

The University of Tennessee Health
Science Center

RFP 10054203
Billing Services for
College of Dentistry
Pathology Department

Proposals Due

March 3, 2017
At 2:30 pm Central Time

THE UNIVERSITY OF TENNESSEE HEALTH SCIENCE CENTER REQUEST FOR PROPOSALS 10054203

RFP DOCUMENT

OMDS BILLING SERVICE

Introduction to Request for Proposals

The Department of Oral and Maxillofacial Diagnostic Services (OMDS) within The University of Tennessee Health Science Center (UTHSC) College of Dentistry in Memphis is looking for a billing service to administer all aspects of its billing and collection of professional fees. UTHSC represents one campus of the statewide University of Tennessee system. UTHSC is an integral part of a major medical center in the Mid-South region and it has strategic alliances which includes Methodist Healthcare, Veterans Affairs Medical Center, St. Jude Children's Research Hospital, The Regional Medical Center, and LeBonheur Children's Medical Center.

The University of Tennessee (University) is seeking proposals from qualified firms or individuals with a proven track record of billing services for Dental Histologic Diagnostic Practices.

Required Services and Abilities

OMDS serves as a histologic diagnostic service within the University of Tennessee Health Science Center's College of Dentistry. The service covers a niche within diagnostic pathology which is fulfilled by a relatively small number of professionals. The diagnoses are correspondingly unique.

OMDS provides diagnostic services for biopsies received from clinicians in a multi-state region. The referring clinician provides the tissue sample(s) and the patients' payment information (which includes insurance information, as well as Medicare and Medicaid information, as applicable). The billing entity selected will be able to perform all necessary billing and collection processes for all procedures performed by OMDS. The number of biopsy cases received by OMDS typically exceeds 2,500 per year.

A number of these cases will consist of multiple specimens. Therefore billing requirements will be greater than 2,500 individual specimens.

Biopsy diagnoses are rendered daily. Therefore, it is expected that billing will roughly follow the weekly workload. Our requirements are as follows:

1. Verify insurance eligibility or other third-party payer eligibility or self-pay status for each patient.
2. Specific experience and knowledge regarding Oral and Maxillofacial Pathology and the CPT codes frequently used by this specialty
3. Knowledge and experience regarding PECOS (provider enrollment and chain/ownership system)
4. Knowledge and experience working with dental providers and the “opt out” provisions of Medicare and the option while retaining eligibility to refer to laboratories.
5. Maintain HIPAA/PHI compliance.
6. Employ and maintain web-based billing software while utilizing certified coders.
7. Track all denials, handle all appeals and follow-up on all outstanding claims to ensure payment.
8. Ability to send out statements to patients and provide payment plans as necessary for account balances.
9. Conduct chart audits to determine if payments and adjustments are being applied properly.
10. Provide monthly reports on claims, payments, and outstanding balances.
11. Maintain credentialing for all practicing associates.
12. No startup costs

Required Proposal Content

Include the following information as separate parts of your Proposal:

1. Part A: Provide detailed information about your Firm’s organization, personnel, and experience directly related to providing billing services to a higher education facility, substantiating the firm’s qualifications and capabilities to perform the services offered. Information must include:
 - A.1. A list of all organizations for which you have provided billing services similar to our requirement.
 - A.2. Description of the work plan/approach the firm would utilize

to provide billing services for OMDS.

2. Part B: Identify the resources at the Billing Firm's disposal to provide these services. Include names and resumes demonstrating the qualifications of personnel to be assigned to this requirement, their positions in the firm, and years and types of experience.
3. Part C: Statement of whether the proposing firm, any principals or owners of the firm, or any of the firm's employees that would be assigned to work on the proposed project have been convicted of or plead nolo contendere to crimes.
4. Part E: Cost for the services. The proposed costs must be submitted in the format shown in the form attached to this Request for Proposals as Attachment 1.2. **In accordance with Tennessee law, the cost proposal must be submitted in a separate sealed envelope.**

Evaluation Criteria

The following evaluation criteria will be used to select a Billing Firm:

Technical Proposal

1. Experience of Firm or Individual
 - Overall experience (up to 75 points)
 - Experience and success of billing service with Higher Education Clients (up to 200 points)
 - Client references (up to 75 points)

Total – up to 350 points
2. Work Plan/Approach to Addressing the University's Needs
 - Identification and development of methodology the Billing Firm would take to assist the University in managing the OMDS Billing Requirements (up to 250 points)
 - Qualifications of proposed team or individuals dedicated to the University's requirement (up to 100 points)

Total – up to 350 points

Cost Proposal

4. Cost Proposal (up to 300 points)

Evaluation Process

The Proposal Evaluation Committee shall first evaluate the written proposals and conduct reference checks (Evaluation Criteria items 1 and 2). The University reserves the right to have the selection committee select up to four (4) firms with the highest scores to interview with the committee. At the University's option, such interviews may be required on-site in Memphis or may be conducted by conference call with the selection committee. The cost proposals will be opened and evaluated upon completion of scoring the technical proposals. If the University elects to conduct these interviews, only those firms selected for interviews will have further consideration in the evaluation and award process. The cost proposals of those firms not selected for interview will not be opened and considered.

NOTE: Preference will be given to firms or individuals with experience representing educational entities, particularly institutions of higher education and academic health centers, and with demonstrated success with upper-level positions within institutions of higher education.

Response Requirements

Proposals will be opened on March 3, 2017 at 2:30 pm Central Time at the University's Purchasing Services Office in Memphis as indicated on the attached RFP document. All proposals must be received prior to this time. An original and one (1) electronic copy of the proposal (both the technical and cost proposal sections) shall be submitted in accordance with the submission requirements stated in the RFP document.

After reviewing the responses, the University will decide if it intends to award the contract. This decision will be made solely by the University. The University reserves the right to reject any and all proposals. The University also reserves the right to negotiate with one or more vendors to reach a mutually agreeable relationship. Price is not required to be the determinative factor.

Any contract awarded on the basis of this RFP will be for a period of up to one year only with 4 optional one year extensions.

Respondents not providing information in accordance with this request will be excluded from consideration.

Additional information can be obtained from and proposals must be submitted to:

Dianne Holmes
Purchasing Agent
The University of Tennessee Health Science Center
847 Monroe Ave., Suite 216
Memphis, TN 38163
Ph: 901-448-7272
Fax: 901-448-8028
E-Mail: dholmes2@uthsc.edu

The office indicated above shall be the sole point of contact for purposes of information concerning this RFP. Please note that proposals cannot be accepted by fax or email.

RFP Schedule of Events –

Note the University reserves the right to change these dates. All times are:

University Issues RFP	February 13, 2017
Acknowledgment of Receipt and Intention Due from Vendors	February 17, 2017
Written Comments/Questions Due from Vendors to the University	February 17, 2017
University responds to Vendors Written Comments/Questions	February 21, 2017
Sealed Proposals Due	March 3, 2017 at 2:30 p.m. CST
University to Complete Technical Proposal Evaluation	March 15, 2017
University Opens Cost Proposal and Calculates Scores	March 15, 2017
University Issues Intent to Award Letter and Opens RFP Files for Public Inspection	March 20, 2017
Award of Contract	April 1, 2017

REQUEST FOR PROPOSALS 10054203

Attachment 1

COST PROPOSAL BID FORM

A. Monthly Cost \$ _____

List any other cost that UTHSC will be expected to pay along with description of those cost in the space below.

TOTAL ESTIMATED COST \$ _____

The University of Tennessee Health Science Center

Request for Proposal # 10054203

ACKNOWLEDGMENT OF RECEIPT AND INTENTION

Please complete this form as soon as possible and email contact below.

This is to acknowledge receipt of Request for Proposal 10054203 for UTHSC dated February 13, 2017. Acknowledgement form is due on February 17, 2017. Sealed proposals are due by March 3, 2017 at 2:30 pm Central Time.

Check one:

_____ Our firm intends to submit a proposal and hereby requests to receive any addenda or other correspondence related to this RFP.

_____ Our firm does not intend to submit a proposal and does not wish to receive any addenda or other correspondence related to this RFP.

Firm Name	Mailing Address
Contact Person	City, State Zip
Signature	Phone Number
Date	Fax Number
Email address	Website

PLEASE EMAIL THIS ACKNOWLEDGMENT TO:

The University of Tennessee Health Science Center
Purchasing Services Office
Attention: Dianne Holmes
Email: dholmes2@uthsc.edu

ATTACHMENT 2

TECHNICAL FORM OF PROPOSAL RFP 10054203

In response to Request for Proposal (RFP), the undersigned presents this Technical Proposal to provide a proposal to the University of Tennessee Health Science Center in accordance with the RFP documents contained herein. The proposer agrees to be bound by all terms and conditions of the RFP and to enter into a contract for the proposed services if selected as the successful bidding during the bidding phase. Inclusion of Price Proposal dollar amounts in the Technical Proposal shall make the entire Proposal non-responsive.

Firm Name

Signature

Street Address

Typed Name

City/State/Zip Code

Title

Phone No.

Date

Fax No.

Federal ID Number

Email Address

NOTE: ONE ORIGINAL AND ONE ELECTRONIC (USB/CD) COPY OF THE COMPLETE TECHNICAL PROPOSAL, UNDER SEAL, SHOULD BE SUBMITTED.

**ATTACHMENT 3
RFP 10054203
REFERENCES**

Reference 1

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

Reference 2

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

Reference 3

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

Reference 4

Institution	
Contact Person	
Address	
Phone	
Fax	
Email	
Dates of Contract	

ATTACHMENT 4

THE UNIVERSITY OF TENNESSEE
ATTESTATION RE PERSONNEL USED IN CONTRACT PERFORMANCE
REQUEST FOR PROPOSAL# 10054203

ITEM OR SERVICE:	
CONTRACTOR LEGAL ENTITY NAME:	
FEDERAL EMPLOYER IDENTIFICATION NUMBER: (or Social Security Number)	

In compliance with the requirements of Chapter 878, Tennessee Public Acts of 2006, the Bidder hereby attests that, if awarded this bid requirement, the Bidder shall not knowingly utilize the services of an illegal immigrant in the performance of the Contract or Purchase Order and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of the Contract or Purchase Order.

SIGNATURE & DATE: _____

NOTICE: This attestation MUST be signed by an individual empowered to contractually bind the Contractor.

NOTE: The bidder should enter the company's legal name and Federal Employer Identification Number or Social Security Number in the appropriate space and then sign and date this form.

**ATTACHMENT 5
PRICING
FORM OF PROPOSAL
RFP 10054203**

In response to Request for Proposal (RFP), the undersigned presents this Technical Proposal to provide a consulting service to the University of Tennessee Health Science Center in accordance with the RFP documents contained herein. The proposer agrees to be bound by all terms and conditions of the RFP and to enter into a contract for the proposed services if selected as the successful bidding during the bidding phase.

_____ Firm Name	_____ Signature
_____ Street Address	_____ Typed Name
_____ City/State/Zip Code	_____ Title
_____ Phone No.	_____ Date
_____ Fax No.	_____ Federal ID Number
_____ Email Address	

NOTE: ONE ORIGINAL AND ONE ELECTRONIC (USB/CD) COPY OF THE COMPLETE COST PROPOSAL, UNDER SEAL, SHOULD BE SUBMITTED.

**ATTACHMENT 6
SAMPLE UTHSC CONTRACT
RFP 10054203**

**THE UNIVERSITY OF TENNESSEE
CONTRACT**

This Contract, made and entered into on _____, documents the agreement between the University of Tennessee ("University") and _____ ("Contractor").

This Contract consists of this cover page, the signature page, the University's Standard Terms and Conditions, and ____ additional pages. Terms contained on this cover page and the University's Standard Terms and Conditions shall prevail over those of any attachment unless otherwise stated under "Other terms" below.

The Contractor will provide the following:

The Period of Performance under this Contract is from _____ through _____. However, the University may terminate this Contract by giving the Contractor at least thirty (30) days written notice before the effective termination date, in which event the Contractor shall be entitled to receive pro rata compensation for work completed as of the termination date.

The University will compensate Contractor \$_____ per _____.

Other payment terms (Put N/A if none):

The University's maximum financial obligation under this Contract is \$_____. University's maximum financial obligation is not subject to increase for any reason, unless this Contract is amended by a written amendment that is signed by authorized officials of both parties.

It is expressly acknowledged by the parties hereto that such parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise contract or direction over the manner or method by which the other transacts its business affairs or provides its

usual services. The Contractor, being an independent contractor, agrees to carry adequate public liability and other appropriate forms of insurance, and to pay all taxes incident to this Contract. The University shall have no liability except as specifically provided in this Contract.

In witness of their acceptance of the terms of this agreement, the parties have had this Contract executed by their duly authorized representatives.

For Contractor Address	For University Department Name
Phone	Responsible Account
Federal ID Number	
Name Title	Anthony A. Ferrara Vice Chancellor/Chief Financial Officer
Date:	Date:

UNIVERSITY'S STANDARD TERMS AND CONDITIONS

1. The University is not bound by this Contract until it is approved and signed by appropriate University authorized official(s). A list of the University's authorized officials is located here:
<http://treasurer.tennessee.edu/contracts/contractsignature.html>
2. This Contract may be modified only by a written amendment which has been executed and approved by the authorized officials of both parties. A list of the University's authorized officials is located here:
<http://treasurer.tennessee.edu/contracts/contractsignature.html>
3. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the University.
4. Unless otherwise indicated on the reverse, if this Contract provides for reimbursement for travel, meals or lodging, such reimbursement must be made in accordance with University travel policies.
5. The Contractor warrants that no part of the total Contract amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor, or consultant to Contractor in connection with any work contemplated or performed relative to this Contract, and that no employee or official of the State of Tennessee holds a controlling interest in the Contractor. If the Contractor is an individual, the Contractor certifies that he/she is not presently employed by the University or any other agency or institution of the State of Tennessee; that he/she has not retired from or terminated such employment within the past six months; and that he/she will not be so employed during the term of this Contract.
6. The Contractor shall maintain documentation for all charges against the University under this Contract. The books, records and documents of the Contractor, insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of three (3) full years from the date of the final payment, and shall be subject to audit, at any reasonable time and upon reasonable notice, by the University or the Comptroller of the Treasury, or their duly appointed representatives. These records shall be maintained in accordance with generally accepted accounting principles.
7. No person on the grounds of disability, age, race, color, religion, sex, national origin, veteran status or any other classification protected by Federal and/or Tennessee State constitutional and/or statutory law shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract. The Contractor shall, upon request, show proof of such nondiscrimination, and shall post in conspicuous places, available to all employees and applicants, notice of nondiscrimination.
8. The Contractor shall comply with all applicable Federal and State laws and regulations in the performance of this Contract.
9. This Contract shall be governed by the laws of the State of Tennessee, which provide that the University has liability coverage solely under the terms and limits of the Tennessee Claims Commission Act.
10. The Contractor shall avoid at all times any conflict of interests between his/her duties and responsibilities as a Contractor and his/her interests outside the scope of any current or future Contracts. The following principles define the general parameters of a conflict of interests prohibited by the University:
 - a. Contractor's outside interests shall not interfere with or compromise his/her judgment and objectivity with respect to his/her duties and responsibilities to the University.
 - b. A Contractor shall not make or influence University decisions or use University resources in a manner that results in:
 - Financial gain outside any current or future Contracts for either the Contractor or his/her relatives or
 - Unfair advantage to or favored treatment for a third party outside the University.
 - c. A Contractor's outside financial interests shall not affect the design, conduct, or reporting of research. The Contractor certifies that he/she has no conflicts of interests and has disclosed in writing the following:
 - a. Any partners or employees of the Contractor who are also employees of the University.
 - b. Any relatives of the Contractor's partners or employees who work for the University.
 - c. Any outside interest that may interfere with or compromise his/her judgment and objectivity with respect to his/her responsibilities to the University.
11. If the Contractor fails to perform properly its obligations under this Contract or violates any term of this Contract, the University shall have the right to terminate this Contract immediately and withhold payments in excess of fair compensation for completed services. The Contractor shall not be relieved of liability to the University for damages sustained by breach of this Contract by the Contractor.
12. It is understood by the Contractor that the University will possess all rights to any creations, inventions, other intellectual property, and materials, including copyright or patents in the same, which arise out of, are prepared by, or are developed in the course of the Contractor's performance under this Contract. The Contractor and the University acknowledge and agree that the Contractor's work under this Contract shall belong to the University as "work-made-for-hire" (as such term is defined in U.S. Copyright Law). To the extent Contractor's work is not deemed to constitute "work-made-for-hire," Contractor hereby assigns and transfers to the University all of Contractor's right, title and interest in and to any creations, inventions, other intellectual property, and materials, including copyright or patents in the same, which arise out of, are prepared by, or are developed in the course of the Contractor's performance under this Contract.

13. For personal, professional, and consultant services, the Contractor shall submit brief, periodic progress reports to the University as requested.

14. In compliance with the requirements of Tenn. Code Ann. § 12-3-309, for any contract for goods or services purchased by the University, the Contractor hereby attests that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performances of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the United States in the performance of the Contract.

15. Any activities performed within the University of Tennessee facilities in support of this contract shall be executed in accordance with all applicable safety and environmental standards. Covered activities include but are not limited to the installation, servicing and maintenance of devices or equipment. Requisite safety standards include those promulgated by the Tennessee Occupational Safety and Health Administration (TOSHA), the Tennessee Department of Environment and Conservation (TDEC), Tennessee Division of Radiological Health, and any other regulation or related consensus standards which may apply to the device, equipment, or services covered under this contract. All hazardous substances and materials, including waste, under the control of the contractor shall be managed in accordance with applicable EPA and TDEC regulations. *Failure to abide by regulatory requirements may result in termination of the contract by the university. Any fines imposed against the University as the result of a contractor's failure to abide by regulations shall be the contractor's responsibility.*

16. This Contract is the entire agreement between the University (including University employees and other end users) and Contractor. In the event Contractor enters into terms of use, end user agreements, or other agreements or understandings, whether electronic, click-through, or shrink-wrap, and whether verbal or written, with University employees or other end users, such agreements shall be null, void, and without effect, and the terms of this Contract shall apply.

17. In compliance with the requirements of Tenn. Code Ann. § 12-3-306, the Contractor hereby attests that the Contractor has registered with the State of Tennessee's Department of Revenue for the collection of Tennessee sales and use tax. This registration requirement is a material requirement of this Contract.

ATTACHMENT 7
RFP 10054203
SEALED PROPOSAL LABELS

The Sealed Price Proposal and the Sealed Technical Proposal must be contained in separate envelopes. These separately sealed and labeled envelopes may be sent together in a larger envelope or box. Please cut out these labels, highlight the border in red and affix to the lower left corner of the envelopes in which the Cost Proposal and Technical Proposal are submitted. Your company's name and address should appear in the upper left corner of the envelopes.

SEALED TECHNICAL PROPOSAL

The University of Tennessee Health
Science Center, Memphis

RFP # 10054203

Date of Opening: March 3, 2017

Time of Opening: 2:30 pm Central

OMDS Billing Service

SEALED COST PROPOSAL

The University of Tennessee Health
Science Center, Memphis

RFP # 10054203

Date of Opening: March 3, 2017

Time of Opening: 2:30 pm Central

OMDS Billing Service