



"The Countrie it selfe, I must  
confesse is a very pleasant land,  
rich in commodities;  
and fertile in soyle. . ."  
- Samuel Argall, ca. 1609

# Surry County

## County Administrator's Office

P. O. Box 65  
45 School Street  
Surry, Virginia 23883

TYRONE W. FRANKLIN  
County Administrator  
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### REQUEST FOR PROPOSALS RFP #TA14-001

Surry County (the "County") is now accepting competitive sealed proposals from qualified third party billing service firms to provide E911 pre-hospital emergency medical services (EMS) billings and collections. The County is using a request for proposals and competitive negotiation, as opposed to competitive sealed bidding, because the County has determined that competitive sealed bidding is not practicable or fiscally advantageous to the county due to the fact that this is a contract for services, and it is difficult to write specifications on which to base a competitive sealed bid.

Sealed proposals will be accepted until Monday, June 16, 2014 at 4:00 pm at the County Administrator's Office, P. O. Box 65 (mailing), or 45 School Street (physical), Surry, VA 23883. Proposals received after that date and time will not be opened and will be returned. Proposals should have written on the outside of the envelope "Proposal for Surry County E911 Billing Services." Ten copies of the proposal shall be provided.

Contractors may submit written questions to the County Administrator up to seven days before the date for submitting proposals. Responses will be sent to all proposers.

The County reserves the right to reject any or all proposals.

The resulting contract shall be for a three year period. The County reserves the right to terminate the contract for convenience at any time during that three year period for any reason by proving three months written notice of termination to the Contractor.

#### **I. PURPOSE:**

The County desires to enter into a cost recovery program to recoup a portion of the expenses associated with the ongoing operation of the Rescue Squad. The County intends to assess reasonable fees to assure the provision of adequate and continuing services. Most importantly, it is the County's objective to preserve, protect and promote the public health, safety and general welfare of its citizens and to defray the rapidly increasing cost of operations for the County's volunteer rescue squad and for the contract expense associated with the supplemental EMS personnel utilized. County residents will be charged only to the extent their health insurance, vehicle insurance and/or homeowner's coverage will allow.

## **II. BACKGROUND**

**Surry County, Virginia** one of the oldest regions settled in the New World which is located only a brief ferry ride from Jamestown and Williamsburg. Surry's attractions not only span three centuries of history, but also include the 20th century Surry Nuclear Power Station and Information Center as well as the environmental Hog Island Wildlife Management area. Surry County encompasses a 279 square mile rural area in which reside approximately 7,058 people based on the 2010 Census report. Surry County is located 52 miles south of Richmond and is considered part of Southside Hampton Roads. Emergency medical services are currently provided by the Surry Volunteer Rescue Squad which is supplemented by the County of Surry through a paid contract service with a medical transport company.

## **III. SCOPE OF SERVICES:**

- A. The Contractor shall provide consulting services including, but not limited to, the research of current practices; any recommendations on the most efficient process to utilize; the development of a detailed plan and implementation schedule for effective cost recovery; assistance in the development of the authorizing ordinance(s); and the development and assistance with a public education plan.
- B. The Contractor shall provide a turnkey implementation and billing process program in conjunction with the adoption of an applicable ordinances and resolutions.
- C. Contractor shall prepare and submit accurate insurance claims electronically, to include, but not be limited to, Medicare, Medicaid, Anthem, Champus and other applicable carriers including both commercial and private insurances.
- D. In conjunction with processing billing claims, the Contractor shall assist the Rescue Squad with any reporting requirements mandated by the Commonwealth of Virginia.
- E. Contractor shall act as the payment clearing house by accepting payments on behalf of the County and forwarding such payments monthly to the County on or before the 20<sup>th</sup> of the subsequent month.
- F. Provide the County with an itemized report reconciling all invoices and claims billed, monies collected and outstanding balances on a monthly basis.
- G. Provide appropriate training to insure that County providers have the necessary knowledge, skills and abilities to accurately prepare the required forms initiating the billing process.
- H. Provide County personnel and volunteer members of the Rescue Squad with appropriate training of documentation, charges and applicable health care and other laws and regulations that may be required.

I. Contractor shall maintain accounts and actively pursue collections for a period not to exceed 180 days (6 months) after the initial collection action. If the Contractor determines that an account is uncollectible prior to this 180 day deadline, notification will be supplied to the County.

**IV. REQUIRED INFORMATION IN PROPOSALS:**

A. Contractor shall provide a history of the firm, qualifications and years of experience in 911 EMS services billing.

B. Contractor shall describe in detail their automated billing process for applicable insurance carriers.

C. Contractor shall provide detailed descriptions of proposed EMS services providers and public education campaigns.

D. Contractor shall provide three (3) current references from 911-based entities and their collection rates. References from prior clients are appropriate in addition to the three current references.

E. Contractor shall submit an itemized, non-binding cost estimate for the provision of each billing service proposed to be provided to the County.

F. Contractor shall confirm that, to the best of their knowledge, they are not presently the subject of any federal or state investigation involving fraudulent billing practices.

G. Contractor shall submit their privacy policy to ensure that information obtained from citizens in the County will remain confidential.

H. The contractor shall purchase and maintain sufficient insurance to protect him from claims in the following amounts:

Workers' Compensation	State of Virginia requirements
General Liability	\$1,000,000 per occurrence
	\$2,000,000 annual aggregate
Automobile	\$1,000,000 per occurrence
Professional Liability	\$1,000,000 per occurrence

A Certificate of Insurance shall be required within ten (10) days of the date of the award. The certificate must contain a provision stating that the coverages will not be canceled unless a minimum of fifteen (15) days prior written notice has been given to the County.

I. The Contractor shall indemnify and hold harmless the County, its agents and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees arising out of or resulting from the negligence of the contractor, his agents or employees during the performance of this contract.

J. The Contractor shall possess and maintain a current county business license throughout the term of the project and shall provide a copy of such license within ten (10) days of the date of the award.

**V. GENERAL TERMS AND CONDITIONS:**

**By submitting a proposal, the Contractor agrees to the following contract provisions:**

**A. Non-Discrimination:**

By submitting bids or proposals, bidders, offerors or contractors certify to the County that they will conform to the provisions of the federal Civil Rights Act of 1964, as amended, the Virginia Fair Employment Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and Section 2.2-4311 of the Virginia Public Procurement Act, which provides:

1. During the performance of this contract, the contractor agrees as follows:

a. The contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, political affiliation, veteran status, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, shall state that such contractor is an equal opportunity employer.

c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

2. The contractor shall include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

**B. Ethics in Public Contracting:**

By submitting a bid or proposal, bidders, offerors or contractors certify that their bids or proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder or offeror, supplier, manufacturer or subcontractor in connection with their bid or proposal and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

C. Immigration Reform and Control Act of 1986:

By submitting a bid or proposal, bidders, offerors or contractors certify that they do not and will not, during the performance of this contract, employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.

D. Policy on Drug Abuse:

Contractor agrees to provide a drug free workplace as required by the Virginia Public Procurement Act.

**VI. EVALUATION AND AWARD:**

Following receipt of proposals, the proposals will be evaluated based on the following criteria:

- A. Qualifications and experience of the Contractor
- B. Proposal preparation and understanding of scope of work
- C. Reference checks and evidence of collection rates
- D. Availability of the Contractor to provide timely client assistance and customer service based on prompt and timely updates, complaint and concern resolution and delivery of monies collected.
- E. Non-binding estimate of the cost of service
- F. History of compliance with applicable state, federal and local regulations concerning billing practices and related issues

Selection shall be made of two (2) or more firms deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation criteria. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each firm so selected, the evaluation committee shall make a recommendation of award to the Board of Supervisors. The Board shall then select the firm which it feels has made the best proposal. Should the County determine in writing and in its sole discretion that only one firm is fully qualified, or that one firm is clearly more qualified than the others under consideration, a contract may be negotiated and awarded to that firm. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation, and the firm's proposal as negotiated.

**SURRY COUNTY  
PUBLIC NOTICE**

Surry County is now accepting competitive sealed proposals from qualified third party billing service firms to provide E911 pre-hospital emergency medical services (EMS) incident service billings and collections. Proposal information may be obtained at <http://www.surrycountyva.gov/page/current-bids-&-rfps/> or picked up from the County Administrator's Office, located in the Government Center at 45 School Street, Surry, Virginia 23883 during business hours or requested by telephone at (757) 294-5271. Proposals will be accepted in the County Administrator's Office on or before 4:00 pm, Monday, June 16, 2014. The Board of Supervisors will consider the award of a contract on Thursday, July 10, 2014 at 7:00 pm.

Tyrone W. Franklin  
County Administrator