

**RICHMOND AMBULANCE AUTHORITY**  
**REQUEST FOR PROPOSALS**  
**Solicitation Number: 24-01**



- 01** What is the anticipated size of the initial placement?  
**A As of September 30, 2024, the anticipated size of the initial placement is 3,805 accounts, which have a total dollar value of \$2,787,839.51.**
- 02** Who is the incumbent company?  
**A There are two incumbent companies. Lifeline (LifeQuest) is the primary incumbent, and I.C. Systems is the secondary incumbent.**
- 03** How much did the incumbent company earn in collection fees last calendar year?  
**A The total earned collection fees during calendar year 2023 is \$14,177.11.**
- 04** What is the date by which you will answer these questions?  
**A RAA intends to provide answers by October 03, 2024. All parties who either posed questions or explicitly expressed interest during the Question period will receive an email containing questions and answers. Other than added end punctuation, question text is transcribed verbatim. To reduce repetition, where two or more questions are substantially similar, each version of the question(s) may not be transcribed.**
- 05** When is the anticipated contract start date?  
**A The anticipated contract start date is February 03, 2025.**
- 06** When is the anticipated award date?  
**A The anticipated award date is December 30, 2024.**
- 07** Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting?  
**A Please refer to RFP 24-01, §3.1(C), Page 4.**
- 08** If there is a pricing page in the RFP, can bidders submit an alternate fee structure?  
**A No. RAA will not comment on bidders' chosen fee structure.**
- 09** 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?  
**A RAA expresses no preference.**
- 10** Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.  
**A RAA will not comment on the level of satisfaction with current or recent vendors.**

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- 11** How are fees currently being billed by any incumbent(s), by category, and at what rates?  
**A Fees are being held from payments sent to RAA at 15% for first placement.**
- 12** What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent?  
**A For the period between January 01, 2024, and September 30, 2024, the total dollar amount of fees paid to incumbent entities is \$5,586.22. For calendar year 2023, the total dollar amount of fees paid to incumbent entities is \$14,177.11.**
- 13** To how many vendors are you seeking to award a contract?  
**A One (1). See RFP 24-01 §1.2, P.1.**
- 14** What collection attempts are performed or will be performed internally prior to placement?  
**A Soft collections to make payment arrangements with patients and re-verification of Medicaid.**
- 15** What is the total dollar value of accounts available for placement now by category, including any backlog?  
**A As of September 30, 2024, the total dollar value of accounts available for placement is \$2,787,839.51.**
- 16** What is the average balance of accounts by category?  
**A The average balance of accounts is between \$900.00 and \$1000.00.**
- 17** What is the average age of accounts at placement (at time of award and/or on a going-forward basis), by category?  
**A The average age of accounts at time of award is over 18 months; on a going-forward basis, nine (9) months to one (1) year.**
- 18** What has been the historical rate of return or liquidation rate provided by any incumbent(s), and/or what is anticipated or expected as a result of this procurement?  
**A RAA maintains no metrics related to the specific rates mentioned. RAA expects the awardee-contractor to perform in a manner consistent with industry standards.**
- 19** Can you please indicate what inbound and outbound contact methods, beyond phone calls or letters (such as email and text), would be permitted by the scope of work?  
**A Please refer to RFP 24-01, §2.1, Pages 1-3.**
- 20** Can this work be performed offshore (India)?  
**A No.**
- 21** Can support staff (posting, file processing, QA, etc.) be located offshore (India)?  
**A No.**

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- 22 Can this work be performed remotely from home (onshore)?  
A **Yes.**
- 23 Will the account placements be an electronic file or hard copies?  
A **Please refer to RFP 24-01, §2.1, Pages 1-3.**
- 24 What is the average age of accounts to be placed?  
A **18 Months.**
- 25 Is credit reporting expected/allowed?  
A **Please refer to RFP 24-01, §2.1, Pages 1-3.**
- 26 Are there any settlement opportunities?  
A **Please refer to RFP 24-01, §2.1, Pages 1-3.**
- 27 For any meetings, can these be via conference call/webex or is physical presence required?  
A **Meetings between the Contractor and RAA may occur virtually or in-person.**
- 28 How long would the collection agency retain the accounts? Would we return them at some point, or just at the end of the contract?  
A **Accounts would remain with the collection agency for the duration of the contract term, unless RAA recalls an account or accounts; accounts would be returned to RAA at termination of the contract.**
- 29 Regarding the Cyber/Privacy Liability requirement for a \$5,000,000 policy, I noticed that this is significantly higher than the industry standard, which is typically around \$1,000,000. Given the scope of the project, would a \$1,000,000 policy be acceptable for submitting a bid?  
A **Proof of insurance is not a required component of the initial proposal. Also, see §5(16)-(17), Page 10.**
- 30 What is the collection success rate (recovery rate/liquidation percentage) of the current incumbents?  
A **Collection success rate is low.**
- 31 How much were the current incumbents paid by the RAA in the last Fiscal Year?  
A **RAA recognizes that the question seeks information for, "the last Fiscal Year." However, please refer to the answers for Numbers 3 & 12 (above).**
- 32 How or in what method/manner will the RAA provide update/payment files to the contractor?  
A **Updates are provided via email or online portal.**

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- 33 Will the inventory currently assigned to existing agencies be pulled and sent to any new agencies awarded?
- A Yes, the inventory currently assigned will return to RAA upon termination of the current contract. Reassignment of inventory from RAA to the awardee will occur upon execution of a new contract.**
- 34 What percentage of accounts will have a judgment in place at the time of referral, if any?
- A RAA maintains no metric related to the percentage mentioned.**
- 35 Will the RAA continue any collection efforts on accounts after referral to the agencies?
- A RAA may continue collection efforts for recalled accounts. See §2.1(B), P.2; see Also §2.1(I), P.2.**
- 36 There are many instances where patients do not like to pay collection agencies and will only pay the original creditor; however, it may have been our contact, letter, call, etc. that prompted them to pay RAA; If the agency did work on the account in the first 30-days and they subsequently pay RAA directly, will the RAA consider giving credit on a case-by-case basis for those direct payments in the first 30-days?
- A Please refer to the RFP. See RFP 24-01, §2.1(B), P.2; see also RFP 24-01, §2.1(I).**
- 37 On how many accounts did the incumbents or the RAA pursue legal/court action in the last fiscal year? And how many accounts does the RAA anticipate will require legal action in a typical year?
- A During the previous fiscal year, RAA pursued zero court/judicial actions on bad debt accounts. RAA reserves all legal rights to pursue court/judicial action. RAA chooses to not comment beyond the previous statement.**
- 38 Page 4, Section 3.1 (C) "Price Proposal": Please confirm that it is acceptable to provide three different prices (one for Primary, one for Secondary and one for Legal Collections).
- A Any easily understood price proposal format is acceptable. RAA reserves comment beyond the previous statement. See §3.1, P.3; see also §3.1(C), P.4.  
Please refer to the RFP about fees for which RAA shall pay. See §2.3, P.3.**
- 39 Page 4, Section 3.1 (E) "Work Samples & Testimonials": Please define what you are looking for regarding 'testimonials', as usually the references provided are synonymous with testimonials. Many clients do not write testimonials out but will provide them upon reference contact. It is unclear what type of information will suffice here outside of (sic) the references that we provide in Attachment B.
- A A completed list of references is a required component of a proposal. See §3.1. Additionally, a "Testimonial" refers to the standard definition. Although requested in the RFP, testimonials are an optional component of a proposal. Testimonials may be appended to the proposal immediately after the List of References Form. RAA understands that a bidder may not have written testimonials from clients. See §3.1(E), P.4 & Attachment B; see also §5(4), P.8.**

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- 40 Page 8, Section 5 “General Terms & Conditions”, Item #5: Please confirm that we are not required to submit audited financials with our proposals and only upon request for the RAA.
- A Audited financials are by request, and are not a required component of the initial proposal submission.**
- 41 Page 10, Section 5 “General Terms & Conditions”, Item #16 “Insurance”: Are bidders required to submit an insurance cert with their proposals or is this only upon contract award?
- A Insurance Certifications indicated in §5(16), Page 10, may be required during the period of the Contract. Insurance Certifications are not a required component of the initial proposal submission.**
- 42 Attachment B “References”: Are we allowed to submit more than four references by copying this page?
- A Reference contact information should be one (1) page; the initial proposal submission should include, and not exceed, four (4) references.**
- 43 As a Virginia SWaM business, how should we complete and respond to the MBE/ESB forms & requirements, since we qualify as a SWaM business for the purposes of this RFP.
- A Complete and accurate MBE/ESB Form(s) is a required component of the initial proposal submission, regardless of a Bidder's SWaM/MBE/ESB status. The form(s) should be completed as indicated in the instructions. Failure to include the form may result in the proposal submission being considered non-responsive. Additional information can be accessed at: <http://www.RichmondGov.com/MBD>.**
- 44 We are a Swam Certified business located in the State of Virginia; as such, are we still required to complete the MBE/ESB Attachments C, D, E and/or attempt to subcontract to a Richmond MBE/ESB since we qualify as a Swam business?
- A Attachments C, D and E, individually and collectively, are required components of an initial proposal, regardless bidders' SWaM/MBE/ESB status. Failure to include either Attachment may result in a proposal being considered non-responsive. RAA makes no comment regarding sub-contracting. Additional information can be accessed at: <http://www.RichmondGov.com/MBD>.**
- 45 Does any proposed subcontractor have to meet the same insurance requirements as the primary contractor?
- A Please refer to the RFP, including, but not limited to, RFP 24-01, §5(19), Page 11.**
- 46 Is it okay if a contractor’s Professional Liability insurance (at or above the requested dollar level) is referred to as 'Errors and Omissions' (typical for a collections agency) and not as 'Legal Malpractice' (typical for a law firm)?
- A Yes, with a presumption that the relevant insurance mentioned provides coverage for the activities solicited in the RFP.**

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- 47 Is attestation required for HIPAA/HITECH compliance? How will bidder be expected to validate our HIPAA/HITECH compliance?
- A Yes, attestation of compliance with both HIPAA and HITECH is required. The RFP contains language related to the overall agreement, including a required Business Associate Agreement. See §2.1(D), P.2.**
- 48 Would the Authority like proof of insurance with the proposal or only in the event of an award?
- A Proof of insurance is not a required component of the initial proposal. Also, see §5(16),(17), Page 10.**
- 49 Assuming a contractor is bidding to be both or either the primary and secondary contractor, should they propose a fee for legal collections for both account types or will only the primary contractor be handling accounts requiring litigation services?
- A RAA will select only one (1) Contractor for this RFP. RAA makes no further comment regarding bidders' chosen fee structure.**
- 50 Would subcontracting to a business certified by the Virginia Department of Small Business and Supplier Diversity be counted toward meeting the MBE/ESB goal?
- A MBE/ESB participation is one of several evaluation factors. Please refer to RFP 24-01, §4.2, Page 6.**
- 51 What is the Authority's preferred method of fund remittance?
- A Electronic Funds Transfer is the preferred method of fund remittance.**
- 52 Please confirm that the contractor is to obtain payment from debtors on behalf of the RAA using a variety of industry standard payment methods (e.g., via online payment portal, mail in check, live agent, or an automated telephone response system) and that the Authority does not wish for debtors to be told to make payments directly to the Authority (as some organizations prefer)?
- A RAA prefers that all activity be with the collection agency. Contractor is to obtain payment from debtors on behalf of the RAA using a variety of industry standard payment methods (e.g., via online payment portal, mail in check, live agent, or an automated telephone response system). RAA does not wish for debtors to be told to make payments directly to RAA.**
- 53 Are there any services we are not allowed to subcontract?
- A RAA makes no comment regarding sub-contracting.**
- 54 May we propose two M/WBE utilization plans—one if we win the primary award and one if we win the secondary award?
- A RAA will select only one (1) Contractor for this RFP. There will be only one contract awarded.**

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**55** Will the City want to be added as an additional insured on some of the contractor's insurance policies, like General Liability? If yes, would the Authority remove the requirement for automobile insurance as no automobiles will be used to deliver the services requested under this contract?

**A Parties to the awarded contract will include the selected Contractor and Richmond Ambulance Authority, only. The City of Richmond is not a party. Automobile insurance is not required where automobile use is not a term within the contract.**

**56** Are we supposed to submit claims on any found insurance or simply send the insurance information back to the Authority or the Authority's EMS billing contractor?

**A No. Any billing to a debtor's insurance must be handled by RAA or an RAA authorized agent.**

**57** The RFP states, "The Contractor shall have the ability to separate accounts based on RAA's collection practices." Can you provide more information on what will be requested of the contractor to fulfill this requirement? Does this pertain to service-level classifications, like BLS vs. ALS?

**A RAA separates certain accounts prior to assigning to a contractor. For example, employee loan accounts (uniforms, loans, etc.) from other types of bad debt accounts. The various account types must be maintained within separate accounts for collection activity.**