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1. Why has this bid been released at this time?

Due to increasing demand on emergency medical services, a 2023 increase in ambulance transport fees and ground emergency medical transportation funding; the City is exploring providers and rates. It's also the City's Purchasing Policy that any professional services are generally contracted through a Request for Proposals (RFP).

2. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

Please see RFP, Section 1 – Objectives, Section 4 – Requested Information, Section 5 – Proposal Format, Section 6 – Proposal Submittal and Section 7 - Standard Terms and Conditions.

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

Please see RFP, Section 1 – Objectives, Section 4 – Requested Information, Section 5 – Proposal Format, Section 6 – Proposal Submittal and Section 7 - Standard Terms and Conditions.

4. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

As stated in the RFP: "This process also provides the City the opportunity to explore alternative procedural methods that could improve its EMS billing and reporting capabilities." The City will review all submittals including those that may deviate from the current fee structure.

5. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

The City is satisfied with the current provider and invites them to participate in the RFP.

6. If this is a term contract subject to renewal, what is the term and the maximum number of option periods?

Please see RFP, Section 1 - Objectives.

7. Has the current contract gone full term?

Current contract expires March 25, 2023.



8. Have all options to extend the current contract been exercised?

Yes.

9. Who is the incumbent, and how long has the incumbent been providing the requested services?

Paramedic Billing Services (PBS) has been providing the requested services since 1996.

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

The ability to deliver services to the City will be the primary determining factor. The submitting firm should explain their ability and/or limitations to provide services to the City.

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

Please see RFP, Section 3 - Background.

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

Please see RFP, Section 3 - Background.

13. What are your advanced life support charges?

Please see RFP, Section 3 - Background.

14. What are your basic life support emergency charges?

Please see RFP, Section 3 - Background.

15. What are your specialty care transport charges?

Not applicable.

16. What are your treatment without transport charges?

The City does not have a charge for treatment without transport.

17. What is your average per-trip charge?

Please see RFP, Section 3 – Background - Collection information from 2021 from current provider - # 7

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

The City recently increase the ambulance transport services fee by 10%. This change will be effective January 1, 2023.



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

For 2021, 83% of patients were residents and 17% of patients were non-residents. Residents and non-residents are billed at a different rate. Please see RFP, Section 3 – Background for rates.

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

Please see RFP, Section 3 - Background. In addition, the City is a member of the Mutual Aid Box Alarm System (MABAS). MABAS was organized to provide mutual aid, specialized response, unique resources, and combined training.

21. What were your transports per year for advanced life support (ALS) for last year or for the last 12 months?

For the last 12 months, the total count was 1,310 transports. For ALS Level 1 the count was 1,286 and for ALS Level 2 the count was 24.

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

Please see response to Question 21.

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

Please see response to Question 21.

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

For the last 12 months, the count was 1,028 transports.

25. What were your transports per year for basic life support emergency for last year or for the last 12 months?

The City does not differentiate between basic life support and basic life support emergency.

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

Not applicable.

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

For 2021, the count for treatment without transport was 331.

28. What is your payer remit mix expressed as percentages of 100% of what you typically receive?

Please see RFP, Section 3 - Background.



29. How many total transport vehicles do you now operate?

Two full time with a third for special events and when staffing allows.

30. What is your average loaded miles per trip?

The average loaded mileage per trip is 2.1 miles.

31. Do you have a lockbox provider and, if so, which provider?

The City does not have a lockbox provider but instead is paid directly by EFT from insurance carriers.

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

The City does not have a lockbox provider but instead is paid directly by EFT from insurance carriers.

33. Do you have an EPCR provider and, if so, which provider?

Yes, ESO.

34. Do you have a collection agency provider and, if so, which provider?

Paramedic Billing Services handles both ambulance billing and collection services.

35. Which local hospitals or care facilities typically receive most of your patients?

NorthShore Highland Park Hospital

36. Are you looking for one firm to handle all of this or would you entertain a collections only RFQ.

The City is looking for a firm that can provide both ambulance billing and collection services.

37. What ePCR software is currently being utilized by your Fire Department?

ESO

38. Does the agency utilize a bank lockbox for receipt and deposit of payments? The City does not have a lockbox provider but instead is paid directly by EFT from insurance carriers.

- a. If so, will the billing vendor have online access?
- b. Will the billing vendor be required to pay the lockbox fee, or will the cost be covered by the agency?
- c. If you require the billing vendor to pay, can you provide the current cost of the lockbox?

39. Will the billing vendor be required to mail Notice of Privacy Practices to transported patients?

No.



40. Does the agency accept credit card payments and if so, is the vendor responsible for credit card fees?

Billing vendor can accept all forms of payment at its discretion and in accordance with the law, pass on credit card fees to the cardholder.

41. Does the agency prefer the new vendor to assist in providing the data needed for GEMT or would the agency prefer that the new vendor handle the entire project?

The City will review all submittals of all vendors that can provide the data needed for GEMT or that can handle the entire project.

42. In the two most recent fiscal or calendar years, what was the actual number of **billable** transports by the agency? Please separate the amounts in years (i.e., total for 2021, total for 2020).

2021: 2,063

2020: 1,678

43. In the two most recent fiscal or calendar years, what was the total amount of cash posted by the agency for ambulance transports? Please separate the amounts in years (i.e., total for 2021, total for 2020).

2021: \$762,008.08

2020: \$716,252.97

44. In the two most recent fiscal or calendar years, what was the total amount of gross charges generated by the agency for ambulance charges? Please separate the amounts in years (i.e., total for 2021, total for 2020).

2021: \$1,227,000.33

2020: \$1,007,114.16

45. Please provide the number of emergency transports broken down by service level:

a. ALS1 – 1,286

b. BLS – 1,028

c. ALS 2 – 24

d. Any other billable dispositions broken out by each disposition – N/A

46. Please provide the number of non-emergency transports broken down by service level:

Not applicable

a. ALS1 Non-Emergency

b. BLS Non-Emergency

c. Specialty Care Transport

d. Paramedic Intercept

e. Treat No Transport

f. Lift Assists

g. Any other billable dispositions broken out by each disposition

47. If your agency indicated above that you perform non-emergency transports, can you please provide further feedback on the types of non-emergency transports that you



perform (dialysis, hospital procedures, hospital or nursing home discharge, physical therapy, etc.)?

Not applicable

48. What is your average loaded mileage?

The average loaded mileage per trip is 2.1 miles.

49. Who is the current vendor for Highland Park and what is the fee?

The current vendor is Paramedic Billing Services (PBS). The City pays PBS a fee of 4% on all payments collected based on the payments received in the preceding month, whether payment is made to PBS or sent directly by the payer to the City.

50. Please provide the total amount collected in 2021 from GEMT and if that amount is included in the total collected revenue (\$974,654.39) within the RFP?

The total amount collected in 2021 from GEMT was \$130,513.44 and it was included in the total collected revenue within the RFP of \$974,654.39.

