentation, supporting attachments, backup and/or confirmation for each minimum qualification criteria, items 1 through 21.
- 7) Provide the completed, ‘Technical Proposal Submission Forms’:
Minimum Requirements, qualifications criteria checklist:
-For each criterion, check the category that meets your organization’s compliance with the criteria. The criteria options are either ‘Comply’ or ‘Do not Comply’. Proposals that are received that do not meet all of the Minimum Requirements will be rejected as nonresponsive to the Minimum Requirements of the RFP.
-Provide supporting attachments as confirmation backup of the comparative criteria. Label each supporting comparative evaluation criteria attachment with the corresponding question number (1-21) derived from the RFP.
-Following criteria Number 21, the statement of qualifications must be signed by an authorized signer as follows:
 - A) If the Proposer is an individual, by him her personally
 - B) If the Proposer is a partnership, by the name of the partner, followed by the signature a general partner, and
 - C) If the Proposer is a corporation, by the Authorized officer, whose signature must be attested to by the Clerk/Secretary of the corporate seal affixed. Copy of the corporate vote must also be submitted. Submit the Minimum Qualifications Criteria checklist in the Technical Proposal.

2: Price Proposal

The Price Proposal should be submitted in a sealed envelope labeled: **Price Proposal-Ambulance Billing Service**. The price proposal should consist of one copy. Include complete price proposal submission forms in the price proposal.

The Price Proposal envelope must be clearly marked with the Proposer's name, company address, date of opening and title as '**Price Proposal-Ambulance Billing Service**'.

IV. PROPOSAL EVALUATION:

Proposals received will be evaluated by a Review Committee. Technical Proposals will be evaluated for Minimum Requirement evaluation criteria. Those that meet all of the Minimum Requirement evaluation criteria will be evaluated on Comparative Evaluation Criteria. Technical Proposals will then be ranked and the reasons for the ranking will be documented. Following the Technical Proposal evaluation, the Price Proposals will be opened. The Price Proposal will ultimately play a factor in determining the contract award. The contract shall be awarded to the responsible and responsive Proposer submitting the most advantageous Technical Proposal while taking into account the Price Proposal. The most advantageous proposal may or may not be the proposal with the lowest price. The Town of Wilbraham, acting through the Select Board, the Awarding Authority, reserves the right to reject any or all proposals, waive minor informalities, and to award the contract in the best interest of the Town.

All proposals meeting the Minimum Requirements and conditions may be held by the Town of Wilbraham for a period not to exceed sixty (60) days from the date of opening proposals for the purpose of reviewing the proposals and investigating the qualifications for Proposers, prior to the awarding of the contract.

V. COMPARATIVE EVALUATION CRITERIA

A Proposal shall be deemed unacceptable if the Minimum Requirements evaluation criteria is not met. However, once it has been determined that the contractor has met all the Minimum Requirement evaluation criteria the proposals will be further evaluated by the Town of Wilbraham using the following Comparative Evaluation Criteria. The ratings of "Highly Advantageous", "Advantageous", "Not Advantageous" and "Unacceptable" will be used to evaluate the following features of each proposal.

1. YEARS OF EXPERIENCE:

How many completed years' experience (12 full months per year) does your firm have in billing for municipal ambulance services?

- a. **UNACCEPTABLE:** Less than Three years of completed years of experience.

- b. **NOT ADVANTAGEOUS:** Three to less than Five years of completed years of experience.
- c. **ADVANTAGEOUS:** Between Five to less than Ten completed years of experience.
- d. **HIGHLY ADVANTAGEOUS:** Ten years or more years of experience.

2. NUMBER OF ACCOUNTS SERVICED:

How many municipal ambulance billing and collection services does your firm presently represent (Massachusetts and out of state accounts)? The listing of accounts should document which accounts are active accounts.

- a. **UNCCEPTABLE:** Less than Three municipal ambulance billing and collection services.
- b. **NOT ADVANTAGEOUS:** Between three and ten municipal ambulance billing and collection services.
- c. **ADVANTAGEOUS:** Between eleven and twenty-five municipal ambulance billing and collection services.
- d. **HIGHLY ADVANTAGEOUS:** More than twenty-six municipal ambulance billing and collection services.

3. COLLECTION PERCENTAGE:

Provide documentation of the latest achieved ambulance billing collection percentage rate for Massachusetts municipal ambulance billing service contracts from within the past five years.

- a. **UNCCEPTABLE:** Average of less than 75% success rate for ambulance billing collection.
- b. **NOT ADVANTAGEOUS:** Average of between 75% but less than 80% success rate for ambulance billing collection.
- c. **ADVANTAGEOUS:** An average of between 80% but less that 90% success for ambulance billing collection.

d. **HIGHLY ADVANTAGEOUS:** 90% or greater success rate of collection for ambulance billing collection.

4. RECONCILING ACCOUNT EXPERIENCE:

Contractors are required to have experience in reconciling the ambulance account on a monthly basis.

a. **UNCCEPTABLE:** Reconciles less than eight ambulance accounts.

b. **NOT ADVANTAGEOUS:** Reconciles between eight and less than ten ambulance accounts.

c. **ADVANTAGEOUS:** Reconciles between ten and twenty ambulance accounts.

d. **HIGHLY ADVANTAGEOUS:** Reconciles more than twenty ambulance accounts.

5. BLS/ALS CLAIMS EXPERIENCE:

Contractors are required to have experience in submitting combined BLS/ALS (two tiered) ambulance claims.

a. **UNCCEPTABLE:** less than two years experience submitting BLS/ALS claims.

b. **NOT ADVANTAGEOUS:** Between two and less than three years experience submitting BLS/ALS claims.

c. **ADVANTAGEOUS:** Between three and less than five years experience submitting BLS/ALS claims.

d. **HIGHLY ADVANTAGEOUS:** Five or more years experience submitting BLS/ALS claim.

6. CLIENT REFERENCE CHECK SATISFACTION:

Reference checks will be performed by the Evaluation Committee. The Evaluation Committee reserves the right to solicit references from any client that the Contractor has supplied ambulance billing and collection services for, or from any client that meets the criteria of the RFP requested account listing. (Note- A complete list of **all Massachusetts municipal ambulance billing and collection service accounts** for which the contractor has currently or previously provided ambulance billing service for **within the past 5 years at minimum is required to be supplied.**) Reference checks will be completed and the Evaluation Committee will request from the reference their

overall satisfaction level for the ambulance billing and collection services provided by the Contractor:

- a. **UNCCEPTABLE:** More than Three of the references were overall not satisfied with the ambulance billing services provided by the Contractor.
- b. **NOT ADVANTAGEOUS:** Two to Three of the references were overall not satisfied with the ambulance billing services provided by the Contractor.
- c. **ADVANTAGEOUS:** One of the references checked were overall not satisfied with the ambulance billing services provided by the Contractor.
- d. **HIGHLY ADVANTAGEOUS:** None of the references checked were overall not satisfied with the ambulance billing services provided by the Contractor.

7. **CLIENT REFERENCE CHECK, COLLECTIONS RECOVERY SATISFACTION:** Reference checks will be performed by the Evaluation Committee. The Evaluation Committee reserves the right to solicit references from any client that the Contractor has supplied ambulance billing and collection services for, or from any client that meets the criteria of the RFP requested account listing. Reference checks will be completed and the Evaluation Committee will request the overall satisfaction of collections recovered of the ambulance billing services provided by the Contractor:

- a. **UNCCEPTABLE:** More than Three of the references were overall not satisfied with the amount of collections recovered and expected greater recovery from the ambulance billing services provided by the Contractor.
- b. **NOT ADVANTAGEOUS:** Two of the references were overall not satisfied with the amount of collections recovered and expected greater recovery from the ambulance billing services provided by the Contractor.
- c. **ADVANTAGEOUS:** One of the references checked were overall not satisfied with the amount of collections recovered and expected greater recovery from the ambulance billing services provided by the Contractor.
- d. **HIGHLY ADVANTAGEOUS:** None of the references checked were overall not satisfied with the amount of collections recovered and expected greater recovery from the ambulance billing services provided by the Contractor.

8. **PROPOSER’S COMPLIANCE WITH SUPPLYING/ADDRESSING REQUESTED INFORMATION AND PROPOSAL SUBMISSION CONTENT:**

a. UNACCEPTABLE: The proposal has five or more omissions of information/content requested in the RFP.

b. NOT ADVANTAGEOUS: The proposal has four omissions of information/content requested in the RFP.

c. ADVANTAGEOUS: The proposal has one to three omissions of information/content requested in the RFP.

d. HIGHLY ADVANTAGEOUS: The proposal has no significant omissions of information/content requested in the RFP.

VI. SCOPE OF SERVICES:

1. **TERM of CONTRACT.**

This contract is for the fiscal year commencing July 1, 2025 and ending June 30, 2026. See Exhibit A: Sample Contract. This contract may be renewed up to two additional twelve month periods at the sole discretion of the Town to a maximum of three (3) years. In the event the renewal option(s) are exercised the same terms, pricing and conditions will apply. The contractor will have a fixed percentage fee rate for the three year period, if all renewal options are exercised.

2. **COLLECTIONS and DEPOSITS:**

All amounts received by the billing service will be recorded and the proceeds deposited in an account at the bank providing municipal banking services to the Town of Wilbraham during the period of the contract. At the expiration of each month, the billing service shall bill the Town of Wilbraham for collection charges due the billing service for the actual collections made that month.

3. **AMBULANCE FEE:**

The Town of Wilbraham’s Rate Schedule for ambulance services will serve as the basis for fees charged for ambulance service within the community. The Town also has several intercept and mutual aid agreements with neighboring EMS providers.

4. **EXPENSES:**

1. **Refunds:** All expenses directly or indirectly related to the collection of the Town of Wilbraham patients’ accounts shall be borne by the billing agent. Other refunds due the patient, as a result of an error on the part of the Town of Wilbraham, or overpayment or any other cause, not the fault of the billing agent, shall be paid by the Town of Wilbraham.

2. Except: As otherwise specifically provided herein, the billing service will not incur expenses on behalf of or without the Town of Wilbraham's prior consent.

5. **OTHER:**

- a. It is understood that the Town of Wilbraham accepts assignment of Medicaid, Medicare and Medicare/Medicaid. Accordingly, the billing services will make the required contractual adjustments when applicable and will be reported on the monthly revenue statement.
- b. Write offs and/or reductions of charges for persons applying for a waiver, will be handled by the Town of Wilbraham on an abatement basis at the Town's discretion. Requests for abatements or adjustments from patients will initially be sent to the billing agent, and then sent to the Town of Wilbraham. This would be applicable to any patient who signs for an abatement or waiver after being billed by the service.
- c. The Town of Wilbraham established a philosophy of billing that essentially states that no person shall be forced to pay a bill if there is an indication of inability to pay. To that end the billing agency must recognize that, in their dealings with the recipients of ambulance service, every effort with the recipients of ambulance service, every effort towards a courteous and compassionate handling of patients will be the rule. The billing agency will have made every attempt to determine if primary and/or secondary insurance exists through inquiry to recipients of the service and computer screening, prior to bills being sent to individuals, and the primary and secondary insurance carriers billed where appropriate. Every bill mailed to other than insurance companies, shall be accompanied by a statement explaining the waiver policy. All applications for waiver must be signed, filled out and returned to the billing agency. The billing agent will turn over all requests for abatement to the Town of Wilbraham, Fire Chief for action. The service must show an understanding of this policy in its response to the request for proposal.

6. **RECORDS and REPORTS:**

The billing service will furnish to Town of Wilbraham the following reports.

- a. A report of all collections together with a copy of the deposit slip evidencing the deposit to Town of Wilbraham's bank account.
- b. A monthly recap of reports, including an aging report at the end of the month reflecting the balance of open receivables.

- c. At a minimum the following reports are required: commitment listings, listing of write offs, adjustment credits, any other report determined necessary to be able to prove balance from month to month.
- d. All records and correspondence relating to Town of Wilbraham's accounts receivable and the billing services collection efforts will be kept at the billing service's office and shall be available for examination by Town of Wilbraham or authorized representatives.
- e. All documents shall be made available to an external auditor hired by the Town of Wilbraham
- f. All documents provided to the town of Wilbraham or its external auditors shall be at no cost to the city or the auditors.
- g. Proposer must be aware of all Ambulance CPE report requirements as well as the required CMS upcoming reporting requirements.
- h. Proposer have extensive security measures available for document security (backup documentation).

7. **MISCELLANEOUS:**

- a. The billing service will collect accounts receivable of the Town of Wilbraham under the name of Town of Wilbraham Fire Department Ambulance Billing Service.
- b. The billing service shall delegate an authorized representative for receiving notices and day to day contract administration.
- c. Must communicate well in advance, all changes to rates, webinars/braining available, reporting requirements and any changes in laws that will affect Ambulance Billing/Reporting.
- d. Timeliness: The ambulance billing service must be able to respond to requests, from lawyers/patients, for medical records online, and within 2-3 business days. The live agent must be available for billing questions, to run reports and respond the same day of request.

8. **TERMINATION:**

Reference Exhibit A: Sample Contract Terms and Conditions, supplied with this RFP regarding termination. In addition upon termination of the agreement, for whatever reason, the billing service shall deliver up all records and pertinent correspondence concerning the accounts and

collection thereto to the Town of Wilbraham, and the billing service will otherwise cooperate with the Town of Wilbraham or their assignees to affect an orderly transfer of the collection of the Town of Wilbraham's accounts receivable. If the Town of Wilbraham should terminate this agreement, the billing service will only be entitled to receive from the Town of Wilbraham, any and all commission due to the billing service up to and including the actual date of termination and transfer of accounts receivable, as well as reimbursement from Town of Wilbraham of all expenses incurred by the billing service in accordance with the contract and which remain unpaid at the date of termination. The billing service must turn over all records and have them delivered to a location designated by the Town of Wilbraham upon termination of the contract. In the event that you are not the successful bidder in three years or the Town terminates the contract, you agree that the payment for the final two months for services will not be paid until the Town is satisfied with the documentation provided to the new billing agency. During this period, the contractor will continue to provide services to the Town and continue to forward payments to the Town in accordance with the agreement. At the end of the contract, either by termination or expiration of the contract, the Town will not be liable for any additional expenses of the vendor with the exception of those expenses included in the contract.

9. PROVISION:

The Town of Wilbraham Fire Department Emergency Medical Service is a subscriber to Image Trend, EMS Field Bridge reporting software. To that end, the billing agency will be responsible to coordinate with the Town and Image Trend to provide the billing agency with the secure electronic transfer of standard ambulance billing information to include the patient's name, address and the date and time of transport to area hospitals, and insurance information obtained by the ambulance crew. This electronic data will have the pickup location of the call and the total loaded miles clearly noted to allow the billing service to bill mileage appropriately based on the rate structure outlined.

10. STIPULATIONS:

- a. The contract shall be governed by and shall be construed in accordance with the laws of the Commonwealth of Massachusetts.
- b. In the event of any conflict or any inconsistency between the Massachusetts General Laws, as amended, and the provisions of this contract, the Massachusetts General Laws shall control. If any of the provisions of this agreement are held to be invalid, such provision or provisions shall be deemed stricken from the agreement, and at the option the Town of Wilbraham, the remaining provisions shall remain in full force and effect.
- c. The billing service shall hold the Town of Wilbraham free and harmless from all claims, liability and losses caused by the actions or failures to act on the part of the billing service, and the billing service shall fully indemnify the Town of Wilbraham for all such claims, liability and losses if they should occur.

- d. The billing service shall have workman's compensation insurance in accordance with the Massachusetts General Laws Chapter 152, as amended, and the billing service shall furnish the Town of Wilbraham with evidence of this coverage before the execution of the contract.

11 WAIVER HANDLING POLICY:

Although the Town wishes to maximize ambulance collections, we do wish to have compassion for those with financial hardships. A strict waiver policy will be formulated by, and administered by, the Town of Wilbraham. **Please outline your capabilities in dealing with clients that express hardship. Provide copies of internal policies to reinforce this response along with any waiver policies that you have dealt with, or are dealing with presently.**

12. COLLECTION AGENCY SERVICES:

Although the Town wishes to be compassionate for those with a financial hardship it wishes to make a maximum effort to collect from those who do not qualify for a waiver. To that end, **the Town wishes to utilize the services of a company that can perform collection agency services including the reporting to a credit bureau in our name. Please outline your capabilities in this area.**

**EXHIBIT A
SAMPLE CONTRACT**

CONTRACT TERMS AND CONDITIONS:

The following provisions shall constitute an Agreement between the Town of Wilbraham, acting by and through its Town Administrator and/or Select Board, hereinafter referred to as “Town”, and VENDOR with an address of _____ hereinafter referred to as “Contractor”, effective as of the first day of July, 2022. In consideration of the mutual covenants contained herein, the parties agree as follows:

ARTICLE 1: SCOPE OF WORK:

The Contractor shall perform all work in accordance with the specifications contained in Attachment A - Scope of Services: Town of Wilbraham, Request for Proposal (RFP) for Ambulance Billing Service dated XXX; and Addendum No. ...(TBD).

ARTICLE 2: TIME OF PERFORMANCE:

The contractor shall complete all work and services required on or before June XX, 2025. The contract will have up to two additional annual renewal options that may be exercised at the sole discretion of the Town.

ARTICLE 3: COMPENSATION:

The Town shall pay the Contractor for the performance of the work outlined in Article 1 above, the contract price of TBD Percent of actual receipts delivered to the Town of Wilbraham in accordance with the provisions of the specifications, or as set forth in an attachment hereto in Attachment B, the price proposal.

ARTICLE 4: CONTRACT DOCUMENTS:

The following documents form the Contract and all are as fully a part of the Contract as if attached to this Agreement herein:

1. This Agreement.
2. The RFP including all Exhibits, and the Technical and Price Proposals.
3. Amendments, or other changes mutually agreed upon between the parties.
4. All attachments to the Agreement.

In the event of conflicting provisions, those provisions most favorable to the Town shall govern.

ARTICLE 5: CONTRACT TERMINATION:

The Town may suspend or terminate this agreement by providing the Contractor with ten (10) days written notice for the reasons outlined as follows:

1. Failure of the Contractor, for any reason, to fulfill in a timely and proper manner its obligations under this Agreement
2. Violation of any of the provisions of this Agreement by the Contractor.
3. A determination by the Town that the Contractor has engaged in fraud, waste, mismanagement, misuse of funds, or criminal activity with any funds provided by this Agreement.
4. The contract may be terminated for convenience by the Town.

ARTICLE 6: INDEMNIFICATION:

The Contractor shall, to the maximum extent permitted by law, indemnify and save harmless the Town of Wilbraham, its officers, agents and employees from and against any and all damages, liabilities, actions, suits, proceedings, claims, demands, losses, costs and expenses (including reasonable attorneys’ fees) that may arise out of or in connection with the work and/or service being performed or to be performed by the Contractor, its employees, agents, or subcontractors. The existence of insurance shall in no way limit the scope of this indemnification.

ARTICLE 7: AVAILABILITY OF FUNDS:

The compensation provided by this Agreement is subject to the availability and appropriation of funds. The contractor shall be obligated to provide services hereunder, only to the extent that said funds are available.

ARTICLE 8: APPLICABLE LAW:

The Contractor agrees to comply with all applicable local, state and federal laws, regulations and orders relating to the completion of this Agreement. This Agreement shall be governed by and construed in accordance with the law of the Commonwealth of Massachusetts.

ARTICLE 9: ASSIGNMENT:

The Contractor shall not make any assignment of this Agreement without the prior written approval of the Town.

ARTICLE 10: AMENDMENTS:

All amendments or any changes to the provisions specified in this Contract can only occur when mutually agreed upon by the Town and Contractor. Further, such amendments or changes shall be in writing and signed by officials with authority to bind the Town. Additionally, all amendments and changes shall be approved by the Town Accountant prior to execution by the awarding authority. No amendment or change to the contract provisions shall be made until after the written execution of the amendment or change to the Contract by both parties.

ARTICLE 11: INSURANCE:

The Contractor shall be responsible to the Town or any third party for any property damage or bodily injury caused by it, any of its subcontractors, employees or agents in the performance of, or as a result of, the work under this Agreement. The Contractor and any subcontractors used hereby certify that they are insured for workers compensation, property damage, personal and product liability. The Contractor and any subcontractor it uses shall purchase, furnish copies of, and maintain in full force and effect insurance policies in the amounts here indicated. **General Liability**

Bodily Injury Liability: \$1,000,000 per occurrence
Property Damage Liability \$1,000,000 per occurrence
(or combined single limit) \$1,000,000 per occurrence

Automobile Liability

Bodily Injury Liability: \$1,000,000 per occurrence
Property Damage Liability \$1,000,000 per occurrence
(or combined single limit) \$1,000,000 per occurrence

Workers' Compensation Insurance

Coverage for all employees in accordance with Massachusetts General Laws

Prior to commencement of any work under this Agreement, the Contractor shall provide the Town with Certificates of Insurance which include the Town as an additional named insured and which include a thirty day notice of cancellation to the Town.

ARTICLE 12: BONDING REQUIREMENTS:

A dishonesty bond of for the minimum amount of \$500,000.00 and an errors and omissions (E+O) bond for the minimum amount of \$2,000,000.00 naming the Town of Wilbraham as an additional insured are to be supplied to the Town upon contract award. These bonds must be maintained in effect through the life of the contract.

EXHIBIT B:

TECHNICAL PROPOSAL SUBMISSION FORMS
REQUEST FOR PROPOSAL (RFP): AMBULANCE BILLING SERVICE
TOWN OF WILBRAHAM

COMPANY NAME: _____

In addition to addressing each of the items in the specifications, the Proposer must submit, as part of their non-price, Technical proposal, the following minimum qualification criteria: Initial the appropriate response to each criterion, and include the required documentation in the Non-price (Technical) proposal envelope. Proposals that are received that do not meet all of the Minimum Requirements will be rejected as non-responsive to the Minimum Requirements of the RFP. Non-responsive proposals will not be evaluated based on the Comparative Criteria.

1. A list of **ALL Massachusetts municipal ambulance billing and collection service accounts** for which the contractor has currently or previously provided ambulance billing service for **within the past 5 years at minimum is required**. A Minimum Requirement of five (5) Massachusetts municipal contract clients for ambulance billing service is required of the Proposer to determine that they have the experience required. The complete listing as requested shall include the municipality name, contact name, phone number and/or email number, last annual collection percentage of funds recovered from the annual billing for each community. A listing of other non-Massachusetts accounts can be supplied and referenced separately.

COMPLY _____ **DO NOT COMPLY** _____

2. If the bidder is successful with the contract award, the bidder must be able to obtain an Errors and Omissions Bond (E+O) for the minimum amount of \$1,000,000.00 naming the Town of Wilbraham as an additional insured are to be supplied to the Town upon contract award. If the proposal is accepted these bonds must be kept in effect for the life of the contract. Is the Proposer able to comply with this requirement?

COMPLY _____ **DO NOT COMPLY** _____

3. The Contractor proposing to supply the Ambulance Billing Service must have experience of supplying municipal collection billing services for no less than 36 months (3 years).

COMPLY _____ **DO NOT COMPLY** _____

4. Bidders must provide a toll free number of the Town's use and for the use of citizens making inquiries.

COMPLY _____ **DO NOT COMPLY** _____

5. List any litigation, with the appropriate explanation, against your firm in the past five years from 2017 through the present. Have you acknowledge litigation in your Technical Proposal?

COMPLY _____ **DO NOT COMPLY** _____

6. Bidders must provide documentation of licensing as a collection agency under Massachusetts laws and function as a collection agency as well as an ambulance billing company including reporting delinquent patients to a credit bureau.
COMPLY _____ DO NOT COMPLY _____
7. The Billing service must have software and trained in-house staff to support the bridge programming and import of a NEMESIS compliant EMS data file, when required by the Commonwealth of Massachusetts.
COMPLY _____ DO NOT COMPLY _____
8. The Billing service must provide a secure site to drop the Town’s data files; otherwise known as a Secure FTP site. This is a requirement of HIPPA.
COMPLY _____ DO NOT COMPLY _____
9. To be in compliance with the Office of the Inspector General’s advisory, the Billing service **MUST** have an active internal quality assurance program in place, must subject the Company to a professional, outside annual compliance audit, have an EMS attorney on retainer to support billing company and client questions and review carrier contracts as required.
COMPLY _____ DO NOT COMPLY _____
10. The billing service shall subscribe to an established insurance verification service and actively use it as part of their processes and procedures.
COMPLY _____ DO NOT COMPLY _____
11. The billing service shall insure that phones are answered by a trained billing specialist who can help the caller promptly, competently, and courteously between the hours of 8am and 9pm EST. Automated attendant or voice mail as a primary phone coverage tool is not acceptable.
COMPLY _____ DO NOT COMPLY _____
12. The billing service shall submit its annual Statement on Auditing Standards (SAS) No. 70, *Service Organizations*, report (SAS70 Report), with its proposal. The SAS70 must have been performed by a CPA firm in accordance with auditing standards developed by the American Institute of Certified Public Accountants (AICPA). The SAS70 must be performed annually for the duration of any contract with a copy provided to the Town annually.
COMPLY _____ DO NOT COMPLY _____
13. The minimum billing process shall consist of the following:
- a. Upon receipt of the appropriate documentation (written or electronic) the billing service will establish a patient account.
 - b. For each account established, the billing service shall send to the patient by U.S. mail the appropriate notice describing how medical information may be used or disclosed, and how the patient can get access to that information, as required by HIPPA.

- c. The billing cycle will consist of five (5) billing periods. The initial bill to be followed up by a bill at 30, 60, 90 and 120-day intervals with each cycle being more aggressive than the last.
- d. Should the patient have some form of insurance, the billing service will take all appropriate steps to bill the insurance carrier and follow through until the account is paid in full.
- e. In the event an account is not paid within 120 days, a report will be generated and sent to the fire Chief before any further action is taken on the delinquent account.
- f. Must have the ability for patient to pay bills online.

COMPLY _____ **DO NOT COMPLY** _____

14. The ambulance billing and collection service must be capable and have demonstrated experience processing Medicare/Medicaid, Major Carriers and secondary insurance carriers, claims to all insurance carriers, automobile insurance, workman's comp, home owners insurance, etc.. Is the proposer able to comply with this requirements?

COMPLY _____ **DO NOT COMPLY** _____

15. The billing company must be able to accept payment on behalf of the Town via the services secure website for payers using credit cards, debit cards, or ACH from their checking accounts. Must have ability for customer to pay online.

COMPLY _____ **DO NOT COMPLY** _____

16. The billing services must have at staff members including management with active certifications from the National Academy of Ambulance Coding (NAAC).

COMPLY _____ **DO NOT COMPLY** _____

17. Billing service must provide a web based reporting system to allow clients to login and run reports at their discretion.

COMPLY _____ **DO NOT COMPLY** _____

18. Billing services must perform a 100% audit of all Medicare claims to confirm the ambulance services complies with the Medicare signature requirement laws.

COMPLY _____ **DO NOT COMPLY** _____

19. Prior to the claim being submitted to Medicare. Only complaint claims shall be submitted by the billing service.

COMPLY _____ **DO NOT COMPLY** _____

20. The Contractor agrees that they will bill direct to carriers as opposed to billing of the receipts of service. This includes processing claims to all insurance carriers, automobile insurance, workers compensation, and home owners insurance, Medicare, Medicaid, primary and secondary insurance when applicable (i.e. BC/BS). If the client needs to be direct billed due to lack of insurance information, the billing agency should assist the client and fill out the forms on their behalf.

COMPLY _____ **DO NOT COMPLY** _____

21. All aspects of ambulance billing services under this contract must be implemented, administered and serviced exclusively within the United States of America. International outsourcing of services will not be allowed. Ambulance patient data will absolutely not be allowed to leave the United States of America. Have you provided the supporting attachments affirming compliance with this requirement?
COMPLY _____ **DO NOT COMPLY** _____
22. The Ambulance Billing service provider must be able to provide regular onsite training services, account review, and account administration services onsite at the Wilbraham Fire Department, in person with the fire department staff upon request. The Town will not pay for travel to Wilbraham and expects onsite visits to be accommodated within a reasonable time upon request (within five calendar days). Provide documentation of the ambulance billing administration ability to comply with this requirement.
COMPLY _____ **DO NOT COMPLY** _____
23. **SUPPORTING ATTACHMENTS/CRITERIA CONFIRMATION:**
Provide supporting attachments as confirmation backup of the comparative criteria! Label each supporting comparative evaluation criteria attachment with the corresponding question number (1-23) as listed in the RFP. Have you provided the supporting attachments required?
COMPLY _____ **DO NOT COMPLY** _____

I hereby state that I understand the minimum evaluation criteria and that I have initialed all of the appropriate sections, and further, that I have attached the required information to the summary sheet located at the back of this document.

Company Name _____

Authorized Signature _____

PROGRAM ADMINISTRATOR/ POINT OF CONTACT:

The billing service shall delegate an authorized representative for receiving notices and day to day contract administration from the Town of Wilbraham. Provide the representative's name:

NAME OF REPRESENTATIVE _____

PHONE NUMBER _____

Exhibit C:
CERTIFICATE OF NON-COLLUSION
and
CERTIFICATION AS TO PAYMENT OF STATE TAXES

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under the penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person.

As used in this certification, the word “person” shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

(Signature of person signing bid or proposal)

(Name of Business)

(Date)

CERTIFICATION AS TO PAYMENT OF STATE TAXES

Pursuant to M.G.L.v.62C, S49A, I certify under the penalties of perjury that the Contractor has complied with all laws of the Commonwealth of Massachusetts relating to taxes.

Social Security Number or
Federal Identification Number

Signature of Individual or
Corporate Name

By: _____
Corporate
Officer (If
applicable)

EXHIBIT D:

**PRICE PROPOSAL SUBMISSION FORMS
REQUEST FOR PROPOSAL (RFP): AMBULANCE BILLING SERVICE
TOWN OF WILBRAHAM**

COMPANY NAME: _____

The undersigned declares that he/she is the owner or representative of the firm, who is experienced in the type of work called for in the Ambulance Billing Service RFP specifications. The undersigned having carefully familiarized himself/herself with the scope of services and conditions and having examined and fully understood the contract documents prepared by the Owner, hereby affirms and agrees to enter into a contract to provide all service, supervision, labor, material, technology, transportation, and other expenses to perform the ambulance billing service. **BIDS WITH CONDITIONAL PRICING WILL BE REJECTED.**

PRICE PROPOSAL:

The Price Proposal will be a percentage of actual receipts delivered to the Town of Wilbraham

_____ **Percent**

(Percent written in words)

Any additional information shall be explained in this space (additional price proposal information):

SIGNED: _____

TITLE: _____

NAME OF FIRM: _____

ADDRESS OF FIRM: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL: _____

**EXHIBIT E:
AMBULANCE OVERSIGHT COMMITTEE
2024 ATR**

**Ambulance Oversight Committee
2024**

The Ambulance Oversight Committee continues to work with the Fire Chief and the administrative staff to oversee the operation of the ambulance service. The committee's primary duty is reviewing and acting upon ambulance service fee abatements in accordance with well-established policy and protocol.

In addition, the ambulance fee schedule and structure are accessed in accordance with regulatory authority. Effective 1/1/25 the ambulance rates were increased to match the area average. Our purpose is to keep the ambulance service functional within the fire department.

It is important to note the town's ambulance service remains self-sufficient on a receipts-reserved basis and continues to serve the town extremely well. The ambulance service within the fire department transported 1,888 patients to hospitals in the local area. Of these transports, BSMC-Spfld was the destination 35% of the time, with BSMC-Wing at 51% and Mercy at 14%. The top five patient medical conditions are Traumatic Injury, Pain (non-specific), Other, Respiratory Distress, and Psychological.

We have a new ambulance on order but do to supply chain issues we are unsure of a delivery date at this time. This year we upgraded 1 of our heart monitors to the newest model and technology. We have submitted a grant to replace the remaining monitors.

The administrative staff continues to update ambulance policies that need to be done to reflect changes with State Regulations. These updated policies are merged with existing fire department policies so that references can be made from one document just by adding an additional EMS Section.

I would like to thank the many people who have made generous donations to the Ambulance Gift Fund in memory of a loved one. We have been benefactors of this generosity for many years, and we are very grateful.

Respectfully submitted on behalf of the AOC,

Fire Chief Michael E. Andrews

Ambulance Advisory Committee:

Tom Hurley
Heather Mullen
Bethany Ondrick

EXHIBIT F: WFD 2024 ATR

Fire Department, Emergency Medical Services & Emergency Management 2024

Mission Statement of the Wilbraham Fire Department:

“Our mission is to minimize personal and community risk from fires, medical emergencies, and other threats to life and property through prompt emergency response, public education, and code enforcement. In our performance, we will utilize all available resources, placing the highest priority on the preservation of life and health, followed by the protection of property and incident management.”

This past year the department answered over 3600 emergency calls. The Fire Department is second to none in the services provided to the residents of Wilbraham. I want to commend the officers, firefighters, and administrative staff for their hard work throughout the year. I could not be more proud of them.

The Wilbraham Fire Department responds to more than just fires. This department is an all-hazards department that answers many types of calls for service. Fire suppression, emergency medical services, code enforcement, SAFE Education, various rescue services such as auto extrication, ice, and water rescue, and hazardous materials incidents are just some of the types of incidents that the department responds to.

The safety of our personnel is the administration’s top priority. We continue to make upgrades to our equipment. We have a health and safety committee that meets regularly to address any needs of the members.

This year Deputy Chief Peter Nothe retired from the department after 37 years of service to Wilbraham. We wish him the best in retirement.

Mathew Walch was promoted to the rank of Deputy Chief and Patrick Farrow was promoted to the rank of Captain.

The department hired Nick Noto who comes to the department as a certified paramedic and already trained at the Mass Fire Academy. We wish him a long and rewarding career.

Training continues to be an essential part of our state of readiness in 2024. The members of the department completed over 3500 hours of training to maintain and improve the proficiency of this department. Several members have attended professional development programs that have been held in the area. Other training included the utilization of outside resources such as National Grid, Massachusetts Emergency Management, Friendly Ice Cream Corporation, and Eversource Gas.

We are very grateful for the partnerships that we have developed over the years and continue to develop as we move toward the future.

Emergency Management preparedness has been an ongoing process with updating Emergency Action Plans for National Grid, Eversource, and Massachusetts Water Resources Authority. Annual meetings with our community partners were held to discuss strategies for emergency management. This is valuable in helping to develop good working relationships prior to an emergency.

All members of the fire department continue to be updated on various levels of upgrade in regards to the National Incident Management System (NIMS) training. This training provides a consistent nationwide template to establish a model for federal, state, tribal, local governments, private sector, and non-governmental organizations to work together effectively and efficiently to prepare for, prevent, respond to, and recover from emergency incidents regardless of cause, size or complexity.

We have also renewed our contract with Blackboard Connect. This system allows authorized Town officials to create and rapidly disseminate time-sensitive messages to every home phone, business phone, cell phone (with text messages), and email address stored in the notification database. With this system, authorized officials can send thousands of messages in minutes. You can sign up now by going to the town website and clicking on the Blackboard Connect tab.

This year, we continued to receive SAFE and Senior grant funds from the Massachusetts Executive Office of Public Safety and Security. The SAFE program led by Captain Patrick Farrow and Firefighter Jeff Kristek provides students with first-hand knowledge of the dangers associated with fire and age-appropriate information on preventing and surviving fires that occur. The senior program was created with the support of the Legislature to offer funds to local communities in support of senior fire prevention training and is aimed at educating seniors, among the vulnerable populations at risk of fire-related deaths, on fire prevention, general home safety, and how to be better prepared in the event of a fire. We also started a new public outreach campaign where we tried to reach all senior and junior high school students and train them in CPR and other first aid. This has proven successful and will continue.

The department responded to over 3600 emergency calls and there are no signs that emergency runs will slow down. Many times, an outside agency is called in to handle overlapping medical and other emergency calls. Over 50% of calls have overlap in which most cases require outside mutual aid.

Finally, I would like to thank the community, its leaders, voluntary boards, and firefighters, past and present, which have supported this department in so many ways. In addition, our community partners for working with us in keeping this community safe. It takes many people for this organization to be successful in meeting our obligations. We have accomplished this goal, and I am very proud of being a part of an organization that really cares about the community we serve.

Respectfully submitted,

Michael E. Andrews
Fire Chief / EMD

Board of Fire Commissioners:
Edward Rigney
Carolyn Brennan
David Ervin