ADDENDUM 1

REQUEST FOR PROPOSAL

RFP 26-05

Emergency Medical Services (EMS) Billing

Date of Issuance: September 16, 2026

This addendum includes all questions and responses received by the City of Delaware in relation to RFP No. 26-02 through September 15, 2026.

1. **Does the City have the necessary provider numbers such as NPI, Medicare, etc., already established? If not, have you already started the process or submitted for enrollment?**
   No. The City of Delaware ("City") is seeking to develop their own EMS Billing Program that will be fully accessible and operational beginning January 1, 2027. The selected Third-Party Administrator (TPA) will assist the City in the completion and submission of credentialing and enrollment applications required for billing Medicare, Medicaid, and private insurers.

2. **What were your total annual collections for 2025?**
   To better clarify, for over a decade, Delaware County ("County") has reimbursed the City for providing EMS services to both county and city residents. Since the City has never billed for EMS services, we do not maintain detailed data on annual collections, mileage, rates, or level-of-care charges.

3. **Please confirm if your current billings with the County of Delaware have been included under the County's provider numbers or separate for the City. Please explain in detail.**
   The City has not participated in billings with the County but has submitted for reimbursement on a quarterly basis for these services.

4. **In the RFP in the Scope of Services, you state - "On an annual basis, complete an SSAE 21 SOC 1 Type 2 audit", is this a requirement or can we work with the City to provide something comparable on an annual basis?**
   The completion of an annual SSAE 21 SOC 1 Type 2 audit is a requirement of the City.

5. **For the total 2025 transports of 3510, please provide a breakout of the total by level of care BLS, ALS1 and ALS2**
   Please see response to question 2.

6. **What is your average loaded mileage per transport?**
   Please see response to question 2.

7. **What was your payer mix of charges for 2025?**
   Please see response to question 2.

8. **What was your payer mix of collections for 2025?**
   Please see response to question 2.

9. **How and where are your payments received?**
   Please see response to question 2.

10. **Please provide your established fees for ALS1, ALS2, BLS and mileage. Any other fees?**
    Please see response to question 2.

11. **If this is a term contract subject to renewal, what is the term and the maximum number of option periods?**
    The City does not currently have a contract for EMS Billing Services.

12. **Has the current contract gone full term?**
    Please see response to question 11.

13. **Have all options to extend the current contract been exercised?**
    Please see response to question 11.

14. **Who is the incumbent, and how long has the incumbent been providing the requested services?**
    Please see response to question 11.

15. **To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?**
    None.

16. **How are fees currently being billed by any incumbent(s), by category, and at what rates?**
    Please see response to question 2.

17. **What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?**
    Please see response to question 2.

18. **What were your annual gross charges last year or for the last 12 months?**
    Please see response to question 2.

19. **What were your annual total adjustments for last year or for the last 12 months?**
    Please see response to question 2.

20. **What were your annual contractual allowance write-offs for last year or for the last 12 months?**
    Please see response to question 2.

21. **What were your annual gross collections last year or for the last 12 months?**
    Please see response to question 2.

22. **What are your per-mile ground transport charges?**
    Please see response to question 2.

23. **What are your advanced life support charges?**
    Please see response to question 2.

24. What are your advanced life support emergency level 1 charges?
Please see response to question 2.

25. What are your advanced life support emergency level 2 charges?
Please see response to question 2.

26. What are your basic life support charges?
Please see response to question 2.

27. What are your basic life support emergency charges?
Please see response to question 2.

28. What are your specialty care transport charges?
Please see response to question 2.

29. What is your treatment without transport charges?
Please see response to question 2.

30. What is your average per-trip charge?
Please see response to question 2.

31. When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?
Please see response to question 2.

32. Are there any other charges you assess not otherwise covered by our questions?
Please see response to question 2.

33. What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?
Please see response to question 2.

34. Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?
The City has held an agreement with the Delaware County Board of Commissioners for the County to reimburse the City for providing Emergency Medical Services to residents of the City and County. This agreement will expire December 31, 2026.

35. What are the total transports per year for advanced life support for last year or for the last 12 months?
The City's total EMS Incidents and Interfacility Transport Statistics for 2021 – 2025 are included on page 2 of the RFP.

36. What are the total transports per year for advanced life support emergency level 1 for last year or for the last 12 months?
Please see response to question 35.

37. What are the transports per year for advanced life support emergency level 2 for last year or for the last 12 months?
Please see response to question 35.

38. What are the transports per year for basic life support for last year or for the last 12 months?
Please see response to question 35.

39. What are the transports per year for basic life support emergency for last year or for the last 12 months?
Please see response to question 35.

40. What are the transports per year for specialty care transport for last year or for the last 12 months?
Please see response to question 35.

41. What are the transports per year for treatment without transport for last year or for the last 12 months?
Please see response to question 35.

42. What is your payer mix expressed as percentages of 100% billed?
Please see response to question 2.

43. What is your payer remit mix expressed as percentages of 100% of what you typically receive?
Please see response to question 2.

44. How many total transport vehicles do you now operate?
The City currently operates a total of 4 Medics.

45. What are your average loaded miles per trip?
Please see response to question 2.

46. What is your average revenue per call?
Please see response to question 2.

47. Do you have a lockbox provider and, if so, which provider?
No

48. If you have a lockbox provider, will that provider remain in place as a result of this procurement?
Please see response to question 47.

49. Do you have an EPCR provider and, if so, which provider?
Yes. The City's ePCR is ImageTrend.

50. Do you have a collection agency provider and, if so, which provider?
No

51. Please reconfirm the due date for this procurement by providing it in response to answers to questions.
Proposal responses are due no later than September 30, 2026, 2:00 P.M EDT unless changed by the City via an addendum.

52. If there was a previous solicitation for these services, what was its title, number, release date, and due date?
This is the first solicitation the City has issued for these services.

53. Why has this bid been released at this time?
The City is in need of these services.

54. When is the anticipated go-live date?
The EMS Billing Program for the City must be fully accessible and operational by January 1, 2027.

55. When is the anticipated award date?
The estimated contract start date is November 16, 2026.

56. 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?
This RFP does not include any requirements specific to the use of subcontractors.

57. Can you please provide the types of insurance bidders are required to have?
The minimum insurance requirements for the vendor to receive the contract award are listed below.

Coverage Type	Minimum Coverage
Professional Liability and/or Errors & Omissions	$1,000,000
Worker's Compensation for coverage of acts, claims for damages because of bodily injury including personal injury, sickness or disease or death of any and all employees or of any person other than such employees, and from claims or damages because of injury to or destruction of property including loss of use resulting therefrom, and any other insurance prescribed by laws, rules, regulations, ordinances, codes or orders.	Per State Law
General Liability	$1,000,000.00 per occurrence
Property Damage	$500,000.00

58. **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?**
    Responses shall be submitted in accordance with the instructions identified in Section 6 of the RFP.

59. **Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.**
    Please see response to question 11.

60. **What were the 2025 Yearly transports from the EMS Charts system?**
    Please see response to question 35.

61. **What were the 2025 Yearly transports billed?**
    Please see response to question 2.

62. **What was the 2025 Yearly HCPCS or service type breakdown?**
    Please see response to question 2.

63. **What were the 2025 Yearly payor mix by charges?**
    Please see response to question 2.

64. **What are the 2025 payments, charges, and write offs to date?**
    Please see response to question 2.

65. **What was the avg. miles per trip or 2025 total miles billed?**
    Please see response to question 2.

66. **What is the ATB (Aged Trial Balance) report to date?**
    Please see response to question 2.

67. **Can you provide copy of the charge master or fee schedule?**
    Please see response to question 2.

68. **Do you document in the field with computers or paper in the field and enter when they get back?**
    City personnel utilize iPads in the field.

69. **Where do patient statements, mail, and paper checks go? In other words, who is the pay-to?**
    The City does not currently have EMS Billing in place. Once in place, a resident may only ever receive an Explanation of Benefits. 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.

70. Questions regarding QA and documentation:

a. **Do you have someone QA every run for billing and compliance before going to the billing company?** Please see response to question 2.

b. **Are you obtaining insurance in the field? Are you getting face sheets? Do you or your billing provider have access to hospital systems?** Please see response to question 2.

c. **How are signatures obtained? Paper or computer?** Signatures are not being obtained for insurance or billing purposes. As needed for medical related purposes, signatures are obtained electronically.

71. There appears to be a broken hyperlink in the RFP document on page 2 "Reports and Documents | Delaware, OH". Can you please provide a copy of these documents or a working link to the documents.

Please access www.delawareohio.net

From the home page, access **Government**, select **Departments**, then **Fire.**

72. Who is the current billing company?

Please see response to question 2.

73. What is the current billing company charging them?

Please see response to question 2.

74. What were their Net Collections for FY 24/25?

Please see response to question 2.

75. What were their Gross Collections for FY 24/25?

Please see response to question 2.

76. What is their payor mix?

Please see response to question 2.

77. Are there any additional added value solutions being provided by their current company? i.e.. Toughbook's, iPads, other software products, ImageTrend?

Please see response to question 2.

78. Do you want the W-9 included in the RFP response or once it has been awarded?

The W-9 can be submitted once the contract has been awarded.

79. Does the City have an established NPI for Ambulance Ground Transport?

Please see response to question 2.

80. What is your percentage of Residents vs Non-Residents for your total billable transports for 2025?
Please see response to question 2.

81. What is your established fee schedule?
Please see response to question 2.

82. What was the total annual billable transports for 2025 and the total dollars reimbursed to the City for the annual year of 2025?
The total reimbursed to the City in 2025 was $1,014,779.00.