



**SEDGWICK COUNTY, KANSAS**  
**DIVISION OF FINANCE**  
**PURCHASING DEPARTMENT**  
525 N. Main, Suite 823 ~ Wichita, KS 67203  
Phone: 316 660-7255 Fax: 316 383-7055  
<http://sedgwickcounty.org/finance/purchasing.asp>

**REQUEST FOR PROPOSAL**  
**#16-0036**  
**COLLECTION SERVICES**

April 8, 2016

**PURPOSE**

Sedgwick County, Kansas, will be accepting proposals for Collection Services. It is anticipated that an official contract or purchase order will be issued after Board of County Commission approval of the recommended proposal. It should be noted, however, that the County cannot guarantee the purchase of services/products described herein.

**SUBMITTALS**

Carefully review this Request for Proposal. It provides specific technical information necessary to aid participating firms in formulating a thorough response. Should you elect to participate, submit one (1) complete original and one (1) electronic copy (CD or USB) of the Bid Response Form with any supplementary materials to:

ATTN: Kara Kingsley  
Sedgwick County Purchasing Department  
525 N. Main St., Suite 823  
Wichita, KS 67203

SUBMITTALS are due **NO LATER THAN 1:45 p.m., CDT, Tuesday May 3, 2016.** Responses must be sealed and marked on the lower left-hand corner with the firm name and address, bid number, and bid due date. Late or incomplete responses will not be accepted and will not receive consideration for final award.

Bid responses will be acknowledged and read into record at bid opening which will occur at 2:00 p.m., on the due date.

**QUESTIONS AND CLARIFICATIONS**

All requests for clarifications of the RFP process and document content should be directed to Kara Kingsley at email [kara.kingsley@sedgwick.gov](mailto:kara.kingsley@sedgwick.gov). Questions are due **in writing** no later than 5 p.m. on April 20, 2016. Any questions of a substantive nature will be responded to in addendum form to be sent to all vendors no later than 5 p.m. on April 22, 2016.

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Kara Kingsley  
Purchasing Agent

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## 1. About this Document

This document is a Request for Proposal. It differs from a Request for Bid or Quotation in that the County is seeking a solution, as described on the cover page and in the following background information section, not a bid or quotation meeting firm specifications for the lowest price. As such, the lowest price proposed will not guarantee an award recommendation. As defined in Charter Resolution No. 65, Competitive Sealed Proposals will be evaluated based upon criteria formulated around the most important features of the product(s) and/or service(s), of which quality, testing, references, service, availability or capability, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a vendor's approach meets the desired requirements and needs of the County. Criteria that will be used and considered in evaluation for award are set forth in this document. The County will thoroughly review all proposals received. The County will also utilize its best judgment when determining whether to schedule a pre-proposal conference before proposals are accepted, or meetings with vendors after receipt of all proposals. A Purchase Order/Contract will be awarded to a qualified vendor submitting the best proposal. **Sedgwick County reserves the right to select, and subsequently recommend for award, the proposed service(s) and/or product(s) which best meets its required needs, quality levels and budget constraints.**

## 2. Background

Sedgwick County, located in south-central Kansas, is the most populous of Kansas' 105 counties with a population estimated at more than 504,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the County is a Commission/Manager entity, employs nearly 2,800 persons, and provides a full range of municipal services; e.g., public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

The Sedgwick County Emergency Medical Service (EMS), a public ambulance service, is provided county-wide. EMS provides the highest quality of rapid pre-hospital Advance Life Support care for all requests for emergency and non-emergency service within Sedgwick County regardless of the patients' ability to pay. Annually EMS transports approximately 43,000 patients generating over \$31,000,000.00 in charges. In 2015 this activity generated over \$14,795,000.00 in revenue.

Currently transport records are initially reviewed by EMS billing staff to ensure completeness of essential demographics, signatures, billing information, etc. Records are then sent to COMCARE for review, coding, and finally billed to the patient's insurance provider(s) or other responsibility party i.e. a facility or the patient. If the claim is initially denied by the insurance payor(s) they may ask us for additional supporting documentation or the beneficiary is contacted in many cases to provide additional insurance information. Once it is determined it is the patients responsibility, part or all of the charges, they are sent a statement by COMCARE. If they do not respond, they are sent a 2<sup>nd</sup> statement and notification to remit payment, and a 3<sup>rd</sup>, then finally a 4<sup>th</sup>. If they do not respond by the fourth notification (which notifies them their account is going to be sent to the State of Kansas debt setoff program), the account is sent to that program for collection. See appendix A for 2015 statistics.

## 3. Scope of Service and Requirements

This section lists the criteria to be considered in evaluating the ability of firms interested in providing the service specified below, to be considered for award. Specific responses to each must be provided in the proposal. It is expected that the successful firm will meet and/or exceed these qualifications.

Vendor shall:

- A. Comply with all applicable Federal, State, and Local Laws with particular attention to the Consumer Credit Protection Act, Federal Fair Debt Collection Practices Act, and all other application laws.
- B. Follow confidentiality practices and HIPAA laws and maintain discretion when discussing accounts.
- C. Provide Collection services for delinquent Self Pay debts for HealthCare Services to include Emergency Medical Services (ambulance transports); Behavioral Health and Public Health Services.
- D. Provide detailed steps to be taken once account is received, the number of contacts with the debtor, and how soon after receipt of account will the first activity occurs.
- E. Provide an acknowledgment of accounts placed with them within 10 business days of placement.
- F. Be able to receive accounts electronically or paper.

- G. Provide monthly status report both in summary form and by account detail.
- H. Provide sample monthly status reports.
- I. Conduct skip tracing on accounts.
- J. Provide an option(s) to report account(s) to all major credit bureaus
- K. Not use tactics that may be interpreted as harassing or as demeaning or that may reflect poorly on Sedgwick County. Sedgwick County should require the vendor to have high ethical standards in their collection philosophy and techniques and conduct business on behalf of Sedgwick County in a professional manner.
- L. Provide recommendations on how to reduce future bad-debt.
- M. Maintain accurate records of all transactions, including notes of all contacts by phone or writing as these are Sedgwick County accounts and records. These records must be transferable to Sedgwick County in a format acceptable by Sedgwick County at the end of the contract period.
- N. Provide three (3) references that are a current or past customer. One reference must be a government entity and one must be within the state of Kansas.

**4. Selection Criteria**

The selection process will be based on responses to this Request for Proposal and any interviews required verifying the ability of respondents to provide services in accord with this document. A committee will evaluate each agency's response as determined by meeting the following criteria (ranked in no particular order):

- A. Demonstrate clearly and completely the organization's ability and capacity to meet all Request for Proposal conditions.
- B. Proposing the services described herein with the most advantageous and prudent methodology and costs to the County.
- C. Current Collection Rates, please include those detailed rates in your response.
- D. Completely fill out and answer Appendix B and the Proposal Response Form.
- E. Overall quality of the respondent's proposal.

NO NEGOTIATIONS, DECISIONS OR ACTIONS SHALL BE INITIATED BY ANY COMPANY AS A RESULT OF ANY VERBAL DISCUSSION WITH ANY COUNTY EMPLOYEE PRIOR TO THE COMPLETION OF THE REQUEST FOR PROPOSAL PROCESS, OTHER THAN THE EMPLOYEES IDENTIFIED IN THIS DOCUMENT. SUCH ACTIVITY MAY BE CAUSE FOR DISQUALIFICATION OF CONSIDERATION FOR AWARD OF THIS PROJECT.

Sedgwick County, Kansas reserves the right to select the service/provider which best meets its required needs, budget constraints, quality levels, and administrative expectations. Sedgwick County also reserves the right to not award this contract.

**5. Contract Period and Termination Terms**

A one (1) year contractual period will begin after Board of County Commission approval of the recommended vendor, with options to renew for two (2) additional one (1) year terms. A written contract will be completed referencing this document, the successful vendor's response, and any applicable terms, conditions and instructions.

The County shall retain the right to cancel the contract at any time with thirty (30) days written notice for any cause. Such cancellation will generally result by the failure of the contracted vendor to complete and/or provide the specified services or violation of the Mandatory Requirements. The County may, however, elect to terminate the contract and have services provided by in-house staff or terminate the services entirely.

**6. Request for Proposal Timeline**

The following dates are provided for information purposes and are subject to change without notice. Contact Kara Kingsley, [kara.kingsley@sedgwick.gov](mailto:kara.kingsley@sedgwick.gov), to confirm any and all dates.

Distribution of Request for Proposal to interested parties	April 8, 2016
Clarification, Information and Questions submitted in writing by 5:00 p.m. CDT	April 20, 2016
Addendum Issued	April 22, 2016
Sealed Proposal due before 1:45pm CDT	May 3, 2016
Evaluation Period	May 3 – May 26, 2016
Board of Bids and Contracts Recommendation	May 26, 2016
Board of County Commission Award	June 1, 2016

**7. Proposal Conditions**

All times indicated in this solicitation document are central standard/central daylight as applicable. In submitting a response to this Request for Bid, vendors hereby understand the following as applicable: [http://www.sedgwickcounty.org/purchasing/pdf\\_files/Proposal%20Terms%20%20Conditions.pdf](http://www.sedgwickcounty.org/purchasing/pdf_files/Proposal%20Terms%20%20Conditions.pdf)

**8. General Contract Provisions**

In submitting a response to this Request for Bid, vendors hereby understand the following as applicable: [http://www.sedgwickcounty.org/purchasing/pdf\\_files/General%20Contractual%20Provisions.pdf](http://www.sedgwickcounty.org/purchasing/pdf_files/General%20Contractual%20Provisions.pdf)

Appendix A

EMS Accts to State of Kansas Debt Setoff Program

	IMX		COMCARE for EMS		COMCARE		HEALTH	
	# of Accts	\$ Amount	# of Accts	\$ Amount	# of Accts	\$ Amount	# of Accts	\$ Amount
Jan-15	132	\$53,200.34	0	\$0.00	47	\$6,287.38	3	\$280.42
Feb-15	93	\$32,960.03	0	\$0.00	30	\$3,098.13	0	\$0.00
Mar-15	64	\$26,310.37	0	\$0.00	0	\$0.00	0	\$0.00
Apr-15	56	\$19,923.39	0	\$0.00	1	\$7,208.00	0	\$0.00
May-15	58	\$31,029.04	3	\$1,883.00	1	\$174.91	0	\$0.00
Jun-15	33	\$12,056.15	0	\$0.00	104	\$29,897.12	0	\$0.00
Jul-15	242	\$100,712.46	0	\$0.00	66	\$9,725.65	0	\$0.00
Aug-15	138	\$82,103.65	0	\$0.00	104	\$12,274.07	44	\$5,706.77
Sep-15	24	\$7,137.82	0	\$0.00	102	\$20,859.97	0	\$0.00
Oct-15	41	\$6,106.05	0	\$0.00	108	\$12,079.88	0	\$0.00
Nov-15	641	\$395,688.58	0	\$0.00	95	\$22,668.61	0	\$0.00
Dec-15	716	\$158,823.35	49	\$32,601.00	99	\$32,858.58	144	\$39,688.30
2015 Totals	2238	\$926,051.23	52	\$34,484.00	757	\$157,132.30	191	\$45,675.49

Accts at IMX as of 2/29/2016	3110	\$1,480,337.72	11688*	\$6,548,708.57
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\*Accounts in Queue to be turned

**Appendix B**

**Please answer the following questions and include them in your overall response to the RFP:**

1. What is the process if debt is collected by Sedgwick County after account is turned to Vendor?
2. How does the Vendor charge for collection of debt?
3. If there is a collection fee, are there any other charges/costs to Sedgwick County?
4. How often are funds transferred?
5. Our previous vendor would return the total amount collected, if collected within the first 28 days of receiving account. Would the new vendor consider anything like this?
6. Is there a minimum balance to turn?
7. Is the collection rate different if the account has been at another collection service previously?
8. Will Sedgwick County staff have “read only” access to the vendor’s system to view Sedgwick County accounts?
9. Should the vendor discover that an account has an outstanding 3<sup>rd</sup> party payer claim that requires filing; will the vendor return the account to Sedgwick County for processing?

**PROPOSAL RESPONSE FORM**

**#16-0036**

**EMS COLLECTION SERVICES**

The undersigned, on behalf of the proposer, certifies that: (1) this offer is made without previous understanding, agreement or connection with any person, firm, or corporation submitting a proposal on the same project; (2) is in all respects fair and without collusion or fraud; (3) the person whose signature appears below is legally empowered to bind the firm in whose name the proposer is entered; (4) they have read the complete Request for Proposal and understands all provisions; (5) if accepted by the county, this bid is guaranteed as written and amended and will be implemented as stated; and (6) mistakes in writing of the submitted proposal will be their responsibility.

NAME \_\_\_\_\_

DBA/SAME \_\_\_\_\_

CONTACT \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY/STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ HOURS \_\_\_\_\_

STATE OF INCORPORATION or ORGANIZATION \_\_\_\_\_

COMPANY WEBSITE ADDRESS \_\_\_\_\_ EMAIL \_\_\_\_\_

NUMBER OF LOCATIONS \_\_\_\_\_ NUMBER OF PERSONS EMPLOYED \_\_\_\_\_

TYPE OF ORGANIZATION: Public Corporation \_\_\_\_\_ Private Corporation \_\_\_\_\_ Sole Proprietorship \_\_\_\_\_

Partnership \_\_\_\_\_ Other (Describe): \_\_\_\_\_

BUSINESS MODEL: Small Business \_\_\_\_\_ Manufacturer \_\_\_\_\_ Distributor \_\_\_\_\_ Retail \_\_\_\_\_

Dealer \_\_\_\_\_ Other (Describe): \_\_\_\_\_

Not a Minority-Owned Business: \_\_\_\_\_ Minority-Owned Business: \_\_\_\_\_ (Specify Below)

\_\_African American (05) \_\_ Asian Pacific (10) \_\_ Subcontinent Asian (15) \_\_ Hispanic (20)

\_\_Native American (25) \_\_ Other (30) - Please specify \_\_\_\_\_

Not a Woman-Owned Business: \_\_\_\_\_ Woman-Owned Business: \_\_\_\_\_ (Specify Below)

\_\_Not Minority -Woman Owned (50) \_\_ African American-Woman Owned (55)

\_\_Asian Pacific-Woman Owned (60) \_\_Subcontinent Asian-Woman Owned (65) \_\_Hispanic Woman Owned (70)

\_\_Native American-Woman Owned (75) \_\_Other – Woman Owned (80) – Please specify \_\_\_\_\_

ARE YOU REGISTERED TO DO BUSINESS IN THE STATE OF KS: \_\_\_\_\_ Yes \_\_\_\_\_ No

**ACKNOWLEDGE RECEIPT OF ADDENDA:** All addendum(s) are posted to our RFQ/RFP web page and it is the vendor's responsibility to check and confirm all addendum(s) related to this document by going to [www.sedgwickcounty.org/finance/purchasing.asp](http://www.sedgwickcounty.org/finance/purchasing.asp) .

NO.\_\_\_\_\_, DATED \_\_\_\_\_; NO.\_\_\_\_\_, DATED \_\_\_\_\_; NO.\_\_\_\_\_, DATED \_\_\_\_\_

In submitting a response to this document, vendor acknowledges acceptance of all sections of the entire document and has clearly delineated and detailed any exceptions.

Signature \_\_\_\_\_ Title \_\_\_\_\_

Print Name \_\_\_\_\_ Dated \_\_\_\_\_