



City of Concord, New Hampshire

PURCHASING DIVISION

COMBINED OPERATIONS & MAINTENANCE FACILITY

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www.concordnh.gov/Purchasing

June 17, 2011

ADDENDUM NUMBER ONE

RFP41-11

EMERGENCY AMBULANCE BILLING SERVICES

TO ALL FIRMS OF RECORD: This addendum forms a part of and modifies the proposal and contract documents and technical specifications for the project named above. The following additions, changes and clarifications are made to the original proposal documents:

1. **Question:** Are you the 911 responder? **Answer:** Yes
2. **Question:** Do you also make non emergency responses? **Answer:** Not typically, back-up only.
3. **Question:** Is your service ALS / BLS or only BLS? **Answer:** ALS/BLS
4. **Question:** How many responses do you typically make? How many are billable?
Answer: FY11 estimate is 4.500 calls. Unknown at this time what % is billable.
5. **Question:** If you are out sourcing your billing now what rate are you paying?
Answer: \$22/call in FY11.
6. **Question:** And why are you sending out the RFP? **Answer:** The last RFP process was approximately 10 years ago
7. **Question:** Are you having any problems now? **Answer:** No problems exist.
8. **Question:** What is your current yearly revenue received? **Answer:** FY budget is \$1.2 million.
9. **Question:** What are your rates by HCFA code? **Answer:** This information is not readily available.
10. **Question:** Do you know your payer mix? If so please provide. **Answer:** This information is not readily available.
11. **Question:** If our attorney audits our claims do you mandate a SAS70? **Answer:** We will evaluate at the close of the RFP process.
12. **Question:** You mentioned proximity to the city. How important is that to awarding the bid if the bidder can provide both a site visit and electronic support and superb phone access to the Department? **Answer:** Proximity is used as a tie breaker only.
13. **Question:** You did not mention onsite training. Is that something you would appreciate? **Answer:** Yes.
14. **Question:** How did you come across our address to send your RFP to?
Answer: Other than our current vendor, all vendors were identified through the use of our bid list and an internet search.

PLEASE BE ADVISED THAT THE PROPOSER MUST ACKNOWLEDGE RECEIPT OF
ADDENDUM ONE ON THE PROPOSAL SHEET SIGNATURE PAGE (PAGE 26).

CITY OF CONCORD, NEW HAMPSHIRE



DOUGLAS B. ROSS
PURCHASING MANAGER