

Q&As

1) How many billed transports did the Beverly Hills Fire Department bill for in 2013?

2,215

2) What are all levels of care provided by the BHFD? (i.e. Basic Life Support, Advanced Life Support, etc.)

Both.

3) What are the rates charged by the City for all levels of care?

From the current "FY 2014-2015 Schedule of Taxes, Fees & Charges ":

Ambulance and Alarm Fees

REFERENCE	TYPE OF FEE OR CHARGE	2014/15 RATE
77-R-5580	Ambulance Fees	
	Basic Life Support (BLS)	
	Response and Transport Fee	1,079.00
	Assist only (no transport)	538.00
	Advanced Life Support (ALS)	
	Response and Transport Fee	1,332.00
	Assist only (no transport)	711.00
	Oxygen Fee	*
	Medical Supplies	Cost plus 40%
	Mileage Fee (per mile)	*
	<i>*Based on fee established by the LA County Department of Health Services, Emergency Medical Services Agency</i>	
	Non-resident surcharge	10%

4) What is a typical payer mix by primary payer on the transport? Or what was the payer mix (by primary payer on the call) of all transports billed for in 2013?

MediCare: 1,094; Medi-Cal: 108; Insurance: 471; Private Pay: 542

5) Does the City bill for any other service provided by the Fire Department that would be billed for under this contract?

No.

6) What was the Gross Billed Amount on 2013 transports?

\$3,654,263.00

7) What was the Total Collected Amount on 2013 transports?

Fiscal Year 2012-2013: \$2,536,280.13

8) What Software does the BHFD currently use for Patient Care Report (PCR) writing?
What formats does this software export the PCR's in? (i.e. PDF, ASCII, XML, etc.)

Proper LLC dba Recognition Solutions Inc.

9) The RFP specifies future software changes...Does the City have specific Software in mind? If so, what is/are it/they?

None at this time

10) Please confirm the due date for this procurement is 10/31/2014.

It will be for the next Fiscal Year (July, 2015-June, 2016)

11) What is the date by which you will answer these questions?

Please refer to page-2 of the RFP in the City website.

12) Why is the contract out to bid at this time?

Current contract is set to expire by the end of this Fiscal Year 2014-2015.

13) Is there a deadline for questions?

Yes. Please see page-2 of the RFP.

14) When is the anticipated contract start date?

Projected Date: July 1, 2015

15) Has the current contract gone full term?

Yes.

16) Have all options to extend the current contract been exercised?

Yes.

17) Who is the incumbent, and how long has the incumbent been providing the requested services?

Wittman Enterprises, LLC. (since 2002)

18) To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

None.

19) How are fees currently being billed by any incumbent(s), by category, and at what rates?

Please see response to Question #3 on page-1.

20) What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

FY 2013-2014: \$59,616.00

21) Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?

Please visit the City's website and refer to this Bid #15-07 RFP and Addendum.

Or, click on this link:

<http://www.beverlyhills.org/business/bidrfpinformation/currentformalbidsrfps/bid1507ambulancebillingandcollectionservices/>

22) Please describe your level of satisfaction with your current vendor(s), if applicable.

Not applicable

23) What were your annual gross charges last year or for the last 12 months?

Please see response on Question #6.

24) What were your annual total adjustments for last year or for the last 12 months?

\$1,516,660.00

25) What were your annual contractual allowance write offs for last year or for the last 12 months?

Please see response on Question #24.

26) What were your annual gross collections last year or for the last 12 months?

\$1,254,588.00

27) What were your annual billable transports last year or for the last 12 months?

Please see response on Question #1.

28) What are your per-mile ground transport charges?

Please see response on Question #3 on page-1.

29) What are your advanced life support charges?

Please see response on Question #3 on page-1.

30) What are your advanced life support emergency level 1 charges?

Please see response on Question #3 on page-1.

31) What are your advanced life support emergency level 2 charges?

Please refer to response on Question #3 on page-1.

32) What are your basic life support charges?

Please see response to Question #3 on page-1.

33) What are your basic life support emergency charges?

Please see response to Question #3 on page-1.

34) What are your specialty care transport charges?

Not applicable

35) What are your treatments without transport charges?

Please see response to Question #3 on page-1.

36) What is your average per-trip charge?

\$1,649.00

37) When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?

Rates undergo a Fees Study process from an outside Consultant on a quinquennial basis and are subject to change based on the annual Consumer Price Index (CPI).

38) Are there any other charges you assess not otherwise covered by our questions?

Please see response to Question #3 on page-1.

39) What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?

a.) Residents: 56%; Non-Residents: 44%

b.) Yes. They are charged differently.

40) Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?

LA City & LA County through Mutual Aid Agreements

41) What were your transports per year for life support for last year or for the last 12 months?

Please see response on Question #1.

42) What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?

ALS-1: 1,445

43) What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?

ALS-2: 10

44) What were your transports per year for basic life support for last year or for the last 12 months?

BLS: 760

45) What were your transports per year for specialty care transport for last year or for the last 12 months?

Please see responses on Questions' 41-44.

46) What were your transports per year for treatment without transport for last year or for the last 12 months?

858

47) What is your payer mix expressed as percentages of 100% billed?

Please see response on Question #4.

48) What is your payer remit mix expressed as percentages of 100% of what you typically received?

Please see response on Question #4.

49) How many total transport vehicles do you now operate?

6 Rescues

50) What is your average loaded miles per trip?

2.3 mi.

51) What is your average revenue per call?

2013 Gross Billed Amount: \$3,654,263.00

Annual Gross Collections (last 12 months): \$1,254,588.00

52) Do you have a lockbox provider and, if so, which provider?

No.

53) If you have a lockbox provider, will that provider remain in place as a result of this procurement?

Not applicable.

54) Do you have an EPCR provider and, if so, which provider?

None.

55) Do you have a collection agency provider and, if so, which provider?

Wittman Enterprises, LLC

56) Which local hospitals or care facilities typically receive most of your patients?

In no particular order: Cedars-Sinai ; UCLA; Olympia; Kaiser (in Cadillac)

57) Please provide BHFD's total Net and Gross Charges in its more recently completed fiscal year.

Please refer to Questions' 6-7 responses.

58) Please provide the total Amount Collected from the following payer types from the most recent fiscal year (Payment Mix):

a.) Medicare: \$469,708.00

b.) MediCal: \$\$12,266.00

c.) Insurance: \$664,085.00

d.) Self-Pay: \$108,529.00

60.) Please provide the total Amount Charged to the following payer groups from the most recent fiscal year: Medicare; MediCal; Insurance; Self-Pay.

Please see response on Question #58.

61.) Does the BHFD currently have any special billing contracts in place with any non-governmental agencies?

None.

62.) Is your current billing internal or outsourced?

Outsourced

63.) If outsourced, who is your current vendor and what is the current cost of their services to you in dollars and percent?

Please see response on Question #55.

64) Does your vendor currently provide you with delinquent account collections?

Yes.

65) If your vendor provides delinquent account collections, what is the current cost of those collections in dollars and percent?

\$18.25 per ambulance transported submitted

66) If your vendor does not provide delinquent account collections, are you interested in considering bidders to provide collection services?

Not applicable

67) Why are you currently going out to bid?

Please see response on Question #-12.

68) What is your current method of PCR data collection? Paper or electronic?

Initially paper, scanned & electronic submission thereafter

69) If electronic, who is your ePCR vendor and what is your specific software package?

a.) **Please see response on Question-54**

b.) **Please see response on Question #8**

70) Are you looking for new ePCR software? If so, what is your preferred solution and how many licenses will you need?

Not at this time.

71) Are you looking for new hardware? If so, what is your preferred solution and how many toughbooks (tablets etc.) will you need?

No. (See response on Question-70 also)

72) What is the anticipated start date for this contract?

Please refer to response on Question #14.

73) What is the length of the contract?

3 years with an option for 2 additional two-year periods (pursuant to the same terms and conditions)

74) Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts?

Yes.

75) What is the current level of care that you provide?

Please see response on Question-2.

76) What is your total number of responses per year?

Fiscal Year 2013-14: 3,726

77) How many of those responses are billable?

Please see response on Question-1.

78) What is your anticipated growth or decline in the number of transports for the next few years?

Information is unavailable at this time and requires extensive research.

79) What are your charges for the following services?

BLS, ALS1, ALS2, SCT, BLS Non-Emergency, ALS Non-Emergency, ALS2, Mileage, Air Transport, No Transport/At Scene

Please see response on Question #3.

80) What is your average number of loaded miles per transport?

Please see response on Question-50.

81) Do you bill for no transports?

Please see response on Question #-3.

82) Do you charge for a base rate mileage only?

Please see response on Question-3.

83) Does your service itemize other charges?

Please see response on Question-3.

84) What is your 2013 payer mix?

Please see response on Question-4.

85) Is the payor mix provided based on cash receipts or gross charges?

Gross charges

86) The following financial information we are requesting will be for the previous full year to date.

- a.) What are your total charges? See response on Question-26
- b.) What is your total cash revenue? See response on Question-7
- c.) What are your total adjustments in dollars? See response on Question-24
- d.) What are your total mandatory adjustments in dollars? (Mandatory adjustments include Medicare, Medicaid, Worker's Compensation, VA, bankruptcy, intercept, Gunderson, Alliance, Blue Cross/Blue Shield, HIRSP, WEA Trust, Not Medically Necessary, Medical Associates, Tri-Care, and interest offset.) See response on Question-58

87.) What are your evaluation criteria? What is the percentage weighting for each evaluation criterion?

Please see response on Question-21.

88.) Would it be acceptable to submit a redacted copy of our proposal (confidential information already blacked out) for Open Records requests?

No. If City receives such a public records request, City will determine what portions of the proposal, if any, are not subject to disclosure under California law. A vendor may submit a request to City to redact portions of the proposal and provide the legal basis under California law for the redactions. City shall make the final determination regarding the disclosure of the proposal under the California Public Records Act.

89.) Item 3-5 on page 5 states that, "The policy or policies required by the Agreement shall be issued by an insurer admitted in the State of California and with a rating of at least a B+ VII in the latest edition of Best's Insurance Guide." This requirement is very limiting to out of state vendors. Is this requirement up for negotiation upon contract award?

No; however, the City may reevaluate, if the non-admitted carrier can provide proof of financial stability with a minimum Best rating of an A.

END OF Q&A