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City of Jacksonville, Florida

Procurement Award Form (PAF)

Part 1 – Form Type: JPAC 126.204 (a) New Award, Renewals, Waive Technical Defects, Price Increases, NTE Increases.

Goods and/or Services: Ambulance Billing Services

Requested Action and Justification:

The Jacksonville Fire and Rescue Department has reviewed the two responses received for Ambulance Billing Services, and the final ranking is as follows:

1. Digitech Computer LLC 77.72
2. EMS Management & Consultants, Inc. 72.88

Request approval to move forward with the on-site demonstration for the two (2) evaluated suppliers.

After the on-site presentations, the final scoring matrix will be submitted with a recommendation.

Supplier:	Multiple	**Basis of Award:**	Highest Evaluated	**BID Opening Date:**	05/29/2026

POA #:	N/A	**PO #:**	N/A	**Change Order #:**	N/A
Solicitation #:	RFP-NONCON 17789 26	**Contract #:**	N/A	**Contract ADM #:**	N/A
Term:	1 year	**Options:**	4, 1 yr	**Options Used:**	0

Federally Funded:	No	**JSEB Rec:**	Encouragement
Licenses Verified:	N/A	**JSEB %:**	0
Bonds Required:	No	**Bonds Waived Pursuant To:**	N/A

Fund:	00111	**Center:**	125004	**Acct:**	342630	**Proj:**	000000	**Activity:**	00000000	$ 0
Fund:		**Center:**		**Acct:**		**Proj:**		**Activity:**		$
Fund:		**Center:**		**Acct:**		**Proj:**		**Activity:**		$

New NTE/GMP:	$ 0	**Contingent Amt:**	$ 0.00	**DMP/ODPO Amt:**	$ 0.00

Using Agency/BU:	FROD:OFFICE OF THE DIRECTOR		
Concurrence:	Signed by: Tamara Hartlein 093B726B52DE409...	**Title:**	JFRD ACCOUNTS RECEIVABLE MANAGER 7/2/2026
Concurrence:		**Title:**	
Concurrence:		**Title:**	
Concurrence:		**Title:**	

Procurement Analyst/Buyer:	Signed by: Wallace Cohen, Olive 4547B2180AE148...	**Chief of Procurement:**	Signed by: Robert Warembourg, for Dustin Freeman 7/7/2026 4812CA1D431247A...
Name:	Wallace Cohen, Olive	**Name:**	Dustin L. Freeman

Part 2 – JPAC Action: All award actions subject to lawfully appropriated funds.		**Part 3 – Final Awarding Authority Action:**	
Members who approve:		**Action:**	
Members who disapprove:		**Signature:**	
Date:		**Date:**	

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PAF Instructions
Part 1 (using agency)

Form Type: This form will be used for both Administrative Awards and JPAC Requests. Select type from dropdown options.

Goods and/or Services: Enter a brief description of the types of goods and services included in the request.

Requested Action and Justification: Enter a brief description of the requested action or authority being sought. i.e.; *Request permission to award the lowest, responsive responsible bidder for an ITB or award the highest ranked supplier for an RFP.* This block should also be used for additional information such as additional 4th account strings, or other information essential for contract execution.

Supplier: Enter awarded supplier name**.** If multiple, include in "Requested Action and Justification" box.

Basis of Award: Select from Lowest Price Technical Acceptable (LPTA), Highest Price Technical Acceptable (HPTA) or N/A.

Bid Opening Date: The date bids were unsealed by Procurement.

POA #: This is your 1Cloud generated Agreement number. Select Type, Enter Number.

PO #: Enter the PO number or agreement release number.

Change Order #: Provide the applicable change order number represented by this request.

Solicitation #: Select Prefix type, Enter Number, and Year.

Contract #: This number should be the same as your POA number (unless procured prior to 2020)

Contract Amendment #: Provide the applicable amendment number represented by this request.

Term: Select the Period of Performance or Term for the initial period.

Options: Period of time for each renewal or option.

Options Used: Prior to this request, enter how many options were already used.

Federally Funded: Select yes or no from dropdown if Federal Funds will be used.

JSEB Rec: Select Encouragement or JSEB Set Aside Option.

JESB %: If JSEB Participation, enter the percentage.

Bonds Waived Pursuant to: Select option from Drop down.

Funding Sources: Fund/Center/Account/Project/Activity, all fields are required even if zeros.

New NTE/GMP: Enter the new total not to exceed amount. Note, this should match the contract maximum indebtedness, if applicable**.**

Contingent Amount: If your agency requests an allowance for unforeseen additional expenses, then specify the amount of your requested increase and new NTE that represents the contingency allowance. This is over and above any quote.

DMP/ODPO Account: Enter the Direct Materials Purchase/Owner Direct Purchase Order Account. Used mainly for CIP (Capital Improvement/Construction) Projects

Using Agency/BU: Select one from the dropdown list.

Concurrence: Using Agency internal routing requirements for Electronic Signatures (follow Proc Manual for threshold requirements)

Title: Title of person electronically signing form.

Attachments: Included any supplemental information to the Procurement Award Form. i.e.; *Scope of work, previous awards*.

**Any field where there is no data available, or no entry is required, either leave it blank or enter N/A. Any fields where there is known data, include for informational purposes. Any changes to an original award should contain the data that is being changed and any other relevant data required for JPAC review and approval.*

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FIRE AND RESCUE DEPARTMENT

July 1, 2026

TO: Dustin Freeman, Chief of Procurement

FROM: Percy J. Golden, II, Director/Fire Chief

RE: **RFP-17789-26,1- AMBULANCE BILLING SERVICES**

The Jacksonville Fire and Rescue Department has reviewed the responses to subject solicitation, and the final ranking is as follows:

1. Digitech Computer LLC 77.72
2. EMS Management & Consultants, Inc. 72.88

Request approval to move forward with demonstrations from the two (2) evaluated suppliers.

If you have any questions, please contact Dan Pearson at (904) 255-3265.

PG/AM/dp

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Award Solicitation: AMBULANCE BILLING SERVICES

Solicitation **RFP - Non-Construction 17788** Procurement BU **CO2 BU** Close Date **9/29/2020 16:00** Solicitation Currency **USD**	Responses Received **2** Active Responses **2** Shortlisted Responses **2**	Invited Suppliers **51** Will Participate **2** Responded **2**

Line Summary

Line	Item	Item Revision	Supplier	Business Relationship	UOM	Estimated Quantity	Estimated Amount	Award	Agreement Quantity	Rank	Response Price	Score	Response Minimum Release Amount	Supplier Site	Response	Target Minimum Release Amount	Category Name	Line Type
1 Please put a penny on this line.			Digitech Computer LLC	Spend Authorized				Yes		1	1.00	100.00	1.00	Order/Remit	464484		946.10 Accounting and Billing Se	Dollars
2 Please put a penny on this line.			EMR Management & Consultants	Prospective				Yes		2	4.01	100.00	4.01		465665		946.10 Accounting and Billing Se	Dollars

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Award Solicitation: AMBULANCE BILLING SERVICES

Solicitation **RFP - Non-Construction 1778** Procurement BU **COJ BU** Close Date **5/29/2026 16:00** Solicitation Currency **USD**	Responses Received **2** Active Responses **2** Shortlisted Responses **2**	Invited Suppliers **81** Will Participate **2** Responded **2**

Overview

	Digitech Computer LLC Response: 464468	Digitech Computer LLC Response: 464468	Inc. Response: 463565	Consultants, Inc. Response: 463565
Business Relationship	Spend Authorized		Prospective	
Supplier Site	Order/Remit			
Supplier Contact	Receivable, Accounts		Samia, Chris	
Response Status	Active		Active	
Shortlist Status	Included		Included	
Response Amount	1.00		0.01	
Overall Rank	2		1	
Total Award Amount				
Time of Response	5/22/2026 12:15		5/28/2026 15:44	
Response Valid Until				
Reference Number				
Note to Buyer				
Attachments	Yes		No	

Requirements (View Scoring Criteria) — Individual scores — Scoring Team

No.	Requirement	Target Value	Digitech Computer LLC Response: 464468		April Mitchell	Hector Vasquez	Tamara Hertlein	EMS Management & Consultants, Inc. Response: 463565		April Mitchell	Hector Vasquez	Tamara Hertlein
Total Score				**77.72**					**72.88**			
1.	**Affirmation**											
3.	**Qualifications:** Including professional and/or technical education and training; relevant project experience with this size of individual contract; provide assigned availability of adequate personnel. Provide names and resumes of all individuals to be assigned to this project, specifically those individuals responsible for coding, appeals, and compliance personnel. List previous projects similar in size and specialty to the one in this RFP, which have been satisfactorily completed. Provide resumes of principal staff/project manager showing years of experience in the field to which they are assigned for this project. **(5 points maximum score)**		a. Acknowledge					a. Acknowledge				
	Score			5.00	5.00	5.00	5.00		4.00	4.00	3.00	5.00
4.	**Current Workload:** Provide the number and size of the projects currently being performed. Discuss past ability to deliver projects on a timely basis under similar current workload conditions. **(5 points maximum score)**		a. Acknowledge					a. Acknowledge				
	Score			5.00	5.00	5.00	5.00		3.33	3.00	2.00	5.00
5.	**Financial Responsibility**: Describe form of business, i.e., proprietorship, partnership, corporation; years in business; and changes in ownership within the past 5 years. **(5 points maximum score)**		a. Acknowledge					a. Acknowledge				
	Score			5.00	5.00	5.00	5.00		4.33	3.00	5.00	5.00
6.	**Responsibility Determination:** Has CONTRACTOR during the past 10 years, ever been investigated for suspected fraud and abuse by any department or agency within the federal or state government such as OIG, Medicare, Medicaid, CMS or Recovery Audit CONTRACTOR(s)? In the past 10 years, has CONTRACTOR company, its parent or a subsidiary, ever been required by a department or agency of the Federal or any State government to follow a Corporate Integrity Agreement, including by not limited to; OIG, CMS, etc.. In the past 10 years, has there been an investigation where the final determination resulted in a client paying a fine or penalty due to coding and billing actions that were related in any way to your provision of services?, IF so, provide dates and final determination; and any other information the CONTRACTOR may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in score less than maximum for this criterion. **(10 points maximum score)**		a. Acknowledge					a. Acknowledge				
	Score			10.00	10.00	10.00	10.00		10.00	10.00	10.00	10.00
7.	**Past and Present Record of Professional Accomplishments with City Agencies and Others:** Provide a list of completed projects that are similar in nature and scope to the project under consideration with references to include owner's contact person and telephone number. Describe any outstanding accomplishments that relate to specific services being sought. Responding to this evaluation criterion necessitates that CONTRACTORs include statements of their past and present record of professional accomplishments or performance with the City of Jacksonville and its various "using agencies," which is defined in the Jacksonville Ordinance Code as "a department, division, office, board, agency, commission or other unit of Buyer and an independent agency required by law or voluntarily requesting to utilize for services of the (Procurement) Department"; and with any of Buyer's "Independent Authorities"; and on projects undertaken with others that are similar in nature to the size and scope of professional services and/or work required for the project solicitation herein. **(10 points maximum score)**		a. Acknowledge					a. Acknowledge				
	Score			10.00	10.00	10.00	10.00		8.67	9.00	7.00	10.00
8.	**Proximity to the Project:** Document the location of CONTRACTOR's corporate headquarters, which, if located in Jacksonville, Florida, no further information is required under this criterion and maximum points will be awarded. If CONTRACTOR's corporate headquarters are not located in Jacksonville, Florida, please document the location and the nature of business of CONTRACTOR's branch office(s), if any, that are located in and/or that are closest to Jacksonville, Florida, the number of employee assigned thereto and the period of continuous existence thereof. Additionally, CONTRACTORs are requested to demonstrate, define and provide examples of their ability to provide the services contemplated herein in a manner comparable to having a local office in Jacksonville, Florida or to show that a local office is not necessary to satisfactorily perform the services required for this project, in which event maximum points may be awarded. **(10 points maximum score)**		a. Acknowledge					a. Acknowledge				
	Score			10.00	10.00	10.00	10.00		9.67	9.00	10.00	10.00
9.	**Ability to Design and Approach the Work Plan to Meet the Project Requirements:** Describe the CONTRACTOR's understanding of the requirements of this solicitation, and its ability, approach and/or plan to satisfy the same in complete compliance with all applicable federal, state and local laws, statutes, ordinances, rules and regulations. Include a detailed timeline outlining key activities, milestones, and deliverables that demonstrate the CONTRACTORs approach to completing the project successfully. **(10 points maximum score)**		a. Acknowledge					a. Acknowledge				
	Score			10.00	10.00	10.00	10.00		9.00	8.00	9.00	10.00
10.	**Quotation of Rates, Fees or Charges and Other Detailed Cost Proposal or Cost Breakdown Information:** Describe the CONTRACTOR's overall willingness to meet both time and budget requirements for the project, in particular, proposed total compensation or unit price quotations, including, without limitation, hourly rates, fees, or other charges that will ultimately be used during, contract negotiations to calculate or determine total compensation. In addition, must follow Florida Statute 409.913(10) when submitting fee structure. The contractor submitting the lowest cost to the City shall receive the maximum number of points for cost. Each subsequently higher cost shall be divided into the lowest cost received and the products score % will be multiplied by the maximum points available to render the points. (15 points maximum score)		a. Acknowledge					a. Acknowledge				
	Score			13.05	13.05	13.05	13.05		14.88	14.88	14.88	14.88
11.	**THE VOLUME OF CURRENT AND PRIOR WORK PERFORMED FOR USING AGENCIES SHALL BE CONSIDERED A MINUS FACTOR**. Provide a list of all local government projects on which CONTRACTOR has been awarded fees during the past five (5) years. Include only those projects on which CONTRACTOR was the Prime CONTRACTOR (do not delete fees paid to SUB-CONTRACTORS or others). Such list shall include all work for the City of Jacksonville and its various "using agencies," which is defined in the Jacksonville Ordinance Code as "a department, division, office, board, agency, commission or other unit of Buyer and independent agency required by law or voluntarily requesting to utilize the services of the [Procurement] Department"; and with any of Buyer's Independent Authorities"; and on projects undertaken with others that are similar in nature to the size and scope of professional services and/or work required for the project solicitation herein. If the CONTRACTOR has not performed work for any of these agencies during the past five (5) years, the response should so clearly state. **(10 points maximum score)**		a. Acknowledge					a. Acknowledge				
	Score			9.67	9.00	10.00	10.00		9.00	10.00	7.00	10.00
12.	**Presentation:** Implementer's overall presentation, knowledge, understanding of the solution and adherence to the demonstration script provided in the Attachment titled: Demo Script. The Oral Interviews/Presentation will have an additional value of twenty (20) points which will be added to the Preliminary Response Score. The three (3) top ranked proposers from the Preliminary Response Scoring Process will be invited to give presentations with Oral Interviews. Final ranking of the top three (3) firms will be based upon the combination of scores combined from the Preliminary Response Scoring and the Evaluation of the Oral Interviews. Please see attached Demo Script **(20 Points Maximum Score)**		a. Acknowledge					a. Acknowledge				
	Score			0.00	0.00	0.00	0.00		0.00	0.00	0.00	0.00
9.	**Response Attachments**											
1.	**Attach Overall Proposal Document Here, Use the following naming convention: Supplier_Name Overall Proposal Document. Include all response pages in a single ".PDF" format file.** If the proposer desires, the Company financial reports can be submitted in a separate .pdf file from the proposal file. However, the file name must include the word "Confidential". For Example: "XYZ Engineering – Confidential Financial Info.pdf".		a. Acknowledge					a. Acknowledge				
	Attachments		Yes					Yes				

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Award Solicitation: AMBULANCE BILLING SERVICES

Solicitation	**RFP - Non-Construction 177**	Responses Received	**2**	Invited Suppliers	**81**
Procurement BU	**COJ BU**	Active Responses	**2**	Will Participate	**2**
Close Date	**5/29/2026 16:00**	Shortlisted Responses	**2**	Responded	**2**
Solicitation Currency	**USD**				

Lines

Number of Awarded Lines	**0**
Number of Awarded Suppliers	**0**

Total Award Amount

1 Please put a penny on this line.

Line Type	**Dollars**	Start Price		Award Amount	
Category Name	**946.10 Accounting and Billing Services (In**	Current Price		Savings	
		Estimated Total Amount		Savings	

	Target Value	**Digitech Computer LLC Response: 464468**	**Inc. Response: 463565**
Business Relationship		Spend Authorized	Prospective
Supplier Site		Order/Remit	
Response Status		Active	Active
Shortlist Status		Included	Included
Rank		2	1
Line Pricing			
Response Price		1.00	0.01
Unit Price Savings			
Unit Price Savings Percent			
Award Decision			
Award		No	No
Award Amount			
Note to Buyer			
Attachments		No	No

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Award Solicitation: AMBULANCE BILLING SERVICES

Solicitation **RFP - Non-Construction 177** Procurement BU **COJ BU** Close Date **5/29/2026 16:00** Solicitation Currency **USD**	Responses Received **2** Active Responses **2** Shortlisted Responses **2**	Invited Suppliers **81** Will Participate **2** Responded **2**

Requirements Scoring

Requirements

Requirement		Acceptable Values	Score	Maximum Score
8.	**Evaluation Criteria**			**100**
3.	**Qualifications:** Including professional and/or technical education and training; relevant project experience with this size of individual contract; provide assigned availability of adequate personnel. Provide names and resumes of all individuals to be assigned to this project, specifically those individuals responsible for coding, appeals, and compliance personnel. List previous projects similar in size and specialty to the one in this RFP, which have been satisfactorily completed. Provide resumes of principal staff/project manager showing years of experience in the field to which they are assigned for this project. **(5 points maximum score)**	a. Acknowledge		5
4.	**Current Workload:** Provide the number and size of the projects currently being performed. Discuss past ability to deliver projects on a timely basis under similar current workload conditions. **(5 points maximum score)**	a. Acknowledge		5
5.	**Financial Responsibility**: Describe form of business, i.e., proprietorship, partnership, corporation; years in business; and changes in ownership within the past 5 years. **(5 points maximum score)**	a. Acknowledge		5
6.	**Responsibility Determination:** Has CONTRACTOR during the past 10 years, ever been investigated for suspected fraud and abuse by any department or agency within the federal or state government such as OIG, Medicare, Medicaid, CMS or Recovery Audit CONTRACTOR(s)? In the past 10 years, has CONTRACTOR company, its parent or a subsidiary, ever been required by a department or agency of the Federal or any State government to follow a Corporate Integrity Agreement, including by not limited to; OIG, CMS, etc.. In the past 10 years, has there been an investigation where the final determination resulted in a client paying a fine or penalty due to coding and billing actions that were related in any way to your provision of services?, IF so, provide dates and final determination; and any other information the CONTRACTOR may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in score less than maximum for this criterion. **(10 points maximum score)**	a. Acknowledge		10
7.	**Past and Present Record of Professional Accomplishments with City Agencies and Others:** Provide a list of completed projects that are similar in nature and scope to the project under consideration with references to include owner's contact person and telephone number. Describe any outstanding accomplishments that relate to specific services being sought. Responding to this evaluation criterion necessitates that CONTRACTORs include statements of their past and present record of professional accomplishments or performance with the City of Jacksonville and its various "using agencies," which is defined in the Jacksonville Ordinance Code as "a department, division, office, board, agency, commission or other unit of Buyer and an independent agency required by law or voluntarily requesting to utilize for services of the (Procurement) Department"; and with any of Buyer's "Independent Authorities"; and on projects undertaken with others that are similar in nature to the size and scope of professional services and/or work required for the project solicitation herein. **(10 points maximum score)**	a. Acknowledge		10
8.	**Proximity to the Project:** Document the location of CONTRACTOR's corporate headquarters, which, if located in Jacksonville, Florida, no further information is required under this criterion and maximum points will be awarded. If CONTRACTOR's corporate headquarters are not located in Jacksonville, Florida, please document the location and the nature of business of CONTRACTOR's branch office(s), if any, that are located in and/or that are closest to Jacksonville, Florida, the number of employee assigned thereto and the period of continuous existence thereof. Additionally, CONTRACTORs are requested to demonstrate, define and provide examples of their ability to provide the services contemplated herein in a manner comparable to having a local office in Jacksonville, Florida or to show that a local office is not necessary to satisfactorily perform the services required for this project, in which event maximum points may be awarded. **(10 points maximum score)**	a. Acknowledge		10
9.	**Ability to Design and Approach the Work Plan to Meet the Project Requirements:** Describe the CONTRACTOR's understanding of the requirements of this solicitation, and its ability, approach and/or plan to satisfy the same in complete compliance with all applicable federal, state and local laws, statutes, ordinances, rules and regulations. Include a detailed timeline outlining key activities, milestones, and deliverables that demonstrate the CONTRACTORs approach to completing the project successfully. **(10 points maximum score)**	a. Acknowledge		10
10.	**Quotation of Rates, Fees or Charges and Other Detailed Cost Proposal or Cost Breakdown Information:** Describe the CONTRACTOR's overall willingness to meet both time and budget requirements for the project, in particular, proposed total compensation or unit price quotations, including, without limitation, hourly rates, fees, or other charges that will ultimately be used during, contract negotiations to calculate or determine total compensation. In addition, must follow Florida Statute 409.913(10) when submitting fee structure. The contractor submitting the lowest cost to the City shall receive the maximum number of points for cost. Each subsequently higher cost shall be divided into the lowest cost received and the products score % will be multiplied by the maximum points available to render the points. (15 points maximum score)	a. Acknowledge		15
11.	**THE VOLUME OF CURRENT AND PRIOR WORK PERFORMED FOR USING AGENCIES SHALL BE CONSIDERED A MINUS FACTOR**. Provide a list of all local government projects on which CONTRACTOR has been awarded fees during the past five (5) years. Include only those projects on which CONTRACTOR was the Prime CONTRACTOR (do not delete fees paid to SUB-CONTRACTORS or others). Such list shall include all work for the City of Jacksonville and its various "using agencies," which is defined in the Jacksonville Ordinance Code as "a department, division, office, board, agency, commission or other unit of Buyer and independent agency required by law or voluntarily requesting to utilize the services of the [Procurement] Department"; and with any of Buyer's Independent Authorities"; and on projects undertaken with others that are similar in nature to the size and scope of professional services and/or work required for the project solicitation herein. If the CONTRACTOR has not performed work for any of these agencies during the past five (5) years, the response should so clearly state. **(10 points maximum score)**	a. Acknowledge		10
12.	**Presentation:** Implementer's overall presentation, knowledge, understanding of the solution and adherence to the demonstration script provided in the Attachment titled: Demo Script. The Oral Interviews/Presentation will have an additional value of twenty (20) points which will be added to the Preliminary Response Score. The three (3) top ranked proposers from the Preliminary Response Scoring Process will be invited to give presentations with Oral Interviews. Final ranking of the top three (3) firms will be based upon the combination of scores combined from the Preliminary Response Scoring and the Evaluation of the Oral Interviews. Please see attached Demo Script **(20 Points Maximum Score)**	a. Acknowledge		20

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1. Scope of Services	Scope of Services: The City of Jacksonville (Buyer) is looking to contract with a company or firm (Contractor) to provide computerized billing and collection of charges for emergency ambulance transportation. In addition, provide the City of Jacksonville Fire Rescue Division and Finance Department/Accounts Receivable division with monthly managerial reports, transmitted electronically in Microsoft Excel format and daily upload confirmation reports, as well as daily billing reports. Please see "Services and Deliverable" section for full description of services required under this RFP.
2. Minimum Requirements	Respondents to this RFP must satisfy the following mandatory minimum requirements in order to have their Responses evaluated. By submittal, the respondent warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive: **1)** CONTRACTOR must show proof of three (3) current EMS client contracts of similar size, complexity, and scope of service with a minimum of 75,000 emergency-911 ambulance transports each per year. Provide a list, type of services provided, length of contract and contact names and numbers. **2)** CONTRACTOR must have a current SSAE 18 Report (FKA- SAS-70). Provide a copy of the current report. **3)** The Contractor shall provide current proof of all business licenses required by local, state, and federal law as applicable. 4) CONTRACTOR must have a HIPAA Privacy and Security Plan in place, attest to not having any breach(s) where a penalty has been assessed in the previous 12 months, and provide a copy of their HIPAA Privacy and Security Plan. Additionally, CONTRACTOR must comply with Section 13401 of the HITECH Act providing for the administrative, physical, and technical safeguards of the Security Rule and demonstrate their compliance. *(Copy of plan suffices this requirement.)*

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AMBULANCE BILLING SERVICES

Description of Services and Deliverables.

CONTRACTOR in the course of daily business shall perform all "revenue cycle management" function's (RCM) consisting of sending, receiving, and processing claims to including but not limited to the following;

1. CONTRACTOR shall receive the electronic patient care report(s) (ePCR) via electronic download at the frequency determined by the BUYER from the Rescue Division. Additionally, the CONTRACTOR must be able to adapt to changes in the BUYER's format that may occur from time to time.
    a. CONTRACTOR shall be able to assign the ePCR an account number for billing purposes and list the corresponding Critical Care Report (CCR) number used by the BUYER.
    b. CONTRACTOR shall submit a verification upload report to JFRD daily of the previous daily imports/uploads.
        i. Daily verification report needs to include at a minimum the BUYERS CCR incident number, CONTRACTORS assigned account number, Patient Name, LOS, and charges.
    c. CONTRACTOR shall be able to assign both the patients Social Security (SS) number and the Medicare Beneficiary Identifier (MBI) number when required to do so in order to meet all Federal mandates.

2. CONTRACTOR shall undertake Claims Processing as follows but not limited to:
    a. Processing of third-party billing:
        i. CONTRACTOR shall be solely responsible for obtaining all necessary patient demographics and insurance information necessary for billing/collection purposes.
            1. CONTRACTOR shall utilize multiple sources, including but not limited to the patient care report (PCR), hospital information, patient correspondence, etc. The BUYER at a minimum, will attempt to obtain patients' name and DOB however, failure to obtain this information does not relieve the CONTRACTOR of their responsibility as stated above.
        ii. CONTRACTOR shall provide accurate coding of Level of Service, Procedures and Diagnosis in compliance will all current Federal and State billing regulations.
            1. CONTRACTOR shall be responsible for any penalties or charges due to incomplete, incorrect, or missing data elements as required by Centers for Medicare & Medicaid Services, (CMS) found in Chapters 10 - Ambulance Medicare Benefit Policy Manual and Chapter 15 Medical Claims Processing Manual of the (*www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/bp102c10.pdf*) and/or any other Rules and Regulations.
            2. CONTRACTOR's medical billing coders working on the BUYERS account shall be certified as professional coders by a nationally recognized accreditation / certification organization (i.e. The National Academy of Ambulance Coding (NAAC), American Academy of Professional Coders (AAPC), or American Health Information shall be provided to the BUYER at commencement and then annually.
        iii. CONTRACTOR shall submit claims on a daily basis via electronic transmissions where feasible and required, to Medicare, Medicaid, Commercial Insurance, Self-pay patients, etc. while following all Federal and State Rules and Regulations.
        iv. CONTRACTOR will file to the appropriate insurance carrier after receipt of the necessary information (insurance information, appropriate signatures, eligibility verification, etc.) to do so, without delay and not to exceed five (5) days.
            1. CONTRACTOR shall provide daily clearinghouse transmission reports OR provide BUYER with viewing capabilities.
        v. CONTRACTOR shall Re-file claims as needed to insurance carriers.

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vi. CONTRACTOR shall on occasion amend ePCR's at the direction of the BUYER as needed and refile when applicable.

b. CONTRACTOR shall ensure patient statements contain the following:
   i. Provide a "Patient Notice of Privacy Practices" as required by the HIPAA Privacy Rule.
   ii. At the top of each statement provide both a toll-free telephone number and e-mail address that is specifically for BUYER's accounts. Each statement shall include: account charges, payments and balance information on the patient accounts.
   iii. Display a link to the BUYERS payment website.

3. CONTRACTOR shall provide in-house collections activities to include but not limited to the following:
   a. Third – party payers shall be monitored for payments.
      i. Follow up shall occur if payment is not received within 45 days of the billing date, CONTRACTOR will rebill or appeal as necessary.
      ii. If full payment from the third-party is not received within 45 days, the payment may be sought from the patient via the self-pay billing process outlined below.
   b. Self-pay accounts will be reviewed and worked by the CONTRACTOR as follows:
      i. Except where Federal Regulations mandate, all patients will receive an initial statement after all patients' demographic and insurance data sources have been researched, but no later than five (5) calendar days of an account being entered into the billing system.
         1. Statements shall be sent to the patient every 30 days from the last patient statement date or last claim filed date, whichever is later, until such time as the account is paid in full or turned over to the BUYER's designated collection company.
4. CONTRACTOR shall provide all patients with monthly statements as following:
   a. A minimum of three (3) statements will be sent to the patient before an account is considered to be turned over to the BUYER's designated collection agency. The final patient statement (3rd statement) will contain language indicating that the account will be sent to collections within fifteen 15 days if a payment or payment arrangement is not made.
5. Monthly, each account meeting adjustment criteria shall be reviewed by the BUYER's designated representative(s). Accounts classified as NMN, DOE, Bad Address, Minor's, Workers Comp or Auto will need to be reviewed and approved by the BUYER prior to being adjusted or sent to pre-collections.
6. Prior to sending accounts to the collection agency CONTRACTOR shall:
   a. At minimum, send two (2) statements to the patient before an account is considered to be turned over to the BUYER's designated collection agency.
   b. The final patient statement (3rd statement) will contain language indicating that the account will be sent to pre-collections within fifteen 15 days if a payment or payment arrangement is not made.
   c. Verify patient demographics and insurance information with the receiving hospital(s) via electronic interface with each hospital.
   d. Accounts one hundred and twenty (120) calendar days from upload will be reviewed and sent to the BUYER'S designated collection agency each month in a "Pre-Collection" status.
      i. Exception(s) to 120-day turnover;
         1. Account in process of being appealed
         2. Patients on Payment plans
   e. CONTRACTOR shall re-invoice and re-file claims as needed to insurance carriers for the BUYER's designated collection agency for the life of the credit file – seven (7) years.
7. CONTRACTOR will Post payments daily as follows;
   a. All correspondence received in the BUYERS Lockbox(s) regarding primary and secondary insurance payments received will be documented within three (3) business days in the patient's account.
   b. All non-payment EOB information will be posted within five (5) business days to the patients' account and follow up action taken as needed. (Examples; ADR, Denials, etc.)
   c. CONTRACTOR shall report recovery from the collection agencies (primary and secondary) on a monthly basis. In addition, the CONTRACTOR will report monthly, to the collection agency and the Buyer, all collections it has received on billings that have been previously turned over to the collection agency.

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i. CONTRACTOR will keep an unmatched filing system of any payment they are unable to post with copies of the checks and back-up. A monthly report of unmatched payments shall be generated and provided to the BUYER.
ii. CONTRACTOR shall submit in writing to BUYER all overpayments and identified refunds no later than fifteen (15) calendar days from the time the overpayment was made. A report with supporting documentation of all identified refunds will be sent to the BUYER bi-weekly.
iii. CONTRACTOR will provide a Cash Log of all postings by vendor at month end.

8. CONTRACTOR will produce an initial claim to process Indigent/Charity patient(s) within the normal processing time established after receiving the rescue report and adjust in accordance with Chapter 158.302 of the City of Jacksonville Ordinance Code.
   a. The CONTRACTOR shall provide a monthly report, in Microsoft Excel format, to the Fire/Rescue Division designee, as well as, the Finance Department/Accounting Division designee of the BUYER detailing the number of indigent patient claims processed or canceled, as well as, all other related information deemed necessary by the BUYER.

9. CONTRACTOR will provide the BUYER with the following system integration reports, transmitted electronically on a Microsoft Excel spreadsheet on a daily basis coordinated with the BUYER's designated representative(s). Integration report will reflect daily billing classification and adjustment consisting of but not limited to:
   a. Daily cash receipts
   b. Daily contractual adjustments (Medicare/Medicaid/Insurance/Etc.)
   c. Daily reclassification adjustments
   d. Daily refund adjustments
10. CONTRACTOR will provide the BUYER with the following management reports, transmitted electronically on a Microsoft Excel spreadsheet on a monthly basis by the 10th of the following month, or, provide access to a comprehensive reporting system hosted by the CONTRACTOR of the following reports and other reports as may be needed:
    a. **Accounts Receivable** summaries including detail to support the Summary report.
       i. Accounts Receivable Aging Summary (30, 60, 90, 120 days and over) and detail to support the Aging Summary report.
    b. **Monthly Charge Summary** by Incident Date, as well as a breakdown into financial classes (self- pay, Medicare, Medicaid, commercial insurance or other worker compensation etc.) indicating the total number of accounts entered for each class and the corresponding percentage by the number of accounts and charge amount. A detail report to support the charge summary report.
    c. **Monthly payments summary** indicating the percentage of total collection attributable to each financial class and a total dollar amount collected for each class. A detail report to support the payment summary report.
    d. **Monthly adjustments summary** and detailed adjustments by incident date. These reports will show the amount billed, the adjustment (if any), reason for the adjustment, net billing, amount collected, and remaining balance.
    e. **Monthly "statutory adjustments**" summary and detailed adjustments by incident date. These reports will show the amount billed, the adjustment (if any), reason for the adjustment, net billing, amount collected, and remaining balance. (Example: HMO Contractuals, Medicare Contractuals, etc.)
    f. **Monthly New Accounts** Detail & Summary.
    g. **Monthly Non-billable** Detail report. (Examples: Not Medically Necessary, John/Jane Doe's, Bankruptcy, Deceased, Minors, and Probate)
    h. **Monthly Collection turn over** summary report and supporting detail.
    i. **Monthly Credit Balance** report with cash credit balances, last transaction date, account #, patient name and any other applicable balances.
    j. **Monthly Refund Summary** report listing all refund requests submitted for processing.

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k. **A Monthly Recap** report to be transmitted no later than the 10th of each month summarizing the following for all services provided the previous month.
   i. The total amount billed by **Level of Service (LOS) –** monthly and year to date basis for
      1. BLS ($ amount, # billings and % of billings)
      2. ALS1 ($ amount, # of billings and % of billings)
      3. ALS2 ($ amount, # of billings and % of billings)
      4. Mileage ($ amount, and # of billings)
   ii. The total collected **by Financial Class –** monthly and "Year to Date basis for"
      1. Self-pay ($ amount and % of billings)
      2. Medicaid ($ amount and % of billings
      3. Medicare ($ amount and % of billings)
      4. Insurance ($ amount and % of billings)

l. **Monthly Indigent Summary** reporting dollar amount and the number of accounts on a year-to-date basis.

m. **Monthly ePCR Documentation Analysis Summary** report by PCR author on accounts not billed/paid due to insufficient documentation.

n. **Monthly 30-Day Lookback** report consisting of but not limited to; DOS, Account number, CCR number, Patient Name, Total Charges, Insurance Type, Insurance Name, Charges, Adjustments, Payments, and Account Balance.

11. **End of fiscal Year** summary reports as requested.
    a. Reports for the period ending 9/30 (end of BUYER's fiscal year) must be received as soon as possible, but no later than 10/15.
12. Provide **Ad Hoc report** capabilities and or other information that may be requested by the Buyer. These reports are to be made ready for Buyer within 5 business days of the request to the Contractor.
13. Weekly CONTRACTOR will provide BUYER with open **AR reports**. Consisting of but not limited to:
    a. DOS, Account number, CCR number, Patient Name, Total Charges, Insurance Type, Insurance Name, Charges, Adjustments, Payments, Balance.
14. Monthly CONTRACTOR will provide a 30-day report consisting of the previous months "**60-day Lookback Report**" indicating the following;
    a. DOS, Account number, CCR number, Patient Name, Total Charges, Insurance Type, Date Billed, number of days from Date of upload confirmation to Date submitted to Insurance Company for billing. As well as the number of statements sent to the patient.
15. The CONTRACTOR, on behalf of the BUYER shall comply with the following:
    a. CONTRACTOR will comply with the privacy regulations pursuant to Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1966. Subtitle F – Administrative Simplification, Sections 261, et seq., as amended ("HIPAA"), to protect the privacy of any personally identifiable protected health information ("PHI") that is collected, processed or learned as a result of the billing service provided. In conformity therewith, it will:
       i. Not use or further disclose PHI except as permitted by the City or required by Law.
       ii. Use appropriate safeguards to prevent use or disclosure of PHI except as permitted by this agreement.
       iii. To mitigate, to the extent practicable, any harmful effect that is known to the CONTRACTOR of a use or disclosure of PHI by the CONTRACTOR in violation of this agreement.
       iv. Report to BUYER any use or disclosure of PHI not provided for by this agreement of which the CONTRACTOR become aware.
       v. Ensure that any agents or subcontractors to whom the CONTRACTOR provides; PHI or who have access to PHI agree to the same restrictions and conditions that apply to the CONTRACTOR with respect to such PHI.
       vi. Make PHI available to BUYER and to the individual who has a right of access as required under HIPAA within 30 days of the request by the BUYER regarding the individual.
       vii. Incorporate any amendments to PHI when notified to do so by the BUYER.
       viii. Provide an accounting of all uses or disclosures of PHI made by the CONTRACTOR as required under the HIPAA privacy rule within sixty (60) days.

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ix. Make their internal practices, books and records relating to the use and disclosure of PHI available to the Secretary of the Department of Health and Human Services for purposes of determining CONTRACTOR's and the BUYER's compliance with HIPAA.
x. At the termination of the Agreement, return all PHI created or received by the CONTRACTOR on behalf of the BUYER and if return is infeasible, the protections of this agreement will extend to such PHI.
xi. Prepare and present for approval "Business Associate" agreement in accordance with HIPAA guidelines.
xii. CONTRACTOR will provide evidence of completion of a satisfactory HITRUST Audit within the past 12 months.

b. The CONTRACTOR must provide HIPAA compliant secure website(s) (a different site for each of the main hospital groups) for the BUYER, the CONTRACTOR and the hospitals to transmit and receive data from each other.
    i. Provide a Annual list of the electronic data connection and interface summaries with each of the BUYER's designated hospitals, along with samples of each download, or statistical connection data.
c. The CONTRACTOR must provide a secure access via the Web to allow the designated BUYER Administrators access to real-time billing information and payment information for quality management purposes.
    i. CONTRACTOR will provide Proof of Compliance and certification (audit) of HIPAA HITECH standards.
    ii. CONTRACTOR will provide Proof of Compliance with and certification (audit) of HIPAA HITECH standard on an annual basis prior to contract renewal each year.
    iii. CONTRACTOR will provide documentation as written proof of validated optimum data transmission speeds, security / encryption license, written validation on HIPAA secure websites and copy of most current SSAE 16 Report.
    iv. Maintain accounts in the database system for the life of the account and recall / retrieve any account when requested by the BUYER and or collection agency.
d. Among the specific uses and disclosures of PHI that may be made by the CONTRACTOR on behalf of the BUYER include:
    i. The preparation of invoices to patients, carriers, insurers and others responsible for payment or reimbursement of the services provided by the BUYER to its patients.
    ii. The submission of supporting documentation to carriers, insurers and other payers to substantiate the health care services provided by the BUYER to its patients or to appeal denials of payments for same.
e. Contractor shall have a current SSAE 18 (FKA SAS 70) on file – type II preferred and provide the BUYER with an annual update.
f. CONTRACTOR shall provide their Business Continuity Plan/ Disaster Recovery Plan and Recovery timelines with proposal submission.
g. CONTRACTOR shall provide a copy of the Compliance Plan with proposal submission.
h. CONTRACTOR shall comply with all applicable laws, rules and regulations pertaining to the 2003 Fair and Accurate Credit Transactions Act, to include but not limited to the Federal Trade Commissions "Red Flag Rules". This is to include all revisions and updates since the 2003 law passage as it pertains to creditors, billing agencies, covered entities, fire and rescue agencies, EMS agencies, ambulance services, etc.
    i. Red Flag Rules - CONTRACTOR acknowledges its obligations as your Business Associate under the requirements of the Identity Theft Red Flag Rules promulgated under the Fair and Accurate Credit Transactions Act of 2003 ("Red Flag Rules") found in 16 C.F.R. Part 681. In accordance with these obligations, CONTRACTOR agrees:
        1. to ensure that activities are conducted in accordance with reasonable policies and procedures designed to help detect, prevent, and mitigate the risk of identity theft;
        2. to have in place policies, procedures, and training to help detect relevant Red Flags that may arise in the performance of services on BUYER's behalf;

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3. that CONTRACTOR will use reasonable efforts to help ensure that any agent or third party who performs services on CONTRACTOR'S behalf in connection with BUYER accounts, including a SUB-CONTRACTOR, agrees to implement reasonable policies, procedures, and training designed to help detect, prevent, and mitigate the risk of identity theft; and
4. to alert BUYER to any red flag incident of which CONTRACTOR becomes aware and
5. the steps CONTRACTOR takes to mitigate any potential security compromise that may have occurred, and provide a report of any threat of identity theft as a result of the incident.

i. CONTRACTOR shall provide account information to support BUYER in all EMS billing audits and other administrative and judicial proceedings relating to the CONTRACTOR's scope of services including, but not limited to, the following:
   i. PCR information that has been captured into the billing system.
   ii. Transaction history.
   iii. Explanation of benefits (EOB) images.
   iv. Documentation supporting services provided, including level of service.
   v. All documentation and information reasonably requested by the BUYER.
   vi. Non-legal review of accounts being audited to assist BUYER in properly analyzing auditors' findings. Research, investigate, identify and verify recipients of services, claims for reimbursement, and payments received.
   vii. Provide BUYER with detailed explanations and justifications of claims submitted and levels of services, in a format as specified by BUYER; review of all explanations and justifications by the CONTRACTOR's compliance officer, a senior coder, and CONTRACTOR personnel having a previous or current certification of paramedic, or higher, and having EMS experience.
   viii. Participate in discussions to facilitate the audit process and ultimate resolution.
   ix. On site access to BUYER and/or audit personnel, as necessary, for the review of documentation and billing processes.
   x. Cooperate with any administrator or judicial proceeding including, but not limited to, providing testimony and responses to discovery requests.
   xi. Annual on-site visits to the Contractors processing center that processes the Buyers claim at the expense of the Contractor.

j. All patient billing / collection and report information will be on one database platform. Should the CONTRACTOR change hardware or software platforms, the CONTRACTOR will be responsible to move and / or convert the BUYER's data to the updated platform at no cost to the BUYER.

k. CONTRACTOR shall be responsible for furnishing training to all appropriate COJ personnel on issues regarding HIPAA compliance, Medicare/Medicaid requirements, PCR documentation, refund/write-off considerations and requirements and other such related issues regarding billing for ambulance service.
   i. The CONTRACTOR shall furnish sufficient staff to provide and/or participate in training programs for COJ personnel on a quarterly basis or as requested by the COJ for the training of newly hired and/or personnel reassignment within the COJ.
   ii. The CONTRACTOR shall provide annual continuing education modules for field personnel on data collection and report writing. Continuing education shall be accomplished either on-site or through a web-enabled learning system.

16. The CONTRACTOR will maintain a Patient Advocate on site at a location determined by the BUYER, which is currently at Fire & Rescue Headquarters. That individual will be the single point of contact (patient advocate) for all billing and billing related questions/complaints from patients.
    i. The patient advocate will report to the CONTRACTOR and an in-house "designated official" as determined by the BUYER. The patient advocate will follow the 8:00 a.m. – 5:00 p.m. BUYER'S work schedule
    ii. The work duties of the patient advocate will be determined jointly between the CONTRACTOR and the Jacksonville Fire & Rescue Department. Such duties will be in writing and signed off by both parties.
17. **CONTRACTOR** shall assign an Account Manager for BUYER's point of contact.

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18. **CONTRACTOR** shall on a monthly basis screen their workforce members and subcontractors through the U.S. Department of Health and Human Services' List of Excluded Individuals and Entities (LEIE) database. No persons on the LEIE may be permitted to work under this agreement. Reports providing proof of workforce screening shall be provided to the BUYER upon request.
19. Annually in accordance with Chapter 123 of the City of Jacksonville Ordinance Code, the CONTRACTOR shall make recommendations in writing to the Chief of Rescue regarding any changes to the fee schedule that may be needed.
20. The CONTRACTOR shall provide updates in advance regarding any statutory changes as they relate to insurance that may affect the methodology of the billing process (i.e. procedures, procedure codes and fees, etc.) in writing to the Chief of Rescue. In all cases, the CONTRACTOR shall be in compliance with all statutory changes which may occur.
21. CONTRACTOR will provide the following by the implementation date:
    a. All postage, including overnight when necessary, for all correspondence between the billing company and the City that is necessary to support the billing process.
22. CONTRACTOR must disclose present back-up procedures for daily, weekly and monthly backups, off-site storage locations and the safeguarding of the database information.
    a. A copy of the CONTRACTOR's contingency plan for disaster recovery for various states of emergency to include natural and man-made shall be submitted to BUYER prior to implementation date.
23. Provide, within thirty (30) days after termination of the contract and at no cost to the BUYER, a detailed listing of all accounts and continue to provide the BUYER maintenance for the life of the credit file (7 years) on every account processed by them; including but not limited by the following;
    a. Posting payments received from the primary and secondary insurance and payments received from the collection agencies designated by BUYER to the individual's account.
    b. Report payments received to the collection agency designated by the BUYER.
    c. Re-submitting of claims and patient invoices when necessary.
    d. Turn over billing to a collection agency designated by the BUYER as needed.
24. At the BUYER's discretion, the CONTRACTOR, at no cost to the BUYER, shall convert all active and inactive files to the BUYER's new billing company prior to the life of the credit file (7 years).
25. At the BUYER's discretion, the CONTRACTOR, at no cost to the BUYER, shall convert all active and inactive files from the prior billing company to their prospective format as required and maintain such records as specified by the BUYER, with updates as needed on an on-going basis in accordance with the contract requirements.
26. The CONTRACTOR may be required, at the BUYER's discretion, to cover the costs of site visits conducted for auditing purposes. This obligation includes any expenses necessary to support on-site review, verification, or compliance assessments initiated by the BUYER.
27. Exemplify desirable current communication technologies and systems in regards to the billing/collection process with the insurance carries as well as with the patients. Accepting current forms of payments including credit card and check payments by phone and online.
28. Develop / provide a matrix of quality measurements the City can expect from the CONTRACTOR. A monthly quality compliance report shall be produced indicating how monthly results and performance (Quality levels) measures with the established goals and standards (timelines, error rates, etc.) ranked. This includes a matrix breakdown by report author, by reimbursement percentage and why the account was denied payment. This report or matrix will be due to the BUYER no later than the 10th of each month. The CONTRACTOR will meet with the BUYER at the BUYER's location to discuss and review billing issues.

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Evaluation Criteria

The evaluations will be based upon the following criteria, and CONTRACTORs are requested to provide, as a minimum, the information listed under each criterion. **Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive.** The response to each of the criterion will be evaluated relative to the other responses received and will be awarded a score of 1 through maximum points. CONTRACTORs are encouraged to arrange their responses in a format that will offer ready review and evaluation of each criterion.

1) **Qualifications:** Including professional and/or technical education and training; relevant project experience with this size of individual contract; provide assigned availability of adequate personnel. Provide names and resumes of all individuals to be assigned to this project, specifically those individuals responsible for coding, appeals, and compliance personnel. List previous projects similar in size and specialty to the one in this RFP, which have been satisfactorily completed. Provide resumes of principal staff/project manager showing years of experience in the field to which they are assigned for this project. **(5 points maximum score)**

2) **Current Workload:** Provide the number and size of the projects currently being performed. Discuss past ability to deliver projects on a timely basis under similar current workload conditions. **(5 points maximum score)**

3) **Financial Responsibility:** Describe form of business, i.e., proprietorship, partnership, corporation; years in business; and changes in ownership within the past 5 years. **(5 points maximum score)**

4) **Responsibility Determination**: Has CONTRACTOR during the past 10 years, ever been investigated for suspected fraud and abuse by any department or agency within the federal or state government such as OIG, Medicare, Medicaid, CMS or Recovery Audit CONTRACTOR(s)? In the past 10 years, has CONTRACTOR company, its parent or a subsidiary, ever been required by a department or agency of the Federal or any State government to follow a Corporate Integrity Agreement, including by not limited to; OIG, CMS, etc.. In the past 10 years, has there been an investigation where the final determination resulted in a client paying a fine or penalty due to coding and billing actions that were related in any way to your provision of services?, IF so, provide dates and final determination; and any other information the CONTRACTOR may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in score less than maximum for this criterion. **(10 points maximum score)**

5) **Past and Present Record of Professional Accomplishments with City Agencies and Others:** Provide a list of completed projects that are similar in nature and scope to the project under consideration with references to include owner's contact person and telephone number. Describe any outstanding accomplishments that relate to specific services being sought. Responding to this evaluation criterion necessitates that CONTRACTORs include statements of their past and present record of professional accomplishments or performance with the City of Jacksonville and its various "using agencies," which is defined in the Jacksonville Ordinance Code as "a department, division, office, board, agency, commission or other unit of Buyer and an independent agency required by law or voluntarily requesting to utilize for services of the (Procurement) Department"; and with any of Buyer's "Independent Authorities"; and on projects undertaken with others that are similar in nature to the size and scope of professional services and/or work required for the project solicitation herein. **(10 points maximum score)**

6) **Proximity to the Project:** Document the location of CONTRACTOR's corporate headquarters, which, if located in Jacksonville, Florida, no further information is required under this criterion and maximum points will be awarded. If CONTRACTOR's corporate headquarters are not located in Jacksonville, Florida, please document the location and the nature of business of CONTRACTOR's branch office(s), if any, that are located in and/or that are closest to Jacksonville, Florida, the number of employee assigned thereto and the period of continuous existence thereof. Additionally, CONTRACTORs are requested to demonstrate, define and provide examples of their ability to provide the services contemplated herein in a manner comparable to having a local office in Jacksonville, Florida or to show that a local office is not necessary to satisfactorily perform the services required for this project, in which event maximum points may be awarded. **(10 points maximum score)**

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7) **Ability to Design an Approach the Work Plan to Meet the Project Requirements:** Describe the CONTRACTOR's understanding of the requirements of this solicitation, and its ability, approach and/or plan to satisfy the same in complete compliance with all applicable federal, state and local laws, statutes, ordinances, rules and regulations. Include a detailed timeline outlining key activities, milestones, and deliverables that demonstrate the CONTRACTORs approach to completing the project successfully. **(10 points maximum score)**

8) **Quotation of Rates, Fees or Charges and Other Detailed Cost Proposal or Cost Breakdown Information:** Describe the CONTRACTOR's overall willingness to meet both time and budget requirements for the project, and subject to Chapter 126, Part 3 of Jacksonville Ordinance Code, Section 126.302(e) in particular, proposed total compensation or unit price quotations, including, without limitation, hourly rates, fees, or other charges that will ultimately be used during, contract negotiations to calculate or determine total compensation. In addition, must follow Florida Statute 409.913(10) when submitting fee structure. **(15 points maximum score)**

9) **The Volume of Current and Prior Work Performed for Using Agencies Shall be Considered a Minus Factor:** Provide a list of all local government projects on which CONTRACTOR has been awarded fees during the past five (5) years. Include only those projects on which CONTRACTOR was the Prime CONTRACTOR (do not delete fees paid to SUB-CONTRACTORS or others). Such list shall include all work for the City of Jacksonville and its various "using agencies," which is defined in the Jacksonville Ordinance Code as "a department, division, office, board, agency, commission or other unit of Buyer and independent agency required by law or voluntarily requesting to utilize the services of the [Procurement] Department"; and with any of Buyer's Independent Authorities"; and on projects undertaken with others that are similar in nature to the size and scope of professional services and/or work required for the project solicitation herein. If the CONTRACTOR has not performed work for any of these agencies during the past five (5) years, the response should so clearly state. **(10 points maximum score)**

10) **Presentation:** Implementer's overall presentation, knowledge, understanding of the solution and adherence to the demonstration script provided on Attachment titled: Demo Script. **(20 points maximum score)**