



Request for Proposal **Medical Billing Software Solution**

RFP: PAF-001-2026

Introduction

Pafford Medical Services is issuing this Request for Proposal (RFP) to solicit qualified vendors to provide a modern medical billing software solution. Pafford currently operates on the TriTech billing platform, a legacy product with waning support, and requires a seamless transition to a modern, secure, and fully supported system.

As a multi-state ambulance service provider with a high-volume billing operation, Pafford requires a solution that can deliver accuracy, efficiency, scalability, and compliance with evolving healthcare regulations. Our mission is to maintain the highest standards of integrity and performance in revenue cycle management while leveraging technology to improve financial outcomes for both the organization and the patients we serve.

This solicitation seeks vendors who can provide a comprehensive billing solution that not only meets the current needs of our operations but also positions Pafford for future growth. Pafford is seeking system functionality that enhances claims accuracy, accelerates denial management, identifies revenue leakage, and improves overall operational efficiency.

By pursuing this RFP, Pafford's objective is to select a long-term partner who can provide a sustainable, future-focused billing platform with strong customer support, robust reporting capabilities, interoperability with existing clinical and dispatch systems, and the flexibility to grow with our organization.

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Administrative Information

This Request for Proposal (RFP) is issued by **Pafford Medical Billing Services (PMBS)**, the billing and revenue cycle management division of Pafford Medical Services. All communication regarding this solicitation must be directed, in writing, to the designated Point of Contact listed below.

Point of Contact

All questions, clarifications, and correspondence concerning this RFP shall be directed in writing to:

Andrew Amante
Chief Strategy Officer
Pafford Medical Services
andrew@paffordems.com
(870) 474-6036

PLEASE NOTE: *Unauthorized and unsolicited contact with other Pafford personnel regarding this RFP may result in disqualification of the proposer.*

RFP Schedule

Event	Date	Notes
RFP Release Date	2/2/2026	Posted publicly on Pafford website and distributed to known qualified vendors
Pre-Proposal Conference	2/12/2026	Informational session to review RFP requirements and address procedural questions.
Deadline for Vendor Questions	2/16/2026	All inquiries must be submitted in writing to: andrew@paffordems.com
Response to Vendor Questions Posted	2/20/2026	Responses will be shared with all vendors
Proposal Submission Deadline	3/16/2026	Late submissions may not be accepted
Proposal Evaluation Period	-	Review by evaluation committee
Vendor Presentations/Demos	3/30/2026	Selected vendors only
Notice of Intent to Award	4/3/2026	Subject to final contract negotiations
Contract Award & Execution	4/17/2026	Signed by both parties
Project Kickoff	4/30/2026	Implementation planning begins

Pre-Proposal Conference

Pafford Medical Services will conduct a non-mandatory Pre-Proposal Conference to provide an overview of the RFP, outline key requirements, and address procedural questions from potential respondents.

The Pre-Proposal Conference will be conducted **virtually via Google Meets**.

Respondents wishing to attend must **register no later than twenty-four (24) hours prior** to the scheduled conference time. Registration shall be completed by emailing the designated RFP Point of Contact and must include the following information:

- Respondent firm name
- Name of each individual who will attend
- Title and role of each attendee
- Email address of attendee

Upon receipt of a complete registration request, Pafford Medical Services will provide the registrant(s) with the Google Meets conference access information.

Attendance at the Pre-Proposal Conference is encouraged but not required to submit a proposal. No statements made during the conference shall be considered binding unless formally issued in writing as an addendum to the RFP. Any clarifications or responses to questions deemed material will be distributed to all known respondents in accordance with the RFP question and addendum process.

Vendor Questions & Clarifications

Vendors may submit written questions regarding this RFP until **2/16/2026 at 5:00 PM CST**. Responses to all questions will be compiled and released to all known proposers by 2/20/2025

Proposal Submission

Proposals must be received no later than **5:00 PM CST on 3/16/2026**. Late submissions may not be considered. Proposals should be submitted in the following format:

- **Electronic Submission:** andrew@paffordems.com

Vendors must adhere to the following requirements when preparing and submitting proposals in response to this solicitation:

Format & Delivery

- All responses must be submitted **digitally** to the point of contact listed in the RFP.
- Proposals must be submitted in **PDF format** on standard 8.5" x 11" page size.
- Technical Capabilities Matrix must be submitted in **.XMLX format**.
- Font must be no less than **10-point** and consistent throughout the submission.

Length & Structure

- The maximum page limit for the proposal is **25 pages, not including** the following:
 - Cover
 - Cover Letter
 - Table of Contents
 - Executive Summary (up to 3 pages)
 - Technical Capabilities Matrix
 - Cost Proposal
 - Appendices
 - Resumes of key personnel
- Proposals must follow the **structure and order of the solicited RFP**, with section headings and numbering aligned to facilitate evaluation.

All submissions must include the RFP number and proposer's company name clearly identified in the subject line.

Confidentiality & Proprietary Information

All materials submitted in response to this RFP will become the property of Pafford. Information identified by the proposer as proprietary or confidential will be handled in accordance with applicable laws; however, Pafford cannot guarantee protection against disclosure if required under state or federal public records law.

Reservation of Rights

Pafford reserves the right to reject any or all proposals, in whole or in part, to waive informalities or irregularities in the proposals received, to negotiate with any or all proposers, and to award the contract in the best interest of Pafford.

Cost of Proposal Preparation

All costs incurred by respondents in the preparation, submission, and presentation of proposals in response to this Request for Proposal (RFP) are the sole responsibility of the respondent. Pafford Medical Services shall not reimburse, compensate, or otherwise be liable for any costs or expenses associated with the development, submission, evaluation, or negotiation of proposals, including but not limited to labor, materials, travel, demonstrations, or presentations, regardless of whether a contract is awarded.

Performance Bond

Pafford Medical Services reserves the right to require the successful bidder, at Pafford's sole discretion, to furnish a performance bond as a condition of contract execution. The performance bond, if required, shall be issued by a surety licensed to do business in the applicable jurisdictions and in a form and amount acceptable to Pafford.

The purpose of the performance bond shall be to guarantee faithful performance of the contract, including but not limited to implementation milestones, service levels, and other material contractual obligations. Failure to provide a required performance bond within the timeframe specified by Pafford may result in withdrawal of the notice of award and selection of an alternate respondent.

Vendor Presentations and Technical Evaluation

Following the submission and initial evaluation of written proposals, selected vendors will be invited to present their solution to Pafford Medical Services' Evaluation Committee. These presentations are a critical component of the evaluation process and are intended to validate each vendor's technical claims, demonstrate live system functionality, and allow the evaluation team to assess real-world usability, configuration options, and integration capabilities.

Pafford strongly discourages the use of traditional sales-oriented presentations. The evaluation committee will not be assessing marketing materials or sales demonstrations but will instead focus on the technical integrity, compliance, and interoperability of the proposed software.

To that end, respondents are asked to have members of their engineering team present during their scheduled presentation. These representatives must be capable of addressing in-depth technical questions regarding:

- System architecture, database structure, and process flows;
- API capabilities, integration methodologies, and supported standards (e.g., HL7, FHIR, X12);
- Customization and configuration capabilities;
- Security architecture, data handling, and encryption protocols;
- Workarounds, extensibility options, and any known system limitations; and
- Value-added features or future enhancements under development.

Pafford has engaged an independent industry expert in software development to participate in the evaluation process. This expert, along with Pafford's internal technical and operational leaders, will assess each solution based on its technical compliance, functionality, interoperability, and capacity for sustainable long-term support.

Failure to provide appropriate technical representation during the presentation will not automatically disqualify a respondent, but it may negatively impact scoring related to overall product capability, responsiveness, and depth of support. Vendors are therefore encouraged to ensure that their presentation team includes personnel with both high-level technical expertise and detailed working knowledge of the system's underlying architecture.

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Company Disclosures

Respondents must provide comprehensive information regarding their corporate background, operational experience, and organizational stability. The intent of this section is to allow Pafford Medical Services to assess the respondent's suitability as a long-term partner for a high-volume, multi-state EMS billing environment.

Company History and Relevant Experience

Respondents shall provide a detailed overview of their company's history, including:

- Year founded, corporate headquarters location, and a brief narrative of the company's evolution.
- Description of the company's core business lines and primary markets served.
- Specific experience providing medical billing and/or revenue cycle management software to EMS, ambulance, or comparable healthcare organizations.

Respondents must clearly describe their experience supporting clients of similar size, complexity, and scope to Pafford Medical Services, including:

- High-volume, multi-agency, or multi-state EMS or healthcare billing environments.
- Approximate annual claim volumes supported for comparable clients.
- Length of time each comparable client has been supported.
- Nature of services provided (software only, implementation, migration, ongoing support, optimization).

Client names may be anonymized where contractually required; however, respondents must provide sufficient detail to allow Pafford to reasonably evaluate comparability.

Ownership and Control History (Past 10 Years)

Respondents shall disclose all ownership, control, or governance changes occurring within the past ten (10) years, including:

- Mergers, acquisitions, divestitures, or asset sales.
- Private equity investment, recapitalization events, or changes in majority ownership.
- Changes in parent company, controlling interest, or material management control.
- Planned or pending ownership changes known at the time of proposal submission.

For each ownership event, respondents must identify:

- The date of the transaction.
- The parties involved.
- Whether the transaction resulted in changes to product direction, staffing, support structure, or customer contracts.

This information will be used to evaluate organizational stability and long-term support risk.

Legal and Litigation History (Past 5 Years)

Respondents must disclose any material legal actions occurring within the past five (5) years, including:

- Lawsuits, arbitration, or formal legal disputes initiated by or against the respondent involving clients, customers, or strategic partners.
- Claims related to breach of contract, failure to perform, data security incidents, service availability, or professional negligence.
- Regulatory enforcement actions related to healthcare, data privacy, cybersecurity, or billing practices.

For each matter disclosed, respondents shall provide:

- A brief description of the dispute.
- The year initiated.
- The parties involved.
- Current status or resolution (e.g., dismissed, settled, judgment entered).

Disclosure of legal history will not automatically disqualify a respondent; however, failure to disclose known material actions may result in disqualification.

Disclosure of Security Incidents

Respondents must disclose all information security incidents experienced within the past five (5) years, including but not limited to:

- Unauthorized access, use, disclosure, or acquisition of data
- Breaches involving Protected Health Information (PHI) or Personally Identifiable Information (PII)
- Cybersecurity events such as ransomware, malware infiltration, credential compromise, system intrusion, data corruption, or service interruption
- Any event that triggered legal, regulatory, or contractual notice obligations

Respondents shall certify that:

- All disclosed information is accurate and complete to the best of their knowledge.
- No material security incidents have been omitted.
- They maintain breach-response policies consistent with industry standards, HIPAA requirements, and cyber-insurance obligations

Failure to disclose past incidents, or disclosure of materially inaccurate information, may result in disqualification from consideration or termination of any resulting contract.

Scope of Work (SOW)

Purpose and Objectives

Pafford Medical Services (Pafford) seeks a modern medical billing platform capable of supporting high-volume emergency medical services (EMS) operations. The goal is to implement a solution that measurably improves cash flow, reduces administrative rework, and provides transparent control over the company's revenue cycle data. The selected vendor will not simply deliver software; they will serve as a long-term technical partner, providing direct engineering support throughout implementation, migration, and ongoing optimization.

This project is driven by the need to replace legacy systems, specifically the TriTech billing environment and its associated integrations with ImageTrend ePCR, that have suffered from failed imports, unreliable reconciliation, and limited vendor accountability. The new solution must correct these deficiencies by ensuring complete data continuity from dispatch to billing, eliminating "lost" or unbilled transports, and strengthening the company's ability to verify every claim from creation through payment.

Core Objectives

The selected system must deliver full end-to-end revenue cycle management (RCM) from call intake through zero balance, emphasizing automation, denial prevention, and recovery workflows. It should integrate seamlessly within Pafford's existing operational ecosystem—including CAD, ePCR, clearinghouses, HIE/HL7, and financial software—while maintaining interoperability with external client systems for third-party billing.

The platform must provide unrestricted access to auditable data, enabling direct reconciliation from CAD to ePCR to billing, along with advanced analytics for monitoring cash flow and claim lifecycle health. Security will be paramount, with controls aligned to HIPAA, cyber insurance, and best-practice standards (SSO, MFA, role-based access, IP and device restrictions).

Finally, implementation must safeguard revenue continuity. Vendors are expected to define measurable service levels and guarantee accountability throughout and after deployment, with contractual resilience to ownership changes or acquisition events.

Comparable or Better Solutions

While Pafford outlines required features and preferred workflows, respondents are encouraged to propose alternative or more efficient approaches. Vendors must clearly map these alternatives against the stated requirements to demonstrate functional parity or measurable improvement.

Scope of Services

The vendor will provide a fully supported software and implementation package encompassing:

- Software licensing and configuration
- Secure data migration from TriTech and associated legacy systems
- System integrations (CAD, ePCR, clearinghouses, finance)
- Comprehensive testing and user training
- Go-live planning, execution, and stabilization
- Continuous post-launch optimization and support

The vendor's implementation plan should include detailed milestones, dual-control signoffs for data validation, and phased rollout options to protect cash flow during transition.

Functional Capabilities

The system must natively support EMS-specific billing functions, including:

- **Claims and Remittance:** Automated generation and submission of X12 837P/I transactions; CMS 1500 and UB-04 printing; payer-specific rules engines; configurable claim hold and auto-release logic; and 835 ERA auto-posting with denial mapping.
- **Eligibility and Discovery:** Real-time eligibility verification (270/271), payer discovery tools, and transparent payer library listings for all supported clearinghouses.
- **Coding and Charge Capture:** Native ICD-10, CPT/HCPCS (A0021–A0999), and POS code sets with regular updates; narrative-aware charge recommendations using rules-based or machine-learning logic to prepopulate codes for review.
- **Workflows:** Configurable, status-driven workflows that reflect real-world billing processes—not static “event schedules.” These workflows should support routing by propensity-to-pay, allowing automated segmentation between in-house collections and early-out vendors.
- **Patient Billing:** Automated statement generation with text/email delivery, online payment portal with ACH and card support, flexible payment plans, and multilingual templates.
- **Facility and Membership Billing:** Support for detailed facility invoicing, pricing schedules, and membership program billing.
- **Document Management:** An attachments module capable of auto-linking incoming documents—EOBs, correspondence, and lockbox scans—to the correct patient encounter through metadata or remittance identifiers.

- **Reporting and Reconciliation:** Out-of-the-box KPI dashboards (first-pass yield, denial taxonomy, payer mix, A/R aging), user-defined ad hoc reporting, and full reconciliation capability from CAD → ePCR → billing, with secure data export or read-only database access.
- **Integrations and Interoperability:** Support for NEMESIS XML and bidirectional ePCR updates; HL7 (ADT/DFT), X12 (837/835/277), and HIE notifications for demographic and insurance updates; flexible clearinghouse support; and finance exports capable of eliminating manual QuickBooks reconciliations.
- **Security:** End-to-end encryption, SSO/MFA, IP/device restrictions, detailed audit logging, and HIPAA-compliant data handling.

Membership Program Billing Capabilities

Respondents shall describe their experience and technical capability to support billing for EMS or healthcare membership programs. This includes, but is not limited to, recurring or annual membership enrollment, fee assessment, renewals, eligibility validation at time of service, and member account management.

Respondents must identify whether membership billing functionality is provided natively within their platform or through a third-party integration and describe prior experience billing for membership programs of comparable size or complexity. Details should include the volume of members supported, duration of program support, and any limitations or dependencies associated with the proposed solution.

Artificial Intelligence (AI) Integrations

Pafford recognizes the potential of artificial intelligence (AI) to significantly enhance efficiency, accuracy, and decision support within the revenue cycle. As part of this solicitation, Pafford is particularly interested in exploring how AI can be applied to automate coding, reduce manual intervention, improve claim accuracy, and optimize overall billing workflows.

Vendors are encouraged to provide a detailed overview of all AI or machine learning (ML) functionality currently embedded within their platform or available as integrated modules. The response should clearly differentiate between true AI integrations, those utilizing adaptive, data-driven learning models, and conventional process automation, scripting, or rule-based logic.

Specifically, respondents should address the following:

- **Current AI Capabilities:** Describe all AI-driven features that are actively deployed within the production environment, including their primary use cases (e.g., auto-coding, predictive denials management, payer pattern recognition, claim prioritization, or natural language processing).

- **Operational Benefits:** Explain how these capabilities improve workflow efficiency, accuracy, or user experience in measurable terms.
- **Technology Architecture:** Outline the AI framework or models employed (e.g., supervised learning, NLP, predictive analytics) and how these are trained, maintained, and updated.
- **Transparency and Oversight:** Describe how the system explains or audits AI-generated recommendations to ensure compliance, traceability, and human validation.
- **Future Development:** While the focus should remain on active, proven AI functionality, respondents may briefly discuss AI features currently in development or planned for release within the next 12 months, with anticipated timelines and scope.

Respondents must explicitly state whether the AI functionality represents genuine machine learning/artificial intelligence or enhanced automation through conditional logic.

AI tools and integrations that demonstrate real-world, measurable improvement to billing performance and user efficiency will be viewed favorably during evaluation.

Implementation and Project Governance

The vendor must assign a dedicated implementation team with clearly defined ownership for project management, solution architecture, integrations, and data migration. At a minimum, the team must include a project manager, solution architect, integration engineer, and data migration lead, each responsible for their respective workstreams while collaborating closely with Pafford's cross-functional working group (Billing, Operations, IT, Finance, Compliance).

Deliverables will include:

- A milestone-based project plan with clear dependencies and stabilization checkpoints
- A data migration plan with mapping specifications, dual signoffs, and at least two validated trial conversions
- Defined user acceptance testing (UAT) and defect closure procedures
- A comprehensive training curriculum (live, virtual, and recorded)
- A 30/60/90-day optimization plan with measurable post-go-live improvements

The vendor must demonstrate a governance model that ensures transparency, risk management, and accountability through completion.

Demonstrations and Technical Validation

Shortlisted vendors will be invited to participate in a technical demonstration. Each presenting team **must** include a senior developer, engineer, or system architect capable of addressing integration architecture, data model design, API capabilities, and security frameworks.

Demonstrations must include live examples of:

- Two-way ePCR corrections and reconciliation tracking
- ERA auto-posting with denial worklists
- Workflow automation for propensity-to-pay routing
- Data export or warehouse integration
- Auto-attachment of lockbox or EOB documentation

High-level sales or marketing presentations without hands-on demonstrations or substantive technical depth will not meet the evaluation standard and may adversely affect scoring.

Commercial Provisions and Risk Mitigation

- **Performance and Acceptance:** Payment milestones will be tied to objective deliverables and testing outcomes.
- **Data Ownership:** Pafford retains full ownership of all data and derivative outputs, with contractual guarantees for export assistance during transition or termination.
- **Continuity Protections:** In the event of vendor acquisition, degradation of service, or loss of support, Pafford reserves the right to invoke remedies including service credits, migration assistance, or termination with pro-rata refund.
- **Security and Compliance:** Annual SOC 2 Type II certification (or equivalent), HIPAA attestations, and documented breach-response SLAs are required.

Vendor Response Requirements

To demonstrate compliance, vendors must:

- Complete the **Technical Capabilities Matrix**
- Provide relevant technical documentation to substantiate claims, including but not limited to architecture diagrams, sequence/data flow diagrams, and API documentation.
- Disclose supported payers, clearinghouses, and state-specific Medicaid formats
- Submit a migration dossier detailing mapping, deduplication, and reconciliation procedures
- Include staffing and travel assumptions for on-site configuration

Technical Capability Matrix

Pafford requires an enterprise-grade, cloud-hosted billing platform engineered for high-volume EMS operations. The system must be secure by design, interoperable across Pafford’s mixed software ecosystem, and observable at every layer from data ingress (CAD/ePCR) through claims submission, remittance, and cash posting. Above all, it must deliver verifiable, end-to-end data continuity (CAD → ePCR → Billing) so no transport is lost, delayed, or unreconciled.

Submission Note

Vendors must complete the **Technical Capability Matrix**, provided separately as an **Excel (.XMLX)** document. The completed matrix must be returned in the same file format as part of the proposal submission package. **Do not convert or embed the matrix within a PDF or Word document.**

1. Complete all fields in the Excel matrix as directed.
2. Provide architectural diagrams, API documentation, and schema samples as appendices.
 - When providing API documentation, data schemas, architectural diagrams, screenshots, or any other evidence supporting a specific CLIN or requirement, respondents should reference the exact page number(s) in the Appendices where this evidence is located. This cross-reference must be listed directly within the response cell or narrative to ensure clear and efficient evaluation.
3. Include evidence (screenshots or live-demo capability) for every requirement marked “F” or “P.”

Code	Definition
F	Fully Support
P	Partially Supports (may require configuration)
A	Alternative/Workaround
N	Not Supported

Vendors are encouraged to include examples of production use (client references, screenshots, or documentation excerpts) in their appendices. During the demonstration phase, Pafford will request live proof of all requirements designated as “F” or “P.”

Implementation & Support

The selected vendor will be responsible for providing comprehensive implementation and ongoing support services to ensure the successful deployment of the billing software. The implementation process must be structured, transparent, and designed to minimize disruption to Pafford's day-to-day operations.

Implementation Requirements

- **Implementation Team:** The vendor must identify their dedicated implementation team, including each member's specific role and responsibilities.
- **Project Plan:** A detailed project plan must be submitted, including milestones, deliverables, and estimated timelines for each phase of implementation (e.g., system configuration, data conversion, integration testing, user acceptance testing, and go-live).
- **Training:** The vendor must provide role-based training for Pafford staff, including administrators, billers, coders, and system users. Training should be available in multiple formats (e.g., in-person, virtual, recorded sessions) to accommodate operational needs.
- **Data Migration:** The vendor must ensure the secure, accurate, and complete migration of historical billing data from legacy systems, with validation processes in place.
- **Testing & Validation:** The vendor must support iterative testing and validation of workflows, integrations, and reports prior to system launch.

Support Requirements

- **Support Team:** The vendor must identify their ongoing support team, including primary contacts and escalation paths. Specific roles (e.g., technical support representative, account manager, escalation lead) must be clearly defined.
- **Service Levels:** The vendor is expected to provide support in a reasonable and timely fashion, with clearly defined service level agreements (SLAs) for response and resolution times.
- **Minimized Disruption:** The vendor must demonstrate the ability to implement and support the system with minimal interruption to Pafford's daily operations.
- **Ongoing Updates:** Regular system enhancements, compliance updates, and security patches must be provided without significant downtime.

SLA Targets

Pafford requires defined, enforceable service levels to ensure system reliability, rapid issue resolution, and uninterrupted billing operations. The vendor must commit to meeting the SLA targets outlined below and agree to performance monitoring, escalation procedures, and corrective actions if service levels are not met. These SLAs will be incorporated into the final contract and tied to measurable deliverables, with remedies or service credits applied in cases of repeated or material non-performance.

- **Critical** (*System Down / Business Halted*)
 - Initial Response: within 1 hour
 - Resolution / Workaround: within 4 hours
- **High** (*Major Functionality Impaired, No Workaround*)
 - Initial Response: within 2 hours
 - Resolution / Workaround: within 8 business hours
- **Medium** (*Partial Functionality Impaired, Workaround Available*)
 - Initial Response: within 4 hours
 - Resolution / Workaround: within 3 business days
- **Low** (*General Questions, Minor Issues, or Enhancement Requests*)
 - Initial Response: within 1 business day
 - Resolution / Workaround: within 10 business days or as scheduled in the development roadmap

Pafford expects the vendor to maintain staffing, expertise, and escalation pathways sufficient to meet these service levels consistently. Sustained failure to meet SLA commitments may result in contractual remedies, including service credits, mandated corrective action plans, or termination for cause.

Cost Proposal Requirements

A Cost Proposal must provide a clear, itemized, and fully transparent representation of all costs associated with the proposed billing software solution. Pafford requires complete visibility into one-time, recurring, usage-based, and optional fees to ensure predictable long-term financial planning and to mitigate the significant revenue-cycle risks.

Vendors may use the structure below to ensure comparability across responses. All pricing must be all-inclusive, with no hidden surcharges, variable transaction markups, or contingent fees not explicitly disclosed.

Desired Cost Breakdown

Provide line-item pricing for each of the categories below. If a line item does not apply, indicate “N/A”—do not omit categories.

A. Software & Licensing

- Base platform subscription or licensing fees
- User-, provider-, or volume-based licensing models (if applicable)
- Module or add-on pricing for:
 - ePCR integration
 - Clearinghouse interfaces
 - HIE/HL7 and interoperability components
 - API access and developer tools
 - AI/automation modules (coding, propensity-to-pay, denial prediction)
 - Reporting and analytics packages
 - Facility billing
 - Membership billing

B. Implementation & Deployment

Reflecting Pafford’s requirement for vendor-led onboarding, full data validation, and on-site configuration support proposals must include:

- Project management
- System configuration and workflow design
- Integrations (CAD, ePCR, clearinghouse, HIE/HL7, financial systems)
- Data migration
 - Trial conversions
 - Final conversion
 - Mapping and deduplication activities

- End-user and administrator training (live, virtual, and recorded)
- On-site support for configuration and go-live stabilization

C. Ongoing Support, Maintenance & Compliance

- Standard, extended, and 24/7 support tiers
- Compliance and regulatory updates
- Security patches and infrastructure maintenance
- Release cycles and upgrade requirements
- Any annual price escalators or contractual increase caps

D. Transaction-Based or Pass-Through Fees

Vendors must disclose all per-use or volume-based fees, including:

- Clearinghouse transactions (837/835/277 or equivalent)
- Eligibility checks (270/271)
- Insurance discovery / payer search tools
- Payment processing, online patient billing, or communication tools
- Lockbox integrations or document-attachment workflows

E. Optional or Value-Added Services

- Additional training packages
- Custom development or enhancements
- Expanded reporting or analytics modules
- Third-party integrations

Cost Protections, Terms, and Assumptions

To address the financial and operational risks, including vendor acquisition, support degradation, and long-term cost volatility, vendors must clearly state:

- Multi-year price locks or maximum annual escalator percentages
- Whether pricing changes if the vendor is acquired or undergoes ownership restructuring
- Any minimum contractual commitments, required modules, or mandatory third-party services
- Offboarding, termination, and data-export costs, including data extraction format, completeness guarantees, and timelines
- Assumptions that materially affect pricing (e.g., transaction volume, implementation scope, available APIs, or customer-side resource requirements)

All deviations from standard pricing practices must be explicitly noted.

Evaluation Criteria

Proposals will be evaluated through a comprehensive, weighted assessment designed to identify the solution that delivers the greatest long-term operational, technical, and financial value to Pafford Medical Services. Each proposal will be reviewed for completeness, organization, and responsiveness to all solicitation requirements. Incomplete or non-compliant proposals may be deemed non-responsive.

1. Functional and Technical Compliance

Priority will be given to solutions that demonstrate robust functionality, scalability, and proven interoperability within complex, multi-system environments.

Evaluation will include:

- Ability to meet or exceed all functional and technical capabilities outlined in the Statement of Work (SOW).
- Demonstrated compatibility and bi-directional interoperability with Pafford's CAD, ePCR, clearinghouse, and financial systems.
- System architecture, including API capability, HL7/HIE support, and direct data access for analytics.
- Compliance with HIPAA, HITECH, CMS, and relevant cybersecurity standards, including SSO/MFA, RBAC, and encryption protocols.
- Performance benchmarks and uptime guarantees supported by verifiable metrics.

2. Implementation Strategy, Service Levels, and Ongoing Support

Evaluation will emphasize the vendor's ability to execute a structured, low-risk implementation and maintain long-term service continuity through clearly defined support commitments. Key factors include:

- A detailed implementation roadmap addressing configuration, migration, testing, and phased rollout.
- Defined service level agreements (SLAs) covering response times, resolution metrics, and escalation protocols.
- Demonstrated commitment to long-term partnership stability, with staffing and resource continuity that survives ownership changes or acquisitions.
- Provisions for on-site technical participation, developer access during implementation, and post-go-live optimization support.
- Ability to ensure uninterrupted billing operations and preserve cash flow during transition.

3. Vendor Qualifications and Organizational Capacity

- Demonstrated success implementing large-scale healthcare or EMS billing platforms.
- Experience supporting high-volume, multi-state clients with comparable complexity.
- Corporate stability, including disclosure of ownership structure, mergers, or acquisition risks.
- Depth and qualifications of the proposed project team, including technical, training, and client-support personnel.
- Compliance with all applicable legal, regulatory, and data security standards.

4. Cost Proposal

- Overall cost efficiency, transparency, and predictability of the pricing model.
- Clarity of licensing, implementation, training, and ongoing support fees.
- Flexibility for future scalability or modular expansion without excessive additional cost.
- Clear delineation of one-time vs. recurring costs and any dependencies tied to transaction volume or user counts.

5. Proposal Quality and Responsiveness

- Clarity, organization, and professionalism of the proposal.
- Responsiveness to the structure and intent of the RFP.
- Demonstrated understanding of Pafford's operational challenges, data control requirements, and long-term performance objectives.