

**Request for Proposals:
Jefferson County Ambulance Billing Software & Support**

Jefferson County Purchasing Dept. will be accepting sealed proposals for “**Jefferson County Ambulance Billing Software & Support**”. Full details of the RFP, specs, scope, and required documents can be found on the county website at www.jeffersoncountyttn.gov/finance-department. Sealed proposals should be clearly labeled “**JC Ambulance Billing Software and Support**” and either mailed to the Jefferson County Finance Department to the attention of Purchasing Agent Julie Anglea, at P.O. Box 1749, Dandridge, TN, 37725, or dropped off at 1244 Gay St., Dandridge, TN, 37725. Sealed proposals will be accepted until **2:00 p.m. ET, Thursday, November 20, 2025**, at which time proposals will be opened in the Finance Department conference room. Jefferson County reserves the right to accept or reject any and all proposals and to waive all irregularities in the receipt/handling of proposals.



Request for Proposals:

Jefferson County
Ambulance Billing Software and Support

ITB Issued: October 23, 2025

Proposal Opening: Thursday, November 20, 2025, at 2:00pm ET

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Jefferson County Purchasing Dept. is requesting for proposals from qualified vendors for **“Jefferson County (JC) Ambulance Billing Software and Support.”** Sealed proposals will be accepted until **November 20, 2025, at 2pm ET** at which time they will be opened publicly at the Jefferson County Finance Department Conference Room located at 1244 Gay Street Dandridge, TN 37725. Late proposals will neither be considered nor returned.

Mail Or Hand Deliver Proposals To:

**Jefferson County Finance Department
Attention: Julie Anglea, Purchasing Agent
PO Box 1749
1244 Gay St.
Dandridge, TN 37725**

The Proposal Envelope must be sealed, labeled with RFP Name, Opening Date, & Company Name

Section 1: General Terms and Conditions

1.1 INTENT: The intent of this solicitation is to select a qualified licensed vendor with the most qualified proposal and best value for Jefferson County Emergency Medical Services (EMS) for Billing Software and Support. Jefferson County EMS billing department will continue to process claims but with vendors billing software and technology. Proposers must have knowledge of all applicable Tennessee standards, laws, and regulations, and maintain a level of quality & professionalism in providing Ambulance Billing Software and support.

1.2 Timeline:

ITB Issued:	October 23, 2025
Last Day for Questions	November 6, 2025, 4pm ET
Addendums (if applicable)	November 10 , 2025, by 5pm ET
Proposal Opening	November 20, 2025, at 2pm ET
Anticipated Start Date	December- June 30, 2026
(With the possibility of renewal beginning July1, 2026-June 30, 2027)	

1.3 ADDITIONAL INFORMATION: Information about the Jefferson County Finance Department and RFP can be obtained on the Jefferson County website at www.jeffersoncountyttn.gov/finance-department. Questions may be directed to Julie Anglea, Purchasing Agent at 865-397-4922 or by email at janglea@jeffersoncountyttn.gov.

1.4 ACCEPTANCE: Vendors shall hold their price firm and subject to acceptance by Jefferson County for a period of ninety (90) calendar days after the scheduled closing date of this RFP, unless otherwise indicated in their proposal.

1.5 ALTERNATIVE PROPOSALS: Jefferson County will not accept alternate proposals (those not equal to specifications) unless authorized by Jefferson County and Purchasing Agent.

1.6 Declarative Statement: Any statement or words (e.g.: must, shall, will) are declarative statements and the vendor must comply with the conditions. Failure to comply with any such condition may result in their proposal being non-responsive and disqualified.

1.7 Copies: Jefferson County requires that submitted proposals include two (2) copies. One copy (1) marked original and (1) copy marked as exact copy.

1.8 Incurred Costs: Jefferson County will not be responsible for any costs incurred in the preparation, submission, nor to procure or contract for services.

1.9 Taxes: Jefferson County purchases are not subject to taxation. Tax exemption certificates will be provided upon request.

1.10 Multiple Proposals: Jefferson County will consider multiple proposals/proposals that meet specifications and best benefit Jefferson County's interests and needs.

1.11 ADDITIONS AND DELETIONS: Jefferson County reserves the right to add goods and/or services to this term proposal or delete goods and/or services that Jefferson County deems necessary. Any additions/deletions must be approved in writing by Jefferson County Finance Department prior to any changes in service.

1.12 PROPOSAL DELIVERY: Jefferson County requires all proposals to be submitted in sealed envelopes, addressed to the Jefferson County Finance Department and plainly marked with the name of the RFP, date, and time of the RFP opening. Proposals must be mailed or hand delivered. No proposals will be accepted by fax or email. Proposals will be opened at the specified time, and all bidders and other persons shall be invited to be present. Jefferson County will not be responsible for any lost or misdirect mail sent by common carriers. Jefferson County will not be responsible for proposals delivered to addresses other than the one listed at the top of this solicitation. Any proposal received after the time and date specified shall not be considered nor will it be returned. Any

proposal not sealed and/or not properly labeled will not be accepted. Any proposal may be withdrawn prior to the scheduled proposal opening time.

1.13 PROPOSAL OBLIGATION: Each vendor shall become fully acquainted with conditions relating to the scope and restrictions attending the execution of the work under this RFP. The failure or omission of a vendor to become acquainted with existing conditions shall no way relieve the vendor of any obligations with respect to this RFP or to the Contract.

1.14 PROPOSAL EVALUATION: In evaluating the proposals, Jefferson County reserves the right to use any or all of the ideas submitted without limitation and to accept any, part, or all of the successful proposal in selecting an operation which is judged to be in the best interest of Jefferson County. All materials submitted become the property of Jefferson County.

1.14.1 Evaluation Criteria: Each proposal will be reviewed and evaluated as to how well it meets the requirements of the RFP and meets the needs of Jefferson County. The evaluation process will not provide credit for any capabilities or advantages the proposed system may have which are not clearly shown in the proposal. This proposal will be evaluated using the following criteria:

Proposer Qualifications/Experience	30 points
Proposed Services	30 points
Proposed Cost	20 points
Scope/Minimum Requirements	15 points
References	5 points
Total	100 points

1.14.2 Evaluation Review: Jefferson County reserves the right to use all pertinent information (also learned from sources other than disclosed in the RFP process) that might affect the County's judgment as to the appropriateness of an award to the best evaluated proposer(s). This information may be appended to the proposal evaluation process results. Information on a service provider from reliable sources, and not within the service provider's proposal may also be noted and made part of the evaluation file. Jefferson County shall have sole responsibility for determining reliable sources. Jefferson County reserves the right to conduct written and/or oral discussions/interviews after the proposal closing. The purpose of such discussions/interviews is to provide clarification and/or additional information to make an award which is in the best interest of Jefferson County.

1.15 Signing of Proposals: In order to be considered all proposals must be signed. By signing the proposal document, the vendor acknowledges and accepts the terms and conditions stated in the document.

1.16 Term Proposal Agreements: If this proposal results in a term proposal contract with the vendor, Jefferson County must receive all the general price decreases that other similar customers receive.

1.17 USE OF PROPOSAL FORMS: Vendors must complete the requested forms contained in the RFP. Failure to complete requested forms may result in rejection of their proposal.

1.18 Questions and Addendum: Vendors shall carefully examine the RFP and any addenda. Vendors are responsible for seeking clarification of any ambiguity, conflict, omission, or other errors in this RFP in writing. If the answer materially affects the RFP, the information will be incorporated into an addendum and provided to all registered vendors or can be found on the county website at www.jeffersoncountyttn.gov/finance-department.

1.19 AWARD: Award will be made to the vendor(s) whose proposal is determined to be in the best interest of Jefferson County taking in consideration experience, qualifications, service quality, and other evaluation criteria listed in the RFP. The result of this Request for Proposal may result in a contractual agreement. Anticipated award of contract (if any) should be made within 90 days of the submission deadline. All vendors submitting proposals shall be notified in writing by email of the final decision regarding contracted services. Jefferson County reserves the right to award this proposal on a location basis, zone basis, item-by-item basis, an all or none basis, or by multiple awards, whichever is in the best interest of the County. Jefferson County reserves the right to not award this proposal.

1.19.1 Jefferson County intends to make a “Best Value Award”. Best Value means more than low proposal. It includes the experience, qualifications, initial cost, service quality, and other evaluation criteria detailed herein.

1.20 CONTRACT EXECUTION: The award of this proposal will result in a Contract between Jefferson County and the successful vendor proposal(s).

1.21 REJECTION OF PROPOSALS: Jefferson County reserves the right to reject any and all proposals received as a result of this request and to waive any informality, technical defect or clerical error in any proposal, as the interests of the County may require. Non-acceptance of any proposal will be devoid of any criticism of the proposal and of any implication that the proposal is deficient in any manner. Non-acceptance of any proposal shall be construed as meaning simply that the County does not deem the proposal to be acceptable or that another proposal was deemed to be more advantageous to Jefferson County for the particular services proposed.

1.22 CHANGES AFTER AWARD: It is possible after awarded that Jefferson County may change its needs or requirements. Jefferson County reserves the right to make such changes after consultation with the Vendor(s). Should additional costs arise, Jefferson County reserves the right to consider accepting these charges provided the Vendor(s) can document the increased costs. Jefferson County also reserves the right to accept proposed service changes from the Vendor(s) if they will lower the cost to Jefferson County and/or provide improved service.

1.23 EXCEPTIONS TO SPECIFICATIONS: Vendors taking exception to any part or section of these specifications shall indicate such exceptions in their proposal response. Failure to indicate any exceptions shall be interpreted as the vendor's intent to fully comply with the specifications as written. Conditional or qualified offers are subject to rejection in whole or in part. Exceptions will be negotiated for a mutual resolution.

1.24 INTERPRETATION: No oral interpretation will be made to any proposals regarding the meaning of specifications. All questions are to be submitted electronically (Email) and will be answered in the form of an Addendum to the solicitation by the Jefferson County Purchasing Department.

1.25 Restrictive or Ambiguous Specifications: It is the responsibility of the prospective vendor to review the entire Request for Proposals (RFP) packet and to notify the Jefferson County Finance Department Purchasing Agent if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding specifications or proposal procedures must be received in the Jefferson County Finance Department no later than **November 6, 2025, by 4pm ET**. These requirements also apply to specifications that are ambiguous.

1.26 Term of Contract: The initial term will be December 2025-June 30, 2026, with the option to renew for an additional one year beginning July1, 2026-June 30, 2027. An additional option to renew after this initial term period will be determined by Jefferson County & Jefferson County EMS for up to four (4) years in one (1) year increments. Contracts will follow our Fiscal Year Calendar of July 1st of current year to June 30th of the following year.

1.27 VENDOR DEFAULT: Jefferson County reserves the right, in case of vendor default, to procure the articles or services from other sources and hold the defaulting vendor responsible for any excess costs occasioned thereby. Should the vendor default be due to a failure to perform or because of a request for a price increase, Jefferson County reserves the right to remove the vendor from the County's proposal list for twenty-four (24) months.

1.28 WAIVING OF INFORMALITIES: Jefferson County reserves the right to waive minor informalities or technicalities when it is in the best interest of Jefferson County.

1.29 CLOSURES: During periods of closure due to unforeseen circumstances in Jefferson County or closures at the direction of the Jefferson County Mayor and/or Jefferson County Finance Department will enact the following procedures in regard to solicitations and closures:

1.29.1 If the Mayor closes the administrative offices prior to the time set for solicitation opening of any business day, all solicitations due that same day will be moved to the next operational business day.

1.29.2 Other unforeseen circumstances shall be at the sole discretion of the Jefferson County Finance Director.

1.29.3 Jefferson County shall not be liable for any commercial carrier's decision regarding deliveries during any unforeseen circumstances.

1.30 COMMUNICATIONS: The successful execution of this Contract will require extensive communication between all parties involved. While information may be transmitted via telephone, it should always be followed up with an email. It is essential that the Vendor(s) have email capabilities.

1.31 COMPLIANCE WITH ALL APPLICABLE REGULATIONS: Vendor agrees and covenants that the company, its agents and employees will comply with all City, County, State and Federal codes, laws, rules and regulations applicable to the business to be conducted under this Contract. If the Vendor performs any work knowing it to be contrary to such laws, ordinances, rules and regulations, the Vendor shall bear all costs arising from them.

1.32 CONTACT PERSONNEL: It shall be essential to the success of this Contract to develop a good working relationship with the Vendor(s). It is imperative that the Jefferson County account be handled efficiently and professionally. Jefferson County should be assigned no more than two (2) Vendor contacts to handle billing inquiries and service-related issues. In the event one (1) or both contacts leave the Jefferson County account, the Vendor shall formally introduce the new contacts to County personnel. These contacts must be knowledgeable of the County's account to avoid any interruption of service.

1.33 PROPOSAL OFFER: Vendor will be responsible for maintaining contract rates and remain compliant with RFP and/or signed contract. Periodic reviews will be conducted to ensure compliance with rates and level of service. Rates offered by the vendor in their proposal shall remain in effect for the entire initial term period. After the initial term period, the County shall have the option to renew for an additional four (4) year, in one (1) year increments. Upon the completion of the initial term period and again upon the completion of the optional period, Jefferson County will consider an adjustment to the process based on the Consumer Price Index. If a price increase is required vendor(s) must submit proof of price increase and this must be approved by the Jefferson County Finance Department and

by the EMS Department. This notification will be made in writing, and the vendor(s) will be notified of the new price schedule and the effective date of the increase. This documentation will become part of the proposal file. No approvals will be authorized verbally.

1.34 MOST FAVORABLE PRICING: Vendor(s) agrees to guarantee that Jefferson County will receive the best price offered by your company for similar services and products. If at any time during the Contract period your company offers a better price to another customer and prior notification of said price reduction is not properly communicated to Jefferson County, upon discovery, Jefferson County reserves the right to take any or all of the following actions:

1.34.1 Cancel the Contract, if it is currently in effect.

1.34.2 Determine the amount that the participating agency was overcharged and submit a request for payment from the Vendor for that amount.

1.35 Processing Time for Payment: Vendors are advised that a minimum of thirty (30) days is required to process invoices for payment.

1.36 Proof of Financial and Business Capability: Vendors must, upon request, provide satisfactory evidence of the ability to furnish products or services in accordance with the terms and conditions of these specifications. Jefferson County will make the final determination as to the vendor's proposal ability.

1.37 INVOICE DETAIL: Jefferson County is requesting invoices to show the following detail to help expedite review payment. The Vendor(s) may be required to modify invoicing procedures to show detail. All potential Vendor(s) are hereby cautioned that Jefferson County will only pay from original invoices and not facsimiles or copies. Invoices which do not adhere to these details may be returned to the Vendor(s) may be asked to submit a sample copy of their invoice for review during evaluation of this RFP.

1.37.1 The invoice must show the amount due to the Vendor by Jefferson County.

1.37.2 The invoice must show an itemized detailed part and material count including: date(s) of service, location of service, type of part, the associated unit price for the material(s), part(s), and/or service(s) provided, and the total price for material(s), parts, and/or service(s) provided.

1.37.3 Invoices are to be original and uniquely pre-numbered.

1.37.4 Invoices should indicate PO number and/or Department ordering.

1.37.4 Invoicing Information is as follows:

Jefferson County Finance Department
Attention: County Accounts Payable
P.O. Box 1749
Dandridge, TN 37725

1.38 INVOICE REVIEW: Jefferson County shall review all invoices for adherence to the terms and conditions of the Contract. Variations from the Contract and Contract pricing are strictly prohibited. Any variations found in the invoice will result in the rejection of those invoices. Rejected invoices will be returned to the Vendor(s) for correction. If a discount for prompt payment is offered, the timeline does not commence until Jefferson County receives the invoice.

1.39 INVOICE PROCEDURES: Jefferson County requests that invoices be easy to read and understand. Each participating agency to this Contract may require different invoicing information and procedures. This information and procedures shall be provided to the successful Vendor(s) prior to Contract execution. There shall be no additional charges for this information and procedures to be included.

Invoices shall be sent to the “Bill To” address printed on the Purchase Order. Each department or division of Jefferson County is responsible for its own budget. Departments cannot charge or pay bills for another department. Therefore, it is critical that your business invoices the specific department that desires to purchase from you.

Do not credit payments to any other department’s account. Invoices must match the corresponding Purchase Order Number.

If a complete invoice, submitted in accordance with the guidelines stipulated herein, remains unpaid after thirty (30) days, contact the appropriate department listed in the “Bill To” section of the Purchase Order to determine its status.

1.40 REMOVAL OF VENDOR’S EMPLOYEES: The successful vendor(s) agrees to utilize only experienced licensed, responsible and capable people in the performance of the work. Jefferson County may require that the successful vendor(s) be removed from the job covered by this contract, employees who endanger persons or property or whose continued employment under this contract is inconsistent with the interest of Jefferson County.

1.41 STATE LICENSING REQUIREMENTS: Vendors must be properly licensed, if applicable, by the State of Tennessee for the type of work requested and **must** submit a copy of the license with their proposal. All licensing must be in accordance with the Tennessee Code Annotated. Tennessee requires all contractors and subcontractors to obtain proper licensing in order to submit a proposal on or negotiate for contracts valued at \$25,000.00 and above. Projects under \$25,000.00 do not require a contractor’s license.

1.42 SUBMIT QUESTIONS: Prospective proposers may submit questions concerning this solicitation until **Thursday November 6, 2025 @ 4pm ET**. Submit questions as noted in Section 1.3. No questions will be answered after this deadline. Questions must not exceed 15 questions per company. Only the first 15 questions will be answered if it exceeds the limit. An addendum will be issued with answers to questions by **Monday November 10, 2025, by 5pm ET if applicable**.

1.43 NEWS RELEASES BY VENDORS: As a matter of policy, Jefferson County does not endorse the services of a Vendor. A Vendor will not make news releases concerning any resultant Contract from this solicitation without the prior written approval of Jefferson County.

1.44 NO CONTACT POLICY: After the date and time that the vendor receives this solicitation, any contact initiated by any proposer with any Jefferson County representative, other than the Jefferson County Finance Purchasing Department representative listed herein, concerning this Request for Proposals, is strictly prohibited. Any such unauthorized contact may cause the disqualification of the proposal from this procurement transaction.

1.45 OFFER WITHDRAWAL: No proposal can be withdrawn after it is filed unless the vendor makes a request in writing to the Jefferson County Finance Purchasing Department **prior** to the time set for the opening of the proposals or unless the County fails to accept within ninety (90) business days after the date fixed for opening the RFP.

1.46 USAGE: Jefferson County does not guarantee usage. Under no circumstances should proposers construe any number as guarantee of the cases to be assigned. The number of cases may be higher or lower, depending on need.

Section 2: Obligations, Rights, and Remedies

These terms and conditions shall be part of the contract. Jefferson County reserves the right to negotiate other terms and conditions it deems appropriate and necessary under the circumstances to protect the public's trust.

2.1 ALTERATIONS OR AMENDMENTS: No alterations, amendments, changes, modifications or additions to this Contract shall be binding on Jefferson County without the prior written approval of the County.

2.2 APPROPRIATION: In the event no funds are appropriated by Jefferson County for the goods or services in any fiscal year or insufficient funds exist to purchase the goods or services, then the Contract shall expire upon the expenditure of previously appropriated funds or the end of the current fiscal year, whichever occurs first, with no further obligations owed to or by either party.

2.3 ASSIGNMENT: Vendor shall not assign or sub-contract this agreement, its obligations or rights hereunder to any party, company, partnership, incorporation or person without the prior written specific consent of Jefferson County.

2.4 BOOKS AND RECORDS: Vendor shall maintain all books, documents, accounting records and other evidence pertaining to the goods and services provided under this Contract and make such materials available at its offices at all reasonable times during the contract period and for three (3) years from the date of the final payment under this agreement for inspection by County or by any other governmental entity or agency participating in the funding of this agreement, or any authorized agents thereof; copies of said records to be furnished if requested. Such records shall include those books, documents and accounting records that represent the Vendor's costs of manufacturing, acquiring or delivering the products and services governed by this agreement.

2.5 PUBLIC RECORDS ACT: Jefferson County is subject to the Tennessee Public Records Act 10-7-503 et seq. Vendors are cautioned that all documents submitted on behalf of this Request for Proposals shall be open to the public for viewing and inspection and Jefferson County will comply with all legitimate requests.

2.6 CHILD LABOR: Vendor agrees that no products or services will be provided or performed under this Contract which have been manufactured or assembled by child labor.

2.7 COMPLIANCE WITH ALL LAWS: Vendor is assumed to be familiar with and agrees to observe and comply with all federal, state, and local laws, statutes, ordinances, and regulations in any manner affecting the provision of goods and/or services, and all instructions and prohibitive orders issued regarding this work and shall obtain all necessary permits.

2.8 DEFAULT: If Vendor fails to perform or comply with any provision of this Contract or the terms or conditions of any documents referenced and made a part hereof, Jefferson County may terminate this Contract, in whole or in part, and may consider such failure or noncompliance a breach of Contract. Jefferson County expressly retains all its rights and remedies provided by law in case of such breach, and no action by Jefferson County shall constitute a waiver of any such rights or remedies. In the event of termination for default, Jefferson County reserves the right to purchase its requirements elsewhere, with or without competitive bidding.

2.9 GOVERNING LAW: This Contract shall be governed by the laws of the State of Tennessee, and all obligations of the parties are performable in Jefferson County, Tennessee. The Chancery Court and/or the Circuit Court of Jefferson County, Tennessee, shall have exclusive and concurrent jurisdiction of any disputes which arise hereunder.

2.10 INCORPORATION: All specifications, drawings, technical information, Invitation for Proposals, Proposal, Award and similar items referred to or attached or which are the basis for this Contract are deemed incorporated by reference as if set out fully herein.

2.11 INDEMNIFICATION/HOLD HARMLESS: Contractor shall indemnify, defend, save and hold harmless Jefferson County, its officers, agents and employees from all suits, claims, actions or damages of any nature brought because of, arising out of, or due to breach of the agreement by Contractor, its subcontractors, suppliers, agents, or employees or due to any negligent act or occurrence or any omission or commission of Contractor, its subcontractors, suppliers, agents or employees.

2.12 Non-Collusion: Vendors, by submitting a signed proposal, certify that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Tennessee or United States law.

2.13 TITLE VI OF THE CIVIL RIGHTS ACT: “Nondiscrimination in Federally Assisted Programs” - “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” 42 U.S.C. section 2000d. It is the policy of Jefferson County Government that all its services and activities be administered in conformance with the requirements of Title VI.

2.14 INDEPENDENT CONTRACTOR: Contractor shall acknowledge that it and its employees serve as independent contractors and that Jefferson County shall not be responsible for any payment, insurance or incurred liability.

2.15 INSPECTION AND ACCEPTANCE: Warranty periods shall not commence until Jefferson County inspects and formally accepts the goods and/or services. The terms, conditions and timing of acceptance shall be determined by Jefferson County. Jefferson County reserves the right to reject any or all items or services not in conformance with applicable specifications, and Vendor assumes the costs associated with such nonconformance. Acceptance of goods or services does not constitute a waiver of latent or hidden defects or defects not readily detectable by a reasonable person under the circumstances.

2.16 IRAN DIVESTMENT ACT: By submission of this solicitation, each offeror and each person signing on behalf of any offeror certifies, and in the case of a joint proposal each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each offeror is not on the list created pursuant to Tennessee Code Annotated § 12-12-106.

2.17 LIMITATIONS OF LIABILITY: In no event shall Jefferson County be liable for any indirect, incidental, consequential, special, or exemplary damages, or lost profits, even if Jefferson County has been advised of the possibility of such damages.

2.18 NON-DISCRIMINATION AND NON-CONFLICT STATEMENT: Contractor agrees that no person on the grounds of handicap, age, race, color, religion, sex, national origin or any individual trait or characteristic found to be an illegal consideration, shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this agreement or in the employment practices of Vendor. Contractor shall upon request show proof of such non-discrimination and shall post in conspicuous places available to all employees and applicants notices of non-discrimination. Contractor covenants that it complies with the Fair Wage and Hour Laws, the National Labor Relations Act, and other federal and state employment laws as applicable. Contractor covenants that it does not engage in any illegal employment practices.

Contractor covenants that it has no public or private interest and shall not acquire directly or indirectly any interest, which would conflict in any manner with the provision of its goods or the performance of its services. Contractor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of Jefferson County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, sub-vendor or consultant to Contractor in connection with any goods provided or work contemplated or performed relative to the agreement.

2.19 ORDER OF PRECEDENCE: In the event of inconsistent or conflicting provisions of this Contract and referenced documents, the following descending order of precedence shall prevail: (1) Contract, (2) Invitation for Proposals, (3) Proposal, (4) Award, (5) Special Terms and Conditions, (6) General Terms and Conditions, (7) Specifications, (8) Drawings.

2.20 REMEDIES: Jefferson County shall have all rights and remedies afforded under the U.C.C. and Tennessee law in Contract and in tort, including but not limited to rejection of goods, rescission, right of set-off, refund, incidental, consequential and compensatory damages and reasonable attorney's fees.

2.21 RIGHT TO INSPECT: Jefferson County reserves the right to make periodic inspections of the manners and means the service is performed or the goods are supplied.

2.22 SEVERABILITY: If any provision of this Contract is declared illegal, void or unenforceable, the remaining provisions shall not be affected but shall remain in force and in effect.

2.23 TAX COMPLIANCE: Vendor hereby acknowledges, by submission of its proposal and signature, that it is current in its respective Federal, State, County, and City taxes of whatever kind or nature and is not delinquent in any way. Delinquent status must be disclosed or risk debarment by the Jefferson County Finance Department.

2.24 TERMINATION: County may terminate this agreement with or without cause. In the event of termination by either party, fees due for services satisfactorily performed or goods accepted prior to the termination date shall be paid.

2.25 WARRANTY: Contractor warrants to Jefferson County and participating entities that all items delivered, and all services rendered shall conform to the specifications, drawings, proposal and/or other descriptions furnished and/or incorporated by reference, and will be fit for the particular purpose purchased, of merchantable quality, good workmanship, and free from defects. Contractor extends to Jefferson County all warranties allowed under the U.C.C. Contractor shall provide copies of warranties to the County upon request. Return of merchandise not meeting warranties shall be at the Contractor's expense.

2.26 GRATUITIES AND KICKBACKS: It shall be a breach of ethical standards for any person or company to offer, give, or agree to give any employee or former employee, or for any employee or former employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim, or controversy or other particular matter, pertaining to any program requirement of a contract or subcontract or to any solicitation or proposal therefore. It shall be a breach of ethical standards for any payment, gratuity or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime vendor or higher tier subcontractor or a person associated therewith, as an inducement for the award of a subcontract or order. Breach of the provisions of this paragraph is, in addition to a breach of this Contract, a breach of ethical standards which may result in civil or criminal sanction and/or debarment or suspension from being a vendor or subcontractor under Jefferson County contracts.

2.27 INSURANCE: The successful vendor must carry insurance. As proof of the vendor's willingness to obtain and maintain the insurance, the vendor must provide proof of insurance and submit it with the proposal. Upon the Notification of Intent to Award, the successful vendor will be required to submit a Certificate of Insurance (COI) with the specified coverage and listing Jefferson County, Tennessee as additional insured; Endorsement Page(s) shall be included. It shall be the successful vendor's responsibility to keep a current COI and Endorsement Page(s) on file with the Jefferson County Finance Department as long as the Contract is in effect.

2.28 LIABILITY: All collected material/products shall become the liability of the Vendor immediately upon the Vendor's handling of collected products and continuing thereafter. The Vendor must agree to indemnify, defend and hold Jefferson County harmless from all liability arising from the transporting, storing, recycling, reclaiming, re-finishing or disposing of

said collected products including, but not limited to, the cost of any remedial action under the Comprehensive Environmental Response, Compensation and Liability Act of 1980 (also known as the Superfund) and comparable state law.

2.29 POSSESSION OF WEAPONS: All vendors and their employees and their agents are prohibited from possessing any weapons on Jefferson County property without prior written consent from the County. In the case of a vendor whose contract requires possession of firearms or other weapons to successfully complete their contract, the vendor must provide personnel who are bonded to bear said weaponry.

SECTION 3: STATEMENT OF WORK

3.1 Background: For the fiscal year ending 2024, Jefferson County EMS handled 11,000 transports representing approximately \$12,000,000.00 in gross charges. Collections for this period were about \$4,200,000.00 with payment mix from major payor classes.

FY 2025-2026 is expected to bring about 12,000 transports.

3.2 Purpose of RFP: To obtain the services of a qualified firm/vendor to provide billing software, ePCR technology, training, management, and oversight of the task of processing incident information, invoicing, and collecting the fees for transporting Emergency Medical Services (EMS) patients. Jefferson County EMS billing department will continue to process claims but with vendors billing software and technology. Pricing should include use of proposers ePCR Technology and support services.

3.3 Minimum Scope Requirement: The proposed solution must meet the following minimum acceptable requirements:

- The Proposer must provide hardware and software for the County's use of an ePCR field data reporting system. The software must facilitate field collection of all pertinent incident information related to the proposer documentation of CAD incident data, patient demographics, patient health and treatment, and any other data required for obtaining maximum compliant reimbursement and reporting to the State of Tennessee as required.
- The Proposer must provide for the County a system to process ePCR information into patient accounts, "scrub" claims, and provide reporting. The County prefers a web-enabled solution requiring no hardware investment to access billing and collection functions.
- Proposer must provide information regarding its proposed system including computer operating system, hardware, configuration, and software to be used.
- Proposer must identify what will be provided by the Proposer to satisfy the County's requirements for processing incident information and for support of all billing and collection activities and demonstrate their ability to

successfully install, support, access and maintain the required system in remote offices.

- Provide accounting solutions that meet SSAE 18 audit requirements and generally acceptable accounting procedures.
- Invoice the County monthly for services rendered based on a percentage of revenue collected.
- Maintain any and all documents, records, and patient information in a safe and secure HIPAA-compliant manner that will allow inspection and audit by the County or its agents upon proper notification and within the scope of the awarded contract.

3.4 Services To Be Provided: In order to facilitate the County's personnel in meeting the objectives the successful Contractor shall provide:

- A complete EMS billing and accounts receivable management system that will support the processing of the County's transports by the County's personnel and Proposer. This shall be provided without requiring any additional hardware or software purchases by the County and shall include any associated software/system updates or required upgrades during the contract period.
- HIPAA-compliant security and data management with the capability of establishing personnel access rights and privileges.
- Web-based reporting capabilities supporting the management of billing and collection operations, as well as crew documentation management.
- Training on the use of the billing technology on processes to the County's personnel.
- Management and oversight of the billing and collection processes, including feedback to the County's EMS Administration regarding County personnel performance.
- Training on proper documentation with regard to improving collections and compliance.
- Provide technology capabilities for the seamless import Lifepak/Stryker 12-lead EKG data into the ePCR software.

SECTION 4 : CONTENTS OF PROPOSAL

4.1 Contents of Proposal: Proposals shall meet standards of professional writing established for the type of report or written material provided, shall be thoroughly researched for accuracy of content, and shall be submitted in a format outline herein. Whenever possible, proposals submitted in response to this RFP shall comply with the following guidelines:

- Unnecessary attachments or documents not specifically asked for should not be submitted.

- Proposals shall address the below areas, not exceeding 100 total written pages, excluding appropriate attachments.

The proposal must contain the following in order:

4.2 Minimum Requirements: Notwithstanding the County’s right to reject proposals for other considerations, the County will reject any proposal of a Proposer not completely responding to the Minimum Requirements listed below.

Each item listed below MUST be addressed by Proposer. Each item must be answered as either “Yes”, “No”, “Other Explain”, The “Other-Explain” MUST be explained on proposer’s letterhead.

Place a “check” mark in the appropriate column.

Item	Yes	No	Other-Explain
1. Proposer must have a record of providing Ground Ambulance Transport Billing and Collection Services for at least five (5) years.			
2. Proposer must provide references of the following: (if “Yes”, please provide details on Proposer’s Letterhead.			
a. Ground Ambulance Transport Billing services for at least three(3) clients, with each providing a minimum of 5,000 emergency transports annually.			
b. Ground Ambulance customers who provide nonemergency (convalescent) ambulance transportation in conjunction with emergency ambulance response.			
c. Ground Ambulance customers who contract with healthcare facilities (i.e. hospitals, nursing homes, etc.) for ambulance transportation.			
d. Ground Ambulance customers who participate in TN Medicaid (TennCare) and are contracted with Managed Care Organizations.			
3. Proposer must show proof of recent satisfactory statemen on Auditing Standards (SAS) No. 70(minimum) audit.			
4. Proposer must be SSAE 18 Certified			

5. Proposer must provide JCEMS billing staff with access to PASSPORT insurance verification system.			
6. Proposer certifies that JCEMS will, at minimum, have read-only access to all JCEMS claims for a term not less than five (5) years following contract term. Read-only access shall be in the same/similar format as the original contract period.			
7. Proposer must provide client Portal that include the following: Comprehensive Month End Reports, Daily Deposit Reconciliation Report, and Payment Summary.			
8. Proposer must provide in-depth crew analysis that details each providers strength and deficiencies.			
9. Proposer provides full access to the items below within the same application to be used by JCEMS Billing staff when “processing” claims:			
a. Payments			
b. Explanation of Benefits			
c. Patient Demographics (including SSN)			
d. Attachments			
10. Proposer provides ability for JCEMS billing staff to attach miscellaneous transport documents directly from the billing application while “processing” the claims.			
11. Proposer will provide additional “add-on” items to enhance the ePCR and billing process for ambulance crew, billing staff and/or administration (If “Yes”, please provide details on Proposer’s Letterhead)			
12. Proposer will work directly with the County’s contracted Collections Agency to provide delinquent accounts (based on the County’s identified collections protocol) for processing.			
13. Proposer must provide ePCR ESO software and any associated cost for technical support as of Option 1 & 2.			

4.3 Cover Letter

- Vendor name, address, phone number, fax number, email address, primary contact, and signature.
- Company History
- Overall capabilities and approaches for accomplishing the services specified herein.

4.4 Executive Summary

- Summary describing the Proposer's ability to meet ALL minimum requirements and perform work requested in this solicitation and any other information which the proposer deems relevant, including any exceptions to this solicitation.
- Summary should be brief and concise to apprise the reader of the basic services offered, experience, qualifications, staff, subcontractors, sub-consultants, and/or suppliers.
 - Provide relevant background information on your firm, including a brief history, firm ownership, organizational structure, location of headquarters, number and location of offices, especially those performing EMS billing/collection processes.
 - List any subsidiary/affiliate company in the same business, the nature of the relationship, and the location of their office.

4.5 Technical Information: The following section and its subsections shall provide key information relevant to the firm's overall methodology, management and billing/collection approach, including information pertinent to validating the Proposer's ability to successfully provide the solicited services.

- Provide a timeline for the successful training, installation, and implementation of the Proposer's process.
- Describe the proposed methodology and process of providing pre-billing resources for patient data verification, including but not limited to: patient address, patient insurance and eligibility.
- Describe the Proposer's technology for electronic PCR and billing. Proposer must demonstrate the ability to adequately train County personnel on its effective use. Describe your training process.
- Describe the organization's quality initiative program and the type of measuring (or benchmarking) system used to ensure continuous improvement.

4.6 Experience

- Describe experience in providing and supporting the delivery of quality services to meet the requirements listed in this RFP.
- State the number of years that the proposer has been in business, and the number of years in business operation under the Proposer's current business name. any business owner who has previously operated a business under another name must include a description of the previous business. Failure to include such information may be deemed as intentional misrepresentation by the County and may render the Proposer's proposal non-responsive.
- Provide Proposer's ability to do business in the State of Tennessee and any background and experience specific to demographics of Jefferson County and its payers.
- Provide information on the Proposer's industry involvement and any representation with key industry associations or affiliations.

4.7 References:

- Provide a detailed description of comparable contracts (similar in scope of services to those requested herein) which the proposer is currently performing. At a minimum, Proposer must have provided EMS billing services to at least three (3) clients, with each providing a minimum of 5,000 emergency transport annually. Include:
 - Name and size of client, address, telephone number, and contact person.
 - Description of required work.
 - Contract period and duration
 - Number of transports processed annually.

4.8 Required Information: Proposers shall provide documentation that demonstrates their ability to satisfy any of the required information contained herein. Proposers who do not satisfy the requirements or who fail to provide supporting documentation and/or affidavits as specified herein may be deemed nonresponsive. If a prescribed format or required documentation for the response to information requirements is listed below, Proposers should use said format and supply said documentation to be considered responsive.

- Proposer must carry and provide proof of errors and omissions or fiduciary liability insurance. Please identify the carrier and amounts and provide a sample Certificate of insurance.
- Proposers shall include audited Financial Statement for the last two (2) years.
- Provide documentation of successful completion of an SSAE 18 audit covering the most recent calendar year, completed by an independent certified public accountant (CPA) or firm.

- Provide overview of all management personnel who will be assigned to the Contract, including any subcontractors or sub consultants.
- Other support and consulting functions as required by Jefferson County.
- Jefferson County reserves the right to select a firm/individual to provide any or all of these tasks and Jefferson County may choose to select multiple firms/individuals using this same RFP.

4.9 Price Proposal: Proposers are to provide an estimated total cost to the county for the services to be provided. The County will make no allowance to any successful Proposer for not having investigated the County’s current operations on their own, prior to submitting their proposal. All fees (unless otherwise stated) shall be on a percentage basis of collections. Pricing shall be submitted on the form provided in “Pricing Proposal – Appendix A”.

- Provide your Fee for the proposed usage of software in claims processing services utilizing Jefferson County EMS billing personnel.
- Describe any “add-on” options to be included in the quoted pricing (i.e. insurance verification clearinghouse access by JCEMS staff, ePCR documentation compliance programs, etc.)

Pages one (1) through twenty-two (22) Do Not need to be included in proposal packet

Proposal Checklist

- Sealed proposal package must include the following when applicable. Any sealed proposal may be rejected as a non-conforming proposal if any applicable item is missing.
 - Jefferson County requires that proposals be submitted with one (1) original and one (1) marked exact copy.
 - Vendor Contact Information Form A
 - Cover Letter
 - Executive Summary
 - Technical Information
 - Experience
 - References
 - Required Information
 - Services Providing
 - Minimum Requirements
 - Price Proposal (Appendix A)
 - State License
 - Insurance & Liability
 - Current IRS Form W-9
 - Iran Divestment Act Form B
 - Title VI Compliance Form C
 - Non-Collusion Form D
 - No Contact/No Advocacy Affidavit Form E
 - Addendums Received (if applicable) Form F
 - Debarment and Suspension Certification Form G
 - Sign Proposal Documents
 - Mail or hand deliver sealed proposal to Jefferson County Finance Dept.
 - Properly Seal and Label envelope as described in RFP
 - Deadline November 20, 2025, at 2pm ET.



PRICING PROPOSAL (APPENDIX A)
Jefferson County EMS Billing Software and Support

The proposer shall submit the attached Price Proposal Page(s) (Appendix A), filled out and signed. The proposer shall indicate the annual percentage of gross collections to be paid by the County, as identified below.

An estimated gross collection of **\$4.2 million** shall be used for the percentage portion of the fee. The total cost shall be calculated as follows:

Percent (%) of gross collection for ePCR hardware, software, Billing platform and related services including Claim denials and appeals management:

_____ % x **\$4.2million**= \$ _____

Name (print): _____

Title: _____

Signature: _____

Date: _____

Proposer understands and accepts the non-appropriation of funds provision of the Jefferson County Government.



Vendor Contact Information Sheet- Form A

Company Name: _____

Company Address: _____

Billing Address: _____

Contact Name: _____

Contact Phone Number: _____

Contact Email Address: _____

Proposal Valid Thru Date: _____

Authorized Company Representative:

Signature: _____ **Title:** _____ **Date:** _____

Print Name: _____ **Title:** _____

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. By signing and submitting this proposal, the vendor acknowledges that they have read, understand, and agree to all aspects of the specifications and proposal requirements as presented without reservation or alteration. This proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Tennessee. Prices are firm during this agreement term, unless agreed upon in writing by the County.



Iran Divestment Act Affidavit- Form B

Iran Divestment Act Affidavit as per Tennessee Code Annotated, Title 12, and effective July 1, 2016: By submission of this proposal, each proposer and each person signing on behalf of any proposal certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each proposer is not on the list created pursuant to 12-12-106.

Authorized Signature: _____ Date: _____

Date Proposal Submitted: _____

Title: _____

Company Name: _____

Address: _____

Phone Number: _____

Email Address: _____



Title VI Contract Assurance- Form C

It is the policy of Jefferson County Government not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring practices; or in admission to, access to, or operation of its programs services or activities. With regard to all aspects of this contract, Contractor certifies and warrants it will comply with this policy.

Please print:

Vendor Name

Street Address

City

State

Zip Code

Phone Number

Email

I, _____, hereby agree to

aproposale by the Title VI Regulations. Signature

Date _____

For Title VI compliance, we ask for voluntary disclosure of the following information:

Ownership Type

(please check all that apply)

- African American Owned Business
- Women Minority Owned Business
- Native American Owned Business
- Hispanic Owned Business

- Asian Owned Business
- Disabled Owned Business
- All Others



NON-COLLUSION AFFIDAVIT- Form D

_____, being first duly sworn, deposes and says that:

- 1) He/She is _____ of _____, the proposer that has submitted the attached proposal;
- 2) He/she is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
- 3) Such proposal is genuine and is not a collusive or sham proposal;
- 4) Neither the said proposer nor any of its officers, partners owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agree, directly or indirectly with any other proposer, firm or person to submit a collusive or sham proposal in connection with the contract for which the attached proposal has been submitted or to refrain from proposing in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other proposal firm or person to fix the price or prices in the attached proposal, or of any other proposer, or to fix any overhead, profit or cost element or the proposal price or the proposal price of any other proposer, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against Jefferson County or any person interested in the proposed contract; and
- 5) The price or prices quoted in the attached proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the proposal or any of its agents, representatives, owners, employees, or parties of interest, including this affiant.

(Signature) _____.

(Title) _____

(Date) _____



No Contact/No Advocacy Affidavit- Form E

State of _____

County of _____

_____, being first duly sworn, deposes and says that:

(1) He/She is the owner, partner, officer, representative, or agent of _____, the Proposer that has submitted the attached Proposal;

(2) The Proposer _____ swears or affirms that he/she will aproposale by the following “No Contact” and “No Advocacy” clauses:

- a) **NO CONTACT POLICY:** After the posting of this solicitation to the Purchasing Division’s website, any contact initiated by any proposer with any Jefferson County representative concerning this proposal is strictly prohibited, unless such contact is made with the Jefferson County Purchasing Agent. Any unauthorized contact may cause the disqualification of the proposer from this procurement transaction.
- b) **NO ADVOCATING POLICY:** To ensure the integrity of the review and evaluation process, companies and/or individuals submitting proposals for any part of this project, as well as those persons and/or companies representing such proposers, may not lobby or advocate to Jefferson County staff including, but not limited to, members of Jefferson County Commission, Jefferson County Office of the Mayor, Jefferson County School Board or any other Jefferson County staff.

Any company and/or individual who does not comply with the above stated “No Contact” and “NO Advocating” policies may be subject to having their proposal rejected from consideration.

Signed: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____

_____, Notary Public

My Commission expires: _____



Addendum Acknowledgement (If applicable) Form F

If applicable, please complete and return this with RFP Proposal response.

I the undersigned acknowledge the receipt of the following addenda to this solicitation. If no addendum were issued, please mark not applicable.

Addendum #1- Date Received_____

Addendum #2- Date Received_____

Addendum #3- Date Received_____

Addendum #4- Date Received_____

Not Applicable- _____

Signature_____

Title_____

Firm/Vendor_____

Email_____

Phone Number_____



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER
RESPONSIBILITY MATTERS- Form G**

The prospective participant certifies, to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in transactions under federal non-procurement programs by any federal department or agency;
2. Have not, within the three-year period preceding the proposal, had one or more public transactions (federal, state, or local) terminated for cause or default; and
3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) and have not, within the three-year period preceding the proposal, been convicted or had a civil judgement rendered against it:
 - a. For the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction (federal, state, or local) or a procurement contract under such a public transaction;
 - b. For the violation of federal or state antitrust statutes, including those proscribing price fixing between competitors, the allocation of customers between competitors, or proposal rigging; or
 - c. For the commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award. In addition, under 18 U.S.C. § 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to five years, or both.

Company Legal Name

Authorized Company Representative Name and Title (printed)

Authorized Company Representative (signature)

Date

_____ I am unable to certify to the above statement. Attached is my explanation.