

TOWN OF WILBRAHAM

ADDENDUM #1 REQUEST FOR PROPOSALS AMBULANCE BILLING SERVICE JUNE 27, 2025

1. Who is the incumbent, and how long has the incumbent been providing the requested services?

Currently done in house.

2. To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?

To the extent identified in the RFP.

3. How are fees currently being billed by any incumbent(s), by category, and at what rates? BLS, ALS1, ALS2, Mileage.

See below for rates.

4. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

None.

5. What were your annual gross charges last year or for the last 12 months?

\$3,836,646.

6. What were your annual total adjustments for last year or for the last 12 months?

Not applicable.

7. What were your annual contractual allowance write offs for last year or for the last 12 months?

Not applicable.

8. What are your per-mile ground transport charges?

\$35.00

9. What are your advanced life support charges?

Not applicable.

10. What are your advanced life support emergency level 1 charges?

\$1,995.00 Per Transport.

11. What are your advanced life support emergency level 2 charges?

\$2960.00 Per Transport.

12. What are your basic life support charges?

Not applicable.

13. What are your basic life support emergency charges?

\$1225.00 Per Transport.

14. What are your specialty care transport charges?

Not applicable.

15. What are your treatment without transport charges?

Not applicable.

16. What is your average per-trip charge?

\$600.00

17. When were the last changes to your transport rates, and are you considering raising any of the rates currently charged?

January 1, 2025. Rates are reviewed every two years.

18. Are there any other charges you assess not otherwise covered by our questions?

No.

19. What percentage of your patients are residents versus non-residents, and do you charge the two groups differently?

95% Residents. 5% Non-residents. Both residents and non-residents are charged the same.

20. Do you operate any shared services agreements with any other municipal or county governments in the region and, if so, with whom?

No.

21. What were your transports per year for advanced life support for last year or for the last 12 months?

1,440.

22. What were your transports per year for advanced life support emergency level 1 for last year or for the last 12 months?

1,000 Last Year (2024).

23. What were your transports per year for advanced life support emergency level 2 for last year or for the last 12 months?

440 Last Year (2024).

24. What were your transports per year for basic life support for last year or for the last 12 months?

Not applicable Last Year (2024).

25. What were your transports per year for basic life support emergency for last year or for the last 12 months?
485. Last Year (2024).
26. What were your transports per year for specialty care transport for last year or for the last 12 months?
Not applicable. Last Year (2024).
27. What were your transports per year for treatment without transport for last year or for the last 12 months?
Zero (0) Last Year (2024).
28. What is your payer mix expressed as percentages of 100% billed?
Com Electronic 60%, Commercial 10%, DPA Electronic 5%, MDC Electronic 56%, Patient 6%.
29. What is your payer remit mix expressed as percentages of 100% of what you typically receive?
Com Electronic 40%, Commercial 7%, DPA Electronic 3%, MDC Electronic 46%, Patient 4%.
30. What is your average loaded miles per trip?
Approximately 8 miles per trip.
31. What is your average revenue per call?
\$600.00.
32. Do you have a lockbox provider and, if so, which provider?
No.
33. If you have a lockbox provider, will that provider remain in place as a result of this procurement?
No.
34. Do you have a collection agency provider and, if so, which provider?
No.
35. Please reconfirm the due date for this procurement by providing it in response to answers to questions.
RFP's are due by 2:00 p.m. on July 10, 2025, in the Select Board's Office.
36. If there was a previous solicitation for these services, what was its title, number, release date, and due date?
There was no previous solicitation.
37. Why has this bid been released at this time?
The Town is exploring service delivery options.

38. 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?

No subcontracting will be allowed by the company awarded the bid.

39. 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?

Pricing shall only be submitted on Exhibit D of the RFP.

40. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Not applicable.