



# ESSEX COUNTY OFFICE OF THE MANAGER

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Michael Mascarenas  
County Manager

Linda M. Wolf  
Purchasing Agent

**TO:** All Bidders  
**FROM:** Linda Wolf, CPA, Purchasing Agent  
**DATE:** April 9, 2026  
**SUBJECT:** Addendum #1 RFP #260034 RFP Billing Software

**This Addendum, forms a part of the Contract Documents and is issued to bid document holders of record, indicates changes to the bid documents for the *Bid #260034 RFP for Billing Software***

**The following questions (in black) and answers (in red) were submitted:**

1. Does your agency currently have a merchant account established with a credit card processing solution?

Answer: No

b. If so, please provide the name of the solution.

Answer: N/A

c. Will your agency pay for associated credit card processing fees?

Answer: No

2. Does your agency utilize a bank lockbox for receipt and deposit of payments?

Answer: No

b. If so, will the billing vendor have online access?

Answer: N/A

c. Will the billing vendor be required to pay the lockbox fee, or will the cost be covered by the agency?

Answer: N/A

d. If you require the billing vendor to pay, can you provide the current cost of the lockbox?

Answer: N/A

3. Will the billing vendor be required to mail Notice of Privacy Practices to transported patients?

Answer: No

4. In the two most recent fiscal or calendar years, what was the actual number of billable accounts by your agency? Please separate the amounts in years (i.e., total for 2023, total for 2024).

Answer: Information not readily available.

5. In the two most recent fiscal or calendar years, what was the total amount of cash posted by your agency for ambulance services? Please separate the amounts in years (i.e., total for 2023, total for 2024).

Answer: 2024 - \$34,562.78

Answer: 2025 - \$33,422.59

6. In the two most recent fiscal or calendar years, what was the total amount of gross charges generated by your agency? Please separate the amounts in years (i.e., total for 2023, total for 2024).

Answer: 2024 \$64,707.50

Answer: 2025 \$96,652.00

7. Please provide the number of billable incidents broken down by service level in the last fiscal year:

a. ALS1 Emergency

Answer: Less than 10

b. ALS1 Non-Emergency

Answer: Less than 10

c. BLS Emergency

Answer: Less than 10

d. BLS Non-Emergency

Answer: Less than 10

e. ALS 2

Answer: Less than 10

f. Specialty Care

Answer: Less than 10

g. Treatment No Transport

Answer: Less than 25

h. Any other billable dispositions broken out by each disposition (lift assists, etc.)

Answer: ALS Intercepts approximately

8. Please provide your current rates for each of the following service levels:

a. Mileage \$30.00

b. ALS Emergency \$1,600.00

c. ALS Non-Emergency N/A

d. BLS Emergency \$1,100.00

e. BLS Non-Emergency N/A

f. ALS 2 \$2,000.00

g. Specialty Care Transport N/A

h. Paramedic Intercept See below

i. Treatment No Transport \$100.00

j. Lift Assists \$50.00

k. Any other billable dispositions broken out by each disposition

l. ALS Assessment, No Intervention/Treatment \$75.00; ALS 1 Intercept \$250.00, ALS 2 Intercept \$300.00

9. If you indicated above that you perform non-emergency transports, can you please provide further feedback on the types of non-emergency transports that you perform (dialysis, hospital procedures, hospital or nursing home discharge, physical therapy, etc.)?

Answer: No routine non-emergency transports

10. Does your agency charge for any supplemental fees, such as oxygen, backboards, etc.?

Answer: No

b. If so, please provide the list and associated rates.

Answer: N/A

11. Please provide the charge mix, the total percentage of charges that were billed to the following four main payer groups in the two most recent years (can be fiscal or calendar based):

Answer: Information not readily available

a. Medicare

b. Medicaid

c. Commercial insurance

d. Self-pay accounts

12. What is your average loaded mileage?

Answer: Not routinely transporting patients, mostly ALS intercepts

13. Will the new billing vendor be required to manage and bill old AR from your current billing vendor?

Answer: No

b. How many records will be transferred to the new billing vendor?

Answer: N/A

c. In what format will the data be provided?

Answer: N/A

14. Does your agency participate in any supplemental payment programs?

Answer: No

15. Has the current contract term been completed and all renewal options exercised?

Answer: Yes

16. What is the current rate for EMS Billing Services?

Answer: 10% of revenue collected which includes billing services as well as hardware and software for EMS documentation.

END OF ADDENDUM # 1