

Request for Proposals
Ambulance Billing Services

Addenda No 1

1. If there was a previous solicitation for these services, what was its title, number, release date, and due date? **N/A previous bid was not for Ambulance billing**
2. When is the anticipated contract start date? **To be agreed upon with the lowest responsible bidder.**
3. When is the anticipated award date? **Mid June**
4. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories? **The RFP Price proposal form (attachment A) specifies a fixed percentage rate.**
5. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. **Fully satisfied**
6. Has the current contract gone full term? **Yes**
7. Have all options to extend the current contract been exercised? **Yes**
8. Who is the incumbent, and how long has the incumbent been providing the requested services? **Armstrong Billing Service LLC, 4 year**
9. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award? **Please refer to the RFP document for the minimum evaluation criteria and the selection and evaluation criteria.**
10. How are fees currently being billed by any incumbent(s), by category, and at what rates? **N/A previous contract was different**
11. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? **N/A**
12. What were your annual gross charges last year or for the last 12 months? **\$2,944,709.79 for 2023**
13. What were your annual total adjustments for last year or for the last 12 months? **\$1,840,509.70 for 2023**

14. What were your annual contractual allowance write offs for last year or for the last 12 months? \$41,814
15. What were your annual gross collections last year or for the last 12 months? \$887,901.87 for 2023
16. What were your annual billable transports last year or for the last 12 months? 1,464 in 2023
17. What are your per-mile ground transport charges? \$26.45
18. What are your advanced life support charges? N/A
19. What are your advanced life support emergency level 1 charges? \$1,754.89
20. What are your advanced life support emergency level 2 charges? \$2,539.95
21. What are your basic life support charges? N/A
22. What are your basic life support emergency charges? \$1,477.83
23. What are your specialty care transport charges? N/A
24. What are your treatment without transport charges? N/A
25. What is your average per-trip charge? \$754.24
26. When were the last changes to your transport rates, and are you considering raising any of the rates currently charged? 2019, No
27. Are there any other charges you assess not otherwise covered by our questions? ALS Intercept charges of \$450
28. What percentage of your patients are residents versus non-residents, and do you charge the two groups differently? Unknown, No
29. Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom? No shared services
30. What were your transports per year for advanced life support for last year or for the last 12 months? N/A
31. What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months? 889
32. What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months? 22

33. What were your transports per year for basic life support for last year or for the last 12 months? What were your transports per year for basic life support emergency for last year or for the last 12 months? 553
34. What were your transports per year for specialty care transport for last year or for the last 12 months? N/A
35. What were your transports per year for treatment without transport for last year or for the last 12 months? N/A
36. What is your payer mix expressed as percentages of 100% billed?
Medicare 52%, Medicaid 16%, Other insurance 23%, Contracts, 6%, Self pay 3%
37. What is your payer remit mix expressed as percentages of 100% of what you typically receive? N/A
38. How many total transport vehicles do you now operate? 3
39. What is your average loaded miles per trip? N/A
40. What is your average revenue per call? \$754.24
41. Do you have a lockbox provider and, if so, which provider? N/A
42. If you have a lockbox provider, will that provider remain in place as a result of this procurement? N/A
43. Do you have an EPCR provider and, if so, which provider?
Zoll EPCR through Armstrong Ambulance
44. Do you have a collection agency provider and, if so, which provider?
No
45. Which local hospitals or care facilities typically receive most of your patients?
Metrowest Framingham