

Merry Celeste, CPPB
Division Director
Purchasing and Risk Management

March 3, 2025

TO: ALL INTERESTED PROPOSERS

REQUEST FOR PROPOSAL: Ambulance Services Billing Software

PROPOSAL NUMBER: 25-0334-RFP

PROPOSAL SUBMITTAL IS DUE: March 13 @ 3:00 P.M.

ADDENDUM NO. 1

Following is additional information, clarifications, questions and responses relative to referenced Request for Proposal (RFP):

QUESTION(S)/RESPONSE(S):

1. Question: The submission guidelines are broken down into "Tabs;" however, the preferred document type is PDF (Section 3.2 B 3). Should this be interpreted as "sections" within the response document, or separate documents?
Response: Yes, consider sections within the response document rather than separate documents.
2. Question: Will the County please provide an estimated award timeline, and an estimated project start date?
Response: Our "Go Live" goal date is 1 October 2025. For the estimated award timeline, please factor in four to six weeks to review internally after deadline submission. This is an approximation.
3. Question: The RFP states: "The Proposer's Statement of Work shall be in a form that can be incorporated into the Agreement at the County's option." What are the specific format requirements for this, if any?
Response: There are no specific requirements. If you are selected, the Scope of Work submitted will be incorporated into the Agreement.
4. Question: Will the County provide additional guidance as to what content is requested for Tab C for Team Qualifications?
Response: This in reference to the qualifications of vendor's team member's experience that will launch and support the billing software.
5. Question: What is the County's expected Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for system downtime events?



Response: We understand maintenance windows, and we'd like to know what is a typical down time for maintenance. Additionally, if you have a major disruption, what is your response with your expected timing, based on your experience. Please indicate your price for best- and worst-case recovery times.

6. Question: Is there an expectation for offline functionality during low-connectivity scenarios?

Response: Yes.

7. Question: Can the County clarify how it envisions managing ambulance service membership plans within the billing software?

Response: There is no expectations, but if your solution does, that is a plus. Please share experience with existing clients using your billing software solution for managing ambulance service membership plans.

All other specifications, terms and conditions remain the same.

Confirm receipt of Addendum(s) in OpenGov.

Sincerely,

A handwritten signature in black ink that reads "Jim Just for Merry Celeste". The signature is written in a cursive, flowing style.

Merry Celeste, CPPB

Division Director

Purchasing and Risk Management