



**Solicitation Information
October 15, 2012**

RFP# 7458189

TITLE: Laboratory Water Billing Services

Submission Deadline: November 16, 2012 @ 10:00 AM (Eastern Time)

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **November 2, 2012 at 12:00 PM Noon (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

David J. Francis
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health (HEALTH), is soliciting proposals from qualified firms to provide computerized billing and accounts receivable management services relative to environmental laboratory water testing for the Rhode Island Department of Health State Health Laboratories, in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us. The initial contract period will begin approximately January 1, 2013 for one year. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all

aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1
Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov.

SECTION 2: BACKGROUND

Authority to Bill for Services

Pursuant to Chapter 23 of the General Laws of the State of Rhode Island, the Department of Health Laboratory is authorized to provide testing of public water supplies and to collect fees for such tests.

Specific Requirements

The vendor must possess extensive prior experience in billing, particularly for clinical and/or medical services, and the management of it. Billing experience for laboratory testing and related program activities is desirable.

SECTION 3: SCOPE OF WORK

General Scope of Work

Services to provide computerized billing and accounts receivable management services relative to environmental laboratory water testing for the Rhode Island Department of Health - State Health Laboratories (RIDOH-SHL) as described below. Approximately 7,500 water tests are performed annually. The water tests are performed annually for public water systems throughout Rhode Island and are billed monthly, combining into one bill all tests for services performed for a given month. These tests range in price from \$5.00 to \$250.00. Income from water tests generates approximately \$250,000 in cash receipts each fiscal year.

Specific Activities / Tasks

Water Testing

1. The HEALTH-SHL will provide the Vendor with all information made available to HEALTH-SHL by clients (e.g. public water systems) for use in billing for tests on a monthly basis. HEALTH-SHL will provide the Vendor an electronic file in Microsoft Excel type format (an example is provided in Appendix B) containing all available billing and service information. Multiple tests are combined into one monthly bill sent to each water system client.
2. Gathering of additional information as a result of having incorrect or incomplete data will be the responsibility of the Vendor. Any corrections to the current billing information must be made available to HEALTH-SHL.
3. Beginning on a mutually acceptable date, the Vendor will commence billing for all tests performed for all clients of laboratory water testing services.
4. The vendor will be compensated at a fixed percentage rate of net cash receipts. The vendor must submit a compensation formula inclusive of any volume vs. percentage thresholds. In addition, the Vendor must be specific about the timing for compensation.

5. The State will retain total discretion of all administrative decisions regarding the management and billing of and/or receipt of payments for services rendered.
6. On a weekly basis, the Vendor will submit all payments and/or payment activities for the prior week, directly to the HEALTH-SHL.
7. The Vendor must have an established process for collecting delinquent payments. HEALTH-SHL retains the right to deny services for delinquent accounts.
8. At a minimum, the Vendor agrees to provide all payment activities to and meet with the HEALTH-SHL on a monthly basis. The Vendor shall provide, at a minimum, the following reports to the HEALTH-SHL:
 - a. Systems Summary Report – shows all charges, payments and adjustments for the prior month, as well as a running total of accounts receivable by client.
 - b. Statistical Reports to enable the HEALTH-SHL to improve its management of billing and collection activities.
 - c. Reconciliation Report – provides an accounting by volume of the tests performed, organized by client.
 - d. Delinquent Accounts Report – provides a monthly accounting of delinquent accounts, past due dates, amount past due and efforts taken to collect amount due.
9. The Vendor will be responsible for all costs associated with postage, client invoices and other related forms and/or correspondence.
10. The Vendor must have sufficient liability insurance coverage and/or be bonded.
11. Cancellation Clause: With a sixty (60) day the HEALTH-SHL may cancel the contract for cause. The Vendor must perform for the duration of the contract.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Staff Qualifications – Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of billing in general and water testing billing in particular, if any.
2. Capability, Capacity, and Qualifications of the Offeror - Please provide a detailed description of the Vendor's experience as a 3rd party billing agency, including experience in billing for tests/procedures. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.
3. Work plan - Please describe in detail, the framework within which requested billing and collection services will be performed. The following elements must be included:

1) methods used to verify demographic and client information 2) methods for reconciling missing or inconsistent information initially provided for billing purposes, 3) follow-up measures employed on accounts with outstanding balances, 4) methods used to maximize reimbursement rates and frequency. 5) a system of controls to identify errors, omissions and feedback to the Offeror.

4 Approach/Methodology – Define the methodology to be used for the submission of billing information to clients as well as the process of generating billing statements and/or fee collection from a variety of clients. What procedures will be used to ensure accurate and timely collection of fees?

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a proposal for fees charged for the billing services outlined in this proposal. Fee structure may include a percentage rate charged for actual collections or a set amount to be charged on a monthly or annual basis. Please explain the basis and rationale of your fee structure. Alternative fee schedule proposals will be considered; however, you must provide an understandable fee structure and explain the benefits of the alternative approach.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or will be evaluated for cost and assigned up to a maximum of 30 points in that category, bringing the potential maximum score to 100 points.

The Department of Health reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	25 Points
Quality of the Work plan	15 Points
Suitability of Approach/Methodology	15 Points
Total Possible Technical Points	70 Points
Cost [calculated as (lowest responsive cost proposal) divided by (this cost proposal) times 30 points]	30 Points
Total Possible Points	100 Points

Points will be assigned based on the offeror’s clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7458189** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked “**RFP# 7458189 Laboratory Water Billing Services**” to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses should include the following:

1. A completed and signed three-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices) . As appropriate, resumes of key staff that will provide services covered by this request.
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CDRom, diskette, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

ADDENDIX A
Project Summary Sheet

Rhode Island Department of HEALTH
Division of Laboratories

LABORATORY WATER BILLING SERVICES

The purpose of this page is to provide very basic summary information about the proposal that the prospective funding source can review quickly and use for identification.

NAME OF APPLICANT AGENCY _____

ADDRESS OF APPLICANT AGENCY _____

TELEPHONE NUMBER _____

FAX NUMBER _____

CONTACT EMAIL ADDRESS _____

F.E.I.N. # _____

PROJECT TITLE _____

AMOUNT REQUESTED _____

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