
THE VILLAGE OF TINLEY PARK

Cook County, Illinois

Will County, Illinois

RESOLUTION

NO. 2023-R-160

**A RESOLUTION APPROVING AN AGREEMENT BETWEEN THE VILLAGE OF TINLEY
PARK AND FIRE RECOVERY USA FOR EMERGENCY REIMBURSEMENT COST
RECOVERY SERVICES**

**MICHAEL W. GLOTZ, PRESIDENT
NANCY M. O'CONNOR, VILLAGE CLERK**

**WILLIAM P. BRADY
WILLIAM A. BRENNAN
DENNIS P. MAHONEY
MICHAEL G. MUELLER
KENNETH E. SHAW
COLLEEN M. SULLIVAN
Board of Trustees**

RESOLUTION NO. 2023-R-160

A RESOLUTION APPROVING AN AGREEMENT BETWEEN THE VILLAGE OF TINLEY PARK AND FIRE RECOVERY USA FOR EMERGENCY REIMBURSEMENT COST RECOVERY SERVICES

WHEREAS, the Village of Tinley Park, Cook and Will Counties, Illinois, is a Home Rule Unit pursuant to the Illinois Constitution of 1970; and

WHEREAS, the Corporate Authorities of the Village of Tinley Park, Cook and Will Counties, Illinois, have considered entering into an Agreement with Fire Recovery USA, a true and correct copy of such Agreement being attached hereto and made a part hereof as **EXHIBIT 1**; and

WHEREAS, the Corporate Authorities of the Village of Tinley Park, Cook and Will Counties, Illinois, have determined that it is in the best interests of said Village of Tinley Park that said Agreement be entered into by the Village of Tinley Park;

NOW, THEREFORE, Be It Resolved by the President and Board of Trustees of the Village of Tinley Park, Cook and Will Counties, Illinois, as follows:

Section 1: The Preambles hereto are hereby made a part of, and operative provisions of, this Resolution as fully as if completely repeated at length herein.

Section 2: That this President and Board of Trustees of the Village of Tinley Park hereby find that it is in the best interests of the Village of Tinley Park and its residents that the aforesaid "Agreement" be entered into and executed by said Village of Tinley Park, with said Agreement to be substantially in the form attached hereto and made a part hereof as **EXHIBIT 1**.

Section 3: That the President and Clerk of the Village of Tinley Park, Cook and Will Counties, Illinois are hereby authorized to execute for and on behalf of said Village of Tinley Park the aforesaid Agreement.

Section 4: That this Resolution shall take effect from and after its adoption and approval.

ADOPTED this 19th day of December, 2023, by the Corporate Authorities of the Village of Tinley Park on a roll call vote as follows:

AYES: Brady, Brennan, Mahoney, Mueller, Shaw, Sullivan

NAYS: None

ABSENT: None

APPROVED this 19th day of December, 2023, by the President of the Village of Tinley Park.


Village President

ATTEST:

Village Clerk

EXHIBIT 1

**AGREEMENT WITH FIRE RECOVERY USA FOR EMERGENCY REIMBURSEMENT
COST RECOVERY SERVICES**



Village of Tinley Park

Emergency Response Reimbursement

Purchasing

Mike Rivera

Chief Business Development Officer

2271 Lava Ridge Court, Suite 120
Roseville, CA 95661-3065

email: m.rivera@FireRecoveryUSA.com

office: 1.888.640.7222

cell: 916.238.8541

www.FireRecoveryUSA.com

DUE DATE: November 17, 2023 at 10:30 a.m.

FR Fire RecoveryUSA
Fire Billing Solutions

Village of Tinley Park

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November 9, 2023

Village of Tinley Park
Attn: Clerks Office IFB Mobile LPR
16250 S. Oak Park Ave.
Tinley Park, IL 60477

Dear Clerks Office,

Thank you for the opportunity to provide a proposal for your "EMERGENCY RESPONSE REIMBURSEMENT".

We are confident that we meet and exceed the specifications listed in the Requirements (other than the listed exceptions). Fire Recovery USA is by far the largest and most successful cost recovery billing service in the fire industry. We have over 1,720 cities and fire departments in 43 states that have placed their trust in us to provide cost recovery programs (over 150 in Illinois).

Our company has over fifteen years in cost recovery with tens of millions of dollars collected. Since you are a current client, there is virtually no setup or training of your personnel, and we'll continue to offer our outstanding customer service to ensure your needs and goals are met to the highest standard.

The information contained in this proposal or any part thereof, including any exhibits, schedules, and other documents and instruments delivered or to be delivered to the City, are true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Town as to any material facts.

We offer services that cover all of your requested services and this proposal is valid for 120 days. Please feel free to contact us if you would like clarification on any aspect of this proposal.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mike Rivera', is written over a light blue horizontal line.

Mike Rivera
Chief Business Development Officer

M.Rivera@firerecoveryusa.com

www.firerecoveryusa.com

2271 Lava Ridge Court, Suite 120
Roseville, CA 95661

Phone 888-640-7222
Fax 916-290-0542

GENERAL INFORMATION

Fire Recovery USA, LLC
2271 Lava Ridge Ct, Suite 120
Roseville, CA 95661

(888) 640-7222
(916) 943-1661 – fax

www.FireRecoveryUSA.com

- Contact: Mike Rivera – (916) 238-8541 – m.rivera@firerecoveryusa.com
- Business Hours: 9 AM (CST) to 8 PM (CST)
- Incorporation: California, USA
- Years in Business: 17
- Personnel: approx. 30 employees
- Work to be performed at office location in Roseville, CA.

EXPERIENCE

Fire Recovery USA, LLC was founded in 2006 and is located in Roseville, California and provides cities and fire departments across the United States with cost recovery funding programs in conjunction with motor vehicle incidents, structure fires, hazardous material spills, and fire inspection programs. Fire Recovery USA is the sole provider of these programs and the software developed to administer them. We do not use partners to administer the above-mentioned programs.

Fire Recovery USA has established and implemented systems for Over 1,720 customers in 43 states. We have the experience and brand recognition that has positioned us as the market leader in this niche. The company has a proprietary and very successful billing system developed specifically to meet industry needs. This system and its efficiencies have proven to successfully provide collection rates far superior to other competitors.

Fire Recovery USA has developed a methodology to process claims that has not been matched by the competition. This methodology centers around the company's policy of communicating and corresponding with the responsible parties as well as providing flexible payment options and electronic communication.

TOTAL ORGANIZATION

Fire Recovery USA is one of three entities that comprise our family of cost recovery and technology services.

1. **Fire Recovery USA**
2. **Streamline Automation Systems**

1. Fire Recovery USA provides eight main cost recovery programs.

Emergency Response Cost Recovery Program - You incur significant costs responding to incidents. Appropriately recovering the costs of high impact events is becoming the new standard. Let us provide you with an estimate of your potential recovery.

iPad Inspection / Inspection billing - By combining technology with automation we can greatly enhance your inspection and permitting program. You inspect, we do the rest, efficiently and quickly with full transparency. We follow up on payments; have 24/7 live data reporting and the highest recovery rate in the industry.

2. Streamline Automation Systems, LLC. Fire Recovery USA and Streamline Automation Systems develop, market, and support our proprietary systems used for false alarm management. All components of this response are controlled by Fire Recovery USA, so no other vendors/partnerships are necessary for this response.

Streamline Automated Systems are simple to use. Data and information is seamlessly and automatically transferred from the CAD or RMS into the secure, online web based user interface and customized front-end portal. It is securely and conveniently stored in the cloud for remote and immediate access for updates, validation and follow-up. Streamline's proprietary software is hardware agnostic, meaning you can access your data via any computer, tablet device, or smartphone. Our proprietary systems allow for complete customization, and quick and agile turnkey deployment. Customizable features include personalized portals, site management, billing, mapping and interface design, among other elements.

Streamline Inspections is a mobile and cloud-based inspection platform designed for state and local government and business performing inspection services. Streamline Inspections is designed to make inspections easier and more cost effective to manage regardless of the department or AHJ. The Application was designed by inspectors for inspectors and with multiple programs in mind: Fire Inspections, HazMat, Brush or Weed Abatement, Health Inspections, Community Development and Code Enforcement, together in one system.

It is designed to work the way you work: our iPad-based software goes anywhere you need to go. Locally stored data on the device allows you to work where there is no connection to Wi-Fi or cell. Push notices allow notification of time critical new tasks.

The checklist-based system will incorporate any checklist and data field, from true false, to text, photos, values, dynamic rules and more. Find violations not on your checklist, no problem, your local codes can be loaded on the device as well. We have agreements with ICC and NFPA, to deliver virtually any code set. No shuffling multiple inspection forms or using software that just doesn't meet your needs. It's the most intuitive and versatile inspections application on the market.

PROPOSED TIMELINE AND TRAINING:

A timeline for accomplishing the scope of work identified in this proposal, estimating the amount of time it will take to complete each task. Unless advised otherwise by the Fire Department, our "System Implementation" plan is as follows:

1. Upon receipt of a signed contract from the Fire Department, Fire Recovery USA will request information in order to setup your account file in RecoveryHub. This information is required in order to facilitate the account setup.
 - a. Information includes basic account information.
 - b. Who will manage the project for the Fire Department
 - c. Where checks are to be mailed, etc.
2. Fire Recovery USA will need a contact for the Fire Department to install the link to your RMS software application (if applicable) to export the data automatically from your RMS Software.
3. FRUSA will provide the information on how to submit runs into our system. Although most clients need no more help, a live Zoom or Conference Call is available upon request. Live on-site training is available for an additional cost, but most likely not necessary.
4. FRUSA will provide "printable" Run Reports (for use "on-site" during the billable event in order to collect the correct billing data).
5. In most cases, our clients can begin billing within one to two weeks of receipt of your signed contract, depending on how fast our clients can schedule the training of their personnel.

HIPAA

Our Emergency Incident billing programs require no HIPAA information, and as such, no HIPAA information is collected or harvested. In addition, we have been certified by a

third-party consultant as not having any exposure to HIPAA. None of the data we collect falls within HIPAA regulations.

NON-DISCRIMINATION

Fire Recovery USA affirms that we comply with all state and federal regulations related to non-discrimination.

STAFF CRITERIA

Fire Recovery USA strives to employ highly competent and efficient processors. Once a prospective employee is identified they are screened through the E-Verify system to establish and document their legal work status. Each candidate is subject to several interviews with management personnel and must pass a series of tests Fire Recovery has developed. These proprietary tests measure a candidate's ability to perform at established standards in computer competence, language skills and customer service.

Upon employment, new processors are teamed with an experienced staff member who spends a week with them in intensive side-by-side training. The new processor is able to experience how a veteran processor handles the various challenges of their workday and is exposed to the high standards expected by Fire Recovery USA. Once the week of intensive training has concluded, the new processor remains assigned to the experienced staff member who continues to act as a mentor until the new processor is able to operate independently.

CUSTOMER SERVICE PHILOSOPHY

Customer Service is a key component in Fire Recovery's success and has directly led to our industry-leading achievement. Customer service is stressed as a vital factor that makes us different from our competitors.

Each piece of correspondence sent to residents and businesses in your community will include phone numbers and email addresses that can be used to contact Fire Recovery USA. We respond to each contact as soon as possible, but never more than one business day after contact. If the contact has a question our staff cannot answer we have a "Ticketing System" whereby we contact a City employee, as designated by the City, who will answer the question by email and Fire Recovery will contact the person with the response. Fire Recovery USA has successfully employed this system with our existing client base. The system allows each question or problem to be tracked until its resolution and helps assure no open items are lost or overlooked as they remain open until

completion. Our clients also appreciate this system as they are not subject to numerous phone calls from our staff and they can respond to open issues by email through the "Ticketing System" as time allows within their work schedule.

As part of his or her training, each employee of Fire Recovery USA is versed in the importance of customer service. They are required to maintain a courteous, business-like demeanor in all contact and correspondence with our clients and their constituents.

Fire Recovery USA's ownership and management believe in modeling our commitment to high-level customer service. Employees are our "customers" and need a regular demonstration of appreciation. We strive to maintain a family atmosphere in our office environment while continually encouraging our employees to reach higher levels of achievement through further evaluation and testing, as well as incentive programs to encourage success and managerial thinking.

EXPERIENCE OF THE FIRM

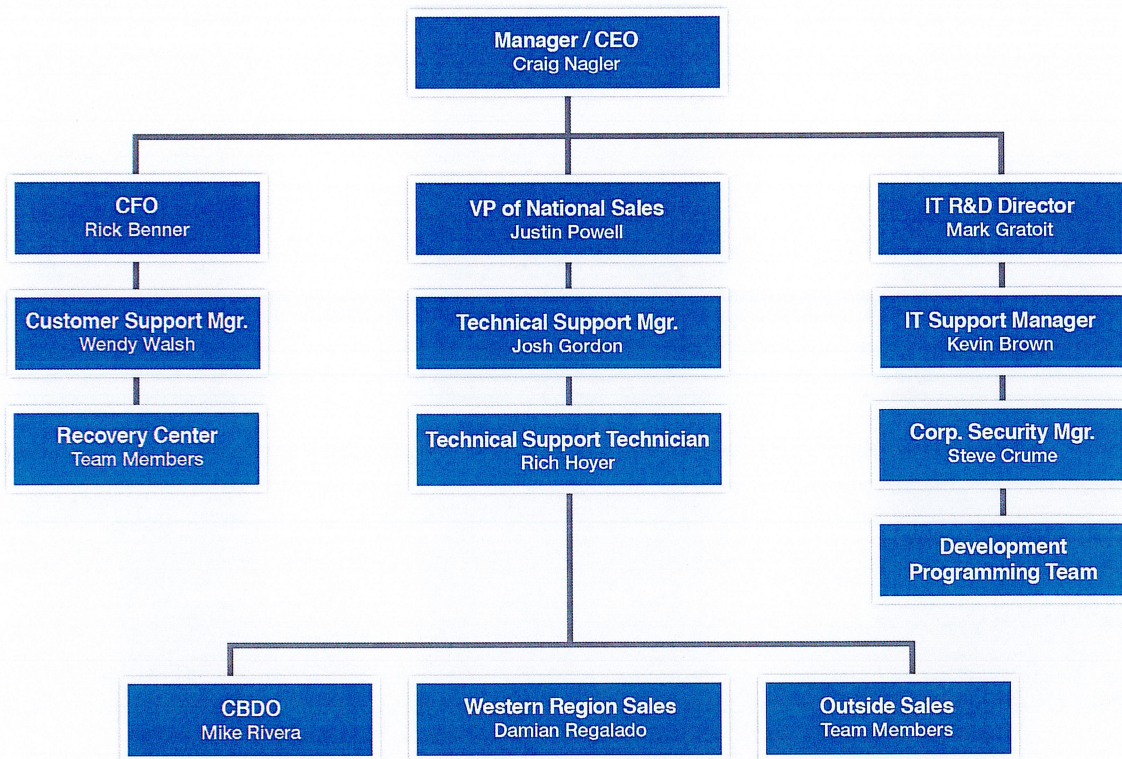
As the nation's largest and most successful biller of Emergency Incidents for cities and fire departments, our growth of clients has been staggering. We have over 1,720 clients as of the date of this proposal. Our collections are the highest in the industry averaging between 70% and 100% depending on the type of run.

Emergency Incident billing is handled in our Roseville, CA facility. Our Emergency Incident system provide 24/7 access to our billing software and reporting system from any web-browser.

We will provide unlimited web-based live webinar training for new employees.

Virtually all of our metro/muni clients are government clients (local government / city or county) and our experience is the equivalent as with our non-government accounts. They achieve the same high collection rates.

ORGANIZATIONAL STRUCTURE



Fire Recovery USA is a privately held LLC, and as such does not provide financial information, however, we are happy to provide banking references upon request. The Owner/manager of Fire Recovery USA LLC is Craig Nagler.

Working as a cohesive team utilizing project management technology such as Basecamp, Google Hangouts, and JitBit Ticket Tracking software, we have on-boarded over 1,600 clients quickly and efficiently. Justin Powell will head the project, including on-boarding and the delegation of tasks to the appropriate internal personnel. He will oversee the progress and work to keep the project on schedule.

KEY INDIVIDUALS

Justin Powell – Head of Project, onboarding and training, oversee all aspects

Rick Benner – Assist project onboarding, facilitate financial account setup

Wendy Mangan – Manage RecoveryHub account setup

Mark Gratoit – Director of Research and Development

Kevin Brown – Head of RMS/CAD Link Establishment and Testing



Justin
Powell

VP, Director of Sales

Fire Recovery USA

j.powell@firerecoveryusa.com

(916) 297-0205 – Direct

March 2013 – Present

In March of 2013 Justin made the transition to join the Executive Management team at Fire Recovery USA. As the market demand grows and the increasing need for service and technology unfolds, strong leadership and direction is needed, as is in-depth knowledge of industry systems and practices. As part of the Executive Management team, Justin is responsible for providing direction and vision for company decisions and investments of the company's capital and resource. Justin is also responsible for leading our sales and marketing team with an intense focus on product and service delivery. Our complete focus is to provide the best overall experience to our customers. The first point of contact in any organization is your sales representative and our commitment is to be available to our customers, listen to their needs and deliver.

National Sales Manager

FIREHOUSE Software

September 2007 – March 2013 (5 years 7 months) Urbandale, IA

Growing the market-leading Fire Records Management Software domestically and internationally. Responsible for leading all advertising and marketing campaigns using print and web media. Involved in market research, product development and R&D to lead company direction and industry leading products. Advising software development for .net conversion and application development for iPad and Android platforms.

Led an external independent sales staff of 4 and an internal staff of 3.

Firefighter/EMT

City of Clive

August 2006 – November 2011 (5 years +) Clive, IA

Primary EMS care on ambulance and engine company response. Structural fire suppression. Life safety fire inspections and prevention Public education FFI, FFII, HazMat Operations, Driver Operator, EMT

Rick Benner

Chief Financial Officer

Fire Recovery USA

rick@firerecoveryusa.com

(916) 462-6721 – Direct

January 2008 – Present

Rick began his career as a certified public accountant with Coopers & Lybrand, an international public accounting firm. After five years with the firm he became Vice President of Finance for the National Basketball Association's Kansas City Kings before relocating with the team to Sacramento, California in 1985. He quickly developed an expertise in the NBA's salary cap and negotiated multi-million dollar player contracts on behalf of the Kings' organization. Rick was promoted to president of the Kings and Arco Arena in 1989 and at the time was the youngest president of any major professional sports franchise. As president he had overall responsibility for ticket sales, radio and television game broadcasts and advertising sales, media and public relations, in arena advertising and arena operations, including concessions, security and parking. He remained in the role as president through 1999.

After leaving the Kings, he has owned and participated in the development of businesses in the health care, airline transportation and mortgage industries.

Rick joined Fire Recovery USA in 2008 and has made a major contribution to the development of the company's proprietary software assuring proper financial controls are in place. While his primary responsibility is managing all financial and legal aspects of the company's operations, he assists in all areas of the company's business development.



Wendy Mangan

Manager – Processing Center

Fire Recovery USA

wendy@firerecoveryusa.com

(916) 462-6723 – Direct

January 2010 – Present

As a member of the Fire Recovery management team Wendy brings with her a significant amount of experience. Her previous experiences uniquely position her to lead our service and processing center. Wendy is an experienced manager specializing in professional billing services and superior customer manager. She is an experienced police dispatcher in a metropolitan agency and knows first hand the difficulties in providing public safety. At Fire Recovery Wendy is responsible for all processing center staff. Wendy manages scheduling and staff performance and insures the office is compliant with all state, OSHA and HIPAA laws and regulations.

Manager – Medical Office

Curtis G. Croft, DDS

January 2008 – 2010 (2 years +) Roseville, CA

Responsible for staff schedule and staff performance and ensured the office was compliant with all state, OSHA and HIPAA laws and regulations. Observed and protected patient confidentiality per policies and procedures. Managed business records as well as accounts receivable/payable.

Dispatcher

Sacramento Police Department

January 2004 – 2008 (4 years +) Sacramento, CA

Duties required the ability to effectively communicate, multi-task, evaluate, prioritize and quickly make decisions in extremely critical situations demanding immediate and accurate response while providing a high level of service to the public. Responsible for providing pertinent data in response to requests for information regarding vehicle registration, driving records and warrants. Monitored direct emergency alarms and complex public safety radio frequencies while operating a variety of communications equipment.

PROJECT UNDERSTANDING AND APPROACH

UNDERSTANDING:

Fire Recovery USA specializes in providing seamless methods of cost recovery to cities and fire departments nationwide. Fire Recovery USA processes more than 50,000 Emergency Incident Billing events per year and delivers millions of dollars in recovered funds to our clients annually. Our systems make the process of cost recovery efficient in all aspects of the program. Our goal is to make the program as seamless and effortless as possible.

Each of our Processing Center staff is focused on processing Emergency Incident Billing accounts and only Emergency Incident Billing accounts. We have dedicated billing staff for these types of claims who focus on this type of billing full-time and can deliver the highest possible financial return to our clients.

Our processing team will go to work to insure the highest collection rate possible for the City. Your administrative team will have access to the RecoveryHub from any computer with internet access and see **REAL TIME** run data and reports, 24/7. This fully transparent system will allow you to see every contact and phone call we've made, the status of the bill, and track and reconcile every payment we've received. Each step in our process is visible to you, the end user, so you always know the status of your recovery efforts.

SCOPE OF WORK

1. Fire Recovery USA will provide the technology to electronically input run data into the RecoveryHub for processing.
2. Fire Recovery USA will bill on your behalf, for runs submitted and the service you provide, as allowed by your Ordinance.
3. We will work with the insurance companies directly to ensure payments are made for invoices submitted.
4. We will provide real time access to all your claims as well as the ability for the end user to run reports on demand.
5. We will provide automatic monthly reporting and real time access to your account for 100% transparency.
6. We will develop a successful professional working relationship with the City.
7. We will provide training and project management for your staff.
8. We will provide a dedicated account manager for the City.

9. We will provide our programs with professionalism while maintaining the integrity of the City.
10. We will ensure the highest level of customer service for support and assistance. Customer service and support are available between 9:00 AM and 8:00 PM CST but can be accommodated outside of these hours for special needs.
11. We will provide for a systematic and standard recovery process that allows creditability to be maintained with insurance providers.
12. We will provide the highest collection rate in our industry – over 90% for fluid-based/HazMat Related Emergency Incidents and over 70% overall on billable incidents.
13. We will provide and/or allow access to the newest technology and applications in order to insure the most efficient workflow and processes.
14. We will provide insurance documentation upon award of the contract.

REPORTS:

Fire Recovery USA is committed to providing the City with the most advanced reporting tools available through our website, RecoveryHub. RecoveryHub provides custom report capabilities that we continue to develop in order to satisfy our customers' needs.

1. We provide detail and summary reports (automatically and electronically) 24/7 from any internet-connected computer.
2. We provide an accounts receivable aging report and a report on any billing (claims).
3. We provide a web-based portal to appropriate City staff to access and view the status of all relevant reports or files, all updated real time. This is based on user security and roll access to the system.
4. We provide the City with a report on all claims and disputes.
5. We provide custom reports and data exports on any data fields.

MISCELLANEOUS:

1. Provide a primary and a secondary contact for daily operational inquiries and notify the City of any contact changes.

2. Provide on-line electronic file lookup and be able to accept information from the City via email, fax, or in an electronic format;
3. Provide a custom form for the City to utilize in order to collect the data needed for proper bill processing, as stated per ordinance; and
4. Ensure daily backups are stored in a secure, safe location.
5. We are willing to modify our cost recovery methodology to the extent that it conforms to the City's philosophy of interaction with the citizens. We will follow the City's philosophy is to pursue accounts in accordance with your state law. We will not subcontract cost recovery activities to a third party, without the express written consent of the City.

CONFIDENTIAL INFORMATION

Our Official Internal Control Policy is that no confidential information will be released to anyone other than the password protected person(s) authorized by the City and the insurance company(s) involved in the incident. In addition, only those employees in our Recovery Department who are authorized to input and track claims will have access to confidential information on any claims and the individuals involved in the claims.

HIPAA Information: Our Emergency Incident billing programs require no HIPAA information, and as such, no HIPAA information is collected.

HARDWARE AND SOFTWARE INFRASTRUCTURE & SECURITY

Fire Recovery USA has aligned itself with some of the best service providers in the industry to ensure the security of our client's data and availability of our services. Our entire infrastructure is hosted in Microsoft's Azure Cloud Platform. This platform has its own Security Center that is inherent to that environment however, we go one step further. Qualys is a third-party application that we use to monitor for malware and conduct additional vulnerability scans. The combination of the two services provides us a robust security solution with real time threat detection and a true geo-redundant footprint.

If you are a billing customer, then you probably know how important and how difficult it can be to become and remain PCI compliant. Once again, we have aligned with an industry leader. Authorize.net handles all of our online transactions and maintains a full PCI DSS/SSAE-16 compliant data center to secure your client's sensitive financial data.

Microsoft Azure

- Geo-Redundant Services with real time database replication and application failover

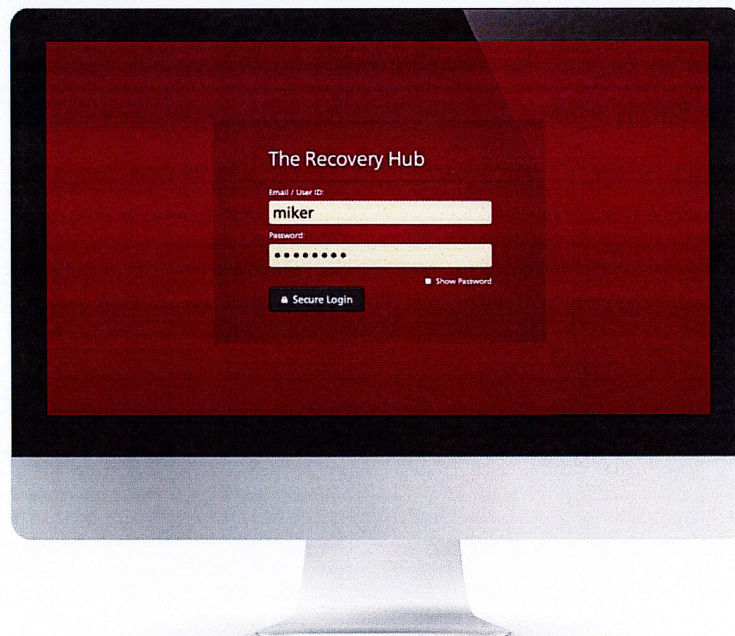
- The only public cloud platform to offer continuous security and health monitoring using Azure Security Center
- All connections and data transfers are encrypted
- All databases are encrypted at rest
- More certifications than any other cloud platform including ISO and HIPAA
- Real time health alerts and active scaling based on predefined threshold limits

Qualys

- Provides additional 3rd party web applications scans and malware monitoring
- Zero day vulnerability scans utilizing behavioral analysis
- Web application scanning for OWASP top 10 defined threats
- Real time alerts on active threats

Authorize.net

- All customer billing transactions are conducted through Authorize.net servers and are PCI DSS compliant
- SSAE-16 compliance validated annually
- HIPAA, GLBA, & California Senate Bill 1386 (SB1386) compliant. Regular audits conducted as required to maintain compliance.



All of the web traffic is encrypted <https://www.therecoveryhub.com> to 128 bit. Here's a screenshot of the secure RecoveryHub login page:

FIRE RECOVERY SITE DISASTER RECOVERY

FRUSA's Server / DC and all virtual servers that reside on-site are protected by an image-based backup solution.

In the instance of a physical server failure or catastrophic operating system problem, FRUSA can be up and running in a matter of minutes by connecting directly to the backup device.

Additionally, each of FRUSA's servers can be quickly restored to a previously working state from these image backups.

All of these image backups are backed up off-site, to our bi-coastal data centers, and FRUSA can connect to their information from just about anywhere. We can pull these images from our data centers and restore them onto new servers.

DATA STORAGE AND REDUNDANCY (CLOUD SITES)

Servers are physically located in Chicago, IL USA.

Ours are virtual servers built on RS's OpenStack infrastructure on that hardware.

The implication of this is that our whole infrastructure is in one data center (except for Cloud Backups, which I believe are stored redundantly by RS).

WEB-A:

- Main site web server
- Stores uploaded documents
- Read-Only Database Replication
- Database backups performed twice hourly
- This server is backed up daily to a server image (Chicago Data Center)
- All files on this server are backed up hourly (Cloud backup)
- This server also uses an Attached Network Storage Partition where the database backups are stored.

WEB-B:

- Main Database Server
- SSL Wrapper for theinspectionhub.com (points to main site for
- This server is backed up daily to a server image (Chicago Data Center)
- All files on this server are backed up hourly (Cloud backup)

FINANCIAL REPORTING PROTOCOL

Fire Recovery USA, LLC has developed a system for processing claims by fire departments for cost recovery related services rendered by those departments. Our software program called RecoveryHub controls this system. We have spent many years developing in this system and consider many elements of it proprietary as the policies, procedures and methodologies we use have been developed at substantial cost and have allowed the company to achieve one of the highest collection percentages in the industry. Therefore, while we will not share some aspects of our policies and procedures so as to provide that information to our competitors, we will provide the following overview of our policies and procedures.

Prior to initiating billing for a client, we ensure the department's fee structure is set up in accordance with all applicable laws and are in line with what is reasonable and customary for Emergency Services. In addition, we emphasize these claims should not be viewed as a profit center, but as a source of reimbursement for costs incurred by a fire department to respond to an emergency situation. We ensure the fee structure for each department is in line with the costs incurred by them to provide each covered service.

As runs are submitted to us for submission to an insurance company, we review the documentation and use the rate structure for the applicable fire department to establish the total claim. We take all necessary precautions to make sure the filing with the insurance company is done in compliance with the established and approved rates.

When filing a claim, we only file against the at-fault party (except in no-fault states). We have several ways to accomplish this goal. In many instances, we are provided with a copy of a police report, which will stipulate the at-fault party and will file a claim with the insurance company listed on the police report. When we don't have a police report we will review the incident report provided by the fire department in an attempt to determine the at-fault party and in most instances we are successful in doing so.

In those rare situations where the at-fault party can't be determined, we will file a claim with one of the insurance companies involved and the insurance adjuster will help us determine if their insured was at fault. If their insured wasn't at fault we will use this information to establish the at-fault party and file a claim with their insurance company. Our company will never file multiple claims at the same time with more than one insurance company for an accident.

Once the at-fault party has been determined we telephone the applicable insurance company and file a claim against the at-fault party in the incident. The insurance company will provide us with the name, phone number and fax number of the adjuster assigned to the file. We will e-fax an invoice with the supporting documentation that provides the authority to file the claim. We will generally wait two to three weeks to contact the adjuster by phone to confirm receipt of our invoice and to inquire about

payment (during this three-week period approximately 15-25% of claims will be paid without any contact).

If the claim hasn't been paid during the two-to-three-week window we will contact the adjuster again to get an update on the file. If we can't reach the adjuster on this call, we will make every effort to contact someone in their office to confirm they have received the invoice and claim related materials. Once we talk to the adjuster we will find out if the claim will be paid, denied or delayed. If they say the claim will be paid, we will mark it a "payment approved" in our system and track it for payment. If it is denied, we request a denial letter.

Once we receive the denial letter we review it to assure the denial is appropriate. If not, we will file a rebuttal letter with the adjuster. If it is delayed while liability is determined, we will ask for a time frame from the adjuster and then place the run on our calendar for follow-up.

All runs are processed through our RecoveryHub system which tracks each run and places them on the calendar of one of our processors who will then follow the claim until it is resolved by payment or denial. If a run is denied it is up to the fire department to determine if they would like to further pursue the claim by billing the at-fault party direct or sending the run to a collection agency for final disposition.

When a payment arrives, our staff will mark the invoice paid in RecoveryHub and note the pertinent information related to the payment in the system. Fire Recovery has a payment cycle that runs from the 25th of one month to the 24th of the next month. After the 24th of the month all accounts are reconciled for accuracy and checks are paid to the fire department and mailed to the department between the 4th and 7th of the next month.

Each fire department client of Fire Recovery has 24 hours 365 day a year access to their account in RecoveryHub and can view all activity and generate reports on runs and payments. The system is totally transparent as to the activity related to each run with notes placed in the file each time a run is touched by Fire Recovery personnel. Fire Recovery provides unprecedented access to a fire department's runs and the status of the Fire Recovery's activity related to each run.

PROGRAM DETAIL

EMERGENCY INCIDENT BILLING PROGRAM (Motor Vehicle Incidents, Technical Rescue, Helicopter Landing Zones, etc.)

At The Scene of the Incident: Your personnel will either log the data from the incident using your existing system protocol/reporting system, or via our paper-based "Incident Reports". You can also log run information real time from the scene with iPad, tablet or PC as long as you have a real time connection to the Internet. **It is the responsibility of the client to collect the billing data, including the name of the insurance companies of the parties involved.**

Upon Return to the Station: We have the ability to harvest the billing data from most of today's most popular RMS Systems. The link will harvest the data information directly into our RecoveryHub site.

RecoveryLink is available only through Fire Recovery USA and is based on nationwide software that has been used in the fire service industry for the past 20 years. Unlike most competitors' exchange software, we don't attach anything to their system. Our system is simply setup to "data dump" the public-record information from the incident into our secured system. We do not download any HIPAA information and everything we receive is considered public record.

After Submitting the Run: The claim begins its track through the billing and recovery process. By utilizing the advanced technology in RecoveryHub, we should be able to use the necessary billing data for most incidents without further contact with the client, depending on the quality of the information provided by your staff. We use the most advanced technology, including interfaces to multiple public databases, as well-as-an advanced skip-tracing system to fill in any missing incident or demographic information. Invoices and letters will be submitted to the insurer in the City's name, and can include language specified by the City.

Fire Recovery will facilitate the process of obtaining accident reports from the Cook County Sheriff's Office to minimize the time crews spend on I80 gathering information.

We work with the insurance companies involved and/or the police to determine who is responsible if necessary for payment. Virtually all of our interaction is with the at-fault individual and their insurance company. We will determine the existing claim number (or create a new claim with the insurance carrier), bill the individual and submit the claim to the insurance company, provide follow-up proof of laws, legal documents, and other information, and finally, recover the funds.

Invoices are faxed or emailed when possible and mailed only if necessary or required by the insurance company. Unlike Medical Transport Billing, there are no electronic filing capabilities for non-medical invoices to automobile insurance companies.

Once an invoice has been submitted, our Processing Center Team members will produce letters, make phone calls, and perform any necessary follow-up on behalf of the City to ensure that maximum revenue is achieved for each incident. An invoice submitted more than 30 days from the incident date typically generates less revenue so we recommend your personnel gather as much information as possible at the scene in an effort to optimize your recovery.

If denied, the claim then moves to our escalation team who responds to the reasons for the denial, provides the responsible party(s) of laws pertaining to the claim, and strategizes the most effective way to counter further denials of the claim.

You always have 24/7 access to submitted runs, and you can view each call made on your behalf to collect the claim. No other competitor offers this level of transparency.

Payment of Runs: On or before the 7th of each month, we issue a check for all payments received prior to the previous month's cut-off date (typically the 24th), minus our collection fee. This payment will also include an itemized breakdown of what runs the check is paid against.

AVERAGE COLLECTION RATES

Overall Average / All Services = 70% to 90%, depending on the type of run

All of the following collection rates are dependent on the quality of the billing data provided by the fire department and are listed assuming good data.

Detail:

- Fluid-based MVAs: 90%
- Non-fluid-based MVAs: 30%
- Vehicle Fires: 31%
- Structure Fires: 42%
- Other Fires: 30%
- Water Incidents: 34%
- Hazardous Materials Incidents: 60%
- Special Rescue Incidents: 34%
- Inspections/Permits – 97%

The following page lists the data required to produce a strong claim for your services. The items in yellow are considered necessary by the insurance industry.

DATA REQUIRED FOR A CLAIM

Date: _____		Incident # _____	
Fire Officer: _____		Alarm Time: _____	Cleared Time: _____
Location: _____			

Vehicle #1	Vehicle #2
Drivers Name: _____	Drivers Name: _____
Street Address: _____	Street Address: _____
City, State, Zip: _____	City, State, Zip: _____
Phone Number: _____	Phone Number: _____
Member or Resident: <input type="checkbox"/> Yes <input type="checkbox"/> No	Member or Resident: <input type="checkbox"/> Yes <input type="checkbox"/> No
Insurance Company: _____	Insurance Company: _____
Policy #: _____	Policy #: _____
Vehicle Make & Model/ License: _____	Vehicle Make & Model/ License: _____

REQUIRED For Extrication and Landing Zone

Which party was extricated (circle):	DRIVER / PASSENGER
Extrication vehicle (Example: Honda, Ford, Dodge, etc.): _____	
Which party was the landing zone established for (circle):	DRIVER / PASSENGER
Landing Zone established for which vehicle (circle):	DRIVER / PASSENGER
<i>* Add other details in Narrative Section (below)</i>	

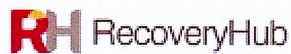
REQUIRED For HAZMAT (Trucking Incidents & High-Dollar HAZMAT Incidents)

Name of the trucking company: _____
Name of the driver: _____
Name of the commercial insurance: _____
DOT # (helpful, but not required): _____
<i>* Add other details in Narrative Section (below)</i>

Narrative: (Please provide a brief description of duties performed):

Apparatus On Scene:	Personnel On Scene:
Scene Procedures (Indicate all that apply):	
<input type="checkbox"/> Traffic Control	<input type="checkbox"/> Fluids Mitigation
<input type="checkbox"/> C-Spine	<input type="checkbox"/> Ambulance Transport
<input type="checkbox"/> Heavy Rescue	<input type="checkbox"/> Rope Rescue
<input type="checkbox"/> Helicopter Ops	<input type="checkbox"/> Extrication with Tools
<input type="checkbox"/> Fire Suppression	<input type="checkbox"/> Vehicle Fire
<input type="checkbox"/> Airbags	<input type="checkbox"/> Debris Clean up

Screenshot of our Recovery Hub showing actual collection statistics for an existing customer.



[Home](#)
[Claims](#)
[Inspections](#)
[False Alarms](#)
[Invoices](#)
[Users](#)

Get a Feel For What's Happening

Run # or Last Name

Claims

Monthly Totals (Sep 2020)	This Month		Last Month		All Year	
Claims Submitted	5	\$1,238.40	13	\$22,724.40	89	\$146,026.56
Payments Received By FRUSA	3	\$2,495.60	7	\$7,779.56	44	\$33,603.00
Claims Denied	0	\$0.00	0	\$0.00	4	\$3,220.80
NON-BILLABLE - (INADEQUATE INFO PROVIDED BY FD)	0	= \$0.00	0	= \$0.00	5	= \$3,559.85
Drafts	5	= \$0.00	1	= \$404.80	6	= \$4,271.82
Non-Billable (Other)	0	-	2	-	15	-
In Progress	5	-	8	-	33	-

Current Collection Statistics

	YTD	Claims	Rate	All Time	Claims	Rate
Collected	\$42,003.75	44	92%	\$298,446.94	296	89%
Denied	\$4,026.00	4	8%	\$61,881.00	35	11%
Non-Billable (No Coverage)	\$6,084.25	13		\$80,938.67	81	
Non-Billable (Insufficient Information)	\$6,098.50	4		\$10,843.50	16	

Currently In Progress

















	Claims	Total
In Progress	25	\$72,290.00

If you are on our RLE data-link then the run data will automatically be waiting for you in our Drafts page. This information is extracted automatically from your RMS (Records Management System). If you are entering your run data manually (or copy-and-paste from your internal RMS or NFIRS), then you click on "New Run" and enter the data. You only are required to provide data in a field with a red line at the right side. The other fields are helpful, but not required.

Runs Currently In Progress

Run # or Last Name

RUNS IN PROGRESS

 Glenda Run #: 2020-CLCFD-1992	Run Date: 07/02/2020	Status: Unassigned
 ANGEL Run #: 2020-CLCFD-2670	Run Date: 08/23/2020	Status: Unassigned
 MELANIE Run #: 2020-CLCFD-2593	Run Date: 08/16/2020	Status: Unassigned
 MARIA Run #: 2020-CLCFD-2667	Run Date: 08/22/2020	Status: Unassigned
 MICHAEL Run #: 2020-CLCFD-2745	Run Date: 08/28/2020	Status: Unassigned
 Arcadio Run #: 2020-CLCFD-2692	Run Date: 08/24/2020	Status: Unassigned
 Zebidiah \$563.20 Run #: 2020-CLCFD-1851	Run Date: 06/21/2020	Status: Invoiced Direct
 Megan \$348.00 Run #: 2020-CLCFD-0709	Run Date: 03/06/2020	Status: Under Review
 Ashley \$1,594.00 Run #: 2020-CLCFD-4988	Run Date: 02/15/2020	Status: Follow Up
 Roger \$9,151.20 Run #: 2020-CLCFD-2035	Run Date: 07/05/2020	Status: Invoiced Insurance
 Teresa \$12,260.00 Run #: 2019-CLCFD-3311	Run Date: 11/09/2019	Status: Under Review
 Farron \$404.80 Run #: 2020-CLCFD-1478	Run Date: 05/19/2020	Status: Under Review
 John \$460.80 Run #: 2020-CLCFD-2440	Run Date: 09/04/2020	Status: Invoiced Insurance
 \$3,636.80 Run #: 2020-CLCFD-2421	Run Date: 08/03/2020	Status: Invoiced Insurance
 Sandra Run #: 2020-CLCFD-1919	Run Date: 06/25/2020	Status: Requesting Information
 \$5,344.20 Run #: 2020-CLCFD-2279	Run Date: 07/24/2020	Status: Invoiced Insurance

By clicking on any run, you have access to the original run submission data as well as all the notes from our processing team. You can see when it's been approved for payment, when we receive the payment and know this amount will be in your next monthly check.

George - Central Lyon County Fire District #2020-

Summary Information

Gross Invoiced: \$1,245.50
Net Invoiced: \$996.40

Insurance: ACTION AUTO INSURANCE
Claim Number: 97A659214
Invoice Number: 834648

Assigned to: Sam Status: Invoiced Insurance

CLAIM NOTES

- invoice faxed to Dairyland. 08-18-2020 10:13 am
- Adjuster from Action insurance called back and gave me the number to file a claim with Dairyland. 08-14-2020 2:48 pm
- Updated adjuster information: 08-14-2020 2:47 pm

Amber Kephart

Phone: 563-

Fax: 888-729-2225

Email:

Company: Dairyland

Viewing or Printing Reports is Available 24/7: Fire Recovery USA offers an extensive reporting and account overview capability within our web-based recovery application, RecoveryHub. As such, your data is available to you on-demand, and can be accessed 24/7 from any internet-connected computer.

Fire Recovery USA offers training on our systems and reporting capabilities as part of the implementation process. The main benefit of this program is our exclusive 24/7 "Real-Time" information and status access through our RecoveryHub website. You'll never again have to wait for your data or reports. You can access from virtually any computer, anywhere in the world.

The status of each run (Current or Archived) is available 24/7, online, on RecoveryHub. This will both provide immediate account information, but also allow you to forecast incoming funds and plan for their use.

Status	State	Run Date	Run Number	Created	Last Modified	Paid Date	Last Name	Insurance	Invoiced	Received	FD%
Payment Received	NV	2/9/20	020-CLCFD-431	2/9/20	3/10/20	3/10/20	XXX	Mendota Insurance	435	435	348
Payment Received	NV	2/10/20	020-CLCFD-435	2/14/20	7/29/20	7/29/20	XXX	Mendakota Insurance	1,560	1,560	1,248
Payment Received	NV	2/27/20	020-CLCFD-631	3/11/20	8/7/20	8/7/20	XXX	Foremost	500	500	400
Payment Received	NV	3/7/20	020-CLCFD-721	4/16/20	4/21/20	4/21/20	XXX	Allstate	452	495	396
Payment Received	NV	3/13/20	020-CLCFD-775	3/13/20	6/9/20	6/8/20	XXX	Gas Leak	633	633	506
Payment Received	NV	4/9/20	020-CLCFD-105	4/15/20	5/1/20	5/1/20	XXX	Unknown	506	506	405
Payment Received	NV	5/8/20	020-CLCFD-1365	7/22/20	8/7/20	8/7/20	XXX	Farmers Insurance	3,333	3,333	2,666
Payment Received	NV	5/29/20	020-CLCFD-159	5/29/20	6/29/20	6/28/20	XXX	AAA	576	576	461
Payment Received	NV	6/15/20	020-CLCFD-177	6/23/20	7/7/20	7/6/20	XXX	Shelter	576	576	461
Payment Received	NV	7/4/20	020-CLCFD-202	7/4/20	7/14/20	7/14/20	XXX	State Farm Mutual Auto	506	250	200
Payment Received	NV	7/13/20	020-CLCFD-211	7/18/20	8/13/20	8/13/20	XXX	Geico	2,826	2,826	2,261
Payment Received	NV	7/17/20	020-CLCFD-218	7/18/20	9/2/20	9/2/20	XXX	Nationwide E&S/Specialty	972	972	778
Payment Received	NV	8/4/20	020-CLCFD-243	8/6/20	8/28/20	8/28/20	XXX	Allstate	506	506	405
Payment Received	NV	8/16/20	020-CLCFD-260	8/17/20	9/8/20	9/8/20	XXX	CSAA General Insurance Co.	1,642	1,642	1,313
Grand Totals									15,021	14,808	11,847

Collections (Optional)

If we are unable to collect on a run that we feel is a viable claim we offer you the choice to "walk-away" and list as uncollectable or turn the account over to collections.

After exhausting all efforts to resolve account balances, including sending a final pre-collection letter to the individual or insurance company requesting final payment, optionally, accounts can be sent back to the County or the designated collection agency per the County's choosing. **Fire Recovery USA is not a collection agency and does not use "hard collection" techniques in its approach.**

Depending on the County 's preference and collections policy, we are open to working with your preferred collections agency or using our collection agency.

Payment of Runs

While payments can be received from Fire Recovery USA in a variety of ways, depending on your specific needs, typically on or before the 7th of each month, we issue a check for all payments received prior to the previous month's cut-off date (typically the 24th), minus our collection fee. This payment will also include an itemized breakdown of what runs the check is paid against.

Some common reporting filters



Filter my view

☐ All

☐ Archived per FD

☐ Resident

☐ Sent To Collections

☐ Payment Received

☐ Denied

☐ Unbillable

☐ False Alarm Below Threshold

☐ Non-Billable (Insufficient Information)

☐ Law Office

Order By

☐ Oldest to Newest

☐ Newest to Oldest

☐ Most Recently Updated

☐ Least Recently Updated

☐ Insurance

☐ Run #

Some other reports viewable on the RecoveryHub dashboard



Claims

Monthly Totals (Sep 2020)	This Month		Last Month		All Year	
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Drafts	5	= \$0.00	1	= \$404.80	6	= \$4,271.82
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Non-Billable (Insufficient Information)	\$6,098.50	4		\$10,843.50	16	

Currently In Progress

	Claims	Total
In Progress	25	\$72,290.00

PROPOSED TIMELINE

PROPOSED TIMELINE:

A timeline for accomplishing the scope of work identified in this proposal, estimating the amount of time it will take to complete each task. Unless advised otherwise by the Fire Department, our "System Implementation" plan is as follows:

1. Upon receipt of a signed contract from the Client, Fire Recovery USA will request information in order to setup your account file in RecoveryHub. This information is required in order to facilitate the account setup.

- a. Information includes basic account information.
- b. Who will manage the project for the Fire Department
- c. Where checks are to be mailed, etc.

2. Fire Recovery USA will need a contact for the Fire Department to install the link to your RMS software application (if applicable) to export the data automatically from your RMS Software.

3. FRUSA will provide the information on how to submit runs into our system. Live training, a Zoom or Conference Call is available upon request (most clients need no more help the information we send).

4. FRUSA will provide "printable" Run Reports (for use "on-site" during the billable event in order to collect the correct billing data).

5. In most cases, our clients can begin billing within one to two weeks of receipt of your signed contract, depending on how fast our clients can schedule the training of their personnel.

POTENTIAL ISSUES/CHALLENGES:

Due to our vast knowledge and years of experience as the largest and most successful billing service in our industry, we foresee no issues or challenges in meeting or exceeding the goals of this project. Our systems have multiple levels of backups in order to minimize unexpected downtime.

REFERENCES

List below other organizations for which these or other similar services have been provided:

Agency Name:	Rural Metro Corporation
Address:	8465 N. Pima Road
City, State, Zip Code:	Scottsdale, AZ 85258
Population:	4,485,414 in coverage area
Telephone Number:	(602) 489-6540
Contact Person:	Matt Muse – matt.muse@gmr.net
Service Dates:	3/2019 to Present
Launch Time:	One week

Agency Name:	Clayton County Fire Department
Address:	7810 Highway 85
City, State, Zip Code:	Riverdale, GA 30274
Population:	259,524
Telephone Number:	(314) 645-3000
Contact Person:	Tim Sweat - tim.sweat@ccfes.org
Service Dates:	11/2015 to Present
Launch Time:	One week

Agency Name:	Orland Fire Protection District
Address:	9788 W. 151 St.
City, State, Zip Code:	Orland Park, IL 60462
Population:	56,767
Telephone Number:	(708) 349-0074
Contact Person:	Michael Schofield - m.schofield@orlandfire.org
Service Dates:	4/2014 to Present
Launch Time:	One week

Agency Name: Waukegan Fire Department
Address: 1101 Belvidere Road
City, State, Zip Code: Waukegan, IL 60085
Population: 87,729
Telephone Number: (847) 625-6339
Contact Person: George Bridges - george.bridges@waukeganil.gov
Service Dates: 7/2011 to Present
Launch Time: One week

Agency Name: City of Elgin
Address: 550 Summit St.
City, State, Zip Code: Elgin, IL 60120
Population: 112,456
Telephone Number: (847) 931-6180
Contact Person: Robb Cagann - cagann_r@cityofelgin.org
Service Dates: 4/2012 to Present
Launch Time: One week

Agency Name: Janesville Fire Department
Address: 303 Milton Avenue
City, State, Zip Code: Janesville, WI 53545
Population: 63,479
Telephone Number: (608) 755-3050
Contact Person: Ernie Rhodes - rhodese@ci.janesville.wi.us
Service Dates: 2/2010 to Present
Launch Time: One week

COST / PRICING PROPOSAL

Fire Recovery USA will provide the billing services as stated in the SOW for a flat percentage per collected claim. This will include faxing/mailing of all documents, invoices, postage, envelopes, telephone calls and follow up phone calls until the account is paid, posting and depositing of payments and reporting functions, etc.

Total monies collected will be net, after any credit card processing fees (charged at 4%) or any collection agency fees. If Client submits a claim to Company and later wants to cancel the claim, Client may be subject to a billing fee.

Fee: 22% of Gross Collected Revenue.

REVENUE FORECAST

Estimated GROSS Revenue = \$137,088

Estimated NET Revenue = \$106,929

NOTES:

1. The Revenue Forecast assumes you'll be submitting all billable runs.

(See Following Page for Revenue Forecast Detail)



Emergency Incident Recovery Forecast

While we cannot make guarantees for cost recovery,
the following is an estimated forecast.

Tinley Park Fire Department

<i>Items</i>	<i>Incidents per Year</i>	<i>Percent Collected</i>	<i>Amt. Billed</i>	<i>Totals</i>
MVA (with fluids on ground)	217	90%	@ \$520 =	\$101,556
MVA (no fluids on ground)	217	30%	@ \$520 =	\$33,852
Vehicle Fires	0	20%	@ \$605 =	\$0
Landing Zones	0	60%	@ \$2,100 =	\$0
Fires	0	60%	@ \$500 =	\$0
Hazardous Conditions	4	60%	@ \$700 =	\$1,680
Special Rescue	0	60%	@ \$400 =	\$0
SUBTOTAL COLLECTED				\$137,088

TOTAL RETURNED TO THE FIRE DEPARTMENT (per year)	\$106,929
---	------------------

** Emergency Incident Billing typically takes up to two years for a full "At Plan" ramp up, therefore be advised Year 1 revenue may be as much as 50% lower than the ongoing revenues.*

** This forecast is highly dependent on the client providing adequate billing data to enable us to meet our normal collection rates. This will be reinforced during training.*

** Landing Zones only applies to temporary Landing Zone creation.*

Based on Data from: 2021
Forecast Prepared on: 6/6/22

VARIANCES

A. 2.1.3 Reports must clearly differentiate between resident and non-resident customers.

We do not offer this specific differentiation in our reports, however, we do distinguish resident and non-resident customers for billing purposes.

B. 2.1.8 Must be capable of provide billing and customer data to the Village so integration is possible with existing (Tyler Eden) and future (BS&A) Financial systems. **Yes, pricing and scope of project work to be determined.**

C. 3.1.1 Must be authorized to bill for EMS and fire rescue emergency services in the State of Illinois. **We do not offer EMS Medical or Ambulance Transport billing.**

D. 3.2.1 Does the service support single sign on with Azure AD? **Not at this time.**

F. 3.2.2 Is there an API available for Village use? **Not at this time.**

APPENDIX B – Requirements & Specifications

Section 1 Billing

1.1 Billing Requirements	Yes	No
1.1.1 Must have ability to provide direct deposit of collected funds into the Village's bank account	X	
1.1.2 Service must accept responsibility for customer billing inquiries and complaints during regular business hours	X	
1.1.3 Service must have ability to obtain insurance information from medical institutions should the information provided by the Village lack proper information	X	
1.1.4 Upon receipt of the Village's data, service must review, prepare, and mail invoices to the customer within seven (7) business days	X	
1.1.5 Mailing must include all necessary forms and information needed for payment processing	X	
1.1.6 Must provide monthly statements informing customers of outstanding balances	X	
1.1.7 Must be capable of billing per Village Ordinance (listed in Appendix C)	X	

1.2 Billing Specifications	Yes	No
1.2.1 The Village's current collection company is Municipal Collection Services LLC. Does the service have the ability to electronically submit bad debt accounts to aforementioned vendor?	X	

Section 2 Data & Reporting

2.1 Data & Reporting Requirements	Yes	No
2.1.1 Must be able to electronically receive information from current Village Fire RMS system Fireworks by EPR	X	
2.1.2 Must provide means for tracking submitted claims to ensure timely payments	X	
2.1.3 Reports must clearly differentiate between resident and non-resident customers		X
2.1.4 Must provide daily reporting capability which provides detailed activity including receipts, charges, adjustments, and total accounts receivable	X	
2.1.5 Must provide reporting showing all transactions that effect General Ledger	X	

2.1.6 Must provide prompt, accurate monthly reporting which includes gross charges billed for the month minus contractual allowances, write-offs (abatement, dismissals, bankruptcies, and settlements), and refunds rolling up to the net ending accounts receivable balance due, trips per month, number of patients per month, gross charges per trip, cash collected per trip and net collection percentage per trip	X	
2.1.7 Must prepare a financial summary showing “period to date” and “year to date” totals for charges, receipts, adjustments, net accounts receivable, total accounts, receivable, and collection percentage, and aging reports	X	
2.1.8 Must be capable of provide billing and customer data to the Village so integration is possible with existing (Tyler Eden) and future (BS&A) Financial systems	X	
2.1.9 Must ensure that all data collection, reporting, and billing methods comply with all current state and federal regulations	X	
2.1.10 Must provide 24/7 online access to information & reports	X	
2.1.11 Must have ability to provide data in actionable format (i.e. not PDF) regarding bills with no payment activity at either 90 or 120 days (to be determined by Village during implementation) so that past-due collection processes can commence, omitting customers with already established payment plans	X	

Section 3 Technical/General

3.1 Technical/General Requirements	Yes	No
3.1.1 Must be authorized to bill for EMS and fire rescue emergency services in the State of Illinois Fire Only		X
3.1.2 Must ensure proper security and confidentiality of patient information and records, as required by the Health Insurance Portability & Accountability Act of 1996 (HIPAA)	x	
3.1.3 Must maintain generally accepted accounting procedures for the reconciling of all financial transactions	x	
3.1.4 Provide a sample implementation plan (preferably of already provided reference) with projected activities and timelines, including all scheduled milestones	x	

3.2 Technical/General Specifications	Yes	No
3.2.1 Does the service support single sign on with Azure AD?		x
3.2.2 Is there an API available for Village use?		x
3.2.2.1 If yes, list cost		

PROPOSAL SHEET:

Note: The Proposer must complete all portions of the Proposal Sheet.

The undersigned, having examined the specifications and all conditions affecting the specified project, offer to furnish all services, labor, and incidentals specified for the price below. The undersigned bidder certifies that they are not barred from bidding on this contract as a result of a conviction for the violation of state laws prohibiting bid rigging or bid rotating and is not delinquent in any taxes to the Illinois Department of Revenue.

It is understood that the Village reserves the right to reject any and all bids and to waive any irregularities and that the prices contained herein will remain valid for a period of not less than ninety (90) days.

I (We) propose to complete the following project as more fully described in the specifications for the following:

Proposing Company Name: Fire Recovery USA

EMERGENCY RESPONSE REIMBURSEMENT	
Required Items	
Fee for collections (enter as percent of amount collected)	22%
Optional Items	
Additional fees or charges (if present attach documentation explain costs in detail)	n/a

INDEMNIFICATION: The bidder hereby agrees to protect, defend, indemnify, and save harmless the Village against loss, damage, or expense from any suit, claim, demand, judgment, cause of action, or shortage initiated by any person whatsoever, arising or alleged to have arisen out of work described herein, except that in no instance shall the Bidder be held responsible for any liability, claim, demand, or cause of action attributable solely to the negligence of the Village.

I hereby certify that the item(s) proposed is/are in accordance with the specifications as noted and that the prices quoted are not subject to change; and that

Fire Recovery USA (Company Name) is not barred by law from submitting a bid to the Village for the project contemplated herein and is not delinquent in payment of any taxes to the Illinois Department of Revenue.

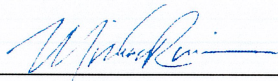
COMPANY PROFILE WORKSHEET:

Company Name: **Fire Recovery USA**

Street Address: **2271 Lava Ridge Court, Suite 120**

City, State, Zip: **Roseville, CA 95661**

Name (Printed): **Mike Rivera**

Signature: 

Title: **Chief Business Development Officer**

Phone Number: **(916) 238-8541**

Email Address: **mike@firerecoveryusa.com**

Date: **November 10, 2023**

STATE OF ILLINOIS)
COUNTY OF COOK) SS
COUNTY OF WILL)

CERTIFICATE

I, NANCY M. O’CONNOR, Village Clerk of the Village of Tinley Park, Counties of Cook and Will and State of Illinois, DO HEREBY CERTIFY that the foregoing is a true and correct copy of Resolution No. 2023-R-160, “**A RESOLUTION APPROVING AN AGREEMENT BETWEEN THE VILLAGE OF TINLEY PARK AND FIRE RECOVERY USA FOR EMERGENCY REIMBURSEMENT COST RECOVERY SERVICES,**” which was adopted by the President and Board of Trustees of the Village of Tinley Park on December 19, 2023.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the corporate seal of the Village of Tinley Park this 19th day of December, 2023.



VILLAGE CLERK