



Municipality of Anchorage

Dave Bronson, Mayor
Purchasing Department

December 6, 2022

REQUEST FOR PROPOSAL

RFP 2022P054

Ambulance & Fire Billing and Collections Administration

ADDENDUM NO. 1

Please make the following changes to the subject project.

1. Questions and Answers

Where any requirements of the Request for Proposal conflict with an item in an Addendum, the Addendum shall govern.

All other terms and conditions of the Request for Proposal shall remain unchanged and in full force and effect.

This addendum and other documents related to this project are available by visiting the Purchasing office website at:

<http://www.muni.org/Departments/purchasing/Pages/bidding.aspx>

If you have previously submitted a response to this project and wish to have it returned, please email that request to wwpur@muni.org

All other terms and conditions remain unchanged.

Sincerely,

Chris Hunter

Chris Hunter
Deputy Purchasing Director

RFP QUESTIONS

1. Does the MOA currently utilize a bank lockbox for the receipt and deposit of payments directly into the MOA's bank account? **NO**
 - a. If so, will the billing vendor have online access to retrieve payment, deposit, and correspondence information?
 - b. Is the billing vendor responsible for the costs associated with the bank lockbox?
2. Does the MOA have its own credit card merchant account for processing credit cards? **YES**
 - a. Is the billing vendor responsible for the credit card processing fees? **NO**
3. Will the billing vendor be required to mail Notice of Privacy Practices to transported patients? **NO**
4. Please provide the number of emergency transports broken down by service level for the last, complete, fiscal year:
 - a. ALS1 Emergency **13,042**
 - b. BLS Emergency **7,661**
 - c. ALS 2 **N/A**
5. Does the MOA perform any non-emergency transports? **NO**
 - a. If so, please provide the last fiscal year volume?
 - b. What are the types of non-emergency transports (e.g. dialysis, hospital procedures, discharge, etc.)?
6. On page 7 of the RFP, it indicates rates for BLS, ALS, mileage, and a non-resident fee, can you please confirm these are the only fees the MOA is charging for? **YES, related to ambulance services**
7. What is the name of MOA's debt collection agency? **Professional Credit Services**
8. On page 2 of the RFP, it indicates that AFD utilizes Zoll Tablet PCR and CVFR and GFR utilize Zoll Fire RMS, can you clarify that what percentage of the PCRs will be electronically sent to the billing vendor versus the percentage that will be sent by paper PCRs? **All electronic through vendor site**
 - a. How often (daily, weekly, monthly) are electronic and/or paper PCRs submitted to the billing vendor? **weekly or monthly depending on department**
 - b. How often are the Prehospital Care Worksheets submitted to the billing vendor? **weekly or monthly depending on department**
9. What customer service hours (for patients) are required by the MOA? **M-F 9-5 AKST**
10. The Cost Worksheet in Attachment D appears to be incorrect. Can you provide the correct worksheet for the EMS billing project? **Attached for 2022P054**
11. What software system is AFD currently using to record Fire Inspections and Hazardous Materials

compliance? **Cameo and eplan**

12. As it relates to Fire Inspection and Hazardous Material data submission to the billing vendor:
 - a. Method of transmission? **email**
 - b. Frequency of data submission? **weekly**
 - c. File format? **PDF**

13. What was the total amount of collections posted by AFD for Fire Inspections for the following calendar years:
 - a. 2020? **\$164,173**
 - b. 2021? **\$174,458**

14. What was the total amount of collections posted by AFD for Hazardous Materials Compliance Fees for the following calendar years:
 - a. 2020? **\$215,036**
 - b. 2021? **\$194,275**

15. Can you please list the MOA's fee schedule as it relates to Fire Inspections and Hazardous Materials Compliance? **RFP 1.1.4 cites Anchorage Municipal Code Titles 10.75.010 & 16.110 which can be referenced for breakdown**

16. Regarding the MOA provided patient satisfaction survey card (page 9, 3.2.18), please confirm that the MOA provides the pre-paid postage for the return of the survey card? **YES**