

CASE MANAGEMENT REFERRAL SYSTEM RFP**FORMAL REQUEST FOR PROPOSAL****ADDENDUM NUMBER: ONE (1)****AUGUST 10, 2020**

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.

NOTIFICATIONS

- **Supplier Diversity has been assigned to the Case Management Referral System RFP**

Approved Supplier Diversity Enhancement: **Yes** No

If the foregoing checkbox indicates a Supplier Diversity Enhancement has been approved for this RFP, then Certified Diverse Vendors and qualifying non-Certified Diverse Vendors will receive evaluation points as indicated in this RFP. Refer to the section entitled SECTION III. D INFORMATION CONCERNING THE RFP PROCESS, Supplier Diversity Enhancements and Certified Diverse Vendor Subcontractor Requirements for additional details.

- **This adjustment has also modified the scoring weights of the following sections:**

A.	Supplier Diversity Enhancements	10%
B.	Corporate Profile	20%
C.	Proposed Solution	25%
D.	Approach Specific to Broward Health	25%
E.	Pricing Proposal	20%

- **Included along with this Addendum is a Technical Assessment that each responding vendor will need to complete an include with their bid proposal.**

Q&A

1. RFP is looking solely for a technology platform to facilitate the processing/handling of referrals and post-discharge care management/coordination or if you are looking for a complete solution – which would include technology platform and personnel to support the people and processes? **Broward health is looking for a technology platform for the processing of referrals.**
2. Is Broward Health open to having their Discharge Planning activity occur in a system outside of the EMR, as long as that information is interfaced back into the EMR? **Yes.**

3. Is Broward Health requesting a SaaS or On-premise solution? **Provide information on both solutions.**
4. In Section VII, paragraph C. Proposed Solution, the question is asked if “the proposed solution provides an auto sign process”. Does this refer to electronic signature capability on forms? **Yes.**
5. These three documents were submitted as part of the Vendor Registration process. Do we need to also submit them as part of our final response? **Yes, up to date documentation needs to be included in the bid response if the documents in VRS are current the vendor can download and include those documents.**
 - Conflict of Interest Questionnaire Form
 - Disclosure Form for Physician Ownership and Financial Arrangements
 - Proof of Insurance information or letter from insurance carrier
6. When are you anticipating the time an award decision will be made? **Late August / Early September.**
7. What is the anticipated Go-Live date and is there a specific reason for the date?
Estimated go live date is January 2021.
8. We (the contractor) agrees in principle with many of the Broward Health Terms and Conditions; however, we are submitting a proposal with the expectation that we and Broward Health will have the opportunity to work together to create a mutually acceptable contract, including changes and additions to the General Terms and Conditions cited in the RFP. Please confirm that our execution of the Signature Authorization Form does not mean we accept all General Terms and Conditions, nor does it mean we waive any right to negotiate terms. **The General Terms and Conditions are non-negotiable, but terms and conditions that do not conflict with the General Terms and Conditions will be considered. Broward Health is a government entity and public hospital system that is subject to substantial state and federal regulations and many of the terms and conditions present are either required by law and/or common with all government bids and in the industry.**
9. Please confirm it is appropriate for us (the Contractor) to respond “YES” with the explanation provided for each of the questions on the Conflict of Interest and Disclosure Forms. **If a vendor is to respond YES on any of the disclosure forms an explanation is required.**
10. Travel Expenses. Reimbursement, if any, of travel expenses under this Agreement is subject at all times to Broward Health's published General Administration and Procedures Manual in effect. A copy will be provided to Contractor upon request. – **A copy of policy GA-001-095 Travel has been included with this addendum.**
11. Does Broward Health currently have some sort of call center that is managing referrals?
No.
12. What is the current process? **Case Manager or Social Worker currently perform the function.**
13. What is desired timeline to have this system operational in community? **On Go Live date.**

14. How many providers and users employed by Broward Health will be using this system for sending, managing, and tracking referrals? **This solution would be utilized by all four Broward Health facilities.**
15. How many providers and users affiliated with Broward Health will be using this system for sending, managing, and tracking referrals? (e.g., affiliated physicians, SNFs, home health agencies, community health centers, etc.) **This solution would be utilized by all four Broward Health facilities.**
16. In addition to Cerner integration, what other EMRs are prevalent within this network? **Only Cerner.**
17. It seems like the base requirements of this RFP are for a solution for discharge planning from the hospital to post-acute providers. Is that by and large correct? Or will the desired solution, for example, be placed in the hands of PCPs and their staff to help them make everyday referrals for patients to see specialists, and then allowing specialists to use the solution to "close the referral loop" with PCPs? Additionally, will the solution be potentially placed in the hands of community providers so they can more easily refer patients into Broward? **Exclusively for discharge planners from each hospital.**
18. How many EMR instances are in your greater provider network? **Broward Health have only one instance of Cerner.**
19. Re: *"Ability to scan and attach documents, which may not be in the EMR, to any referral, and the ability to interface with the EMR for discharge planning."* Please elaborate further as to how you would like the software to interface with the EMR for discharge planning. **Able to pull records within the EMR and the ability to scan and attach documents that are not in the EMR**
20. Re: *"Contractor shall advise if the proposed solution provides an auto sign process. If so, provide examples."* Please elaborate as to what an "auto sign process" is and forgive our ignorance. Many organizations refer to the same topic/process in different ways and we want to make sure we are crystal clear on this term before we respond. **Yes.**
21. Will you be looking to us to gather and manage Provider Data or do you have a centralized source of provider data that is already accurate and ready for export (accurate data includes NPI, TIN, Organization Name, Address, contact #s, Specialties/Subspecialties, All Insurances Accepted, etc. for all providers in your network, even non-contracted providers)? **Yes.**
22. Names of any and all systems which will require Integrations/Interfaces. **Cerner.**
23. Number of potential users and Providers in the project scope **This solution would be utilized by all four Broward Health facilities.**
24. Will deployment be broken into phases? **Vendor to provide deployment suggestions.**
 - If a phased deployment approach is desired, please give as much information as you can regarding # of providers/users/integrations for each phase.
 - If you are unsure of a phased deployment, is it okay if we take the initiative and suggest how to phase a deployment if we believe that is the best route? **Yes.**

25. Re: *“Contractor and Broward Health will monitor the contract via scheduled reports submitted by Contractor and formalized meetings scheduled between Contractor and Broward Health. Please provide samples of said reports.”* Vendor to provide samples of reports currently offered.
26. By electronic transmission of information to Providers, are we sending the raw data to a specific system, or just notifying the doctor via text/email? Electronic transmission of discharge referrals to post-acute care providers.
27. By auto forms, are you referring to electronic forms that populate information from within the system? How many different forms will you have? Often forms have dynamic/branching logic, is that expected? Approximately 10-15 forms that are already on E-Demand.
28. How many different clinical interfaces do you expect to be in scope? This is to be determined once a solution has been selected.
29. Can we assume that Cerner, the EHR, will be the source system for lab results, medication reconciliation, orders, all transcribed notes, history and physicals, Physical therapy, Occupational therapy, speech therapy notes, and radiology results. If not, what other systems are utilized that would require consumption of this information. Yes.
30. Do you currently have a middleware/ETL tool facilitating transactions between applications? If so, which one, and is that intended to still be utilized? Broward Health has many middleware, it depends on the process designed and scope of the project.
31. What format do you expect to communicate “selected patient data and referral information” to any post-acute provider? Electronic TOC.
32. Is it expected that for non-contracted acute care providers, BH has the ability to train and/or guide the process that will be leveraged for these providers to access referrals? No.
33. Who will be scanning and attaching documents to referrals? What type of person? The task would be handled by the Case Management department.
34. What volume of referrals are expected? Across all specialties and service lines? Counts would vary for each facility.
35. Do you use any existing referral management applications? Yes – Ensocare.
36. What is the preferred format for sending discharge information to Providers - is this pushing the information into their system? Electronic TOC.
37. Is it safe to assume that all reporting and monitoring will occur in this solution, vs being pushed to another analytics platform? Yes, all reporting and monitoring will occur within the proposed solution.
38. How many care managers will be operating in the system? Counts would vary for each facility. Are there other roles that will be accessing the system? No.

39. Just to confirm you want to be able to notify providers about a referral, and that can occur with email/fax, but accessing the specific details will occur in the system, correct? **Yes.** Conversely, discharge information will not be sent via fax. But assumption is email notification and subsequent access in the system is acceptable? **Yes.**
40. Do we need to consider referral authorizations, estimated revenue, and estimated patient responsibility? **No.**
41. Have you documented the process for finding the appropriate provider? Is it expected that the provider directory and subsequent search would be part of this solution? **Yes.** If not, what system will be the source for provider information?
42. "Ability for non-contracted acute care providers to receive referrals from BH without the need to call or manually fax the information." **Yes.** Can you please clarify non-contracted acute care providers? **Currently, they receive a fax notification with instruction on how to access their referral from the site.**
43. What does "BH" stand for? **Broward Health.**
44. What is the anticipated award date for this opportunity? **Late August / Early September.**
45. What is the anticipated implementation date for this opportunity? **Estimated go live date is January 2021.**
46. What is the anticipated operation start date for this opportunity? **ASAP after the implementation.**
47. Number of users? **Counts would vary for each facility.**

END ADDENDUM ONE

EXHIBIT A

TECHNICAL ASSESSMENT

A Contractor Questions:

1. Who or what groups will provide support for the product or service once implementation begins? If vendor controlled, what services will your area need from the Broward Health provided services?
2. Does your product require any integration or import of Broward Health data for users to login, or use your product?
3. Select all the types of data that will be collected, created, received, stored, accessed, processed, transmitted, hosted or otherwise managed.
 - Protected Confidential Data (FIPA)
 - Protected Sensitive Data
 - Unrestricted Data
 - Health Records (PHI/ HIPAA)
 - Financial Information/ Credit Card Information (PCI)
 - Social Security Numbers
 - Other (Please Specify)
4. Please specify all record elements being collected _____

B Subcontractors and Employees

1. Subcontractors and Employees
 - a. Will you use any person who is not an employee to collect, create, receive, store, access, process, transmit, host or otherwise manage data or information for Broward Health? If so, describe. Please provide the following information about any subcontractors or hosting companies used:

Company Name	Service Provided	Type of Relationship/Contract

- b. Are employees with access to Broward Health data subject to background checks? If so, please describe the background checks performed:
 - c. Are employees with access to Broward Health data required to sign an agreement requiring them to maintain as confidential and not copy or misuse information to which they have access?

- d. Describe processes to mitigate risk at the time an employee's services are terminated or suspended (e.g. remove of logical access and collection of physical assets)
- e. Will the contractor work on site or remote? Will the contractor utilize a Broward Health asset or a contractor asset to gain access?

C Hosted or SAAS Solutions

1 Infrastructure

- a. Describe the technical architecture of the proposed environment and then, illustrate the flow and storage of Broward Health's data. If available, submit a network and data flow diagram.
- b. What hardware will be required, is this solution compatible with virtual or physical devices, **provide a detailed listing of all specifications (see Exhibit 1).**
- c. Provide a detailed listing of all **network requirements (see Exhibit 1).**

2 Data Transmission and Storage

- a. Will all of Broward Health's data be transmitted and stored exclusively in the **United States**?
- b. On what types of systems are the application(s)/data stored? (e.g., Oracle, SQL, etc.)
- c. Will Broward Health's application(s)/data co-exist with that of other customers?
- d. What is the level of separation for the application(s)/data? This answer should include information pertaining to servers/buckets/containers and any logical access controls in place.
- e. Will all data elements be encrypted at all time, including in transit and at rest?
- f. If encryption is used, please identify the method(s) for encryption both at rest and in transit.
- g. Does your application support TLS 1.2?
- h. Does your application support IPv6?
- i. What do you do with data on your systems once the contract is terminated?
- j. If the contract is terminated what is the process to return the data to Broward Health? What is the format?
- k. What additional costs will Broward Health incur to get data returned in the event of a contract ending?
- l. If custom applications are developed, please describe any security frameworks used (e.g. OWASP) or formal processes in place (e.g. Secure SDLC)

- m. Do you do any data mining on Broward Health data? Or will you use Broward Health data for 3rd parties?

Identity and Access Management

- a. Will your application require access to the Broward Health identity services?
- b. Is the application hosted on the Broward Health domain or outside?
- c. What authentication methods or stores do you support? For example Directory (LDAP), Active Directory.
- d. Do you provide Just in Time provisioning or require a feed to create users within the application to associate the authenticated user in the application? What is the attribute used to link them?
- e. Does your application support federated authentication?
- f. Which federated model does the application support?
- g. How does the product manage who is granted access to this application? For example: is it roles based from the directory or is it managed at the application tier?

Disaster Recovery

- a. Do you have a disaster recovery plan? If so, describe.
- b. Do you have a backup or redundancy/high availability process? If so, provide the configuration in detail.
- c. Please identify the approved method used for data backup (e.g. Tape, VM snapshot, Amazon EBS, etc.) if hosted.
- d. How/where are the backups or VM snapshots stored (stored exclusively in the United States) if hosted?
- e. Are all hosted backups encrypted?
- f. If hosted and you use tapes, what is the method used to transfer them from the tape storage facility to the data center?
- g. If hosted how will Broward Health's data/application be protected at that recovery location(s)?

5 Service Level Agreements

- a. Do you have service level agreements? If so, describe in detailed.
- b. What are your maintenance cycles and how do you inform customers of future outages?
- c. Do you provide availability metrics/dashboards? How do you calculate your metrics? What exceptions are granted in your metrics?

Audits (Internal/External) and Controls

- a. Does your company complete a SSAE16 (SOC 1/2/3) Audit If yes, when was the last one completed
- b. Does your company complete an ISO27001 or ISO27002 Audit for your application and are you ISO certified If yes, how often and when was the last one completed
- c. Does your company complete a PCI-DSS/DA v2/v3 Audit for your application If yes, how often and when was the last one completed
- d. Does your company complete any other third party industry audits for your application (e.g. FIPS)
- e. If your company uses a third party for auditing your application please provide the last time it was completed
- f. Do you follow information security best practices, such as those outlined in NIST 800-53 or similar standard If so, please identify the standard used.
- g. When was the last third party information security audit performed
- h. If hosted, what type of file or application auditing/logging is available
- i. Explain your ability to see what was changed, who changed it and when. Would we be able to review that information upon request
- j. What level of data access or application administration do you have
- k. Can system administrators see data or make changes to the application
- l. Do you have written information security policies that, at a minimum, govern issues such as information handling, systems hardening, user awareness training and incident response
- m. Do you have breach notification and incident reporting procedures If so, describe.
- n. Do you have a formal written incident response plan If so, when was the last time it was tested

EXHIBIT I: TECHNICAL

BROWARD HEALTH TECHNICAL ASSESSMENT FORM					
I <input type="checkbox"/> IMPLEMENTATION OVERVIEW <i>please complete this table</i>					
General Description and Overview Metrics					
Architecture Metrics:	<input type="checkbox"/> of Sites	<input type="checkbox"/> of PCs	<input type="checkbox"/> of Users	<input type="checkbox"/> of Servers	<input type="checkbox"/> of Printers
Recommended Connectivity between sites:					
Objective of Application:					
Expected Implementation Time:					
Application Name:					
Company Name:					
Contact Name and Phone:					
IS Business Unit <input type="checkbox"/> Analyst:					
II <input type="checkbox"/> DATA SECURITY <input type="checkbox"/>					
<i>if is a requirement that you complete this table N/A is not an acceptable response</i>					
Security Patching (operating system <input type="checkbox"/> application)					
Operating System:					
Software (SQL, Apache, etc):					
Schedule <input type="checkbox"/> Responsible Party:					
Data Protection					
Data Sensitivity (PII, PHI, PCI-DSS):					
Data at rest (Drive Encryption, etc):					
Data in motion (SSL, HTTPS, etc):					
Access Control (local <input type="checkbox"/>AD or LDAP) <input type="checkbox"/>default credentials disabled:					
Local Malware Defense (Anti-Virus):					
Intra(e)net Access Required (NO <input type="checkbox"/>ES, purpose, ports):					
Backup <input type="checkbox"/>Recovery (in case of failure):					
III <input type="checkbox"/> DATABASE SERVER <input type="checkbox"/>					
<i>if needed please complete this table</i>					
Database Server <input type="checkbox"/> Hardware Requirements					
Processor <input type="checkbox"/>Memory:					
Network <input type="checkbox"/>Interface:					
Database Server <input type="checkbox"/> System Requirements					
Database Type <input type="checkbox"/>Version:					
Database Clusterable:					
Operating System <input type="checkbox"/>Version:					
Recommended Protocol:					
UDP/TCP Port Number:					

BROWARD HEALTH TECHNICAL ASSESSMENT FORM

Client Server Architecture:

IV CONNECTIVITY

It is a requirement that you complete this table

Network Connectivity:	
Virtual Server or Physical Server:	
Physical Server Specs <input type="checkbox"/> Number of interfaces, IP addresses needed:	
Virtual Server Specs <input type="checkbox"/> Type of O/S specs for building server:	
Remote Support <input type="checkbox"/> Client VPN or Site to Site vpn:	
Server Backup:	
ADT <input type="checkbox"/> OR Other Interface Required:	



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Sponsor:	Mary Beth Begley: TREASURER
Section:	GA-System Governance
Manuals:	General Administrative

GA-001-095 Travel (Commissioner, Employees and Other Authorized)

I. Purpose and Delegation

This Policy is established pursuant to § 112.061, Florida Statutes, and is applicable to all Commissioners, officers, employees, agents, vendors, and other authorized individuals who travel on behalf of or in the course of business with the North Broward Hospital District ("District"). To the extent this Policy conflicts with any state or federal laws or regulations applicable to the District, those state or federal laws or regulations shall control. In accordance with § 112.061, Florida Statutes, the following Policy and any relevant delegation of authority has been established by the District's President/CEO and any rates differing from those found in § 112.061, F.S. have been approved by the Board of Commissioners of North Broward Hospital District via Resolution FY20-17, adopted on March 25, 2020.

II. Definitions

For purposes of this Policy, the below terms shall have the meanings set forth below wherever they appear in this Policy, regardless of whether they are capitalized, unless:

1. The context in which they are used clearly requires a different meaning; or
2. A different definition is prescribed for a particular section of this Policy.

Words not defined shall be given their common and ordinary meaning unless the context in which they are used requires otherwise

3. **"Authorized Person"** means:
 1. A person other than a Commissioner or Employee as defined herein who is authorized by the President/CEO or through a contractual agreement signed by an authorized signatory of the District to incur travel expenses in the performance of official duties of the District;
 2. A person who is called upon by the District to contribute time and services as consultant or adviser; or
 3. A person who is interviewing as a candidate for an executive or professional position within the District.
4. **"Board of Commissioners"** means the Board of Commissioners of North Broward Hospital District.
5. **"Class A Travel"** means continuous travel of 24 hours or more away from Official Headquarters.

6. **"Class B Travel"** means continuous travel of less than 24 hours which involves overnight absence from Official Headquarters.
7. **"Class C Travel"** means travel for short or day trips where the Traveler is not away from his or her Official Headquarters overnight.
8. **"Common Carrier"** means train, bus, commercial airline operating scheduled flights, or rental cars of an established rental car firm.
9. **"Commissioner"** means a currently-sitting and duly-serving Commissioner appointed by the Governor to serve on the Board of Commissioners of North Broward Hospital District.
10. **"Contract Custodian"** means the relevant individual who is responsible for enforcing the performance of contractual terms and conditions of a District contract, reviewing invoices for payment, and who serves as a liaison with the contractor.
11. **"Department Authority"** means those individuals who possess supervisory authority over a District hospital, facility, department, or division. Such individuals include, without limitation, (1) Regional Chief Executive Officers, (2) Regional Chief Financial Officers, (3) Regional Chief Nursing Officers, (4) Regional Chief Medical Officers, (5) Regional Chief Human Resources Officers, (6) Vice-Presidents, (7) Assistant Vice-Presidents, (8) Directors, (9) Administrators, (10) any other individual who meets the criteria for being deemed "Department Authority," and/or (11) any other individual or position delegated such "Department Authority" from time to time by the President/Chief Executive Officer.
12. **"District Authority"** means the relevant individual who, as provided within the District's Organizational Chart, (1) oversees and possesses authority over one or more District hospitals, facilities, departments, or divisions; and (2) reports directly to the Board of Commissioners or the President/Chief Executive Officer. Such individuals include, without limitation, the District's (a) Chief Financial Officer, (b) Chief Administrative Officer, (c) SVP, Operations, (d) Chief Medical Officer, (e) Chief Human Resources Officer, (f) General Counsel, (g) Chief Internal Auditor, (h) Chief Compliance and Privacy Officer, (i) any other individual who meets the criteria for being deemed "District Authority," and/or (j) any other individual or position delegated such "District Authority" from time to time by the President/Chief Executive Officer.
13. **"Domestic Travel" or "Traveling Domestically"** means travel to and/or from any states, districts, or territories of the United States.
14. **"Employee"** means an individual who is filling a regular or full-time authorized position within the District.
15. **"Foreign Travel"** means travel outside of the United States or any of its districts or territories.
16. **"Official Headquarters"** means the official headquarters of an Employee assigned to an office and shall be the city or town in which the office is located, except that the Official Headquarters of a person located in the field shall be the city or town nearest to the area where the majority of the person's work is performed, or such other city, town, or area as may be designated by the President/CEO provided that in all cases such designation must be in the best interests of the District and not for the convenience of the person.
17. **"Supervisor"** means (a) the Department Authority; (b) the District Authority when the Traveler is a Department Authority; (c) the applicable direct supervisor of the Traveler when the Traveler is a District Authority (e.g., President/CEO, Board of Commissioners, or their designee); (d) the Board of Commissioners or their designee when the Traveler is a Commissioner; or (e) when the Traveler is

an Authorized Person, the individual overseeing the Authorized Person and/or the Contract Custodian, as applicable.

18. **"Travel Authorization"** means the proper authorization of Travel Expenses applicable to the Traveler as provided in the "Authorization of Travel Expenses" section of this Policy.
19. **"Travel Day"** means a period of 24 hours consisting of four quarters of 6 hours each.
20. **"Travel Expenses"** means those expenses approved by the appropriate authority that were incurred during authorized travel.
21. **"Travel Period"** means a period of time between the time of departure and time of return to the Traveler's home or Official Headquarters.
22. **"Traveler"** means a Commissioner, Employee, or Authorized Person when performing authorized travel.

III. Policy

A travel request must be submitted and must receive Travel Authorization prior to the onset of travel and before incurring travel related expenditures except in bona fide emergency situations (whereby Travel Authorization can be obtained following such travel). No travel request may be authorized or approved unless a Travel Request and Expense Voucher Report Form ("Travel Request") is signed by the Traveler's Supervisor stating that such travel is (or was in the case of a bona fide emergency) on the official business of the District and also stating the purpose of such travel. Travel Expenses shall be limited to those expenses necessarily incurred by the Traveler in the performance of a public purpose authorized by law to be performed by the District and must be within the limitations prescribed by this Policy. The Travel Request also shall contain a statement by the Traveler that the Travel Expenses were actually incurred by the Traveler as necessary Travel Expenses in the performance of official duties and shall be verified by a written declaration that it is true and correct as to every material matter. Reimbursements of Travel Expenses shall always be consistent with this Policy unless state or federal laws or regulations require an alternate amount or procedure.

The District participates in what the Internal Revenue Service ("IRS") refers to as an "accountable plan" expense arrangement in regards to substantiation and reimbursement of Travel Expenses. This allows reimbursements or advances paid to be tax free. There is no withholding or reporting requirements. If the qualifications of the accountable plan are not met, unsubstantiated expenses and advances have to be reported as income on W-2 forms or 1099 forms and are subject to taxation.

IV. Procedure

A. Authorization of Travel Expenses

All Travel Expenses incurred solely for the express purpose of District business shall receive Travel Authorization in advance (except in bona fide emergencies) and verified upon return as follows:

1. Employees must receive Department Authority and District Authority to receive reimbursement of Travel Expenses unless the following situations exist:
 - a. There is no Department Authority over the particular District hospital, facility, department, or division, in which case only a signature of the District Authority is required;
 - b. If a District Authority is seeking reimbursement of Travel Expenses, the District Authority must receive authority from the District Authority's Supervisor.
2. Commissioners must receive authorization for Travel Expenses consistent with Resolution

FY20-09: Resolution of the Board of Commissioners of North Broward Hospital District Pertaining to Travel Reimbursements of Commissioners, as codified in Section 6.6. of the Codified Resolutions of the Board of Commissioners of the North Broward Hospital District and as amended from time to time or any successor resolution or policy thereof.

3. Authorized Persons who are persons interviewing as a candidate for an executive or professional position within the District must receive Department Authority and District Authority to receive reimbursement of Travel Expenses unless there is no Department Authority in which case only approval from the individual overseeing the Authorized Person and District Authority is required.
4. All other Authorized Persons must receive approval from the Contract Custodian and Department Authority (unless the Contract Custodian is the Department Authority in which case only one signature is required) to receive reimbursement of Travel Expenses.
5. Nothing herein shall be construed as preventing a District Authority or the President/CEO from authorizing Travel Expenses for those District hospitals, facilities, departments, divisions, or Authorized Persons who they oversee and possess authority over even in the absence of approval by a Department Authority.

B. Computation of Travel Time for Reimbursement

For purposes of reimbursement and methods of calculating fractional days of travel, the following principles are prescribed:

1. The Travel Day for Class A Travel will be a calendar day (midnight to midnight).
2. The Travel Day for Class B Travel will begin at the same time as the Travel Period.
3. For Class A Travel and Class B Travel, the Traveler will be reimbursed one-fourth (1/4) of the authorized rate of per diem for each quarter, or fraction thereof, of the Travel Day included within his or her Travel Period. Class A Travel and Class B Travel will include any assignment on official business outside of regular office hours and away from regular places of employment when it is considered reasonable and necessary to stay overnight and for which travel expenses are approved.
4. A Traveler shall not be reimbursed on a per diem basis for Class C Travel, but shall receive subsistence, which allowance for meals shall be based on the following schedule ("Class C Travel Time Frame"):
 - a. Breakfast: When travel begins before 6 a.m. and extends beyond 8 a.m.
 - b. Lunch: When travel begins before 12 noon and extends beyond 2 p.m.
 - c. Dinner: When travel begins before 6 p.m. and extends beyond 8 p.m., or when travel occurs during nighttime hours due to a special assignment.
5. Travelers are allowed up to one (1) day on domestic travel and two (2) days on Foreign Travel to reach the Traveler's destination unless circumstances outside the Traveler's control prevent the Traveler from reaching the destination within that time frame.

C. Reimbursable Travel Expenses

1. *General Provisions Applicable to All Travel*
 - a. **Travel Advancements:** Advance travel funds to cover anticipated costs of travel to Travelers may be provided to the Traveler no more than one (1) week prior to departure. Such advancements may include the costs of subsistence and travel of any person

transported in the care or custody of the Traveler in the performance of his or her District duties. Following the conclusion of the travel, the District and the Traveler shall settle the difference between the travel advance and the actual travel expenditures incurred by the Traveler. To the extent the actual expenses were less than the travel advance ("Advance Balance"), the Advance Balance shall be settled no later than ten (10) business days from the travel end date. If the Advance Balance is not settled within ninety (90) days from the travel end date, the District may garnish the Traveler's wages until the Advance Balance is settled. If the travel advance results in payroll garnishment, then the Traveler will not qualify for future travel advances.

- b. **Performance and Statement of Public Purpose and Limitations:** Travel Expenses shall be limited to those expenses necessarily incurred by the Traveler in the performance of a public purpose authorized by law to be performed by the District and must be within the limitations prescribed by this Policy. No travel request may be authorized or approved unless such travel request is accompanied by a signed statement by the Traveler's Supervisor stating that such travel is (or was in the case of a bona fide emergency) on the official business of the District and also stating the purpose of such travel.
- c. **Travel Authorization:** All travel must receive proper Travel Authorization consistent with the "Authorization of Travel Expenses" section above.
- d. **Written Declaration:** Any claim authorized or required to be made under this Policy shall contain a statement by the Traveler that the Travel Expenses were actually incurred by the Traveler as necessary Travel Expenses in the performance of official duties and shall be verified by a written declaration that it is true and correct as to every material matter.
- e. **Proper Documentation and Receipts:** With the exception of reimbursement at the per diem rate for Class A Travel and Class B Travel or unless specifically exempted by the provisions of this Policy, Travelers must retain and provide proper documentation, receipts, transportation tickets, and itineraries for purposes of documenting Travel Expense amounts and for being reimbursed for Travel Expenses.
- f. **Justification for Concurrent Travel and Travel by Consultants:** Travel by Commissioners or Employees serving temporarily on behalf of another public agency or partly on behalf of more than one public agency at the same time, or Authorized Persons who are called upon to contribute time and services as consultants or advisers, shall contain proper Travel Authorization. Complete explanation and justification must be shown on the Travel Request and Expense Voucher Report Form or attached thereto.
- g. **Leaving Assigned Posts and Extended Stays:** A Traveler may leave his or her assigned post to return home overnight, over a weekend, or during a holiday, but any time lost from regular duties shall be taken as annual leave and authorized in the usual manner. The Traveler shall not be reimbursed for Travel Expenses in excess of the established rate for per diem allowable had he or she remained at his or her assigned post. However, when a Traveler has been temporarily assigned away from his or her Official Headquarters for an approved period extending beyond thirty (30) days, he or she shall be entitled to reimbursement for Travel Expenses at the established rate of one round trip for each 30-day period actually taken to his or her home in addition to pay and allowances otherwise provided.
- h. **Illnesses and Injuries while Traveling:** A Traveler who becomes sick or injured while away from his or her Official Headquarters and is therefore unable to perform the official

business of the District may continue to receive subsistence as provided in the "Rates of Per Diem and Subsistence Allowance" section of this Policy during this period of illness or injury until such time as he or she is able to perform the official business of the District or returns to his or her Official Headquarters, whichever is earlier. Such subsistence may be paid when proper Travel Authorization is received.

- i. **Travel Accommodations for Traveler's with Disabilities:** When a Traveler with a documented accommodation for a disability incurs Travel Expenses in excess of those ordinarily authorized, and the excess Travel Expenses were incurred to permit the safe travel, those excess expenses will be reimbursed to the extent that they were reasonable and necessary. All such claims for reimbursement shall be submitted in accordance with the requirements of the Americans with Disabilities Act of 1990, as amended.
- j. **No Travel to Terrorist States:** Travel expenses of Commissioners or Employees for the purpose of implementing, organizing, directing, coordinating, or administering, or supporting the implementation, organization, direction, coordination, or administration of, activities related to or involving travel to a terrorist state designated by the United States Department of State as a state sponsor of terrorism shall not be allowed under any circumstances.

2. *Rates of Per Diem and Subsistence Allowance*

- a. **Class A Travel and Class B Travel:** For Class A Travel and Class B Travel within the United States and its territories, Travelers shall be allowed for subsistence when traveling to a convention or conference or when traveling within or outside the state in order to conduct bona fide District business, which convention, conference, or business serves a direct and lawful public purpose with relation to the District. The Traveler attending such convention, conference, or conducting such business, shall be reimbursed either of the following (not both) for each day of such travel at the option of the Traveler:
 - i. \$80 per diem (or fraction thereof calculated consistent with the "Computation of Travel Time for Reimbursement" section of this Policy); or
 - ii. If actual Travel Expenses exceed \$80, the amounts permitted below in subsection b. for Class C Travel subsistence, plus actual expenses for lodging at a single-occupancy rate to be substantiated by paid bills therefor.
- b. **Class C Travel:** For Class C Travel, Travelers, while traveling on official business within the Class C Travel Time Frame as provided in the "Computation of Travel Time for Reimbursement" section of this Policy, shall be allowed the following amounts for subsistence:
 - i. Breakfast: \$6.00
 - ii. Lunch: \$11.00
 - iii. Dinner: \$19.00
- c. **Lodging and Meals at Florida Institutions:** When lodging or meals are provided at a Florida institution, the Traveler shall be reimbursed only for the actual expenses of such lodging or meals, not to exceed \$80.

3. *Transportation*

- a. **Travel by the Most Economical Method and Usually Traveled Route:** All travel must be by the most economical method of travel, class (e.g., coach), and by a usually traveled

route.

- b. **Determination of the Most Economical Method of Travel:** The Supervisor of the Traveler shall designate the most economical method of travel for each trip, keeping in mind the following conditions:
- i. The nature of the business;
 - ii. The most efficient and economical means of travel considering the time of the Traveler, impact on the productivity of the Traveler, cost of transportation, cost of alternative transportation, related expenses (e.g., lodging, meals, etc.), and per diem or subsistence required; and
 - iii. The number of persons making the trip and the amount of equipment or material to be transported.
Luxury or first-class travel, whether by Common Carrier or otherwise, is not considered the most economical method of travel under any circumstances except in the instance of a bona fide emergency whereby no other alternative could be made to deal with the emergency. In such emergency situations, the Supervisor shall document the emergency and approval and the Traveler shall document the reasoning for booking such luxury or first-class travel.
- c. **Travel Other Than the Most Economical and Usually Traveled Route:** In the event a Traveler, for their own convenience, travels by a method other than the most economical method or usually traveled route, any extra costs shall be borne by the Traveler and reimbursement for expenses shall be based only on such charges as would have been incurred by a usually traveled route. In the event transportation other than the most economical class (e.g., coach) is provided by a Common Carrier on a flight check or credit card, the charges in excess of the most economical class shall be refunded by the Traveler to the District.
- d. **Travel Agent:** All travel arrangements (e.g., airline, rental car, and hotel reservations, etc.) will be made solely through the District's travel agent, except (1) in cases of Foreign Travel to international conferences when there are established international conference hotels; (2) when emergency circumstances exist whereby using the travel agent will create an undue hardship (as properly documented by the Traveler and approved by the Traveler's Supervisor with a statement detailing why the District's travel agent was not used); (3) when not using the travel agent will be more economical to the District as substantiated by documentation; or (4) when the travel agent is unable to be used for the travel.
- e. **Transportation by Common Carrier:** Transportation by Common Carrier when traveling on official business and paid for personally by the Traveler, shall be substantiated by a receipt therefor. Federal tax shall not be reimbursable to the Traveler unless the District is also required by federal law to pay such tax. When travel is by a rental car, Employees and Commissioners shall select and purchase the collision/loss-damage waiver, supplemental liability insurance, and the personal accident insurance offered by the rental car agency prior to receiving the rented auto. Employees and Commissioners shall be reimbursed for the costs associated with this collision, auto liability, and personal accident insurance. In the event a Department Authority or District Authority requires other safety precautions to be taken (e.g., snow tires, GPS, etc.), such safety precautions shall be taken by the Traveler and the Traveler shall be reimbursed for taking such safety precautions as the Traveler was directed. All accidents/incidents occurring with the use of these rental cars by

Commissioners and Employees shall be reported timely to the rental car agency and the insurance company designated by the rental car agency. The Traveler shall also report all accidents/incidents to the Traveler's personal automobile insurance carrier. The Traveler shall report all accidents/incidents to Broward Health's Risk Management Department, and to Broward Health's Workers Compensation department if injuries are sustained by the employee during the course and scope of their employment.

- f. **Jet Services:** When it is more efficient and economical to the Traveler, jet service offered by any airline, whether on contract or not, may be used when the cost is within \$1,000 unless otherwise approved by a District Authority.
- g. **Travel by Chartered Vehicles:** Transportation by chartered vehicles when traveling on District business may be authorized by the Supervisor, and paid with proper Travel Authorization, when necessary or where it is to the advantage of the District, provided the cost of such transportation does not exceed the cost of transportation by privately-owned vehicle as detailed above.
- h. **Travel by Taxi or Ride Share Service:** The incurred cost of a taxi or ride share service is allowable when necessary and when solely used for the express purpose of District business.
- i. **Travel by Privately-Owned Vehicles:** The use of privately-owned vehicles by the Traveler in lieu of District-owned vehicles or Common Carriers may be authorized by the Supervisor and paid with proper Travel Authorization. Whenever travel is by privately owned vehicle:
 - i. A Traveler shall be entitled to a mileage allowance at the then-current Standard Mileage Rates established by the IRS or 29 cents per mile, whichever is greater; or
 - ii. A Traveler shall be entitled to the Common Carrier fare for such travel if determined by the Supervisor to be more economical.

All mileage shall be shown from point of origin to point of destination and, when possible, shall be computed on the basis of the current map utilized by the Florida Department of Transportation. Vicinity mileage necessary for the conduct of District business is allowable but must be shown as a separate item on the expense voucher. Vicinity mileage necessary for the conduct of local District business is allowable when approved by the Traveler's Supervisor, and will be paid with proper Travel Authorization, and shall be computed on the most direct route to and/or from the particular location. Authorized mileage between the various District facilities is can be found in the attachment list to this Policy.
- j. **Monthly Allowances for Use of Privately-Owned Vehicles:** A Supervisor may grant monthly allowances in fixed amounts for use of privately-owned automobiles on official District business in lieu of the mileage rate provided above and such amount shall be paid with proper Travel Authorization. Any allowances granted shall be reasonable, taking into account the customary use of the automobile, the roads customarily traveled, and whether any of the expenses incident to the operation, maintenance, and ownership of the automobile are paid from funds of the District or other public funds. Such allowance may be changed at anytime, and shall be made on the basis of a signed statement of the Traveler, filed before the allowance is granted or changed, and at least annually thereafter. The statement shall show the places and distances for an average typical month's travel on official District business, and the amount that would be allowed under the approved rate per mile for the travel shown in the statement, if payment had been made as provided

above.

4. *Lodging and Meals*

Expenses for lodging and meals are reimbursed either on an actual or a per diem basis (or fraction thereof) as provided in the "Rates of Per Diem and Subsistence Allowance" section of this Policy except when the reimbursement is for Foreign Travel.

Meals and/or lodging may not be claimed in combination with per diem reimbursement. Any meals and/or lodging included in a convention or conference registration fee, all-inclusive resort or hotel, or paid by a third party on behalf of the Traveler are not reimbursable and, to the extent the per diem reimbursement is used, such costs must be deducted from the per diem rate. If a Traveler agrees to receive less than they are entitled to for reimbursable items or Travel Expenses, the Traveler's acceptance must be documented and signed by the Traveler prior to the trip.

5. *Foreign Travel*

- a. Transportation for Foreign Travel must adhere to the provisions of this Policy unless such provision conflicts with the procedures set forth in this "Foreign Travel" section.
- b. All Foreign Travel must be approved prior to the trip except when emergency circumstances exist whereby using the travel agency will create an undue hardship.
- c. All Foreign Travel must be booked through the District's travel agent except (1) in cases of Foreign Travel to international conferences when there are established international conference hotels; (2) when emergency circumstances exist whereby using the travel agent will create an undue hardship; or (3) when not using the travel agent will be more economical to the District as substantiated by documentation.
- d. Notwithstanding the standards provided in the "Rates of Per Diem and Subsistence Allowance" section of this Policy, the District may pay, with proper Travel Authorization, an advancement or reimbursement, or a combination thereof, to Travelers for Foreign Travel based on (a) the current per diem rates as specified in the U.S. Department of State's federal publication "Standardized Regulations (Government Civilians, Foreign Areas)" and any other incidental expenses authorized under this Policy; or (b) the actual Travel Expenses incurred by the Traveler as substantiated via documentation.

6. *Other Reimbursable Expenses*

The following Travel Expenses, without limitation, may be reimbursed unless the Traveler picks the per diem rate when traveling domestically. Foreign Travel permits the following reimbursements when the per diem rate for Foreign Travel is selected. The President/CEO may, if it is within the best interests of the District and not the convenience of the person, authorize other Travel Expenses that do not fall within the categories below, provided such Travel Expenses are necessary Travel Expenses in the performance of official duties and documentation is provided therefor. Itemized receipts are required for the following reimbursements except for gratuities/tips.

- a. Baggage Fees.
- b. Bridge, road, and tunnel tolls and fees.
- c. Business expenses and other expenses normally associated with travel that are reimbursable provided adequate documentation is included.
- d. Cancellation penalties for cancelling tickets may be paid from District funds only when the

cause for the cancellation is in the best interests of the District or if the cancellation is due to illness of the Traveler or illness or death of a member of the Traveler's immediate family for which an Employee is authorized to use sick or administrative leave consistent with Broward Health's Policies and Procedures. When it is determined that it is in the best interest of the District to cancel a ticket and pay the cancellation penalty, justification detailing the circumstances surrounding the cancellation must be provided by the Traveler.

- e. Communication expenses related solely to District business purposes including telephone calls, wires, internet and/or faxes, incurred as a result of District business.
- f. Ferry Fares.
- g. Foreign transaction fees.
- h. Foreign currency exchange fees.
- i. Gratuities/Tips not to exceed 20% or \$2 (whichever is greater) for services where gratuities/tips are customary and expected.
- j. Incidental travel expenses including, but not limited to:
 - i. Actual laundry, dry-cleaning and pressing expenses when official travel extends beyond seven (7) days and such expenses are necessarily incurred to complete the official business portion of the trip.
 - ii. Actual visa fees required for official District travel.
 - iii. Actual cost of maps or a GPS device necessary for conducting official District business.
- k. Mandatory valet parking.
- l. Mileage when using a privately-owned vehicle to get to and from the airport or train station when traveling by Common Carrier.
- m. Necessary and reasonable parking fees.
- n. Registration fees for conventions, meetings, seminars, and similar affairs fees where the attendance will serve a direct public purpose with relation to the District. A Traveler may also be reimbursed the actual and necessary fees for attending events which are not included in a basic registration fee that directly enhance the public purpose of the participation of the District in the conference. Such expenses may include, but not be limited to, banquets and other meal functions. It shall be the responsibility of the Traveler to substantiate that the charges were proper and necessary and an original or copy of the registration form and program schedule showing location and time of event shall be attached to the Travel Request and Expense Voucher Report Form. However, any meals or lodging included in the registration fee will be deducted in accordance with the allowances provided in the "Rates of Per Diem and Subsistence Allowance" section of this Policy.
- o. Shuttle services.
- p. Storage and parking fees.
- q. Taxi/Ride Share Services' Fees.

D. Emergency Situations

1. **Emergency Travel:** Notwithstanding anything in this Policy to the contrary, in all cases of

emergency situations whereby prior approval cannot be obtained, the District's travel agent cannot be used, or any other procedures established in this Policy cannot be adhered to, the Traveler's Supervisor shall (1) document the circumstances surrounding the emergency; and (2) explain (a) why prior authorization, (b) why booking through the District's travel agent, and/or (c) why following any other procedures provided in this Policy would frustrate the District's ability to deal with the emergency.

2. **Direct Payment of Expenses in Emergencies:** Whenever the District requires Traveler to incur either Class A Travel or Class B Travel on emergency notice to the Traveler, such Traveler may request the District to pay his or her expenses for meals and lodging directly to the vendor, and the District may pay the vendor the actual expenses for meals and lodging during the Travel Period, limited to an amount not to exceed that authorized under this Policy. In emergency situations, a District Authority may authorize an increase in the amount paid for a specific meal, provided that the total daily cost of meals does not exceed the total amount authorized by this Policy for meals each day.

E. Travel Assistance Program

Travel for the purposes of conducting bona fide District business, which convention, conference, or business serves a direct and lawful public purpose with relation to the District is covered under the Travel Assistance Program provided by Broward Health in its commitment to Global Safety ("Travel Assistance Program"). The Travel Assistance Program provides services when in need such as, without limitation, assistance with hospitalization, requiring evacuation or repatriation, a guarantee for payment of medical expenses, assistance when threatened by the sudden occurrence of a political or military event, etc. More information regarding the Travel Assistance Program and the contact information can be found in Broward Health's Travel Guide.

F. Non-Reimbursable Expenses

1. There is no reimbursement for normal mileage traveled to and from work on a daily basis.
2. There is no reimbursement for alcoholic beverages.
3. No Traveler shall be allowed either mileage or transportation expenses when gratuitously transported by another person or when transported by another Traveler who is entitled to mileage or transportation expense reimbursement. However, a Traveler on a private aircraft shall be reimbursed the actual amount charged and paid for the fare for such transportation up to the cost of a commercial airline ticket for the same flight, even though the owner or pilot of such aircraft is also entitled to payment of Travel Expenses for the same flight by the District or another public agency or government entity.
4. Reimbursement for expenditures related to the operation, maintenance, and ownership of a vehicle is not allowed when privately-owned vehicles are used on District business and reimbursement is made under this Policy and no contract may be entered into between a Commissioner or Employee, or any other person, and the District, in which a depreciation allowance is used in computing the amount due by the District to the individual for the use of a privately-owned vehicle on official District business.
5. No allowance shall be made for meals, lodging, or per diem for travel when travel is confined to the city or town of the Official Headquarters or the Traveler's residence or within the tri-county area (Broward, Miami-Dade, and Palm Beach Counties) unless the Traveler is working an assignment of official District business outside the Traveler's regular place of employment and circumstances necessitate an overnight stay and proper Travel Authorization is obtained.

6. Personal expenses, such as guest accommodations, entertainment, personal calls, and other nonbusiness-related charges, are the responsibility of the Traveler, will not be reimbursed, and shall not be paid for with a District travel or credit card.
7. No Traveler, whether traveling out of state or in the state, shall be reimbursed for any meal or lodging included in a convention, conference registration fee, or in an all-inclusive hotel fee paid by the District or paid by a third party and, to the extent the per diem reimbursement is used, such costs for meals and/or lodging must be deducted from the per diem rate.
8. Travel expenses of Employees for the sole purpose of taking merit system or other job placement examinations, written or oral, shall not be allowed under any circumstances.
9. Traffic and parking fines received while driving rental, personal, or District-owned vehicles are not reimbursable and are the responsibility of the Traveler.
10. Nonbusiness miscellaneous expenses such as locksmith fees and rental car cleaning charges are not reimbursable and are the responsibility of the Traveler.
11. The District will not reimburse for any tickets paid by reward points (i.e., frequent flyer miles, motel reward points, or any other type of customer reward program). The District will also not allow reimbursement for the value of complimentary tickets, vouchers, eCredits, or related items that were not purchased by means using currency, a check, or a credit card.
12. Travelers shall bear the costs of all rescheduling and/or change fees and fares when changes are made to already-scheduled events and/or transportation arrangements except in cases of unforeseeable emergencies or events outside of a Traveler's control.
13. Vendor travel time will not be reimbursed when such vendor is receiving reimbursement of Travel Expenses.

G. Procedure for Reimbursement

All travel reimbursements must be documented on the District's Travel Request and Expense Voucher Report Form (as provided in the attachment list) and include proper Travel Authorization and all supporting documentation before it is forwarded to Broward Health's Accounts Payable Department for processing.

H. False Certifications and Fraudulent Claims

As noted above, claims authorized or required to be made shall contain a statement that the expenses were actually incurred by the Traveler as necessary travel expenses in the performance of official duties and shall be verified by a written declaration that it is true and correct as to every material matter. Pursuant to § 112.061, Florida Statutes, any person who willfully makes and subscribes any such claim which he or she does not believe to be true and correct as to every material matter, or who willfully aids or assists in, or procures, counsels, or advises the preparation or presentation under the provisions of this Policy of a claim which is fraudulent or is false as to any material matter, whether or not such falsity or fraud is with the knowledge or consent of the person authorized or required to present such claim, is guilty of a misdemeanor of the second degree, punishable as provided in § 775.082 or § 775.083, Florida Statutes. Additionally, whoever shall receive an allowance or reimbursement by means of a false claim shall be civilly liable in the amount of the overpayment for the reimbursement of the public funds from which the claim was paid.

V. Compliance

The Supervisor authorizing the travel request and associated reimbursement has primary responsibility for assuring compliance with this Policy. Broward Health's Accounts Payable Department shall be

responsible for verifying that reimbursement is made only for those items specifically identified in this Policy and that it is in receipt of proper detailed documentation and authorization prior to executing reimbursement. Unless otherwise required for a longer time pursuant to Florida's Record Retention Schedules or federal law, all such documentation shall be retained for a period of no less than three (3) fiscal years and all documentation involving reportable income of unsubstantiated expenses shall be retained for four (4) years after due date of tax.

VI. Interpretation and Administration

Administration and interpretation of this Policy is the responsibility of the President/CEO.

Attachments

[Authorized Mileage Distances](#)
[Travel Expense Voucher Form](#)

Approval Signatures

Step Description	Approver	Date
General Counsel	Linda Epstein: GENERAL COUNSEL	06/2020
General Counsel	Gerald Del Amo: MANAGING SR ASSOC GEN COUNSEL	06/2020
	Gino Santorio: PRESIDENT/CEO	06/2020