



## Request for Information

RFI-5837-26-KF

# Emergency Medical Services (EMS) Billing, Claims Processing, and Revenue Cycle Management

### Response Deadline

February 20, 2026, before 1:00 PM (Mountain Standard Time)

### Electronic Submission Only

Responses Must Be Submitted Exclusively Through  
BidNet Direct® – Rocky Mountain E-Purchasing System (RMEPS)  
✉ <https://www.bidnetdirect.com/colorado/city-of-grand-junction>

### Important Notice

The City of Grand Junction does not control or administer vendor access to the BidNet® Direct system. Respondents are solely responsible for ensuring a successful submission. Technical assistance must be requested directly from BidNet at (800) 835-4603.

### Virtual Solicitation Opening

All City solicitation openings will be conducted virtually.  
For meeting access and participation details, refer to Section 4.5.

### Purchasing Agent Contact

Kathleen Franklin  
[kathleenf@gjcity.org](mailto:kathleenf@gjcity.org)  
970-244-1513

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## Section 1.0: Overview and Information Introduction

### 1.1. Purpose

The City of Grand Junction, Colorado (the “City”), is issuing this Request for Information (RFI) to gather insight from qualified providers of Emergency Medical Services (EMS) billing solutions. The purpose of this RFI is to inform the development of a future competitive solicitation, anticipated for release in 2026, by identifying current industry capabilities, operational models, integration standards, and optional value-added services.

This RFI is strictly intended for information-gathering and strategic planning purposes. The City seeks to better understand available billing technologies, reporting tools, support services, compliance practices, pricing structures, and implementation timelines. In particular, the City is interested in understanding onboarding and transition requirements, such as credentialing, Medicare/Medicaid updates, and patient care data exchange, to ensure a seamless changeover, if applicable.

This RFI is not a formal solicitation and will not result in a contract award. Responses will not be scored, ranked, or treated as proposals. Participation is voluntary, and responding to this RFI is not a prerequisite for future solicitations. Respondents are encouraged to provide candid, high-level feedback that reflects current industry standards and innovations that can help the City ensure any future RFP promotes equitable participation, operational continuity, and fiscal sustainability.

### 1.2. Background

The City of Grand Junction currently contracts with a third-party vendor to provide EMS billing services for emergency medical transport performed by the Grand Junction Fire Department (GJFD). The existing contract is set to expire at the end of 2026.

In preparation for a new competitive solicitation, the City is evaluating how best to structure the upcoming Request for Proposal (RFP) and is seeking input from industry providers to inform its planning efforts.

GJFD delivers both advanced and basic life support services throughout the City and portions of Mesa County. The department uses an electronic patient care reporting (ePCR) system to document care and transport data.

As the City prepares for a new contract beginning in 2027, it is seeking a modern, compliant, and transparent billing solution that promotes fiscal responsibility, supports patient-centered billing, and identifies opportunities to increase revenue capture.

### 1.3. Disclaimer and Procurement Notice

- This RFI is issued strictly for planning and information gathering purposes. It will **not** result in a contract award.
- Participation in this RFI is voluntary and **not** a prerequisite to respond to any future solicitation.

- Non-participation will not disqualify a firm from future consideration, nor will participation give preference or any competitive advantage. Responses will not be scored or evaluated.
- Responses may be subject to public disclosure under the Colorado Open Records Act (CORA). Do not include proprietary or confidential information

## Tentative Calendar of Events

- RFI Issued: January 30, 2026
- Deadline for Questions: February 9, 2026, end of business
- Addenda Issued (*if required*): February 12, 2026
- Response Submission Due: February 20, 2026, before 1:00 p.m. MST

## Section 2.0: Objectives

The City is seeking input from industry providers to:

- Identify operational models and billing workflows.
- Understand onboarding and transition timelines.
- Evaluate integration methods with ePCR systems
- Identify value-added services that promote revenue integrity and patient experience
- Validate assumptions regarding CMS/MEDICAID credentialing and legacy A/R.
- Inform realistic RFP scope and implementation timelines

Responses will not be evaluated or scored; the RFI is strictly for information-gathering and planning purposes.

## Section 3.0: Information Requested

The City of Grand Junction seeks input from interested entities to better understand standard practices, service delivery models, and potential value-added capabilities within the EMS billing industry. The purpose of this section is to gather insight that will help shape a future formal solicitation by ensuring the scope, requirements, and expectations are both operationally appropriate and aligned with current market capabilities.

Respondents are encouraged to share information that reflects:

- Commonly accepted practices,
- Typical system capabilities,
- Standard onboarding and support approaches,
- Optional services that provide operational or financial benefits.

Submissions may also highlight innovative solutions, provided they are described in a way that supports broad market understanding and transparency.

### **3.1. Billing Service Model**

- Describe end-to-end EMS billing workflow from data import to remittance.
- Explain how claims processing, denials, payer follow-up, and accounts receivable reconciliations are managed.
- Outline the onboarding, implementation, and training support typically provided to new clients.
- What options are available for increasing revenue or identifying lost reimbursement opportunities?
- How are bill reductions (e.g., downgrades from paramedic to EMT level) identified and addressed?

### **3.2. ePCR Integration & Data Exchange**

The City seeks to understand how EMS billing service providers interface with electronic patient care reporting (ePCR) systems and manage data transfer. Please provide information on the following:

- Supported ePCR platforms and common integration methods (e.g., API, HL7, batch upload).
- Accepted data formats and file types (e.g., XML, CSV, JSON, PDF).
- Describe known constraints or limitations related to data volume, transfer frequency, or manual entry.
- Typical information or resources required from the client (City) to facilitate data integration?
- Whether EMS billing firms commonly serve as data repositories and, if so, what HIPAA-compliant protocols are used for record retention and release.

### **3.3. Reporting, Dashboards & Analytics**

The City seeks to understand available reporting capabilities, analytics functionality, and transparency features offered by EMS billing providers. Please provide information addressing the following:

- A description of standard reporting deliverables typically offered (e.g., cash flow, payer mix, denial trends, run volume).
- Availability of real-time dashboards, including whether dashboards can be customized by department, role, or data category.
- Common access methods for internal stakeholders (e.g., Finance Department, EMS leadership) to review billing data and performance analytics.
- Key performance indicators (KPIs) that are typically reported by billing firms, including standard reporting frequency and delivery format.

### **3.4. Compliance & Audit Support**

The City seeks to understand how EMS billing service providers ensure compliance with applicable laws and standards while supporting audit readiness and risk

mitigation. Please provide insight into the following areas based on industry norms and organizational capabilities:

- Description of how services comply with HIPAA, CMS guidelines, applicable state regulations, and recognized industry standards.
- Typical internal audit schedules, sampling methods, and benchmarks used to assess billing accuracy and consistency.
- Common practices regarding participation in external audits, facilitated by independent consultants, legal counsel, or government agencies.
- Typical error tolerance thresholds or industry-accepted error rates used for performance monitoring and compliance benchmarking.
- Support services offered for internal or external audits, including access to documentation, compliance reporting, and audit response assistance.
- Methods used to identify, monitor, and mitigate risk related to billing practices, workflows, documentation accuracy, and regulatory adherence.
- Describe the billing agency's role in supporting federal and state reporting requirements (e.g., CMS submissions, Medicare/Medicaid revalidations, GEMT reporting).
- Outline the standard governmental reports provided to clients and the frequency of reporting cycles.

### **3.5. Customer Service & Patient Support**

The City recognizes that individuals receiving emergency medical transport services may be navigating a highly stressful or vulnerable time, often compounded by medical, financial, or technological challenges. As such, the City places high value on transparent, accessible, and compassionate patient support throughout the billing process.

Respondents are requested to provide information regarding:

- The respondent's model for responding to patient inquiries and managing billing disputes, including call center protocols and escalation procedures.
- The availability of multi-lingual, ADA-compliant, or self-service web portals and mobile tools for patient engagement, including bill access and payment options.
- The system(s) used for tracking, escalating, and resolving patient communications (e.g., ticketing, CRM platforms).
- Options for paper-based billing and statements for patients without internet access.
- Protocols for assisting elderly patients or those with limited technological access.
- Processes in place for notifying patients of bill adjustments or updates (e.g., service level corrections from paramedic to EMT).

### **3.6. Billing Adjustments and Communication Protocols**

The City seeks to understand how corrections, billing adjustments, or service-level changes are handled, e.g., billing reductions (e.g., a paramedic-level charge that should reflect EMT-level service).

Respondents are asked to describe:

- How billing adjustment requests from the City (e.g., charge reductions, service reclassification) are submitted, tracked, and acknowledged by the billing contractor.
- The internal process for validating and implementing such corrections, including timelines and documentation requirements.
- How the EMS billing firm communicates resolution or confirmation of the adjustment back to the City.
- Whether revised patient statements are automatically generated and reissued, and how the patient is notified of the corrected amount.
- Any quality control procedures to prevent repeat errors of the same type?

### **3.7. Transition Planning**

The City seeks to understand the standard scope, timeline, and responsibilities involved in transitioning EMS billing services from an incumbent provider to a new contractor. Please provide information addressing the following.

- **Onboarding & Transition Duration**

Describe the typical onboarding and transition period, including the estimated time required for Medicare and Medicaid revalidation, payer enrollment, credentialing, data migration and go-live readiness.

- **Transition Steps & Milestones**

Outline the key activities involved in the transition from a previous vendor, including project planning, credentialing, data migration, testing, training, and go-live support. Include any dependencies or sequencing considerations.

- **Data Migration & System Integration**

Identify the steps and technical requirements for transferring historical data and patient care records from the incumbent to your system. What formats are accepted? What volume of data is typical, and how is data integrity validated?

- **Legacy Accounts Receivable (A/R)**

How is aged or outstanding A/R typically handled during transition? Does the respondent offer support for legacy collections, closure, or hand-off procedures? Is there a recommended A/R cutoff date?

- **City Responsibilities During Transition**

Based on the respondent's experience, what specific information, documentation, or data files should the City expect to obtain from the incumbent provider? What resources, internal contacts, or technical support will the new vendor require from the City during transition?

- **Formats & Deliverables**

What data formats, communication protocols, or documentation should the City provide to the new billing firm to support successful implementation? Are there standard import templates, staging guides, or onboarding checklists that can be shared?

- **Continuity of Operations**

Describe how billing operations are maintained or coordinated during transition to prevent service disruption, lost claims, or patient confusion.

- **City Personnel Involvement**

Based on recent projects of similar scope, what level of time commitment should the City anticipate from internal personnel (e.g., EMS, IT, Finance, Records, Legal) during onboarding, credentialing, data transfer, and go-live preparation?

### **3.8. Technology Capabilities**

- Indicate whether the billing platform is proprietary or uses third-party software.
- Describe system access (e.g., cloud-hosted, mobile compatible, administrative portal).
- Explain features such as two-factor authentication, SOC2 compliance, audit logging, etc.

### **3.9. Pricing Structures (General Info Only)**

- What fee models are common in EMS billing (e.g., % of net collections, fixed rate, hybrid models)?
- List any additional or pass-through charges that clients typically encounter (e.g., postage, tech fees).
- Is pricing typically all-inclusive or itemized by service line?

## **Section 4.0: Administrative Requirements and Submission Instructions**

### **4.1 Submission Requirements**

Proposals must be submitted electronically via BidNet® Direct Rocky Mountain E-Purchasing System:  <https://www.bidnetdirect.com/colorado/city-of-grand-junction>

- The platform offers both free basic registration and paid subscription plans. Free registration may take up to 24 hours to activate, so early registration and submission are recommended.
- Please refer to the [BidNet Electronic Vendor Registration](#) page.
- The City does not control or administer the vendor access to the BidNet® Direct system. Proposers are solely responsible for ensuring a successful submission. Technical assistance must be requested directly from BidNet at **(800) 835-4603** before the proposal deadline.

No other form of submission will be accepted. Responses must be fully uploaded to and confirmed through the BidNet system before the submission deadline. Draft or incomplete uploads will not be considered, and late submissions will not be accepted under any circumstances.

This RFI is for information-gathering and planning purposes only. Responses are non-binding, will not be evaluated or scored, and do not constitute proposals.

#### **4.2 Format**

Submissions shall be limited to 30 pages, formatted as a searchable PDF. Responses must be clear, professionally organized, and submitted electronically by the specified deadline. Appendices may be included but should be clearly labeled and referenced within the main submission.

 **Please name the file:** Response RFI-5837-26-KF\_CompanyName

#### **4.3 Americans with Disability Act (ADA) Compliance Mandate**

Following HB21-1110, all documents produced and submitted in response to this solicitation must adhere to the provisions outlined in §§24-85-101, C.R.S., and subsequent sections, as well as the Accessibility Standards for Individuals with a Disability, as established by the Office of Information Technology under section §24-85-103 (2.5), C.R.S. Additionally, all documents must align with the State of Colorado's technology standards related to accessibility, including Level A.A. conformity with the latest iteration of the Web Content Accessibility Guidelines (WCAG) as integrated within the State of Colorado's technology standards.

#### **4.4 Public Opening**

The Response(s) opening shall be conducted publicly in a virtual meeting following the proposal deadline. Respondents, its/his/her representatives, and other interested parties may attend.

To ensure transparency in the procurement process, all received responses will be formally acknowledged during the opening; however, following the nature of an RFI, only the names of the responding entity will be disclosed. Consistent with the informational nature of this RFI, no pricing, scoring, or evaluations will occur.

#### **4.5 Solicitation Opening**

To participate in the public response opening, please refer to the following virtual meeting information:

**Solicitation Opening, RFI-5837-26-KF  
Emergency Medical Services (EMS) Billing, Claims Processing, and  
Revenue Cycle Management**

**Date/Time: February 20, 2026, 1:00 PM (America/Denver)**

**Please join the meeting from a computer, tablet, or smartphone:**

 <https://meet.goto.com/643970493>

**Or join the meeting by phone**

Access Code: 643-970-493

United States: [+1 \(224\) 501-3412](tel:+1(224)501-3412)

**To join from a video-conferencing room or system**

Meeting ID: 643-970-493

Dial in or type: 67.217.95.2 or inroomlink.goto.com

Or dial directly: 643970493@67.217.95.2 or 67.217.95.2##643970493

*Get the app now and be ready when the meeting starts:*

✉ <https://meet.goto.com/install>

**4.6 Questions Regarding the RFI:**

All questions regarding this RFI shall be submitted by email only to:

Kathleen Franklin, Purchasing Agent

[kathleenf@gjcity.org](mailto:kathleenf@gjcity.org)

All inquiries, concerns, clarifications, or communications regarding this solicitation—including those about the process, specifications, or project scope—must be submitted in writing to the Purchasing Agent.

**4.7 Public Disclosure Notice**

Pursuant to the Colorado Open Records Act (CORA), all materials submitted in response to this solicitation shall be considered public records and may be subject to public disclosure, except for information specifically designated as confidential, proprietary, or trade secret by the Respondent, and only to the extent permitted by law.

The solicitation file—including all submitted proposals—shall be available for public inspection in accordance with CORA and upon receipt of an [Open Records Request](#).

**4.8 Ethics**

Respondents shall not offer, give, solicit, or accept gifts, favors, or anything of value to or from any employee, official, or agent of the City that could influence, or appear to influence, the procurement process. Additionally, the Respondent(s) shall not enter into any business arrangement or financial relationship with any such individuals that may create a conflict of interest or undermine public trust. Any violation of this provision may result in disqualification from consideration, contract termination, and potential legal consequences.

**4.9 Questions Regarding this RFI**

All questions or requests for clarification regarding the content of this RFI must be submitted in writing via email to the Purchasing Agent by the inquiry deadline stated in the Tentative Calendar of Events. The City has no obligation to respond to questions received after the deadline. Any responses or clarifications provided will be

issued at the City's sole discretion and will be considered informational only, with no binding effect on any future procurement

#### **4.10 Addendum**

Any official clarifications, corrections, modifications, or updates to this RFI—including changes to deadlines or content—will be issued solely by the Purchasing Agent in the form of a written addendum. The authority to issue addenda rests exclusively with the City's Purchasing Division.

All addenda will be distributed electronically through the BidNet Direct Rocky Mountain E-Purchasing System:

✉ <https://www.bidnetdirect.com/colorado/city-of-grand-junction>

Respondent(s) are responsible for monitoring this platform for any issued addenda.

If applicable, respondents shall acknowledge all addenda on the Solicitation Response Form included in Section 5.0.

#### **4.11 Open Records/Confidential Material**

All materials submitted in response to this Request for Information (RFI) shall become the property of the City of Grand Junction and may be subject to public inspection in accordance with the Colorado Open Records Act (CORA), C.R.S. § 24-72-200.1 *et seq.*

For the purposes of this section, “**Proprietary or Confidential Information**” refers to non-public information that is not generally known to competitors and confers a competitive advantage. The unrestricted disclosure of such information places it in the public domain, eliminating any claim of confidentiality.

Respondent(s) wishing to designate specific portions of its response as confidential or proprietary must adhere to all of the following requirements:

- 4.11.1** Clearly label each applicable page or section with the words “**Confidential Disclosure**.”
- 4.11.2** Upload the confidential material as a **separate document** from the main submission; and
- 4.11.3** Provide a **written justification** explaining why the material should be considered confidential under CORA, including how disclosure would cause substantial harm to the respondent’s competitive position.

The City shall review all confidentiality requests. The final determination of whether materials qualify for confidential treatment rests solely with the City. If a confidentiality request is denied, the Respondent(s) can withdraw its response or remove the contested confidential or proprietary information before the response is made publicly available.

The following types of information will not be considered confidential under any circumstances:

- Cost or pricing information.

- The entirety of a response submission.

Failure to comply with these requirements may result in the information being deemed public and subject to disclosure under CORA. The City assumes no responsibility for protecting information not properly designated and submitted under this section.

#### **4.12 Response Material City Ownership**

All materials submitted in response to this Request for Information (RFI) shall become the property of the City of Grand Junction upon receipt and will not be returned to the respondent, except at the City's sole discretion.

By submitting a response, respondents acknowledge that the City may use, reproduce, or incorporate any ideas, concepts, recommendations, data, or techniques contained in the submission for planning or development purposes. This right applies to all responses received, except in cases where use is expressly restricted by a properly designated and approved **Confidential Disclosure** in accordance with Section 4.10.

#### **4.13 Expenses**

All costs incurred by the Respondent in preparing, submitting, and presenting information in response to this solicitation shall be the Respondent's sole responsibility and shall not be reimbursed or charged to the City.

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## Section 5.0: Response Form

**RFI-5837-26-KF**

**“Emergency Medical Services (EMS) Billing, Claims Processing, and Revenue Cycle Management”**

Respondents must complete, date, and sign the form.

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*This Request for Information (RFI) is issued for planning purposes only and will not result in a contract award.*

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The undersigned acknowledges review of the RFI and submits the attached information in response.

### **RECEIPT OF ADDENDA**

The Respondent acknowledges receipt of the following addenda, if any, which may modify this RFI.

- **Total number of Addenda received:** \_\_\_\_\_

### **Respondent Information**

Company Name (as shown on W-9): \_\_\_\_\_

Authorized Representative Name & Title: \_\_\_\_\_

Signature of Authorized Representative: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Business Address: \_\_\_\_\_

City, State, ZIP Code: \_\_\_\_\_

Date Submitted: \_\_\_\_\_