



Solicitation Information

25 May 06

RFP # B06397

TITLE: Billing & Accounts Receivable Services – D.O.H.

Submission Deadline: 15 June 06 @ 10:45 AM (EDT)

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **5 June 06 at 12:00 Noon (EDT)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # 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

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

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

Note to Vendors:

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

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health, is requesting Requests for Proposals from qualified firms to provide computerized billing and accounts receivable management services relative to Laboratory Water Testing for the Rhode Island Department of Health Laboratories (RIDHL) 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 at www.purchasing.ri.gov.

This is a Request for Proposals, not an Invitation to 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 that have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

Potential offerors are advised to review all sections of this solicitation carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

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 Request will be rejected as being non-responsive.

The State reserves the right to award to one or more offerors.

All costs associated with developing or submitting a proposal in response to this solicitation, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.

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.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this request, the official time clock is located in the reception area of the Division of Purchases.

It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

In accordance with Title 7, Chapter 1.1 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 selected vendor.*

Proposals should include the offeror's FEIN or Social Security Number as evidenced by a W9 form. This form can be downloaded from the Division of Purchases website at www.purchasing.state.ri.us.

Bidders are advised that all materials submitted to the State of Rhode Island for consideration in

response to this Request for Proposals will be considered to be public records, as defined in Title 38, Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

The State of Rhode Island has a goal of 10% participation by MBE's in all State procurements. For further information, visit the web site at www.rimbe.org. To speak with an MBE Officer, call 401-222-6253.

NOTICE:

THERE MAY BE ADDITIONAL ADDENDA TO THIS RFP AT ANY TIME BEFORE THE OPENING DATE AND TIME.

THE DIVISION OF PURCHASES WILL **NOT** BE NOTIFYING BY MAIL OF ANY SUCH ADDENDA.

IT IS THE VENDOR'S RESPONSIBILITY TO **CHECK** AND **DOWNLOAD** ANY AND ALL ADDENDA.

AN ADDENDUM TO AN RFP IS LISTED AS THE BID NUMBER WITH AN "A" AND THE NUMBER OF THE ADDENDUM FOLLOWING. FOR EXAMPLE, 3025A1 INDICATES THAT ADDENDUM #1 HAS BEEN ISSUED FOR BID #3025. 3025A2 INDICATES THAT ADDENDUM #2 HAS BEEN ISSUED.

YOU MUST CLICK ON ALL OF THESE LISTINGS TO GET THE COMPLETE PACKAGE.

Equal Employment Opportunity (RIGL 28-5.1)

§ 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 in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090

BACKGROUND AND PURPOSE:

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 services and the management of same. Billing experience for clinical laboratory testing and related program activities is desirable.

SCOPE OF WORK:

Services to provide computerized billing and accounts receivable management services relative to laboratory water testing for the Rhode Island Department of Health Laboratories (RIDHL) as described below. Approximately 7500 tests are performed during the course of a year for public water systems in Rhode Island. These tests range in price from \$5.00 to \$250.00. Income from these tests generates approximately \$260,000 in cash receipts annually.

Specific Activities/Tasks:

1. The RIDHL will provide to the vendor all information made available to the RIDHL by client(s) (e.g. public water systems) for use in billing for the tests. An electronic file (in a standard format such as ASCII) containing all available billing and service information will be provided by the RIDHL to the vendor.
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 RIDHL.
3. Beginning on a mutually acceptable date, the Vendor will begin processing all third party insurers, clients and patients.
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 relative to the timing for compensation.
5. The State will retain total discretion of all administrative decisions regarding the management and billing of and/or receiving payments for services rendered.
6. Upon receipt of payments, the Vendor shall deposit all payments, on a daily basis, into a "Deposit Only" account that shall be established by the RIDHL.
7. The vendor must have an established process for collecting delinquent payments. RIDHL retains the right to deny services for delinquent accounts.
8. The Vendor will provide to the RIDHL on a monthly basis all payment activities for the prior month.
9. The Vendor will report to RIDHL on a monthly basis to discuss the account as well as meet on a regular basis. The Vendor shall provide the following reports to the RIDHL:
 - Systems Summary Report - shows all charges, payments and adjustments for the prior month, as well as running total of accounts receivable by Client.
 - Statistical Reports to enable the (RIDHL) to improve its management of billing and collection activities.
 - Reconciliation Report - provides an account by volume of the tests performed broken down by the client.
 - Delinquent Accounts Report – provides a monthly listing of delinquent accounts, past due dates, amount past due and steps taken to collect amount due.

10. The Vendor will be responsible for all costs associated with postage, client invoices and other related forms and/or correspondence.
11. The selected Vendor must have sufficient liability insurance coverage and/or be bonded.
12. Cancellation Clause: The RIDHL may terminate the contract with just cause upon providing the vendor with a 60-day prior written notice and explanation for termination. The Vendor must perform all requirements of the RFP and subsequent contract through the termination date.

A contract resulting from this RFP will be issued approximately August 1, 2006 through June 30, 2007. Based on vendor performance and the availability of funds, the State of Rhode Island has the authority to renew this contract for four consecutive 12-month periods.

PROPOSAL QUESTIONS & SUBMISSION:

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us IN ACCORDANCE WITH THE TERMS AND CONDITIONS EXPRESSED ON PAGE ONE OF THIS SOLICITATION.

Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested offerors to download the information. If technical assistance is required to download, call the Help Desk at (401) 222-2142, ext. 134.

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 outlined in this Request on or before the date and time listed on the cover page of this solicitation. Proposals received after this date and time will not be considered.

Proposals must include the following:

1. A completed and signed three-page n R.I.V.I.P. generated bidder certification cover form available at the State Division of Purchases Internet Home Page at <http://www.purchasing.ri.gov>.
2. A separate, signed and sealed, Cost Proposal reflecting the fee structure proposed to complete all of the requirements of this project; and
3. A separate Technical Proposal describing the applicant's background, qualifications, and experience with and for similar programs as well as the work plan or approach proposed for this Request.

The Technical Proposal must contain the following sections:

- Executive Summary. The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide State evaluators with a broad understanding of the offerors technical approach and ability.
- Offeror's Organization and Staffing. This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities and concentration of effort which apply to each (as well as resumes, curricula vitae, or statements of prior experience and qualifications).
- Work Plan/Approach Proposed. This section shall describe the offeror's understanding of the State's requirement, including the results intended and desired,

the approach and or/methodology to be employed, and a work plan for accomplishing the results proposed. The description of approach shall discuss and justify the approach that is being proposed for each task, and the technical issues that will or may be confronted at each stage on the project. The work plan description shall include a detailed proposed project schedule by task and subtask; a list of tasks, activities, and or milestones that will be employed to administer the project; the assignment of staff members and concentration of effort for each, and the attributable deliverables for each.

- Previous Experience and Background, including the following information:
 - i. A comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects;
 - ii. A description of the business background of the offeror and all subcontractors proposed, including a description of their financial position.
- The offeror’s status as a Minority Business Enterprise (MBE) certified by the Rhode Island Department of Administration, and/or a subcontracting plan that addresses the State’s goal of 10% participation by MBEs in all State procurements. Questions concerning this requirement should be addressed to the Minority Business Office at 401-277-6253.

Proposals, an original plus five copies should be mailed or hand-delivered in a sealed envelope marked “RFP # B06387: Billing & Accounts Receivable Services” to:

RI Department of Administration
 Division of Purchases (2nd floor)
 One Capitol Hill
 Providence, RI 02908-5855

NOTE: Proposals received after the date and time listed on the cover page of this solicitation may be considered. Proposals misdirected to other State locations and not received in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered.

EVALUATION & SELECTION CRITERIA

The State will commission a Technical Review Committee comprised of State employees to evaluate and score all proposals, using the following criteria: Proposals that do not attain a minimum technical score of 65 points will not be considered.

Criteria	Possible Points
Qualifications & Experience of Key Staff. Resumes must be included.	20 Points
A comprehensive listing of similar work experience or projects undertaken relative to billing and accounts receivable services is clearly stated.	30 Points
Quality of the Work Plan	30 Points
A cost proposal stating the fixed percentage rate/compensation formula. Calculated as lowest responsive cost proposal divided by this cost proposal X 20 points.	20 Points

TOTAL POSSIBLE POINTS:	100 Points
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Notwithstanding the above, the State reserves the right to award on the basis of cost alone, accept or reject any or all bids, and to act 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. Proposals must receive a minimum of 65 of 80 technical points to warrant further consideration. The Technical Review Committee will present written findings, including the results of all evaluations, to the State's Purchasing Agent, or his designee, will make the final award decision.