



**CITY OF HOUSTON**  
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 Strategic Purchasing Division

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August 25, 2010

**SUBJECT:**                 **Letter of Clarification 3**

**REFERENCE:**           **Request for Proposal No.: S46-T23724 for Emergency Medical Services Patient Management System – ePCR and Billing and Collections**

**TO:**                         **All Prospective Bidders:**

**This Letter of Clarification is issued for the following reasons:**

- **To response to vendor questions as follows:**

1	Vendor Question	When referring to "delinquent accounts", are you referring to accounts that have not been determined to be bad debt (i.e. sent to collections)?
	COH Response	Delinquent accounts will be defined as accounts with balances outstanding more than 60-90 days after any available medical insurance has been billed for.
2	Vendor Question	Please define MSU unit as used by the City of Houston.
	COH Response	MSU stands for Medical Safety Unit. EMS has one at each airport as a first responder
3	Vendor Question	Can you clarify that BLS, ALS and ALS2 rates are the same at \$415 plus mileage. Can you define the "variable costs" for ALS1 and ALS2?
	COH Response	See the Word Doc labeled COH EMS Price List 8 23 2010
4	Vendor Question	Of the 12,500 calls per month, how many are SCT, ALS1, ALS2 and BLS transports (Please provide breakdown)? Are any of these treat and release? Do you bill for treat and release? If so, what is the current rate? What is the average mileage per transport?
	COH Response	The COH does not bill for treat and release. The average mileage per transport is 2 miles. We will provide the breakdown by type of transport later.
5	Vendor Question	Please identify the equipment indicated as Appendix A in which the contractor is expected to purchase at the cost indicated in the actual Appendix A.
	COH Response	See note on Sheet 2
6	Vendor Question	In order to ensure compatibility with the existing hardware and software, please provide data and specs on the existing software being used for the CAD, MDT and ePCR systems. Please include version numbers.

	COH Response	The new ePCR software doesn't need to be compatible with the existing ePCR software. The existing field laptops are: Hammerhead Extreme; 16Gb SSD; 1 Gb RAM; Windows XP Tablet PC Edition 2005; Intel Pentium 1.1 GHz. The dispatch (CAD) system is Northrop Grumman's Altaris system. Our existing vendor had a script written to copy dispatch data received at the MDT in the front of the EMS Apparatus and transmitted to the back when the Hammerhead is docked. The dispatch data can be received from that script until there is a time when we can have the dispatch data "simulcast" to the field laptops.
7	Vendor Question	Are monthly meetings to be "in person" or will phone or teleconference suffice?
	COH Response	Teleconference is fine. We would expect the provider to visit with us in person at least twice a year.
8	Vendor Question	Is the current system used by the City of Houston NEMESIS Gold compliant?
	COH Response	No.
9	Vendor Question	Can you clarify what data the City of Houston is looking for in the Dashboard Report?
	COH Response	We are flexible. We are thinking number of transports, number of transports billed, billings for the period, collections for the period, outstanding receivables etc.. We would also like to have drill down capabilities.
10	Vendor Question	Please clarify what is meant by retaining a Dispatch queue for all runs not completed by field crews.
	COH Response	We would like to see the client software installed on the field's laptop have the capability to keep a log of all dispatches received by that unit. We would also need a way to purge the file of records, say older than one week.
11	Vendor Question	Who is the current contract awarded to.
	COH Response	Affiliated Computer service, Inc. ACS
12	Vendor Question	What rate is the City currently paying for billing services? Is this percentage based on a flat rate per transport?
	COH Response	The current rate for billing services is 14% of collections. The current contract also has the potential to earn up to an additional 6% based on adjusted collection %'s. We do not want their to be any performance clauses in the new contract.
13	Vendor Question	Please provide the percentage of runs that are Medicare, Medicaid, Private Pay and Third Party Insurance.
	COH Response	Please see the Excel file titled "revenue trends" on the website.
14	Vendor Question	What were the total Gross Charges in 2009?
	COH Response	Please see the Excel file titled "revenue trends" on the website.
15	Vendor Question	What were the total Payments in 2009?
	COH Response	Please see the Excel file titled "revenue trends" on the website.
16	Vendor Question	Please provide payments by payer if available.
	COH Response	Please see the Excel file titled "revenue trends" on the website.
17	Vendor Question	Does the City have a written policy governing bad debt, charity or other write-offs?
	COH Response	We are in the process of rewriting our policies.
18	Vendor Question	Does the City have a written collection policy for residents who lack insurance?

	COH Response	We are in the process of rewriting our policies.
19	Vendor Question	Does the City outsource cost recovery services?
	COH Response	Sometimes.
20	Vendor Question	Is an interface to the City's command and control and dispatching system required
	COH Response	Yes
21	Vendor Question	Is an interface to the City's mobile data / mobile computing and communications system required
	COH Response	Yes
22	Vendor Question	Is an interface to the City's financial accounting system required
	COH Response	No.
23	Vendor Question	Please clarify the number of records currently in the legacy database.
	COH Response	We do not expect the new provider to convert the historical records from the legacy database beyond those that are currently in process of being billed.
24	Vendor Question	Is it the City's intent to migrate / convert all existing legacy data (e.g., all historical files) or specific records (e.g., open cases)
	COH Response	We do not expect the new provider to convert the historical records from the legacy database beyond those that are currently in process of being billed. A transition plan will be developed in cooperation with the current vendor.
25	Vendor Question	Is it the City's expectation to have all applicable legacy records converted prior to implementation of the new ePCR solution
	COH Response	No.
26	Vendor Question	Requirements for Sections 3.4.8 and 3.4.9 are identical. Is there a requirement missing from the RFP?
	COH Response	3.4.9 is a duplicate and will be deleted
27	Vendor Question	This section of the RFP is numbered as 7.7 Billing & Collection Requirements:
	COH Response	For Section 7.7, requirements should read 7.7.1., 7.7.2. and 7.7.3
28	Vendor Question	7.2 Billing Statements are the responsibility of the Billing Vendor
	COH Response	Yes
29	Vendor Question	7.3 Responding to subpoenas are the responsibility of the Billing Vendor
	COH Response	Yes
30	Vendor Question	Should read 7.7.1 and 7.7.2 respectively.
	COH Response	For Section 7.7, requirements should read 7.7.1., 7.7.2. and 7.7.3
31	Vendor Question	Could the City please provide its "standard contractual requirements" as these terms and conditions are not included in the RFP.
	COH Response	Attached is a copy of the current contract and 1st amendment to provide EMS and Billing and Collection Services. Most contracts are negotiated and customized based on agreed to terms and condition between the City and the selected vendor.
32	Vendor Question	This section refers to paragraphs 10.1-10.3. Was this incorrectly numbered, and if so, what is the correct cross reference?
	COH Response	Refers to section 1.1-1.3

When issued, Letter(s) of Clarification shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the proposers to ensure that they have obtained any such previous Letter(s) associated with this solicitation. By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this solicitation.

If you have any questions or if further clarification is needed regarding this RFP, please contact Eric Alexander at 832-393-8704.

Sincerely,

*Eric Alexander*

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QM cc: T23724 Solicitation File

**End of Letter of Clarification 3**

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