



## ADDENDUM NO. 1

**Date:** February 4, 2026

**From:** City of Grand Junction Purchasing Division

**To:** All Proposers

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

Proposers responding to the above-referenced solicitation are hereby advised that certain requirements have been **clarified, modified, or supplemented** as of the date of this Addendum, as outlined below.

Please take note of the following:

**1. Vendor Neutrality Notice**

The City of Grand Junction is committed to a fair, transparent, and competitive procurement process. The City welcomes input regarding service capabilities, innovations, and industry best practices. The City will not entertain vendor-specific solutions, branding, or biased recommendations as part of this RFI process. Information gathered will be used solely to inform the development of a comprehensive and unbiased Request for Proposal (RFP) that meets generally accepted standards and is operationally feasible.

**2. Question:** Does the City anticipate issuing a single comprehensive RFP for EMS billing services in 2026, or is it considering separating components such as billing operations, reporting/analytics, or patient support into distinct scopes?

**Answer:** The City currently anticipates issuing a single comprehensive Request for Proposal (RFP) for EMS billing services in 2026. However, the purpose of this RFI is to gather information on prevailing industry practices, operational models, and service structures. Input from respondents will help the City determine the approach that best aligns with market capabilities and internal objectives and serves the City's best interests.

**3. Question:** Are there specific reports, dashboards, or KPIs the City feels are currently missing or would like to see more clearly defined in a future RFP?

**Answer:** The City is using this RFI process to better understand which reports, dashboards, and key performance indicators (KPIs) are commonly offered by EMS billing service providers. While the City is familiar with standard reporting elements—such as payer mix, denial trends, collection rates, and cash flow summaries—it is seeking input on additional tools that offer meaningful operational transparency and actionable insight.

Specifically, the City welcomes examples of reports or dashboards that support internal oversight, help identify revenue improvement opportunities, or highlight

areas where billing practices or workflows could be enhanced. Information on reporting frequency, customization options, and stakeholder accessibility is also appreciated, as these elements will inform how reporting requirements are structured in the future Request for Proposal (RFP).

4. **Question:** Is the City open to vendors providing support for legacy or aged accounts receivable during transition, or does it anticipate the incumbent retaining responsibility for outstanding A/R?

**Answer:** Input provided through this RFI will help inform the City's approach. Please refer to **Section 3.7 – Transition Planning** for related questions.

5. **Question:** Is the City considering enhanced compliance requirements in the future RFP, such as SOC 1/SOC 2 reporting or formal third-party audit support?

**Answer:** The RFP requirements will be developed in consultation with internal IT, Finance, and Legal stakeholders. Please refer to **Section 3.8 – Technology Capabilities** of the RFI for the information the City is currently seeking to inform that process.

6. **Question:** Can the City share the total number of EMS calls, as well as the number of responses, and the number of transports?

**Answer:** For calendar year 2025, the Grand Junction Fire Department reported the following:

- Total Department Call Volume: 23,275
- Total EMS Calls: 18,006
- Total Transports: 14,839

This data is provided for informational purposes to support Respondent's understanding of overall service demand and volume. Additional context may be provided in the formal Request for Proposal (RFP), which is anticipated to be released in 2026.

This addendum amends the original solicitation for the referenced project as outlined above. All other terms and conditions of the solicitation remain unchanged.

Proposers must acknowledge receipt of this addendum by completing the acknowledgment section on the **Response Form** (Section 5.0).

Thank you for your attention to this matter.

Respectfully,



Kathleen Franklin  
Senior Buyer/Purchasing Agent  
City of Grand Junction