METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

June 14, 2019

Tom Pile
Digitech
480 Bedford Road, Building 600, Second Floor
Chappaqua, NY 10514
Re: **RFQ # *1089664, Fire Emergency Medical Services Billing and Collection***

Dear Mr. Pile:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 1089664 for Fire Emergency Medical Services Billing and Collection. This letter hereby notifies you of Metro's intent to award to Digitech, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Procurement Nondiscrimination Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact Jerval Watson, BAO Representative, at (615) 862-5461 or at jerval.watson@nashville.gov

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Sandra Walker by email at Sandra.walker@nashville.gov Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

Michelle A. Hernandez Lane

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

RFQ # 1089664-Fire Emergency Medical Services Billing and Collection

Requirement Round (1) 100 points

	Change Healthcare Technology Enabled Services, LLC	Digitech	EMS Management & Consultants, Inc.	Life Line Billing Systems, LLC	MARS/AMB	Optimum Medical Billing Services LLC
Cost Criteria (20 Points)	18.82	19.10	13.91	12.93	20.00	10.67
Capacity and Ability to Meet Scheduling Requirements (20 Points)	15.00	17.00	10.00	7.00	10.00	2.00
Key Past performance and References (20 Points)	17.00	15.00	10.00	5.00	5.00	0.00
Business Plan (35 Points)	26.00	27.00	15.00	8.00	10.00	0.00
Small and/or Service Disable Veteran-owned Business Plan (5 Points)	0.50	1.00	1.75	1.00	1.50	0.00
Total Evaluation Scores Round (1)	**77.32**	**79.10**	**50.66**	**33.93**	**46.50**	**12.67**

System Demonstration Round Round (2) 100 Points	Change Healthcare Technology Enabled Services, LLC	Digitech
Total Evaluation Scores Round (2)	**75.00**	**100.00**
Overall Scoring Rounds (1 & 2)	**152.32**	**179.10**

Evaluation Comments

Change Healthcare Technology Enabled Services, LLC

Strengths - Capacity and Ability to Meet Scheduling Requirements; Key Past performance and References and Good Business Plan.

Weakness -Vendor response lacked specific detail on how they would deliver requirements for contract; All projects listed not of similar size and scope and Failed to provide a response on ability to accept credit card payments via phone utilizing Metro's credit card gateway and processor. Flow chart was used instead of a demonstration of how a run ticket will be processed from import to closure of account; Bullet points on a PowerPoint slide were used instead of a demonstration of any electronic interfaces with hospitals, insurance companies, etc. Including the process for working tickets when interfaces do not exist or function properly; Briefly discussed the refund process instead of demonstrating refund process; Tracking of Medicare appeals lacked specific detail; Failed to demonstrate the patient portal, only briefly discussed; Metro cannot add notes to patient accounts; Showed list of reports available to Metro however failed to demonstrate how to run and view the reports and Overall SBE/SDV plan lacked detail.

Digitech

Strengths - Good overall Capacity and Ability to Meet Scheduling Requirements; Key Past performance and References and Good Overall Business Plan, System Demonstration and Detailed information on the commitment to prompt payment

Weaknesses - Overall answers were difficult to locate; Failed to provide description of services provided and collection rate achieved for the client, Single point of contact for Metro staff responsible for managing the contract was unclear and Overall SBE/SDV plan lacked detail.

EMS Management & Consultants, Inc.

Strengths -Expressed commitment to SBE/SDV participation, approach, and monitoring. Also committed to monthly reporting.

Weaknesses - Overall Capacity and Ability to Meet Scheduling Requirements lacked specific detail; All projects listed not of similar size and scope; Overall Business Plan lacked specific detail; Failed to provide a response to ability to separate and track private pay accounts from accounts with patient co-pays; Failed to provide a response to bills with no payment activity for 90 days; Failed to provide a response to provide a single point of contact for Metro staff responsible for managing this contract; Response to hard copy reports lacked detail; Failed to provide a response for all labor, materials and technology necessary to obtain missing patient information from all available sources prior to issuing insurance claims or direct patient billing and Overall SBE/SDV plan lacked detail.

Life Line Billing Systems, LLC

Strengths - Expressed commitment to SBE/SDV participation, approach, monitoring and committed to monthly reporting.

Weaknesses - Overall Capacity and Ability to Meet Scheduling Requirements lacked specific detail; Failed to provide a response for delivery requirements for this contract; Failed to provide a response detailing how firm is structured to ensure timely delivery of services/products; Failed to provide a response describing in detail firm's capacity to handle NFD EMS transport volume; All projects listed not of similar size and scope, Overall Business Plan failed to provide responses to significant key criteria requirements and Lacks strategic approach, Failed to provide information on past projects and Lacked detailed description of the services provided.

MARS/AMB

Strengths - Delivery solution plan and Expressed commitment to SBE/SDV participation.

Weaknesses - Overall Capacity and Ability to Meet Scheduling Requirements lacked specific detail; All projects listed not of similar size and scope; Overall Business Plan lacked specific detail; Failed to provide a response to the following: Ability to separate and track private pay accounts from accounts with patient co-pays, Ability to reconcile Patient accounts in collections with Collection vendor both to verify quantity and dollar value, Process for tracking Medicare appeals electronically including all steps involved in the appeal process by run number and patient name from point of hearing request through final resolution, Provide regular updates and on-going training to Metro on changes to billing requirements based on industry standards or requirements of applicable health care laws and regulations, Provide Metro with Contractor's "Red Flag" plan and all updates throughout the term of the contract. The Red Flags Rule requires businesses to implement a written Identity Theft Prevention Program to detect the warning signs (Red Flags) or identity theft in their day to day operations, Comply with all HIPAA rules and regulations. Print and mail Metro's HIPAA required privacy notice to all transported patients, response to hard copy reports lacked specific detail and Overall SBE/SDV plan lacked detail.

Optimum Medical Billing Services LLC

Strengths - N/A

Weaknesses - Overall Capacity and Ability to Meet Scheduling Requirements failed to provide responses to the criteria; Failed to provide Key Past performance, References and Business Plan and Failed to provide SBE/SDV plan.