



RFP # 2025-003 EMS BILLING SERVICES

ADDENDUM NO. 1

1. The Response Deadline is hereby extended until April 3, 2025 @ 2:00pm.

2. Responses to General Questions Presented:

#	Question	Response
1	If this is a term contract subject to renewal, what is the term and the maximum number of option periods?	We request a term contract with a renewal option. Bidders should provide their suggested initial contract term and renewal provisions.
2	Has the current contract gone full term?	Yes
3	Have all options to extend the current contract been exercised?	Yes
4	Who is the incumbent, and how long has the incumbent been providing the requested services?	Quick Med Claims, since 2008.
5	How are fees currently being billed by any incumbent(s), by category, and at what rates?	Please refer to details in the RFP regarding the requested fee model.
6	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	Fees are based on a percentage of revenue collected. For the fiscal year starting 7/1/2025, we estimate revenue collections of \$750,000. However, it is important to note that there is no guarantee on revenue as this is dependent on factors such as the number and type of transports (Basic vs. Advanced Life Support), payer mix and Medicare/Medicaid reimbursement rates. There should be no assumption of guaranteed or minimum collection amounts.
7	What were your annual gross charges last year or for the last 12 months?	Approximately \$1.9M
8	What were your annual total adjustments for last year or for the last 12 months?	This information is not available
9	What were your annual contractual allowance write offs for last year or for the last 12 months?	This information is not available
10	What were your annual gross collections last year or for the last 12 months?	Please see response to question 6.
11	What were your annual billable transports last year or for the last 12 months?	462 BLS transports and 564 ALS transports
12	What are your per-mile ground transport charges?	Currently, \$23.61 per mile We utilize rates provided by the State of CT Office of Emergency Medical Services. Additional information can be found on their web page: https://portal.ct.gov/dph/emergency-medical-services/ems/office-of-emergency-medical-services-homepage

#	Question	Response
13	What are your advanced life support charges?	Currently, \$1,117 for each ALS intercept (added to the BLS transport rate). We utilize rates provided by the State of CT Office of Emergency Medical Services. Additional information can be found on their web page: https://portal.ct.gov/dph/emergency-medical-services/ems/office-of-emergency-medical-services-homepage
14	What are your advanced life support emergency level 1 charges?	Please see response to question 13.
15	What are your advanced life support emergency level 2 charges?	Please see response to question 13
16	What are your basic life support charges?	Please see response to question 17
17	What are your basic life support emergency charges?	Currently, \$991. We utilize rates provided by the State of CT Office of Emergency Medical Services. Additional information can be found on their web page: https://portal.ct.gov/dph/emergency-medical-services/ems/office-of-emergency-medical-services-homepage
18	What are your specialty care transport charges?	Not applicable
19	What are your treatment without transport charges?	Not applicable
20	What is your average per-trip charge?	This information is not available
21	When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?	Monroe EMS utilizes rates provided by the State of CT Office of Emergency Medical Services. The State did not increase rates for 2025.
22	Are there any other charges you assess not otherwise covered by our questions?	No
23	What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?	We do not track this information. The same rates apply to both residents and non-residents.
24	Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?	Monroe EMS participates in the regional mutual aid program and responds to requests for calls for service in surrounding towns. In these cases, patients who are transported are billed by Monroe EMS.
25	What were your transports per year for advanced life support for last year or for the last 12 months?	564
26	What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?	This information is not available
27	What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?	This information is not available
28	What were your transports per year for basic life	Not applicable

#	Question	Response
	support for last year or for the last 12 months?	
29	What were your transports per year for basic life support emergency for last year or for the last 12 months?	462
30	What were your transports per year for specialty care transport for last year or for the last 12 months?	Not applicable
31	What were your transports per year for treatment without transport for last year or for the last 12 months?	Not applicable
32	What is your payer mix expressed as percentages of 100% billed?	Commercial: 18.9% Medicaid: 11.3% Medicare: 47.6% Self-Pay: 20.6% Other: 0.9% Misc. Government: 0.5% Facility: 0.2%
33	What is your payer remit mix expressed as percentages of 100% of what you typically receive?	This information is not available.
34	How many total transport vehicles do you now operate?	We operate 3 Basic Life Support Ambulances and 1 paramedic intercept vehicle.
35	What is your average loaded miles per trip?	This information is not available. The 3 hospitals that we transport to are approximately 10-13 miles from the Town (using Town Hall as the starting point for estimation purposes).
36	What is your average revenue per call?	This information is not available
37	Do you have a lockbox provider and, if so, which provider?	No. We expect the service provider to coordinate all collections and provide daily fund transfers to a designated Town account.
38	If you have a lockbox provider, will that provider remain in place as a result of this procurement?	Not applicable
39	Do you have a collection agency provider and, if so, which provider?	The Town's collection agency will be utilized. The provider will be expected to follow the Town's policy related to collections and to interface with the designated collection agency.
40	Which local hospitals or care facilities typically receive most of your patients?	Monroe EMS transports to the following hospitals: <ul style="list-style-type: none"> - St. Vincent's Hospital (Bridgeport, CT) - Bridgeport Hospital (Bridgeport, CT) - Griffin Hospital (Derby, CT)
41	Please reconfirm the due date for this procurement by providing it in response to answers to questions.	Please refer to the information in the RFP.
42	If there was a previous solicitation for these services, what was its title, number, release date, and due date?	The incumbent has been our billing service provider since 2008.
43	Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?	Please refer to information in the RFP document as that lists requirements and evaluation criteria.

#	Question	Response
44	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?	Bidders should follow the format and scope outlined in the RFP.
45	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	We are issuing this RFP to evaluate billing service providers and ensure we have the best solution in place to meet our needs.