The University of Tennessee at Martin

Bid No. 501

August 5, 2015

The University of Tennessee at Martin is seeking bids for a student/athlete billing service for its Athletic Department. The University has approximately 320 student athletes in 15 sports. The University is currently using the NExTT Injury Management Software through Vivature. The University is seeking to add additional services as listed below. The award will be for 1 year with 4 optional 1 year extensions, if mutually agreed upon.

Bid Response must address each item below and provide response in narrative form by a separate attachment. The responses should be in the same order, titled with the same heading, as this document. Bidder should disclose any outsourced products or services included in bid response. Bid response should address all needed equipment and specify if it is provided or if it is the University’s responsibility to provide.

Bid Response must include detail cost for all services, products, travel, equipment and maintenance. Bid response must include a comprehensive proposal on billing revenue including gross and net revenue due the vendor and the University.

Bid Response should include following completed forms:
Special Bid Conditions
Illegal Immigrant Attestation Form

Bid Release Date: August 5, 2015
Bid Questions Deadline: August 10, 2015
Bid Opening Date: August 14, 2015, 2:00 PM CST

Delivery Instructions:
The University allows bids to be submitted electronically or by sealed delivery. The electronic bid submittal is through ESM Solutions. You may contact ESM Solutions at support@esmsolutions.com or by calling 1-877-969-7246 for additional questions about this process. A letter has been attached with information related to registering with ESM Solutions. After registering with ESM Solutions send an email to ldonavant@utm.edu requesting an invite to the bid. You will receive an email inviting you to bid. Instructions on submitting a bid through ESM Solutions is listed below. All documents required above must be attached in ESM Solutions prior to submitting.

Sealed delivery- All bid responses must be sealed and delivered to the address below by the deadline listed above. Submit one original and one electronic version (CD or drive).

The University of Tennessee at Martin
Purchasing Department
554 University Street
111 Administration Building
Martin, TN 38238
Buyer: Lori Donavant  
ldonavant@utm.edu  
731-881-7815

**Third Party Reimbursement Services:**

- Managed Care-Credentialing health center providers, including medical doctors and mid-level providers, and contracting on behalf of the University of Tennessee at Martin with health benefit plans.
- Coding Training- educating and training sports medicine staff on the CPT, ICD9/ICD 10 codes that verify the procedures and diagnoses described and documented in the submitted charts.
- Chart Auditing- regular review of provider coding to ensure accuracy of coding and record keeping.
- Processing of Health Insurance Claims- processing health insurance claims off-site for reimbursement of charges for professional clinical services provided to athletes at the University of Tennessee at Martin that are covered by any and all health benefit plans.
- Claims Adjudication- Recovering potential third party billing revenue for the University using tested, proven software; experienced billing personnel; effective quality assurance procedures; assertive collections techniques, and tracking of individual claims through the billing system.
- Referrals and Pre-authorizations- Communication with insurance companies and/or the patient's primary care provider to obtain a referral or pre-authorization on behalf of the University.

**Software Requirements**

- Single Entry Database
- Web Based platform
- Unlimited Users
- EMR & Injury tracking in same platform
- Voice Dictation
- Referral Tracking
- Automated Billing
- E-Signature
- Custom Forms/Documents
- SOC1 Certified
- Able to Credential & Contract Providers
- Attachments of Images
- Self Attachment of Documents
- ATC Evaluation Templates
- SOAP Note Templates
- Appointment Calendar
- Messaging to Parents
- Student Portal
- Billing Queue Module
- Ability to add users
- Drug testing Module
- Kiosk Hardware Included
- Kiosk Software Included
- Biometric Reader for Kiosk Login
- Quick Treatments Module
- Student-Athlete Demographic Module
Billing Services

1) Please provide an overview of the billing process in Athletic Department?

2) Describe your collection process? How do you handle Deductibles, Co-pays and Coinsurance? Does your collection team pursue collections from our parents or students for balances due?

3) Please provide an example of your accounting statement sent to the school?

4) How often do we receive an accounting statement from your company?

5) Can your company credential and contract our physicians with insurance payers? If yes, how long does this process take to complete?

6) Please provide a sample of a contract with a payer your normally negotiate on our behalf?

7) How do you handle uninsured students that are seen in our facilities? How does your company account charges?

8) Does your system work with other outside EMR’s to collect billing information?

9) Please provide a sample listing of types of services that can be billed to the payers?

10) Can your system perform a “carve out” on our student insurance? Meaning, are you able to not bill for certain insurance types such as our self-funded student insurance? If yes, how do you do this?

11) How will claims flow from our school to your company?

12) How many additional headcount will we need to use this service? Please list what roles those would need to be.

13) How many 3rd party vendors do you use to support this solution?

14) Please provide a “Sample Service Contract” excluding client names and confidential information. A generic format is acceptable.

15) Does your company require the school to carry additional liability insurance for billing services? If yes, what type of insurance is needed and how much liability coverage do we need to carry?

16) Please provide copies of your organization’s “Errors and Omissions” policy with this request. It must be a minimum of $3,000,000 in coverage.

17) How does your company remit payments to the school? Please describe this process.

18) Please describe your fee structure and what specific services are included as standard. If multiple services levels, please describe all services, prices, etc. Also, list any ancillary services.

**General Information Needed:**

1) Provide a brief history of your company including size and specialty area.

2) Include any particular expertise or involvement in provision of billing services and software services for Athletic Departments.

3) How many clients does your organization serve?
4) What is the average size client your organization serves?

5) Please provide the roles and qualification of each person that would be working with the University and assisting with issues, questions or problem solving.

**Reference**

Provide contact name, address and telephone number of 5 clients that have services as requested in this bid.

**Evaluation Criteria**

Award will be based on a comprehensive review and analysis based on a weighted value of averaged evaluation scores and negotiation of the proposal that best meets the needs of the University. The University is sole judge of determining which proposal best represents the best value to the University.

**Criteria**

Cost 30%
Experience in medical billing services for University/College related accounts indicating a proven ability to perform all necessary services in a professional manner. 30%

References 20%
User friendliness of medical billing processes. 10%
Bid response clarity and additional information or services offered by bidder. 10%
SPECIAL BID CONDITIONS

1. The University will not be bound by any resulting Contract until it is approved by the appropriate University official.

2. Any resulting Contract may be modified only by written amendment which has been executed and approved by the appropriate University official.

3. TELEGRAPHIC, FAX OR TELEPHONE RESPONSES TO THIS REQUEST FOR QUOTATION WILL NOT BE ACCEPTED.

4. STATE YOUR FEDERAL ID NUMBER: ______________________

5. Period of Contract: This bid is for the period of one (1) year. It may be extended for four (4) additional years, if mutually agreeable. Price quoted shall be firm for the first year. After the first year, initial request for price increase will be considered upon written notice to the Purchasing Department 30 days prior to the requested effective date of the increase, but only if the requested price increase is caused by a change in price of an ingredient on a nationwide basis or to some other cost factor. The University reserves the right, upon receipt of such price change request, to grant the increase, reject the increase by canceling the contract and awarding to the next lower bidder, or cancel the contract and re-advertise for bid. The increase should not exceed the previous year Consumer Price Index.

6. The successful bidder will indemnify and hold harmless the University, its officers, agents and employees from any claims, damages, and actions relating to the performance of the services specified in this Request for Quotation and any resulting contract.

7. Funding Clause
   This agreement is subject to the appropriation and allocation of state funds. Since the Agreement or Purchase Order is for a term extending beyond a single fiscal year of the University, in the event the University does not receive appropriate funds for the payment required under this Agreement or Purchase Order for any fiscal period, the Agreement should be deemed terminated at such time at no penalty to the University.

8. Please indicate if awarded this bid will your company accept a purchase order or require a contract. If a contract will be required, enclose a copy of the contract in your bid response.
   _____ Purchase Order _____ Contract
SPECIAL BID CONDITIONS

9. Contract Terms:
We wish to emphasize that The University of Tennessee is an instrumentality of the State of Tennessee. As such, The University does not have unrestricted authority to contract and cannot agree to various clauses that may commonly appear in contracts, including without limitation: reimbursement of another party's attorneys' fees, collection costs, and/or court costs; arbitration clauses; venue/form-selection clauses; and clauses that would require the contract to be governed in a State other than Tennessee. Further, The University has sovereign immunity under the Tennessee Constitution and only the Tennessee General Assembly has the power to waive this. As such, The University cannot agree to indemnify, defend, or hold harmless your company (or any other party). Also, please note that the University is limited in its ability to agree to a vendor's limitations of liability and/or disclaimers of warranty. Please see Tenn. Code Ann. § 12-3-315 and § 12-4-119. If awarded this bid and your company will require a contract that has language contrary to the terms and conditions disclosed in this RFP or the statements above, this language needs to be disclosed as part of your bid response. Please note that The University does not wish to enter into lengthy contract negotiations and therefore desires to learn now of your company's terms and conditions that may impede our ability to contract with your company.

Please disclose any terms or conditions that your company may require which may conflict with the language in this Request For Proposal.

10. The University of Tennessee would like to extend to all University campuses, units, and to all Tennessee Board of Regents Institutions, to include; Universities, Community Colleges, and Technology Centers located throughout the State, the option to make purchases under the pricing, terms and conditions of resulting contract for the items or services as listed. However, if an offer to extend the contract to other institutions would adversely affect your ability to offer the most favorable prices and terms to The University of Tennessee, Martin, place a checkmark in the "No" portion of the following questions.

Please indicate your firm's acceptance or rejection to extend the prices quoted to the other Tennessee public institutions of higher education. Failure to indicate and intent will be considered a "No" response.

Yes ______________ or No ______________

NOTE: The other campuses, units, and institutions listed above are under no obligation to purchase from this offering.

11. The University, by entering into this agreement, does not imply or assure that there will be any specific product or service purchased.

12. Termination Clause:
At its convenience the University may terminate this Agreement, without cause and for any reason, by providing thirty (30) days written notice to the other party. In the event of a termination under this provision, the University shall have no further liability under the Agreement.

13. In compliance with the requirements of Tenn. Code Ann. § 12-3-306, the Bidder hereby attests that the Bidder 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 Bid.

14. The University reserves the right to reject any and all proposals, waive any informalities in the proposals received, and accept any proposal that, in its opinion, may be in the best interest of the University. The University does not obligate itself to accept the lowest or any other proposal.

15. Certification of Debarment Status - The vendor certifies that he/she is not presently debarred, proposed for debarment, suspended, or declared ineligible for covered transactions by any federal agency or department. The vendor also certifies that within the past three years he/she has not been convicted of or had civil judgement rendered against them for a fraudulent contract or transaction, violation of federal or state antitrust laws, or the commission of embezzlement, theft, forgery, bribery, falsifying or destroying records, receiving stolen property or making false statements.

16. Drug Free Workplace Program - The successful bidder agrees to comply with the requirements of the drug free workplace program (TCA 50-9-101).

17. Each bid must give the full name and business address of the bidder. The title of the person signing the bid should be shown, and, if requested by the Purchasing Department, that person must furnish satisfactory proof of authority to bind the company in contract. Bids must be written with typewriter, ink or indelible pencil; otherwise, they may not be considered. A representative or distributor bidding in the name of a principal should give the name of the firm to which an order should be issued in the event of an award.
SPECIAL BID CONDITIONS

18. In case of doubt or differences of opinion as to the items or services to be furnished hereunder, the decision of the University shall be final and binding on both parties.

19. Failure to provide the requested information may be grounds for rejection of your bid.

20. All prices and notations must be printed in ink or typewritten. No erasures permitted. Errors may be crossed out and corrections printed in ink or typewritten adjacent, and must be initialed in ink by person signing bid.

21. GOVERNING LAW: The contract with the University will be governed by and construed in accordance with the laws of the State of Tennessee.

22. MANDATORY RESPONSE REQUESTED - State your classification with a check. Small Business: __________
   Large Business: __________
   Minority Owned: __________
   Woman Owned: __________

23. VENDOR ADHERENCE TO CONTRACT: No purchase should be accepted or charged against the contract or purchase order for items or pricing not covered in the contract or purchase order. Failure to adhere to this requirement may be deemed grounds for cancellation of contract or purchase order.

24. 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.

25. CONFLICT OF CONDITIONS:
   In the event that there are any conflicts between the general bid conditions and these special bid conditions the special bid conditions shall take precedence.

26. PAYMENT WITHHELD:
   Non-compliance by the successful bidder with any requirement of the bid constitutes the right to withhold payment in whole or part.

27. ADDITION OF ITEMS:
   The University reserves the right to add items or services as required during the specified bid period by soliciting firm prices from the successful bidders of this request quotation. Award of these additional items will be made in accordance with the terms and conditions as set forth in this request for proposal.

28. THE ILLEGAL IMMIGRANTS ATTESTATION FORM MUST BE COMPLETED AND RETURNED IN BID RESPONSE.
   The Illegal Immigrants Attestation Form is attached to the bid document and located on the UT Martin Purchasing Bid and Proposal Advertisements website at www.utm.edu/purchasing.

   In compliance with the requirements of Chapter 878, Public Acts of 2006, the Contractor hereby attests that the Contractor shall not knowingly utilize the services of an illegal immigrant in the performance of this Contract and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant in the performance of this Contract.

29. Any addenda documents pertaining to this bid will be posted on UT Martin’s Bid and Proposal Advertisements website at www.utm.edu/purchasing. It is the bidder’s responsibility to check to see if such documents were issued.

30. GENERAL BID CONDITIONS:
   The University of Tennessee General Bid Conditions apply to all bids. The General Bid Conditions can be found at the link below.
   http://purchasing.tennessee.edu/general_bid_conditions.htm
   If for any reason you are unable to access the website you may telephone (731)881-7815 for a hard copy of these conditions.

The University of Tennessee
Purchasing Department
554 University Street
111 Administration Building
Martin, TN 38238

Buyer: Lori Donavant
ldonavant@utm.edu
731-881-7815
www.utm.edu/purchasing
Illegal Immigrant Attestation Form

USE OF ILLEGAL IMMIGRANTS PROHIBITED: In compliance with the requirements of Chapter 878 Public Acts of 2006 (TCA Sec 12-4-124), the contractor/vendor hereby attests that the contractor/vendor shall not knowingly utilize the services of an illegal immigrant in the performance of this contract/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 this contract/purchase order.

Bid Number:

Federal ID/Social Security Number or UT Vendor ID Number:

Date Attested on:

Name (Please Print):

Title:

Signature:

(Note: person signing must have authority to contractually bind the company)
SUBMITTING BID IN ESM

1. Accept terms

2. Create or Modify a Response for the Selected Bid, Quote Request, or Project Request
Select Create for the bid you would like to open

3. Create Response-Accept Terms
Bidder must accept all terms to be able to open bid. Bidder may include exception to a term or condition as part of their bid response. It is at the sole discretion of the University to accept, reject or negotiate the bid based on the requested exception.

4. Event Detail
This section includes bid information (Bid solicitor, bid number, description of bid, bid time remaining) Information only, no action required.

5. Event Information
This section includes bid information (bid number, bid description, due dates attached files) Information only, no action required.

6. Response Information (This section is to be completed by bidder)
(Active cut and paste feature for this section)
Response Terms:
Response Payment Terms:
Attachment Files: This is a general attachment for documentation that pertains to all line items. Each line item has a location for separate attachments.

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This section is for Response Terms, Payment Terms and attached files that pertain to all line items.

Each line item may have specific Response Terms, Payment Terms, or attachment. If so, enter the information when entering the bid price below. A place is provided per line item for Response Terms, Response Payment Terms and File Attachments.

You must click “Save” or entered information will be lost

7. Items
Description of item (item number, manufacturer, part number, unit, quantity)
The item section may have notes or attachments. Click on the view notes and attachments to view the information

8. Response Action
Create -
To enter a bid price select create for each line item.

9. Create Response for Line
Complete all applicable fields. The product number and price are required fields. If the item does not have a product number enter applicable product information in the field.

- **Manufacterer:** See Attachments
- **Mfg Part Number:**
- **Product Number:** If this line item does not have a product number, bidder may use 111 as default.
- **Unit Of Measure:** 1 Count
- **Quantity:** 1
- **Price:** Insert default price .01 and attach bid response documents.
- **Total Price:** 0.00

Enter any notes or payment terms related to line item. Attach files such as warranty documents, brochures or photos.

- **Response Item Notes:**
  - Notes for line item
- **Response Item Payment Terms:**
  - Payment terms for line item
- **Attachment Files:**
  - Attach files relevant to line item

**Save & Close (If you close without clicking “save” or “save & close” the information entered will be lost)**

- **Save & Close**
- **Save**
- **Close**

10. Modify

Bidder may make changes to bid prior to submitting. Click “Modify” then select Edit or Delete. **(Save & Close or information entered will be lost)**

11. Review bid response and attachments. When ready to submit select:
12. Submit Detail

Bidder must select submit twice.

13. Bidder will receive an Event Submission Confirmation

Event Submission Confirmation

Congratulations! You have successfully submitted your response for event 218 UT Martin: Security System (Security System & Equipment) on 3/11/2015 7:04:06 PM. University of Tennessee would like to thank you for participating in this event. Please note the response Due By Date of this event is 3/17/2015 1:00:00 PM.

Prior to navigating away from this screen you may want to print the contents of this page for your records. You can also view your response and the status of this event from within the View submenu option. If you need additional assistance please contact ESM Solutions at support@esmsolutions.com.

14. Select logout to exit.