REQUEST FOR PROPOSAL

RFP No. 26-05

Emergency Medical Services (EMS) Billing

Date of Issuance: September 9, 2026

As described herein, the City of Delaware is seeking competitive proposals from established and experienced Third-Party Administrators to develop and administer a comprehensive Emergency Medical Services Billing Program.

Response Due Date and Time:

September 30, 2026, 2:00 P.M EDT

1. Overview

The City of Delaware is the county seat of Delaware County. Founded in 1808 and incorporated in 1816, Delaware has evolved from its agricultural roots as an early settlement into a thriving suburban community. With a population of approximately 48,600 residents, the City of Delaware ("City") continues to grow, adding new residents, businesses and guests to the community.

Through this Request for Proposal ("RFP"), the City is seeking competitive proposals from established and experienced Third-Party Administrators to develop and administer a comprehensive Emergency Medical Services ("EMS") Billing Program for the City of Delaware's Fire Department as outlined here-in. Historically, the City has partnered with Delaware County EMS for EMS reimbursement. The current agreement between the City and Delaware County EMS will expire on December 31, 2026, and as a result, the City is seeking to develop their own EMS Billing Program to begin January 1, 2027. It is the intent of the City to award a single contract for these services.

For this RFP, "Respondent" and/or "Entity" is defined as the Entity who submits a response to this RFP.

2. Background

Established in 1834, the City of Delaware Fire Department ("DFD") operates four active fire stations covering approximately 20 square miles. Due to continued growth, the City is currently building a fifth fire station which is expected to be operational beginning June 2027. In addition to Engines and Ladder Trucks, all DFD stations are equipped with a Paramedic Unit and twenty-four-hour paramedic staffing.

Since 2021, DFD has responded to over 6,000 calls annually, of which approximately 70% were EMS incidents. Listed below for reference are the City's EMS Incidents and Interfacility Transport Statistics for 2021 – 2025. Additional information in relation to DFD's procedures, programs and operations, including the HIPPA Compliance Policy, can be located at Reports and Documents | Delaware, OH.

DFD Incidents 2021 - 2025	**2021**	**2022**	**2023**	**2024**	**2025**
Total Incidents	6,606	7,147	6.981	7.354	7,228
Total EMS Incidents	4,691	5,051	4,958	5,105	4,990
Total EMS Medical Transports	3,047	3,225	3,279	3,519	3,510
Interfacility Transports 2021 - 2025	**2021**	**2022**	**2023**	**2024**	**2025**
Grady Memorial Hospital	6	4	1	2	3
Grant Medical Center	12	7	15	17	10
Mount Carmel St. Ann's - Main Hospital	0	0	1	0	0
Nationwide Children's Hospital	0	1	1	1	0
Ohio State University – Main Hospital	0	1	1	0	0
Riverside Methodist Hospital	8	7	10	7	9

3. Scope of Services

The selected respondent shall be responsible for the development and administration of a comprehensive EMS Billing Program for the City as specified in this Scope of Services. Listed below are the roles, responsibilities and requirements for any Third-Party Administrator (TPA) selected by the City.

1. Ensure compliance with all applicable federal, state, and local regulations, Centers for Medicare and Medicaid Services ("CMS") guidelines, HIPPA and City established billing policies.

2. Establish a soft billing program for the City in which only applicable insurance providers, including Medicaid and Medicare, are billed for EMS incidents that result in a patient being transported by DFD to a hospital. Under no circumstances shall a patient ever receive a bill for EMS transport to a hospital. Balances not covered by a patient's insurance shall be written off without any further collection activity.

3. Ensure applicable controls and processes are in place to prevent direct patient billing.

4. As required, and only after all other information collection methods have been exhausted, the TPA shall initiate communication with patients for the purpose of obtaining insurance information.

5. Ensure safeguards are in place to prevent submission of fraudulent claims. In the event a fraudulent claim is submitted, the TPA shall accept all liability.

6. Assist the City in the completion and submission of credentialing and enrollment applications required for billing Medicare, Medicaid, and private insurers.

7. Provide guidance to the City in the development of billing policies and documentation standards.

8. Assist the City in the development of a marketing and communication plan to promote public awareness of the new EMS billing process.

9. Establish and maintain an integration between TPA's billing system and the City's established ePCR, Image Trend.

10. Establish and maintain secure interfaces with hospital service sites to collect patient demographic information, where permitted.

11. Utilize and maintain a quality assurance program to ensure correct Healthcare Common Procedure Coding System standards ("HCPCS") are used for coding, such as Basic Life support, Advanced Life Support, etc.

12. Implement and administer a toll-free phone line staffed by personnel trained to accurately respond to inquiries, insurance questions, complaints, etc. from patients and citizens. Phone line support shall be available during established business hours, Monday – Friday EDT.

13. Maintain a log of all inquiries, insurance questions, complaints, etc. and provide to the City upon request. All Citizen complaints shall be promptly shared with the City.

14. Issue gross payments to the City monthly, with separate bills for refunds and collection fees. The percentage of the collection fee will be based on actual revenue received, minus refunds on overpayments.

15. Establish and maintain a portal equipped with dashboard capabilities that will allow City personnel the ability to access current on-demand data and reports for billings per individual.

16. Prepare and provide detailed and accurate monthly reports that provide the City a clear understanding of the ongoing activity of the EMS Billing Program. At a minimum, monthly reports shall be prepared in a manner that allows the City to easily identify gross monthly payments and the ability to reconcile fees and verify the accuracy and timeliness of refunds.

17. Maintain a quality assurance program focused on coding accuracy and compliance.

18. On an annual basis, complete an SSAE 21 SOC 1 Type 2 audit and provide the report to the City.

4. Minimum Respondent Qualifications

At a minimum, Respondents must meet the qualifications listed below:

1. Five (5) years' experience in performing EMS Billing Services as described herein.

2. The ability to integrate with the City's ePCR, Image Trend.

3. The ability to establish and implement an EMS Billing Program for the City that will be fully accessible and operational by January 1, 2027.

4. The ability to establish and maintain a portal that will allow City personnel the ability to access current on-demand data and reports per for billings per individual.

5. Instructions to Respondents

5.1 Schedule of Key Milestone Events

Listed below are specific dates and times related to this RFP. Actions with specific dates and times shall be adhered to unless changed by the City via an addendum. All addenda in relation to this RFP shall be posted and available through the City's website at Requests for Proposals and Bid Information | Delaware, OH. It is the sole responsibility of Respondents to ensure receipt of all documentation issued by the City.

RFP Issuance	September 9, 2026
Deadline for submitting Questions	September 16, 2026
Final Addendum to be Issued (If Applicable)	September 18, 2026
Proposal Responses Due	September 30, 2026, 2:00 P.M EDT
Contract Start Date (Estimated)	November 16, 2026

5.2 Questions and Clarifications

Respondents shall submit all questions and/or clarifications in relation to this RFP in writing to Cindy Collins, Procurement Administrator, at procurement@cityofdelawareoh.gov no later than September 16, 2026. Questions or clarifications received after this date will not be answered. Please note that verbal inquiries or questions will not be accepted. Responses to all submitted questions will be documented and an addendum will be posted to the City's website at Requests for Proposals and Bid Information | Delaware, OH, as defined in Section 5.1 "Schedule of Key Milestone Events."

5.3 Communication with City Personnel

Respondents shall not meet or initiate communication with City personnel during the RFP process, except as otherwise provided in this RFP or with respect to current or ongoing work. The RFP process is considered to begin on the date the City issues the solicitation and is considered concluded on the date in which an agreement has been fully executed. Any attempts to meet and/or initiate contact with City personnel during the RFP process, other than that expressly authorized by the RFP, may result in the disqualification of said Respondent.

6. Proposal Submission

Proposals in relation to this RFP are to be received by the City, via email, no later than September 30, 2026, 2:00 P.M EDT. Responses shall be formatted and sent in a single PDF format, unless otherwise instructed, to Cindy Collins, Procurement Administrator, at procurement@cityofdelawareoh.gov. Proposals received after this date and time shall be considered late, and as a result, not considered for evaluation and award. The City is not responsible for late deliveries and reserves the right to reject any and all proposals. It is the sole responsibility of the Respondent to ensure timely delivery of the proposal as required.

Proposal responses shall be organized per the specified categories listed below and include all information and documentation as requested. It is the sole responsibility of the Respondent to ensure their proposal response includes sufficient and required information to allow for the City to complete an evaluation. Failure to submit all information and documentation as requested may result in the proposal being found non-responsive.

6.1 Executive Summary

1. Provide an executive summary detailing their understanding of the purpose, scope, and objectives of City's request. In addition, Respondents shall describe how they will utilize their knowledge, experience, and utilization of industry best practices to ensure compliance with the scope of services.
2. Provide the legal name and address of the Respondent, including the name, title, address, telephone number, and email address of the person to whom clarifications and/or communications should be directed.

6.2 Respondent Qualifications and Experience

1. Describe Respondents' relevant qualifications and experience in completing EMS Billing Services, including at a minimum:
    a) Number of years providing third-party EMS billing services;
    b) Approximate number of EMS claims billed annually;
    c) Number of employees dedicated to EMS billing services;
    d) Experience in working with third party providers, including Medicare, Medicaid and other insurance carriers in establishing new EMS Billing Programs.

2. Provide a minimum of five references of similar scope completed in the last five (5) years. For each reference, the following shall be provided:
    a) Entity name, location, and scope of services completed;
    b) Approximate number of EMS Billings processed per year;
    c) Reference contact information, including name, email address and phone number.

6.3 Claims Processing, Billing System and Reporting

1. Provide an overview of Respondents' claims process and billing system, including if the system is proprietary.
2. Please confirm Respondents' ability to integrate with the City's established ePCR, ImageTrend.
3. Please identify any additional licenses or software required to complete EMS billing services as described.
4. Provide an overview of the portal, dashboards and any other tools that will be available to City Personnel. As a part of their proposal submission, Respondents shall provide documentation (e.g. screen shots) to better assist the City in understanding how data is displayed, accessibility of the data, etc.
5. Describe and provide samples of standard weekly and/or monthly reports that will be available to the City.
6. Describe how requests for ad-hoc reports are handled. Is there a cost to the City for these types of reports?

6.4 Invoicing and Refund Process

1. Describe the typical length of time required to bill for a claim once the necessary information is received.
2. Describe what controls and processes are currently in place to prevent direct patient billing or duplicate billing.
3. Describe what efforts and/or controls are in place to deter patients from submitting payments upon receipt of an Explanation of Benefits.
4. Describe your refund process for patients.
5. As a portion of the proposal response, provide a sample invoice that a customer/vendor would receive.

6.5 EMS Program Implementation and Onboarding

As previously stated, the City's current agreement for EMS Reimbursement will expire on December 31, 2026. It is imperative that the new EMS Billing Program for the City is fully accessible and operational by January 1, 2027. Specific to a new EMS Program Implementation please describe the Respondent's experience and proposed approach to the following:

1. Development of billing policies and documentation standards.
2. Development of a marketing and communication plan that promotes public awareness specific to the implementation of a new EMS billing process;
3. Establishing secure integrations between Respondents systems and the City's ePCR, ImageTrend;

4. Establishing secure integrations with hospital service sites to collect patient demographic information, where permitted;

5. Support and training provided to the City during implementation and onboarding as well as ongoing support and training that will be provided once onboarding is complete.

6. Describe the proposed project approach to ensure the City's desire to have a fully accessible and operational EMS Billing Program by January 1, 2027. In addition, please identify what resources, tasks, etc. are required by the City.

6.6 EMS Billing Services Fee

1. The proposed fee for EMS Billing Fee Schedule shall incorporate all necessary expenses required to complete the services as described herein. Please identify the proposed percentage fee for completing EMS billing services as described herein.

2. Please identify any additional costs and fees that would be applicable to the City for implementation, onboarding, and ongoing.

7. Evaluation Criteria

All responsive proposals received will be reviewed and evaluated by a team of representatives identified by the City. Non-responsive proposals will not be considered. A non-responsive proposal is defined as a proposal that does not meet or is not compliant with the requirements as specified in the RFP. It is the sole responsibility of the Respondent to ensure all information or documentation is provided as requested.

Responsive proposals will be evaluated as follows:

Evaluation Criteria	Percentage Weight
Respondent Qualifications and Experience	40%
Claims Processing, Billing System and Reporting	15%
Invoicing and Refund Process	15%
EMS Program Implementation and Onboarding	20%
EMS Billing Services Fee	10%

8. Proposal Clarification

The City may contact any Respondent in order to clarify uncertainties or eliminate confusion concerning the contents of a submitted proposal. Unless specifically approved by the City, Respondents will n ot be able to modify their proposal because of any such clarification request.

9. Respondent Interviews/Presentations

As part of the evaluation process, selected Respondents may be selected to participate in interviews and/or presentations with City staff, City Council, or both, as determined by the city, to further discuss their proposal response, qualifications, and experience. Representative(s) participating shall be qualified to respond to all questions related to the proposal. Notifications for those Respondents selected to interview shall be provided in writing by the City. Any costs associated with this process shall be the responsibility of the Respondent. Participation in an interview or presentation does not guarantee selection or award of a contract.

10. Reference Verification

The City reserves full discretion to determine the competence and capabilities of any Respondent that submits a proposal in response to this RFP. The City may contact any customer of the Respondent, whether included in the Respondent's submitted reference list, and use such information in the evaluation process.

11. Best and Final Offer

The evaluation process may, at the City's discretion, include a request for selected Respondents to prepare a Best and Final Offer ("BAFO"). Participation in the BAFO shall not be construed as award of a contract nor a guarantee that a contract will be awarded.

12. Contract Award

Following the evaluation, including any interviews, presentations or demonstrations, clarifications, reference inquiries and verifications, and best and final offers, the City may proceed in recommending a contract award be made to the Respondent that has been determined to provide the best overall solution to the need as identified herein, at the best value to the City. The City reserves the right to reject any and all proposals.

If the City and the selected Respondent are unable to reach an agreement in a timely manner, the City reserves the right to terminate negotiations with the Respondent. In such circumstances, the City reserves the right to enter into negotiations with an alternate Respondent.

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13. General RFP Terms and Conditions

1. The City assumes no responsibility for costs incurred by the Respondent prior to the award of any Contract resulting from this RFP.

2. All proposed offers from Respondents are firm and shall remain in effect for 180 days from the proposal due date. Respondents are advised to check their proposal carefully before submitting. Errors cannot be corrected after the proposals are opened.

3. Except as otherwise provided in this RFP, once accepted, a submitted proposal may not be rescinded, canceled, or modified by the Respondent unless mutually agreed in writing by the parties. The City represents that it will have adequate funds to meet the obligations that will be incurred by the contract awarded. However, the City shall have at its option the right to terminate any resulting contract should its appropriations, spending authority, or other revenues be reduced or, if applicable, if grant funds used to support this project are reduced or terminated.

4. At the sole discretion of the City, the RFP may be cancelled or reissued, in whole or in part, or a contract may not be awarded, if any of the following apply:

    a. The goods or services offered are not in compliance with the requirements, specifications, or terms and conditions set forth in this RFP;

    b. The price(s) offered is considered excessive in comparison with existing market conditions, in comparison with the goods or services to be received, or in relation to available funds;

    c. It is determined that the award of a contract would not be in the best interest of the City.

5. Prior to any contract award, Respondent shall be responsible for providing to the City a current Form W-9 to verify Taxpayer Identification Number (TIN).

6. Respondents shall be subject to and responsible for all applicable federal, state, and local taxes.

7. The City represents that it is a tax-exempt entity and evidence of this tax-exempt status shall be provided to Respondent upon written request. For any contract awarded pursuant to this RFP, as applicable, Respondent agrees to withhold all municipal income taxes due or payable under the provisions of the Codified Ordinances of the City of Delaware, Ohio, for wages, salaries and commissions paid to its employees and further agrees that any of its subcontractors shall be required to agree to withhold any such municipal income taxes due under such chapter for Services performed under this Agreement.

8. As applicable, Respondent is advised that all subcontractors shall be bound by all terms and conditions of any awarded contract and shall assume responsibility for all work performed by subcontractors. In addition, subcontractors' costs and expenses will be at the sole expense of Respondent, and Respondent shall be solely responsible for payment to subcontractors and compliance of subcontractors.

9. Respondent warrants that it is not subject to an unresolved finding for recovery under Ohio Revised Code Section 9.24. If the foregoing warranty is deemed to be false, the contract is void *ab initio*, and the Respondent must immediately repay to the City any funds paid under the awarded contract.

10. Any contract resulting from this RFP is binding on the successful Respondent. Failure of the Respondent to meet or perform any of the contract terms or conditions shall permit the City to rescind or cancel the contract and purchase replacement articles or services of comparable grade in the open market. The Respondent shall reimburse costs and expenses in excess of the contract price necessitated by such replacement purchases to the City.

11. Respondent understands all documents contained or incorporated or created pursuant to this RFP are presumed to be public records. If Respondent believes that a document contains trade-secret information, confidential proprietary information, or other data that exempts the document from disclosure and submits the legal basis for that determination, the City will review the matter and may restrict public inspection and copying of the document.