



COMMERCIAL BANKING SERVICES RFP

FORMAL REQUEST FOR PROPOSAL

ADDENDUM NUMBER: THREE (3)

Thursday, March 25, 2021

THIS ADDENDUM IS ISSUED PRIOR TO THE ACCEPTANCE OF THE FORMAL RFPs. THE FOLLOWING CLARIFICATIONS, AMENDMENTS, ADDITIONS, DELETIONS, REVISIONS, AND MODIFICATION FORM A PART OF THE CONTRACT DOCUMENTS ONLY IN THE MANNER AND TO THE EXTENT STATED.

NOTIFICATION

Broward Health is compiling the responses to the remaining vendor inquiries and will post a subsequent Addendum.

Question	Response
In response to the RFP can you supply a vendor file so that we may appropriately bid on the corporate card. The rebate amount is variable based on average transaction size, number of cards/ payments, standard vs large ticket, etc. We want to maximize the rebate for you and put our best foot forward, if a spend file is not available could we have the current annual spend amount, average transaction size and large ticket volume?	See attached A/P 12 Month Spend File for RFP. File provides vendors, 12 month spend and transaction type. Employee reimbursements have been removed. Broward Health is unable to provide the number of transactions.
Please provide an approximate size of your current accounts payable spend (not including payroll)?	Over \$600M annually
Are you currently using a clearinghouse for the electronic insurance remittances (EOB)?	Cerner HDX retrieves electronic remittances from multiple clearinghouses.
Are you currently generating an 837 for claims?	Yes.
What is your estimated percentage of spend that is Large Ticket Interchange/Partner Program?	Approximately 40%
Capital Improvement Plan- capex next 5 years and source of funding	FY21 Capital Budget is Attached. Funded from Operations. A five year capital plan is not available.
What is your current market share?	FY20 Market Share was 32.7%
Attachment A-1 Line 48 – WTLBX Imaging Non-Scannable. What is being imaged in the Wholetail/patient pay lockbox?	Image all paper remits and correspondence.
What is most important to Broward Health from a banking services provider, and what are the key reasons driving this RFP?	To the best of our knowledge, an RFP has not been issued since 2008. Broward Health believes that it is prudent to review services and vendors periodically.
How many ATMs are on Broward's existing campuses to date and who provides them? What are the types of machines? Can you confirm the availability of power or data? Is a 4G connection available?	Broward Healthcare Federal Credit Union has five (5) ATM locations at Broward Health. An ATM is located in each of our Hospitals and an ATM is located at one of the Corporate Offices. Transaction information is not available.
What is included in the initiative? Would Broward look to integrate this project into its treasury transformation?	Conversion of paper remits to 835 and working correspondence by category. Yes, proposer should be able to provide.
Does Broward have any other strategic initiatives around revenue cycle management that bidders should be aware of?	Not at this time.
Are there any pain points bidders should address with respect to current processing?	Please provide your best practices.
What type of references would the Broward team like to see (e.g. long-standing client, newly implemented client, safety net hospitals, etc.)?	Please refer to the RFP.
What types of conversations would you be interested in having? (e.g. overview of banking relationship, treasury-specific discussion, technical integration discussion, etc.)	Please refer to the RFP.
ATM (include how many, the location of each, and the transaction counts for each)	Broward Healthcare Federal Credit Union has five (5) ATM locations at Broward Health. An ATM is located in each of our Hospitals and an ATM is located at one of the Corporate Offices. Transaction information is not available.
Which vendor does Broward Health use for armored car pick-up and delivery?	There is currently an active RFP for Armored Car services, however our current vendor is Loomis Armored Car Service.
Under Lockbox Collections in Section V. Scope of Work, please clarify what is meant by the proposer having the ability to "produce payments" in HIPAA 835 transaction format? Is Broward Health looking for the bank to convert paper remittances to 835?	Yes
The RFP includes a request for information on various additional services including e-payment solution, revenue cycle management and a working capital credit facility. Would Broward Health consider proposals that may include one or more of these services if the Commercial Banking Services were not bid upon?	Scoring for the core banking services is 20% and pricing for the core banking services is also 20%. If a vendor does not provide information for these services, overall scores will be impacted.
Do you currently leverage any other commercial card solutions e.g. purchasing card, corporate card etc.?	Broward Health offers American Express cards to certain individuals
Do you currently have auto posting for the self-pays?	Yes
What is monthly volume of ERA's?	Approximately 5,000
What is monthly volume of Paper EOB's?	Approximately 1,900

Do you need ERA/EOB splitting for moving data for both the CBO and PBO?	Yes
Do you get EOB's, Self Pays, Correspondences directly to the CBO and PBO? Is yes, how do you process those?	Yes, Imaging received.
Are you currently going out to payer website and download ERA info via PDF?	Yes
Do you require all correspondence FedEx back to Broward Health location?	Yes
How are you handling correspondence today?	Correspondence received daily via FedEx lockbox, all copies sent to Imaging.
Are packages delivered daily back to NBHD from your current lockbox provider?	Yes
What is Broward Health's objective for paying suppliers via a virtual card? Reduction in number of checks? Working capital / extension of Days Payable Outstanding, card rebate?	Revenue Share and reducing the number of checks.
Is it your preference to maintain 6 segregated lockboxes?	Yes.
For checks and remittances referred to as "delivered overnight" is this referring to being physically delivered to Broward Health? If yes, how are the physical items used? Is this a process you wish to continue?	Current process FedEx package received every a.m. with paper copies of all checks/remits for posting and all correspondence for Imaging
Please describe the level of automation for the self-pay lockbox – Are you receiving daily data files for these receipts? Can you describe the data captured? How is that data delivered to you?	Yes, daily batches are received and posted to patient accounting system...if match can't be found for payment notification received for research to be done on payment.
WLBX Restrictive/Special Processing – 1,732: Please explain the restrictive/special processing.	The current standard operating procedure is followed :Checks marked "Paid In Full" will be researched by the Patient Accounting Representative who will enlist the assistance of the appropriate Collections team as necessary. The payment accounting specialist will find the correct account or accounts and look at the detail to see if an agreement has been made to accept the "Paid In Full" check. If the account is notated that the payment will be accepted, the payment accounting specialist will post to patient accounting. If the account has not been notated, a copy of the check and the correspondence will be given to the Manager of Support Services. The Manager of Support Services will advise the Payment Accounting supervisor or designee if the check can be accepted or if it should be returned. If it is determined that the check amount is less than the balance due and no agreement for a discount has been arranged, then the check will be returned with an explanation to the maker.
Are you currently utilizing IOCR processing (manufactured 835's)?	No
Please provide a PDF copy of the front and back of the OCR coupon that will be received in your patient pay lockbox. Indicate on the coupon what information is to be captured, including any change of address indication.	See attachment: Patient Coupon.
Do you currently accept and process all virtual-card payments issued by insurance payers? If it varies by payment type (hospital v. Physician), or facility, or some other methodology please describe in more detail.	No.
Are you using Visa/Mastercard? This was referring to your current virtual card program. Which card are you currently using?	Visa and Mastercard
Will Broward Health accept alternative terms & conditions?	Broward Health will consider incorporating any of Contractor's proposed terms and conditions provided they do not conflict with, alter, or modify any of the general terms and conditions outlined in the RFP document.
Will Broward Health be willing to accept a contract on our Service Agreement?	No.

END ADDENDUM THREE