



REQUEST FOR PROPOSALS

CITY OF QUINCY, MASSACHUSETTS
PURCHASING DEPARTMENT
1305 HANCOCK STREET, QUINCY, MA 02169

The City of Quincy invites sealed bids/proposals for furnishing and delivering to the City of Quincy:

FIRE DEPARTMENT

BILLING OF EMERGENCY SERVICES

JUNE 22, 2010 at 11:00 a.m.

In accordance with M.G.L. Chapter 30B, the City of Quincy, on behalf of the Fire Department, is requesting proposals from vendors for billing for emergency response services to enhance cost recovery for fire and rescue efforts. Vendors will provide customer service and onsite training to the City of Quincy staff regarding billing questions, fielding of complaints, setup of files, and report run assistance. Fire services are comprised of (8) fire stations and provide services within its City limits.

Non-Price bids/proposals must be in a sealed envelope and price proposals must be in a separate sealed envelope. The outside of the sealed envelopes are to be clearly marked "**RFP – Non Price Proposal Enclosed**" with the time/date of the RFP and "**RFP – Price Proposal Enclosed**" with the time/date of the RFP.

Detailed specifications are on file at the Office of the Purchasing Agent, Quincy City Hall, 1305 Hancock Street, Quincy, Massachusetts, 02169, between the hours of 8:30 a.m. and 4:30 p.m.

Proposals will be received at the Office of the Purchasing Agent until the time and date stated above. Late proposals, delivered by mail or in person, will be rejected.

If applicable, proposals shall be in accordance with M.G.L. Chapter 30B, Chapter 149 as amended, and Chapter 30, Sections 39A, 39B and 39F-R. Bidder must abide by the prevailing wages as established by the Massachusetts Department of Labor and Industries.

The right is reserved to reject any or all proposals or to accept any part of an RFP or the one deemed best for the City and waive any informalities in the bidding if it is in the best interest of the City to do so.

Thomas P. Koch, Mayor

Kathryn R. Hobin, Purchasing Agent

LEGAL: MAY 31, 2010
LEGAL: JUNE 1, 2010

GOODS & SERVICES
P.O. # S062210

DEPT. CHARGED: FIRE DEPARTMENT
DEPT. CHARGED: FIRE DEPARTMENT



**CITY OF QUINCY
PURCHASING DEPARTMENT
1305 HANCOCK STREET
QUINCY, MA 02169**

DETAILED SPECIFICATIONS AND REQUIREMENTS

ISSUE DATE: JUNE 1, 2010
BID CALL: JUNE 22, 2010 at 11:00 A.M.
DEPARTMENT: FIRE DEPARTMENT
ITEM: BILLING EMERGENCY SERVICES

1. Certified check or 5% bid bond is **not** required.
2. A Performance/Payment Bond is **not** required.
3. The following forms, if contained in the bid documents, must be completed and signed:
 - Certificate of Non-Collusion
 - Tax Compliance Certificate
 - Certification Relating to Debarment and Suspension
 - Signature Authorization Form
 - Proposal Sheet 5 of 5 (Lines 28 – 39)
 - Certification of General/Sub-bidders on Public Construction Projects Regarding Health and Safety and Non-Collusion and Debarment
 - Certification concerning Responsible Employer Ordinance (if contract is over \$100K)
 - Form for General Bid
 - Schedule of Participation Minority and Women Business Enterprise
4. Do not separate any sheets from this bid call.
5. All prices are to include delivery F.O.B. destination unless noted otherwise.
6. Wherever a manufacturer's name or model number is specified, it is to be clearly understood that the words "or approved equal" follow.
7. All vendors must acknowledge in writing receipt of any addenda.

* TO THE EXTENT APPLICABLE THE FOLLOWING SECTIONS OF MASSACHUSETTS GENERAL LAWS ARE INCORPORATED HEREIN BY REFERENCE:

**M.G.L. CHAPTER 7 SECTIONS 38A1/2 – O, CHAPTERS 30B, 30, SECTIONS 39A, 39B AND 39F-R.
M.G.L. CHAPTER 149, AS AMENDED**

In the event of any inconsistency between the Invitation to Bid, Information for Bidders, Bid Forms, Conditions or any other Contract Document or potential Contract Document and these statutes; or any other applicable statutes, by-laws or regulations existing on the date on which the bid is submitted, then the statute, by-laws or regulations shall govern. Such inconsistency shall not be grounds for invalidating the bidding proceeding the Contract.

LIABILITY, PROPERTY DAMAGE and WORKERS' COMPENSATION coverage is required of the successful bidder before any work can be started.

DATE: _____

SPECS: BILLING EMERGENCY SERVICES

BIDDER: _____

ADDRESS: _____

TELEPHONE: _____

EMAIL: _____



CITY OF QUINCY
Purchasing Department
1305 Hancock Street, Quincy, MA 02169

Phone: 376-1060

Fax: 376-1074

SIGNATURE AUTHORIZATION

At a duly authorized meeting of the Board of Directors of the

(NAME OF CORPORATION)

held on _____, at which all the Directors were present or waived notice, it was
(DATE)

VOTED, that:

(NAME)

(OFFICER)

of this company, be and he/she hereby is authorized to execute Contracts and Bonds in the name and behalf of said Company, and affix its Corporate Seal thereto, and such execution of any Contract or obligation in this Company's name on its behalf by such _____ under seal of the Company, shall be valid
(OFFICER)

and binding upon this Company. It was further voted that the City of Quincy may rely on such authorization of future Contracts until notified to the contrary.

A true copy,

ATTEST: _____
(CLERK'S SIGNATURE)

PLACE OF BUSINESS: _____

DATE OF THIS CONTRACT: _____

I hereby certify that I am the Clerk of the:

_____ that _____ is the
(COMPANY) (NAME)

duly elected _____ of said Company, and that the above VOTE has not been
(TITLE)

amended or rescinded and remains in full force and effect as of the date of this Contract.

_____ CORPORATE SEAL



CITY OF QUINCY
Purchasing Department
1305 Hancock Street, Quincy, MA 02169

Phone: 376-1060

Fax: 376-1074

TAX COMPLIANCE CERTIFICATE

MASS. GENERAL LAWS, CH. 62C, S: 49A(b)

I hereby certify that I have complied with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding of child support.

Signed under the pains and penalties of perjury.

(1) Individual Contractor

(Contractor's Name and Signature)

Social Security Number

(2) Corporation, Association
or Partnership

(Contractor's Name)

Federal Tax ID Number, or
Social Security Number

By:

(Authorized Signature)

Note to Contractor: Please sign at (1) or (2), whichever applies.

CHAPTER 62C. ADMINISTRATIVE PROVISIONS RELATIVE TO STATE TAXATION

Chapter 62C: Section 49A Certification of compliance with tax laws as prerequisite to obtaining license or governmental contract

Section 49A. (a) Any person applying to any department, board, commission, division, authority, district or other agency of the commonwealth or any subdivision of the commonwealth, including a city, town or district, for a right or license to conduct a profession, trade or business, or for the renewal of such right or license, shall certify upon such application, under penalties of perjury, that he has complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support. Such right or license shall not be issued or renewed unless such certification is made.

(b) No contract or other agreement for the purposes of providing goods, services or real estate space to any of the foregoing agencies shall be entered into, renewed or extended with any person unless such person certifies in writing, under penalties of perjury, that he had complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

(c) Any such agency, which has been notified by the commissioner pursuant to section forty-seven A that a person who holds a license or certificate of authority issued by such agency or who has agreed to furnish goods, services or real estate space to such agency has neglected or refused to file any returns or to pay any tax required under this chapter and that such person has not filed in good faith a pending application for abatement of such tax or a pending petition before the appellate tax board contesting such tax or has been penalized pursuant to section 9 of chapter 62E for failure to comply with the provisions under said chapter 62E relating to reporting of employees and contractors, or has been penalized pursuant to paragraph (3) of subsection (f) of section 12 of chapter 119A for failure to comply with the provisions under said chapter 119A relating to withholding and remitting child support, shall refuse to reissue, renew or extend such license, certificate of authority, contract or agreement until the agency receives a certificate issued by the commissioner that the person is in good standing with respect to any and all returns due and taxes payable to the commissioner as of the date of issuance of said certificate, including all returns and taxes referenced in the initial notification or, if the licensee has been penalized for failure to comply with the provisions relating to reporting of employees and contractors under chapter 62E or withholding and remitting child support under chapter 119A, a certificate issued by the commissioner that the licensee is in compliance with said provisions.

(d) Any person who owns or leases a motor vehicle or trailer that is required to be registered in the commonwealth under chapter 90 and improperly registers the motor vehicle or trailer in another state or misrepresents the place of garaging of the motor vehicle or trailer in another city or town, shall be considered in violation of laws of the commonwealth relating to taxes under chapter 60A, chapter 64H or chapter 64I. The right, license or contract provided for in subsections (a) and (b) shall not be issued or renewed until the person or business entity has paid all taxes due at the time of application for such right, license or contract.

(e) Any person who, for the purpose of evading payment of a tax pursuant to chapters 59 to 64J, inclusive, willfully makes and subscribes any return, form, statement or other document pursuant to subsection (a), (b) or (d) that contains or is verified by a written declaration that is made under the penalties of perjury, and that contains information that he does not believe to be true and correct as to every matter material to his compliance with all laws of the commonwealth relating to taxes, shall be subject to section 73.

CERTIFICATE OF NON – COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union committee, club, or other organization, entity, or group of individuals.

(Name of person signing bid or proposal)
(Please print)

(Signature required)

(Name of business)

CERTIFICATION RELATING TO DEBARMENT AND SUSPENSION

The undersigned contractor certifies to the City of Quincy that neither it nor its principals, officers or any affiliated entities has been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction in accordance with the requirements of OMB Circular A-87 and with Executive Order 12549, "Debarment and Suspension."

Furthermore, the contractor certifies that it shall not make any subcontract or permit any subcontract to be made with any party which is debarred or suspended or is otherwise excluded in accordance with said OMB Circular and with Executive Order 12549.

This certification shall be for the benefit of the City of Quincy and its successors and/or assigns and is binding upon the contractor, its successors and assigned.

Executed under seal this ____ day of _____, _____.

Contractor Name
By its duly authorized agent,

Contract Number _____

(Authorized Signature)

**BILLING SERVICE FOR EMERGENCY SERVICES
FOR QUINCY FIRE DEPARTMENT, QUINCY, MA**

REQUEST FOR PROPOSAL

SUBMISSION OF PROPOSALS

The City of Quincy, on behalf of the Fire Department, is seeking billing service providers interested in providing the emergency billing service, as set forth in the attached specifications, are invited to deliver one (1) original and three (3) copies of the emergency service billing proposal to the Purchasing Department, City of Quincy, 1305 Hancock Street, Quincy, MA 02169 no later than 11:00 a.m.. on June 22, 2010.

All proposals shall be sealed and addressed to Kathryn Hobin, Purchasing Agent, City of Quincy, 1305 Hancock Street, Quincy, MA 02169. Proposers shall submit separate price and non-price (technical) proposals. The price proposal must be signed, placed in an envelope, and sealed. The price proposal will require the fee for the service to be stated as a dollar amount for actual receipts. The non-price (technical) proposal must contain all information pertaining to the billing service, such as method of billing, initiation of billing procedures, application for, and timetable for gaining any necessary approvals to do so. The proposal must address, at a minimum, each of the issues set forth in the Request for Proposals in order to be considered responsive. Any proposal that does not respond to each issue in the Request for Proposals will be rejected by the City of Quincy as non-responsive.

Proposals that are received after the proposal due date and time will not be accepted. The City is not responsible for lateness or non delivery of mail, carrier, etc. and the date and time stamp in the Purchasing Department shall be the official time of receipt.

The City of Quincy is exempt by law from payment of Massachusetts Sales Tax and Federal Excise Tax, therefore all proposals shall not include sales taxes. Proposals must comply with all federal, state, county, and local laws concerning these services.

REVIEWING PERIOD:

All proposals meeting the minimum requirements and conditions may be held by the City of Quincy for a period not to exceed sixty (60) days from the date of opening proposals for the purpose of reviewing the proposals and investigating the qualifications of proposers, prior to the awarding of the contract.

VENDOR SELECTION:

Following the procedures previously described, the City will make a decision regarding selection of the vendor whom it wishes to enter into a contract. Proposals will be evaluated upon the basis of the Minimum Qualifications; the Comparative Evaluative Criteria for Selection set forth; prices and other appropriate factors.

AWARD:

The contract shall be awarded to the responsible and responsive proposer submitting the most advantageous proposal, taking into consideration the proposal's relative merits. The City of Quincy reserves the right to reject any and all proposals or to waive any informalities in the proposals, if it appears in the City's best interest. The City of Quincy reserves the right to extend this contract for two (2) additional one year periods as it deems to be in the best interest of the City.

TERMINATION OF CONTRACT:

This contract shall remain in effect until the contract expires, completion and acceptance of services performed, or until terminated by either party with thirty (30) days written notice prior to any cancellation. The successful vendor must state therein the reasons for such cancellation. The City reserves the right to award cancelled contract to the next responsible vendor as it deems to be in the best interest of the City.

PROFILE OF SERVICE:

Quincy Fire Department operates a full time 24 hour per day 365 days per year fire and rescue organization. In addition to the previous mentioned incident types, Quincy Fire Rescue also responds to many reported hazardous material and technical rescue incidents as well.

Quincy Fire covers the entire City of Quincy having a population in 2008 of approximately 92,339, making it the 7th largest city in the state. Fire services are comprised of eight (8) fire stations and provide services within its City limits. According to the United States Census Bureau, the city has a total area of 26.9 square miles (70 km²), of which 16.8 square miles (44 km²) are land and 10.1 square miles (26 km²) are water.

VENDOR REQUIREMENTS:

Vendor must have the ability to bill for Motor Vehicle Related Fire calls for service. Billing may be expanded to include other fire calls as the program progresses.

Vendor must have a website that supports secure claim submission over the Internet. This website must support both claim entry only login and administrator login "access to reports and

pre-claim submission review". The website shall allow claim entries made by non administrator to be held until reviewed and released for submission to vender by administrative login personnel. Website must allow authorized personnel to view reports related to the claims ie. (account aging and payments received).

Vendor must provide a written policy for the release of confidential information.

Vendor will provide a sample contract and an explanation of its pricing structure for the City to review (reference City Ordinance requirements). Pricing should include billing for services and any other vendor fees.

Vendor will provide a copy of the companies internal control policies and procedures.

Vendor will bill insurers as many times as necessary and will ensure claims are met. In the event of a dispute the vendor will provide a report on claims and disputes.

Vendor will describe the security measures used and provide adequate assurances of safeguards of the confidentiality of records.

Vendor will provide on-line electronic file lookup and be able to accept information from the City via email, fax, or from an electronic format.

Vendor will provide a custom form for Fire Services to utilize in order to collect the needed data, as stated per ordinance, for proper bill processing.

Vendor will provide custom reports and data exports on any data fields.

Vendor will ensure daily backups are stored in a secure safe location.

Vendor will send all billing invoices under the City's name.

Vendor will mail all checks by United States Postal Service to the Client; or Vendor will make deposits payable to the City, mail to the billing company, and deposit into a designated account.

Vendor will provide weekly deposit information sent to the Client by emailing a designated City representative.

Vendor will provide acknowledgement of the receipt of all billable information to the designated City representative.

Vendor will provide monthly invoices including a copy of the deposit slips, deposit reconciliation report, month-end statements, and a copy of the checks deposited.

Vendor will provide an accounts receivable aging report and a report on any billing and credit adjustments.

Vendor will provide complete and accurate transcription of records.

Vendor will provide communications only to the designated City representative(s) for the Client.

Vendor will allow on-sight inspections of records and deposits by designated City personnel and City external audit firm.

Vendor will provide an orientation for all personnel and training for administrative personnel on the system setup and procedures.

Vendor will provide customer service and onsite training free of charge to the City staff regarding billing questions, fielding of complaints, setup of files, and report run assistance.

Vendor will have knowledge on fire service terminology in order to field billing customer complaints and assist City staff.

Vendor will provide an implementation plan and schedule.

MINIMUM QUALIFICATIONS CRITERIA

In addition to addressing each of the items in the specifications, the proposer must submit, as part of their non-price proposal, the following minimum qualification criteria: Initial the appropriate response to each criterion, and include the required documentation in the non-price (technical) proposal envelope.

1. A letter of Transmittal signed by the individual authorized to negotiate for and contractually bind the Contractor, stating that the offer is effective for at least sixty (60) calendar days from the deadline for the submission of proposals.

Comply _____ Do Not Comply _____

2. A list of municipalities, or private clients for which the contractor has provided emergency response service billing over the past two (2) years. This list is to include a current name, address, contact person and phone number of references for the selection committee to access. Any negative information generated by reference check shall be sufficient cause to dismiss the proposal as unacceptable. Negative information that shall be considered grounds to render the proposal unacceptable shall be information that shows the service operated in a fashion that reflected negatively on the community served. Illegal or unethical methods of collection, repeated instances of inappropriate treatment of recipients of the service such as rudeness or any other behavior that generates complaints from the public shall be viewed as negative information.

Comply _____ Do Not Comply _____

3. An Errors and Omissions (E+O) insurance policy for the minimum amount of \$1,000,000.00 naming the City of Quincy as an additional insured are to be included with the proposal. If the proposal is accepted these bonds must be kept in effect for the life of the contract.

Comply _____ Do Not Comply _____

4. The City of Quincy has established a philosophy of emergency service billing that essentially states that no person shall be billed if there is any indication of inability to pay. To that end the billing agency must recognize that, in their dealings with the recipients of the emergency services, every effort towards courteous and compassionate handling of patients will be the rule.

The billing agency will have made every attempt to determine if primary and/or secondary insurance exists through inquiry to recipients of the service and computer screening, prior to bills being sent to individuals, and the primary and secondary insurance carriers billed where appropriate.

A letter explaining the waiver policy shall accompany every bill mailed out other than to insurance companies. All applications for waiver must be signed, filled out and returned to the billing agency. The billing agent will turn over all requests for abatement to the City of Quincy for action. The service must show an understanding of this policy in its response to the request for proposal.

Comply _____ **Do Not Comply** _____

5. Bidders must provide a toll free number for the City's use and for the use of citizens making inquires.

Comply _____ **Do Not Comply** _____

6. List any litigation, with the appropriate explanation, against your firm in the past five years from 2003 through the present.

Comply _____ **Do Not Comply** _____

7. Bidders must provide documentation of licensing as a collection agency under Massachusetts laws.

Comply _____ **Do Not Comply** _____

8. Bidders shall provide an electronic system to enable the Quincy Fire Department administration the ability to check the status of any and all claims.

I hereby state that I understand the minimum evaluation criteria and that I have initialed all of the appropriate sections, and further, that I have attached the required information to the summary sheet located at the back of this document.

Signature _____

COMPARATIVE EVALUATION CRITERIA

A contractor shall be deemed unacceptable if the Minimum Evaluation Criteria is not met. However, once it has been determined that the contractor has met all the minimum evaluation criteria the proposals will be further evaluated by the City of Quincy using the following Comparative Evaluation Criteria. The ratings of “**Highly Advantageous**”, “**Advantageous**”, “**Not Advantageous**”, and “**Unacceptable**” will be used to evaluate the following features of each proposal.

1. Contractors compute linkage to billing information and method of collecting data for billing.
 - a. **Unacceptable:** All billing information to be provided by the Quincy Fire Department response personnel.
 - b. **Not Advantageous:** Most billing information to be provided by Quincy Fire Department personnel. Personnel having to secure name of insurance carrier and insurance policy numbers.
 - c. **Advantageous:** Access to vehicle and operator information. Quincy Fire Department personnel having to fill out only motor vehicle accident necessity forms and secure operator signatures.
 - d. **Highly Advantageous:** Total billing information secured and all insurance necessity forms completed by billing service with no charge to operation for Quincy Fire Department personnel. Any additional information will be obtained by the billing company.

2. How many years experience does your firm have in billing for municipal emergency services?
 - a. **Unacceptable:** Less than one year of experience.
 - b. **Not Advantageous:** More than one years experience but less than three years experience.
 - c. **Advantageous:** More than three years experience but less than five years experience.
 - d. **Highly Advantageous:** Greater than five years experience.

3. How many municipal emergency services does your firm presently represent? List the municipalities represented, along with the name and phone number of the representative from the community.
 - a. **Unacceptable:** None
 - b. **Not Advantageous:** Between five and ten municipal emergency services.
 - c. **Advantageous:** Between ten and twenty municipal emergency services.
 - d. **Highly Advantageous:** More than twenty municipal emergency services.

4. Collection percentage: The vendor should provide documentation as proof that they can achieve collection percentage of between 65% and 75%. The proof should be established by comparison with another municipal emergency service that will show collection percentage and name of municipal contact person with telephone number for reference.
 - a. **Unacceptable:** No documentation of collection percentage.
 - b. **Not Advantageous:** Documentation of collection percentage less than 65%.
 - c. **Advantageous:** At least one municipality or private company serviced and documented at a rate of 75% collection rate.
 - d. **Highly Advantageous:** Two or more municipalities or private companies serviced and documented at rates of 75% or greater.

5. The billing agency will bill direct to carriers as opposed to billing recipients of the service. If clients need be billed, due to a lack of insurance information, the billing agency should be willing to assist the client and fill out the forms on their behalf. Provide documentation on the form provided.
 - a. **Unacceptable:** Process only local vehicle insurance claims, mail all others to client.
 - b. **Not Advantageous:** Process local vehicle insurance claims to primary insurance companies only.
 - c. **Advantageous:** Process all claims with major carriers and secondary insurance companies where applicable.
 - d. **Highly Advantageous:** Process claims to all insurance carriers, automobile insurance, worker's compensation, home owners insurance, etc.

6. Contractors are required to have experience in reconciling the emergency service account on a monthly basis.
- a. **Unacceptable:** No experience in emergency service billing reconciliation.
 - b. **Not Advantageous:** Reconciles five or less emergency service billing accounts.
 - c. **Advantageous:** Reconciles between ten and twenty emergency service billing accounts.
 - d. **Highly Advantageous:** Reconciles more than twenty emergency billing accounts.
7. Contractors are required to have experience in submitting combined or two tiered emergency service insurance claims.
- a. **Unacceptable:** No experience in submitting two tiered claims.
 - b. **Not Advantageous:** Less than one year experience submitting two tiered insurance claims.
 - c. **Advantageous:** Between one and three years experience submitting two tiered insurance claims.
 - d. **Highly Advantageous:** More than three years experience submitting two tiered insurance claims.
8. Contractors are required to perform an all encompassing scope of emergency services billing.
- a. **Unacceptable** No professional emergency service providers.
 - b. **Not advantageous** Up to ten professional emergency service providers.
 - c. **Advantageous** Ten to twenty professional emergency service providers.
 - d. **Highly Advantageous** Twenty or more professional emergency service providers

STATEMENT OF SERVICES

1. Collection and Deposits

All amounts received by the billing service will be recorded and the proceeds deposited in an account at the bank providing municipal banking services to the City of Quincy during the period of the contract, and the account shall be to the City of Quincy, 1305 Hancock Street, Quincy, MA 02169. At the expiration of each month, the billing service shall bill the City of Quincy for collection charges due the billing service for actual collections made that month.

2. Expenses

A. **Refunds:** All expenses directly or indirectly related to the collection of any City of Quincy party shall be borne by the billing agent. Other refunds due any City of Quincy party, as a result of an error on the part of the City of Quincy, or overpayment or any other cause, not the fault of the billing agent, will be paid by the City of Quincy.

B. **Except:** As otherwise specifically provided herein, the billing service will not incur expenses on behalf of or without the City of Quincy's prior consent.

3. Other

A. It is understood that the City of Quincy accepts assignment of any and all insurance providers. Accordingly, the billing services will make the required contractual adjustments when applicable and will be reported on the monthly revenue statement.

B. Write offs and/or reductions of charges will be handled by the City on an abatement basis at their discretion.

C. Requests for abatements or adjustments from any City of Quincy party will be sent in writing to the billing agent, and then sent to the City of Quincy Fire Department. This would be applicable to any party who signs for an abatement or waiver after being billed by the service.

D. The vendor will provide an orientation for all personnel and training for administrative personnel on the system setup and procedures. The customer service and onsite training will be free of charge to the City staff regarding billing questions, fielding of complaints, setup of files, and report run assistance. In doing so, the vendor must have knowledge of fire service terminology in order to field billing customer complaints and assist City staff.

4. **Records and Reports**

The billing service will furnish to City of Quincy the following reports:

- A. A report of all collections together with a copy of the deposit slips evidencing the deposit to the City of Quincy's bank account.
- B. A monthly recap of reports including an aging report at end of month reflecting balance of open receivables.
- C. At a minimum the following reports are required: Commitment listings, listing of write offs, adjustment credits, any other report determined necessary to be able to prove balance from month to month.
- D. All records and correspondence relating to the City of Quincy's accounts receivable and the billing services collection efforts will be kept at the billing service's office and shall be available for examination by City of Quincy or authorized representatives.
- E. All correspondence and inquiries for waiver applications will be directed to the billing agent's mailing address. All payments will be directed to the City of Quincy.

Vendor's must be able to provide claims by:

- Address
- Run Number
- Date of Service
- Item(s) Charged
- Type of Service Performed
- Hour(s) Performed
- Equipment and Supplies

Vendor's must be able to provide reports by:

- Usage
- Averages
- Districts
- Apparatus Responses
- Station
- In City / Out City
- Type of Service Performed
- Response Times

Vendor's must be able to provide reporting by:

- Selecting a Date Range
- Daily
- Monthly
- Quarterly
- Annually
- Year to Date

Vendor's must be able to provide reports:

- Accounts Receivable Aging
- Month End Statements
- Billing and Claims
- Monthly Adjustments
- Monthly Deposit Listing
- Billing Companies Internal Controls
- Map Grid (compatible to Arc View and Map Info)
- Items
- Procedures
- Tasks

5. **Miscellaneous**

- A. The billing service will collect accounts receivable of the City of Quincy under the name of Quincy Fire Rescue Emergency Billing Service City of Quincy.
- B. The billing service shall delegate an authorized representative for receiving notices and day to day contract administration.

NAME OF REPRESENTATIVE _____

6. **Termination**

This agreement may be terminated by the City of Quincy at any time upon thirty days (30) written notice of termination to the billing service, and by the billing service on the anniversary date of the contract upon thirty days (30) written notice to the City of Quincy.

Upon termination of the agreement, for whatever reason, the billing service shall deliver up all records and pertinent correspondence concerning the accounts and collection thereto to the City of Quincy, and the billing service will otherwise cooperate with the City of Quincy or their assignees to affect an orderly transfer of

the collection of the City of Quincy's accounts receivable. If the City of Quincy should terminate this agreement, the billing service shall be entitled to receive from the City of Quincy, any and all commission due to the billing service up to and including the actual date of termination and transfer of accounts receivable, as well as reimbursement from City of Quincy of all expenses incurred by the billing service which shall be reimbursable under the contract and which remain unpaid at the date of termination. The billing service must turn over all records and have them delivered to a location designated by the City of Quincy upon termination of the contract.

7. **Provision**

Quincy Fire Department is to provide the billing agency with a copy of the Standard Accident/Insurance Report Form to include the operator's name, address and the date and time of the incident, motor vehicle insurance information and vehicle descriptor information. This form will have the specific emergency response services clearly noted to allow the billing service to bill appropriately based on the rate structure allowed.

8. **Stipulations**

- A. The contract shall be governed by and shall be construed in accordance with the laws of the Commonwealth of Massachusetts.
- B. In the event of any conflict or any inconsistency between the Massachusetts General Laws, as amended, and the provisions of this contract, the Massachusetts General Laws shall control. If any of the provisions of this agreement are held to be invalid, such provision or provisions shall be deemed stricken from the agreement and at the option of the City of Quincy, the remaining provisions shall remain in full force and effect.
- C. The billing service shall hold City of Quincy free and harmless from all claims, liability and losses caused by the actions or failures to act on the part of the billing service, and the billing service shall fully indemnify the City of Quincy for all such claims, liability and losses if they should occur.
- D. The billing service shall have workman's compensation insurance in accordance with the Massachusetts General Laws Chapter 152, as amended, and the billing service shall furnish the City of Quincy with evidence of this coverage before the execution of the contract.

9. **Waiver Handling Policy**

Although the City wishes to maximize collections, we do wish to have compassion for those with financial hardships. A strict waiver policy will be formulated by, and administered by, the City of Quincy. Please outline your capabilities in dealing with clients that express hardship. Provide copies of internal policies to reinforce this response along with any waiver policies that you have dealt with, or are dealing with presently.

INQUIRIES:

All inquiries shall be made in writing by **fax and email** and shall be directed to:

Kathryn R. Hobin, Purchasing Agent
City of Quincy
Purchasing Department
1305 Hancock Street
Quincy, MA 02169
Fax: (617) 376-1074

Email: khobin@quincyma.gov and mmarini@quincyma.gov

Inquiries shall be submitted no later than Wednesday, June 16, 2010 at 4:00 p.m.

If you have received this proposal from either the City of Quincy website or hard copy from the office it is the bidder's responsibility to check for addenda at (www.quincyma.gov) before a proposal is turned in. The City of Quincy will not be responsible for any bids received omitting the addenda acknowledgement.

**CITY OF QUINCY
BILLING SERVICE FOR EMERGENCY SERVICES
FOR QUINCY FIRE DEPARTMENT, QUINCY, MA**

PRICE PROPOSAL SHEET

**PROPOSAL TO BE AS A PER CLAIM RATE OF ACTUAL RECEIPTS DELIVERED TO
THE CITY OF QUINCY AS FOLLOWS:**

\$ _____

Amount written in words

DATE: _____

SIGNED: _____

TITLE: _____

COMPANY NAME: _____

ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE NUMBER: _____

FAX NUMBER: _____

EMAIL ADDRESS: _____