



REQUEST FOR PROPOSALS

PRIMARY BAD DEBT COLLECTIONS

RFP #: WF2E794

RFP Issue Date: 10/30/2025

Proposal Due Date: 11/21/2025

Table of Contents

1.	Introduction and Background	3
1.1	Purpose of the Request for Proposals	3
1.2	Hospital Information	3
1.3	WMC Requirements for RFP Participants ("Agency"):	4
1.4	Required Information from RFP Participants (Agency):	5
1.5	Background	5
1.6	Key Events/Timeline	7
2.	RFP Instructions	7
2.1	Letter of Intent	7
2.2	RFP Questions and Clarifications	7
2.3	Addenda to RFP	7
2.4	Cost of Proposals	7
2.5	Proposal Format and Content	7
2.6	Submission of Proposal	9
3.	Administrative Information	10
3.1	Method of Award	10
3.2	Reservation of Rights	10
3.3	Confidentiality of Proposals	11
3.4	Non-Discrimination and MWBE Policy	11
3.5	Participation Opportunities for New York State Certified Service-Disabled Veteran-Owned Businesses	11
4.	Evaluation Factors for Awards	11
4.1	Proposal Evaluation - Overview	11
4.2	Technical Evaluation (40%)	11
4.3	Cost Evaluation (30%)	12
4.4	Logistical Evaluation (30%)	12
4.5	Notification of Award	12
5.	Scope of Work	12
5.1	Objectives and Responsibilities:	12
5.2	Key Performance Indicators:	12
6.	Contract Overview	12
6.1	Contract Provisions	12
6.2	Term of Contract	12
6.3	Disposition of Proposals	13

Attachments

Attachment A – Reserved
Attachment B – Standard Terms and Conditions
Attachment C – WMC Travel and Expense Policy for Vendors
Attachment D - Vendor Debarment/Exclusion Questionnaire
Attachment E – Disclosure of Prior Non-Responsibility Determinations
Attachment F – State Finance Law Affirmation
Attachment G – M/WBE and EEO Compliance Documentation Forms
Attachment H - WMC Health Network Primary Bad Debt RFP Question Sheet

1. Introduction and Background

1.1 Purpose of the Request for Proposals

Westchester Medical Center (“WMC”) is issuing this Request for Proposals (“RFP”) to invite interested vendors (“vendors” or “Vendors” or “proposers”) to submit proposals to provide primary bad debt collections services.

Under the “Primary Bad Debt” umbrella, WMC would turn to your organization for support with pursuing collections on its patient Bad Debt accounts for a period of 240 days after the date of initial assignment. A more detailed description of the self-pay process and scope is outlined in Section 1.f – 1.h. of this RFP, however it is important to note that this would not be an exclusive Bad Debt partnership; as a result of this RFP, your organization would be awarded one half of the alphabet in guarantor last names. For further clarification, two vendors will be selected to split volumes across WMC Health Network for WMC facilities as further outlined below. No other WMC Health Network (e.g. Health Alliance, Inc. facilities and Bon Secours Charity Health System, Inc. facilities) are included in this RFP.

1.2 Hospital Information

a. Health System Name: Westchester Medical Center

b. Locations:

i. WMC: Westchester Medical Center

100 Woods Road
Valhalla, NY 10595
Bed Size: 696 beds
Net Patient Revenue: \$ 232,707,892.68

ii. WMC: MidHudson Regional Hospital

241 North Road
Poughkeepsie, NY 12601
Bed Size: 243 beds
Net Patient Revenue: \$9,729,566.88

c. Payor Mix – WMC:

- i. Medicaid HMO: 28%
- ii. Commercial: 18%
- iii. Medicare: 14%
- iv. Medicaid: 12%
- v. Blue Cross: 10%
- vi. Medicare HMO: 10%
- vii. Self-pay: 5%
- viii. Work Comp / No Fault: 3%

d. Patient Accounting System:

- i. Front-end/Patient Access System: Cerner Millennium
- ii. Financial System: Invision & Unity Patient Accounting v27.5

e. Current Self-pay Process: WMC utilizes a blend of internal and external processes to support its self-pay collections process. Specifically:

- i. **Day 1** (of a self-pay balance being identified): WMC sends patient statements via Flywire and WMC staff fields all incoming customer service inquiries and payment requests.
- ii. **Day 1-60:** account additionally referred to agency for potential insurance discovery

- iii. **Day 61-150:** accounts transferred to secondary agency for additional call follow up for insurance and payment action
 - iv. **Day 180:**
 - 1. **WMC Facilities:** Outstanding balances are converted to bad debt and referred to one of three primary bad debt agencies. The current referral split is determined by guarantor last name: A-D, E-L, M-Z. The M-Z alpha also receives all Balance after Medicare accounts.
 - 2. **Note:** WMC intends to select two vendors to split the primary bad debt business across the two facilities, where 50% of the alphabet based on patient last names for each facility would be awarded to each selected vendor. Alpha split sample A-L/M-Z
 - v. **Day 420 (240 days after primary placement):** Outstanding balances not on an active payment plan or in appeal process with payers are cancelled back to WMC.
- f. **Additional Bad Debt Factors:**
- i. Credit reporting is NOT permitted
 - ii. Legal pursuit is NOT permitted at any time.
 - iii. Settlement offers are not permitted without WMC leadership approval.
 - iv. Electronic communication including text messaging and email outreach is permitted once communication language is approved by WMC leadership
- g. **Current Volumes (All facilities combined – July 2024 – June 2025):**

Referrals	WMC Facilities		
	A-D	E-L	M-Z + BAM
Volumes	10,529	6,686	16,092
Balances	\$34,602,851	\$17,081,046	\$40,651,201
Average Balance	\$3,013	\$2,555	\$2,526

- h. **RFP Contact for Questions:**
- i. Patrick Baker
Network AVP Patient Accounts
Patrick.Baker@wmchealth.org
(O) (914) 493-2846

1.3 WMC Requirements for RFP Participants (“Agency”):

- 1. Agency must assign a dedicated team to work the WMC business; a pooled strategy is not preferred.
- 2. Names of dedicated staff to be provided as well as productivity standards by dedicated staff.
- 3. Agency must hold a SOC 2 Type II or HITRUST security certification.
- 4. All operations must be conducted Onshore. Offshore or Nearshore operations must receive prior written approval from WMC prior to being deployed.
- 5. Agency must agree to accept referrals for all facilities listed within this RFP.
- 6. All patient interaction, including inbound and outbound call activity, must be recorded and easily accessible to WMC.
- 7. Agency must have experience working with Invision and Cerner.
- 8. All inbound/outbound file transferring will utilize Invision and Cerner’s standard file specifications – agency must be able to accommodate.

9. Agency must have (and share with WMC) their customer service strategy and policies.
 10. Agency must be equipped to send a daily note file to be uploaded within Invision and Cerner.
 11. Agency must be willing to comply with WMC's Vendor Management Office (currently Healthfuse), including all data and meeting requests.
 12. Agency must comply with all applicable federal regulations (e.g. TCPA, 501r, FDCPA, PCI)
 13. Agency must mail all patient letters and absorb all associated costs; Agency may use its letter vendor of choice.
 14. Agency must utilize its own collections system for payments made directly to the Agency and absorb all associated costs.
 15. Agency will not charge patients any amount above and beyond the debt owed (including interest, payment processing fees, etc.) at any time.
 16. Agency will be expected to provide their services in a manner consistent with WMC's mission, vision, and values.
 17. Standards of quality customer service and respect for human dignity will be always maintained when dealing with WMC patients, employees, payers, and agents.
 18. Agency will submit a proposal to WMC that does not exceed 10 pages in length.
-

1.4 Required Information from RFP Participants (Agency):

1. Confirmation that all of the requirements detailed within this RFP will be met
2. Completion of the Excel Questionnaire attached with the RFP distribution

Thank you for your interest in partnering with WMC. We look forward to receiving your proposal.

1.5 Background

Westchester County Health Care Corporation is a public benefit corporation established by the New York State Legislature pursuant to Article 10-C of the New York Public Authorities Law. On January 1, 1998, the facilities and operations of the Westchester County Department of Hospitals were transferred to the Corporation and the programs, services and operations of Westchester Medical Center ("WMC") are now operated by the Corporation. As a public hospital, WMC's primary mission is to provide high-quality advanced health services to the residents of the Hudson Valley and the surrounding area, regardless of their ability to pay.

WMC is a regional tertiary level academic medical center, composed of the University Hospital, Maria Fareri Children's Hospital and the Behavioral Health Center. WMC is licensed for 910 beds and hosts a Mobile Crisis Intervention Service and has its own emergency room and observation unit that provides 24-hour emergency crisis service.

WMC is the primary teaching affiliate of New York Medical College ("NYMC"). Both facilities are located on the Valhalla Campus in Valhalla, New York. WMC is the only tertiary and quaternary care facility in the Hudson Valley offering such specialty services as kidney transplant, heart transplant, liver transplant, and regional neonatal and pediatric intensive care units, level 1 trauma, and burn services. Situated on approximately 83 acres, WMC is home to one of the most highly regarded cardiology and cardiac surgery programs on the East Coast.

In 2009, Westchester Medical Center Advanced Physician Services, P.C. (WMC Advanced Physician Services) was organized and incorporated under the New York Business Corporation Law as a for-profit professional corporation. The primary focus of WMC Advanced Physician Services is to employ physicians engaged in the profession of medicine.

In 2009, Westchester Medical Center Advanced Physician Services, P.C. (WMC Advanced Physician Services) was organized and incorporated under the New York Business Corporation Law as a for-profit professional corporation. The primary focus of WMC Advanced Physician Services is to employ physicians engaged in the profession of medicine.

State Finance Law Sections 139-j and 139-k (the "Procurement Requirements") restrict communications between WMC and vendors responding to RFPs. EXCEPT AS OUTLINED BELOW, FROM THE DATE THIS RFP ISSUED UNTIL THE TENTATIVE AWARD AND APPROVAL OF ANY CONTRACT (THE "RESTRICTED PERIOD") ALL COMMUNICATIONS BETWEEN VENDORS AND WMC REGARDING THIS RFP, MUST BE CONDUCTED ONLY WITH REPRESENTATIVES IDENTIFIED BY WMC AS "DESIGNATED CONTACTS."

The Designated Contact(s) for this RFP are:

Patrick Baker
Network AVP Patient Accounts
Taylor Pavilion, Suite D282
100 Woods Road
Valhalla, NY 10595
914-493-2846
Patrick.Baker@wmchealth.org

A. Exceptions: Permissible Contacts.

In certain limited circumstances, it is permissible for vendors to communicate with WMC representatives other than the Designated Contacts about the RFP. These Permissible Contacts include:

- Submission of written proposals;
- Written complaints by a prospective vendor to WMC's General Counsel regarding the failure of WMC to timely respond to authorized contacts by vendors;
- Participation in RFP conferences or interviews;
- Negotiations following the tentative award of a contract;
- Requests to review the award of a contract; and
- Legal or administrative proceedings regarding the award of a contract.

B. Record of Contacts.

As required by § 139-k of the State Finance Law, WMC will record information about contacts with vendors during the Restricted Period. Information recorded by WMC will include but not be limited to the name, address, telephone number, place of principal employment and occupation of the person or entity making the contact. All recorded information concerning contacts made during the Restricted Period will become part of the procurement record for this RFP.

C. Responsibility of Proposer.

WMC will review whether vendors' contacts with WMC were made in accordance with the terms of this Section 1.3 or otherwise qualify as a Permissible Contact under the State Finance Law. A finding that a vendor has knowingly and willfully violated the terms of State Finance Law §§ 139-j and 139-k may result in a determination that such vendor is not a "responsible" proposer. Such a determination will be considered by WMC in its assessment of whether a vendor is qualified to perform the services described in this RFP.

D. Disclosure of Non-Responsibility.

All proposers must disclose to WMC, on the Disclosure of Prior Non-Responsibility Determinations Form attached hereto as **Attachment E**, any finding of non-responsibility made by a governmental entity within the previous four (4) years based on either impermissible contacts under § 139-j of the State Finance Law or the intentional provision of false or incomplete information to a governmental entity. Failure of any proposer to timely disclose a finding of non-responsibility or the submission of any intentionally false or incomplete information may result in the rejection of a proposal, the cancellation of a contract award, or if such contract has been executed, the immediate termination of the contract.

E. Written Affirmation.

Each proposer must submit a written affirmation, in the form attached hereto as **Attachment F**, as to the proposer's understanding and agreement to comply with WMC's procedures relating to Permissible Contacts. The affirmation must be completed and signed by a corporate officer or Principal of the proposer. Proposals that do not contain a signed original affirmation will be rejected.

1.6 Key Events/Timeline

Event	Date
RFP Release	10/30/2025
Letter of Intent	11/5/2025
Questions and Requests for Clarification Due	11/7/2025
Questions and Answers Distributed	11/14/2025
Proposal Due Date	11/21/2025

2. RFP Instructions

2.1 Letter of Intent

Vendors interested in responding to the RFP are encouraged to submit a Letter of Intent to Propose to the Designated Contact(s) by **11/5/2025**. Letters of Intent to Propose shall be non-binding.

2.2 RFP Questions and Clarifications

All questions or requests for clarification concerning the RFP shall be submitted in writing or via e-mail to the Designated Contact(s) by 11/7/2025. No questions or requests for clarification will be accepted by telephone. Questions submitted by vendors and all WMC responses will be distributed to all prospective proposers.

2.3 Addenda to RFP

In the event it becomes necessary to revise any part of this RFP or extend any deadline listed herein, WMC will issue an addendum to the RFP and distribute it to all known prospective proposers.

2.4 Cost of Proposals

Proposers shall not be reimbursed for any costs or expenses incurred in the preparation or submission of proposals or the attendance of RFP conference or interview. All costs associated with a proposer's response to this RFP shall be borne by the proposer.

2.5 Proposal Format and Content

Proposals should provide a straightforward complete and concise description of the vendor's capabilities to satisfy the requirements of the RFP. Proposals must state the assumptions made when preparing the proposal. Proposals must include but need not be limited to:

A. Title Page and Table of Contents.

- A title page that identifies the RFP for which the proposal is being submitted, states the proposer's name, and lists the name, address and telephone number of the proposer's contact person(s).
- A table of contents that identifies each numbered section of the proposal according to the proposal format set forth herein.

B. Transmittal Letter.

- A transmittal letter, which shall be considered an integral part of the proposal, shall be signed by the individual or individuals authorized to bind the firm contractually. An unsigned proposal may be rejected. The letter shall include the following:
 - Transmittal letter must certify that the proposal is made without collusion with any other person, persons, company or parties submitting a proposal; that it is in all respects fair and in good faith without collusion or fraud.
 - Transmittal letter must indicate the signer is so authorized to sign the proposal and the contract, and must include the title or position the signer holds in the proposer's firm.
 - If the signer is not the contact person identified on the title page, also include the address and telephone number of the authorized signatory.
 - A statement as to the willingness of the proposer's firm to enter into a contractual agreement containing, at a minimum, the terms and conditions set forth in **Attachment B** of this RFP. In accordance with Section 6 of this RFP, any exceptions to these terms and conditions must be explicitly stated in a separate section of the proposal.

C. Executive Summary.

- A concise summary of key points of the proposal.

D. Proposer's Background and Experience.

- Provide a background description of the proposer's firm, including but not limited to the date the company was organized and, if proposer is a corporation, when and where it is incorporated. Indicate how your organization is classified: a local, regional, national, or international concern.
- A history of the vendor's experience in providing primary bad debt collections service including but not limited to the number of years in business. The Vendor will provide documentation to support its claim of experience and ability to provide qualified bad debt collections service services to WMC.
- Names of three clients (and contact information including phone number and email), similar in nature and scope to WMC, to whom Vendor provides primary bad debt collections service services as outlined herein. Provision of these names will be deemed as permission for WMC to contact said clients. This list will include years of services as well as a brief description of services and scope of said services provided.
- The Vendor must list all lost accounts in which its service, for whatever reason, was terminated or not renewed within the last three years and provide the names, business contacts, addresses, telephone numbers, years of service, and reason for termination or non-renewal for each of its clients.
- A complete description of all litigation or legal proceedings that proposer or any other corporation under common ownership or control of the proposer have been party to during the past five (5) years, including actions or proceedings that are currently pending, and including actions or proceedings that have been settled or otherwise concluded within the past five (50) years.

E. Staffing Proposal

- The Vendor will provide a roster of all staff, including any qualifications, licenses and certifications to provide the Primary Bad Debt Collections services sought by this RFP.
- The Vendor shall include in its proposal an organizational chart identifying all corporate management to be involved either directly or indirectly in the provision or management of the services.

- The Vendor will provide a list of individuals who will be assigned to this project. This information will include phone numbers and emails for no less than two people.
- The Vendor will provide a pathway and contact information for escalating immediate concerns.

F. Statement of Understanding and Scope of Service

- A written description of the vendor's understanding of the scope of services described herein

G. Fee Proposal.

- The fee proposal must be submitted in the proposer's package. The fee proposal must be labeled "**Primary Bad Debt Collections Services: Fee Proposal.**" Fee proposals will not be opened until all responses have been initially evaluated. Although proposed fees will be considered, WMC reserves the right to negotiate a lower or different fee structure with any proposer that is tentatively selected. The fee proposal must include an analysis, in as much detail as possible, of the components of compensation you propose to receive in connection with your provision of services under this RFP including:
 - A list of anticipated potential contingencies and other expenses, other than noted above.
 - Description of any additional services not included in the proposed fee;
 - Any reduced fees offered to other private or public health care entities.

H. Conflicts of Interest.

- A statement describing any financial interest of any employee, officer, or director of, and no physician or physician practice affiliated with, WMC in proposer's firm. A "financial interest" shall include the following transactions or relationships: (a) payment of fees including consulting fees, royalty fees, honoraria, or other emoluments or "in kind" compensation; (b) any gift of more than nominal value; (c) service as an officer or director of vendor whether or not remuneration is received for such service; or (d) an ownership interest in vendor, except that a shareholder owning less than a majority of shares of a publicly traded entity shall not be deemed to have a financial interest.
- A statement describing any potential conflict of interest or appearance of impropriety, relating to other clients of proposer's firm, or employees of WMC or New York Medical College, that could be created by providing services to WMC.
- Indicate whether any owner, officer, or employee of proposer's firm has served as an officer of, or has been employed by WMC during the previous twelve (12) month period.
- Indicate what procedures will be followed to detect and notify WMC of, and to resolve any conflicts of interest.
- Indicate any pending litigation and/or regulatory action brought by any oversight body or entity that could have an adverse material impact on the proposing firm's ability to serve WMC.
- Indicate if the firm has ever had a contract with any governmental entity terminated for any reason, and if so, provide an explanation.

I. Attached Forms.

- All proposals must include completed copies of the forms annexed hereto as **Attachments D, E, F, G and H.**

2.6 Submission of Proposal

Proposers must submit an electronic copy of their proposal by 2:00 PM Eastern Standard Time to:

Patrick.Baker@wmchealth.org. Subject line should read "**WF2E794 - Primary Bad Debt Collection Services WMC.**"

In addition, Proposers must submit two (2) hard copies of their proposal no later than 2:00 PM Eastern Standard Time on November 21, 2025, to the address stated below. Proposals received after this time and date will not be considered. WMC

is not responsible for any internal or external delivery delays that may cause a proposal to arrive at the prescribed address after the deadline.

All proposals shall be enclosed in sealed envelopes or boxes bearing labels that clearly state: (i) the name of the proposer; (ii) the proposer's address; and (iii) the title of the RFP. Proposals may be delivered by hand, or by express mail via a nationally-known overnight service.

Proposals must be submitted to:

**Westchester Medical Center Health Network
Attention: Patrick Baker, Network AVP Patient Accounts
Taylor Pavilion Suite D28
100 Woods Road
Valhalla, NY 10595**

3. Administrative Information

3.1 Method of Award

The award will be made on the basis of best value (the proposal which optimizes, quality, cost, and efficiency) to the most responsive and responsible proposer as determined in the evaluation process. The contract will not be awarded solely on the basis of lowest cost. Instead, the award will be made to the respondent(s) whose proposal receives the highest overall evaluation score based on the criteria state herein.

All proposals received in accordance with Section 2.6 will be reviewed and evaluated. Incomplete proposals and proposals that do not meet the minimum requirements will be rejected.

Proposers may be requested by WMC to clarify contents of their proposals. Other than to provide such information as may be requested by WMC, including but not limited to best and final offers, no proposer will be allowed to alter its proposal or add new information after the final submission date and time.

3.2 Reservation of Rights

WMC reserves the right to:

- Reject any or all proposals received in response to the RFP;
- Withdraw the RFP at any time, at its sole discretion;
- Make an award under the RFP in whole or in part;
- Pursue any or all of the services described herein from alternate sources;
- Disqualify a proposer whose conduct and/or proposal fails to conform to the requirements of the RFP;
- Seek clarifications and revisions of proposals;
- Require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a proposer's proposal and/or to determine a proposer's compliance with the RFP requirements;
- Prior to the opening of proposals, amend the RFP specifications to correct errors or oversights, or to supply additional information about the services sought as such information becomes available;
- Prior to the opening of proposals, direct proposers to submit proposal modifications addressing subsequent amendments or addenda to the RFP;
- Change any date set forth in this RFP;
- Waive any informalities or any non-material requirements of the RFP;

- Negotiate with the successful proposer within the scope of the RFP in the best interests of WMC;
- Require proposers to submit best and final offers (“BAFOs”);
- Award contracts to more than one successful proposer;
- Negotiate with selected proposers prior to contract award;
- Make any payment contingent upon the submission of specific deliverables; and
- Require that all offers be held open for a period of 120 days unless otherwise expressly provided for in writing.

3.3 Confidentiality of Proposals

Confidential, trade secret, or proprietary materials must be clearly marked and identified as such upon submission by the proposer. Proposers must provide specific justification as to why disclosure of particular information in the proposal would cause substantial injury to the competitive position of the proposer.

Properly identified information that has been designated confidential, trade secret, or proprietary by the proposer will not be disclosed except as may be required by the Freedom of Information Law or other applicable state or federal laws. In the event that WMC determines that the law requires that confidential information be disclosed, WMC will notify the proposer so that it may take whatever steps it deems appropriate.

3.4 Non-Discrimination and MWBE Policy

It is the policy of WMC to comply with all federal, state, and local laws, policies, orders, rules and regulations that prohibit unlawful discrimination because of race, creed, color, national origin, sex, sexual orientation, age, disability, or marital status and to encourage the meaningful and significant participation at all levels (proposer, Subcontractor, Suppliers and others) for business enterprises owned by persons of color and women – Minority Business Enterprise (MBE) and Women Business Enterprise (WBE).

The proposer is encouraged to use its reasonable efforts to encourage, promote, and increase participation of business enterprises owned and controlled by persons of color or women (MBE/WBE) in the services sought by this RFP and to develop a policy to efficiently and effectively monitor such participation.

3.5 Participation Opportunities for New York State Certified Service-Disabled Veteran-Owned Businesses

WMC has a policy to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of WMC contracts. In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, proposers are expected to consider SDVOBs in the fulfillment of the requirements of the contract. Proposer shall make good faith efforts to promote and assist in the participation of SDVOBs on the contract for the provision of services.

4. Evaluation Factors for Awards

4.1 Proposal Evaluation - Overview

The ability to perform the requested services is most important in the evaluation proposals. In addition, proposals will be evaluated for: existing or potential conflicts of interests, financial and operational stability, as well as adequacy and completeness. WMC reserves the right to disqualify a proposer if, in WMC’s sole opinion, the proposal does not satisfy any or all of the evaluation criteria.

Proposals will be evaluated based on technical (40%), financial (30%) and logistical (30%) factors as described below.

4.2 Technical Evaluation (40%)

The technical evaluation assesses the merits of a proposal by assigning a point score to the following criteria:

Training and Competence of Staff

Safety Record as defined in Section 2.5 D

Technical and IT system framework compatibility and enhancements

4.3 Cost Evaluation (30%)

Cost proposals shall be evaluated based on the following factors:

Rates for services

4.4 Logistical Evaluation (30%)

Logistical considerations will be evaluated based on:

Availability of staff and equipment

Location of collection services physical location/state

4.5 Notification of Award

Successful proposer(s) will be advised by the WMC through a letter of tentative award.

5. Scope of Work

5.1 Objectives and Responsibilities:

Proposed Contractor will outline their ability to provide primary bad debt collections service

5.2 Key Performance Indicators:

Technology/Informatics

Cost

Logistics and location

6. Contract Overview

6.1 Contract Provisions

The contract will incorporate provisions of this RFP and portions of the successful proposal to which WMC agrees. The final contract will also include the WMC Standard Terms and Conditions set forth in **Attachment B** and WMC's Travel and Expense Policy for Vendors as set forth in **Attachment C**, and any applicable riders or other information deemed appropriate by WMC. The properly executed contract shall supersede all proposals, whether written or oral, and any and all negotiations, conversations, and discussions prior to execution of the contract.

Final contracts executed pursuant to this RFP shall be subject to WMC purchasing policies and procedures and the review and approval of WMC's Office of Legal Affairs.

6.2 Term of Contract

The proposed term of any new agreement executed pursuant to this RFP is a period of one (1) and may be renewed for up to three (3) periods of one (1) year each upon written agreement, unless earlier terminated in accordance with the terms of the agreement.

Acceptance of Terms and Conditions

Vendor must acknowledge that it has read the WMC Standard Terms and Conditions, as set forth in **Attachment B**, and that it understands and agrees to be bound by the same, with noted exceptions. Vendor must provide a separate document of exceptions, if any, taken to the WMC Standard Terms and Conditions. Each exception must reference a specific numbered paragraph of the Standard Terms and Conditions. Vendor shall state a proposed alternative to each exception taken when stating that the term or condition is "unacceptable." Any exceptions to WMC Standard Terms and Conditions may disqualify a vendor's proposal.

6.3 Disposition of Proposals

All proposals received by the due date become the property of WMC and will not be returned. Any successful proposal may be incorporated into the resulting contract and will become public record. Any proposals received after the due date will be returned to the proposer unopened.

Reserved

WMC Standard Terms and Conditions

ARTICLE I DEFINITIONS

- 1.1. Agreement. "Agreement" shall mean the written agreement between WMC and the successful proposer, if any, awarded a contract to develop and implement the **primary bad debt collections** Service sought by this RFP.
- 1.2. Services. "Services" shall mean the **primary bad debt collections services** as may be offered by Vendor to WMC as part of a proposal submitted in response to this RFP.
- 1.3. Vendor Representative. "Vendor Representative" shall mean all employees, Vendors, agents, subcontractors or representatives of Vendor providing Services on behalf of Vendor at any WMC site.

ARTICLE II SERVICES AND PAYMENT

- 2.1. Services. All Services shall be performed in a manner consistent with the generally recognized standards of persons regularly engaged in providing such services. Vendor warrants to the WMC that any Services performed and any materials used by Vendor in connection with the Services shall be free from defects in workmanship and/or materials and agrees that any damage arising from any breach of this warranty shall promptly be remedied by Vendor at its sole expense.
- 2.2. Conduct. All Vendor Representatives shall, at all times while present at the WMC campus, comply with WMC rules and regulations and the lawful directives of WMC security personnel and WMC administration. Vendor Representatives shall, at all times while present at the WMC campus, conduct themselves in accordance with WMC Policies and Procedures, including the WMC Code of Conduct, Sexual Harassment Policy, and Anti-Discrimination Policy. The Vendor shall promptly remove from the WMC campus any Vendor Representative whose conduct the WMC reasonably determines to be objectionable.
- 2.3. Ownership of Records. All records compiled by Vendor in providing and completing the Services, including but not limited to written reports, studies, computer protocols, graphs, charts and all other similar recorded data, shall become and remain the property of the WMC. Vendor may retain copies for its own use, all of which shall be subject to all confidentiality requirements set forth herein.
- 2.4. Payment Terms. WMC shall pay all properly submitted and undisputed invoices for the Services within ninety (90) days from the date WMC receives an invoice. All invoices must reference the Contract Number and are to be addressed to WMC, at WMC address provided in each purchase order, to the Attention of the Accounts Payable Department.
- 2.5. Interest and Other Charges. Any references in any Vendor quotation, invoice or agreement to interest charges, late fees, restocking fees or cancellation charges shall be excluded from and superseded by the Agreement.
- 2.6. Taxes. WMC and its facilities are exempt from local, state, and federal taxes (including local and state sales or use taxes). Upon request, WMC will furnish evidence of such tax-exemption. WMC shall not be charged or subject to, and shall not pay, any tax, tariff, duty, cost or expense imposed by any taxing authority outside the United States of America and any such tax, tariff, duty, cost, or expense shall be the sole responsibility of the Vendor.

ARTICLE III TERM AND TERMINATION

- 3.1. Term. The Agreement shall commence on the Effective Date of the Agreement and shall continue for a period of (1) year and may be renewed upon written agreement for up to three (3) one (1) year periods, unless earlier terminated in accordance with this Article III.
- 3.2. Termination for Cause. Either Vendor or WMC shall have the right to immediately terminate the Agreement in its entirety in the event of a material breach of the terms of the Agreement by the other party which is not cured within thirty (30) calendar days following receipt of written notice specifying the breach.

- 3.3. Termination Without Cause. Either Vendor or WMC shall have the right to terminate the Agreement in its entirety without cause by providing the other Party at least sixty (60) days prior written notice.
- 3.4. Insolvency. If either Party shall be declared insolvent or shall make an assignment for the benefit of creditors, or if a receiver or trustee shall be appointed of, or for, either Party's property or business, the Agreement may be terminated, at the other Party's option, without liability hereunder.
- 3.5. Remedies. Termination by either Party pursuant to the terms of this Article III, whether for default or otherwise, shall be without prejudice to any claims for damages or other rights against the other Party that arose prior to termination.
- 3.6. Disruption of Patient Care. Notwithstanding the foregoing or any other Agreement between the Parties, if Vendor terminates the Agreement or any provision hereof and such termination, based on the reasonable, good faith determination of WMC, would likely result in the disruption of patient care, upon written notice from WMC as to such likely disruption, Vendor shall continue to provide the Services purchased hereunder and receive compensation, as specified in the Agreement or applicable purchase order and in accordance with Article II hereof, until WMC has secured an alternate supplier of comparable or substantially similar goods, but in no event shall such continued provision of the Services exceed a period of one hundred and twenty (120) days from Vendor's receipt of WMC's notice.

**ARTICLE IV
GENERAL PROVISIONS**

- 4.1. Confidentiality. For purposes of this Section 4.1 "Confidential Information" shall mean any and all proprietary information, customer lists, patient information, customer purchasing requirements, prices, trade secrets, know-how, processes, documentation and all other information without limitation which is not generally known to, or readily ascertainable by proper means, by the public or which might reasonably be considered confidential, secret, sensitive, proprietary or private to either the Vendor or WMC.
- 4.1.1. In performing their respective obligations under the Agreement, the Vendor and WMC may come into contact with, be given access to, and, in some instances, contribute to each other's Confidential Information. In consideration of permitting the Vendor and WMC to have access to each other's Confidential Information, during the term of the Agreement, the Vendor and WMC agree that they will not disclose to any third party any Confidential Information of the other Party, except as provided in Section 4.1.3, without the other Party's prior written consent. The Vendor and WMC shall only make the Confidential Information of the other Party available to its employees, auditors, attorneys or other professionals or Vendors hired by such Party in the ordinary course, to the extent that their duties, requirements, or contract for services require such disclosure, and agree to take appropriate action by instruction or agreement with such individuals permitted access to the Confidential Information to satisfy the obligations under this Section.
- 4.1.2. The provisions of this Section will not apply to information: (i) developed by the receiving Party without use of, or access to, the disclosing Party's Confidential Information; (ii) that is or becomes publicly known without a breach of the Agreement; (iii) disclosed to the receiving Party by a third party not required to maintain such information confidential; or (iv) that is already known to the receiving Party at the time of disclosure. The provisions of this Section 4.1.2 shall not apply to "Protected Health Information" as that term is defined in the Health Insurance Portability and Accountability Act of 1996 and its related regulations, 45 C.F.R. Parts 160 and 164.
- 4.1.3. If any law, governmental authority or legal process requires the disclosure of Confidential Information, the subject Party may disclose such information, provided, that, the other Party is notified of the disclosure.
- 4.2. Disclosure of Protected Health Information (PHI). If the transaction involves any disclosure of PHI to the Vendor, and the Vendor is determined to be a Business Associate (as that term is defined in the Health Insurance Portability and Accountability Act of 1996 and its related regulations, 45 C.F.R. Part 160 and 164), the Vendor will execute a WMC Business Associate Agreement.

- 4.3. Business in Confidence. Neither Party shall, without first obtaining the written consent of the other Party, advertise or publish the fact that Vendor has contracted to provide, or WMC has contracted to purchase, the Services that are the subject of the Agreement.
- 4.4. Publicity and Trademarks. Each Party will not, and will cause its affiliates not to, use the name or any trademark or service mark of the other Party or any of its affiliates without the prior written consent of the other Party.
- 4.5. Financing Statements. The Vendor acknowledges and agrees that the filing of any financing statement under the Uniform Commercial Code in connection with any transaction related to the Agreement is expressly prohibited unless such filing is agreed to in writing by the Chief Financial Officer of WMC or such filing is for notification purposes with respect to custodial or other arrangements not intended as a secured transaction in which case such financing statements must expressly state: "This financing statement is filed for notice purposes only and the filing thereof shall not be deemed to create, or to constitute evidence of, a security interest under the Uniform Commercial Code."
- 4.6. Safe Harbor Discount. Each Party agrees to comply at all times with the regulations issued by the United States Department of Health and Human Services published at 42 C.F.R. Part 1001, and which relate to the Vendor's obligation to report and disclose discounts, rebates, and other reductions to WMC Services purchased under the Agreement. Where a discount or other reduction in price of the Services is applicable, the Vendor agrees to comply with the requirements of 42 U.S.C. §1320a-7b(b)(3)(a) and the "safe harbor" regulations regarding discounts or other reductions in price set forth at 42 C.F.R. §1001.952(h). In this regard, the Vendor will satisfy any and all requirements imposed on sellers by the safe harbor and WMC will satisfy any and all requirements imposed on buyers by the safe harbor.
- 4.7. Government Health Program Participation. Each Party represents that it has not been excluded from participating in any "federal health care program," as defined in 42 U.S.C. § 1320a-7b(f), or in any other federal or state government payment program and that it is eligible to participate in the foregoing programs. If either Party is excluded from participating in, or becomes otherwise ineligible to participate in, any such program during the term of the Agreement, such Party will notify the other Party of that event within thirty (30) days. Upon occurrence of that event, whether or not such notice is given, either Party may terminate the Agreement effective upon written notice to the other Party.
- 4.8. Debarment. The Vendor represents that (a) it has not been convicted of a criminal offense related to health care; (b) it is not currently listed by a federal agency as debarred or otherwise ineligible for participation in federally funded programs; and (c) it is not currently listed by the State of New York, any political subdivision of the State of New York or any public benefit corporation or public authority as debarred, excluded or otherwise ineligible to contract with such public entity. The Vendor shall promptly notify WMC, in writing, of any change in this representation during the term of the Agreement. Such change in circumstances shall constitute cause for which WMC may to terminate the Agreement pursuant to Article III. For purposes of this Section 4.8, the Vendor is defined as the entity entering into the Agreement, and/or its principals, employees, directors and officers and owners, provided, however, that, if the Vendor is publicly traded, the term "Vendor", for the purposes of this Section, shall not include persons owning publicly traded shares of Vendor).
- 4.9. Personal Inducements. The Vendor represents and warrants that no cash, equity interest, merchandise, equipment, services or other forms of remuneration have been offered, shall be offered or will be paid or distributed by or on behalf of the Vendor to WMC or the New York Medical College or any physician or physician practice privileged or affiliated with either of them and/or the employees, officers, or directors of any of the foregoing and their immediate family members as an inducement to purchase or to influence the purchase of Services by WMC from the Vendor. In addition to any other remedy to which WMC may be entitled and any other sanction to which a Vendor may be liable for a breach of the foregoing representation and warranty, WMC, at its option, may declare any agreement between the Vendor and WMC null and void.
- 4.10. Compliance with Laws and Regulations. In the performance of their duties and obligations hereunder, each Party warrants that it shall comply with all applicable federal and state laws and regulations, including without limitation the Federal Food, Drug and Cosmetic Act, the Prescription Drug Marketing Act, equal-opportunity laws, and fraud and abuse laws. The Vendor further warrants that all Services purchased pursuant to the Agreement

will conform and comply with all applicable provisions of governing laws, ordinances, rules and regulations. The Vendor shall obtain and maintain in full force and effect during the term of the Agreement all licenses, permits, certificates and accreditations as may be required by law or regulation. The Vendor agrees that in the event it receives any written notice of non-compliance with any statute or regulation from any federal or state agency that may materially affect the Vendor's performance hereunder, the Vendor will promptly notify WMC in writing of the receipt of such notice and the nature of such notice.

- 4.11. Access to Books and Records. To the extent required by law, WMC and Vendor agree to comply with the Omnibus Reconciliation Act of 1980 (P.L. 96-499) and its implementing regulations (42 CFR, Part 420). Vendor further specifically agrees that until the expiration of four (4) years after furnishing Services pursuant to the Agreement, the Vendor shall make available, upon written request of the Secretary of the Department of Health and Human Services, or upon request of the Comptroller General, or any of their duly authorized representatives, the Agreement and the books, documents and records of the Vendor that are necessary to verify the nature and extent of the costs charged to WMC hereunder. The Vendor further agrees that if Vendor carries out any of the duties of the Agreement through a subcontract with a value or cost of ten thousand dollars (\$10,000) or more over a twelve (12) month period, with a related organization, such subcontract shall contain a clause to the effect that until the expiration of four (4) years after the furnishing of such services pursuant to such subcontract, the related organization shall make available, upon written request to the Secretary, or upon request to the Comptroller General, or any of their duly authorized representatives the subcontract, and books and documents and records of such organization that are necessary to verify the nature and extent of such costs.
- 4.12. Dispute Resolution. Upon the agreement of both Parties, any dispute as to the performance of a Party's obligations under the Agreement or any related matter may be referred to non-binding mediation by a neutral third party, the rules and procedures of which shall be mutually agreed to by the Parties. Nothing in this paragraph shall be construed to prevent or delay either Party from exercising, at any time, any and all legal rights available to it in a court of competent jurisdiction. No offer, finding, action, inaction or recommendation made or taken in or as a result of mediation shall be considered for any purpose as an admission of a Party, nor shall it be offered or entered into evidence in any legal proceeding.
- 4.13. Governing Law and Venue. The Agreement shall be construed, and its performance enforced, under New York law without regard to conflicts of laws principles. The exclusive venue for the purposes of any action, suit or proceeding related to or arising directly or indirectly out of the Agreement shall be in the New York Supreme Court located in Westchester County, New York or the United States District Court for the Southern District of New York. To the fullest extent permitted by law, each party waives trial by jury in any action, proceeding or counterclaim brought by or on behalf of either Party with respect to any matter relating to the Agreement.
- 4.14. Attorney's Fees. If any action or proceeding is commenced by either Party for the enforcement of or in connection with the Agreement, each Party shall be responsible for its own attorneys' fees, costs, and disbursements incurred in connection with such action.
- 4.15. Limitation of Liability. The liability of the Parties to each other for damages in connection with the Agreement, regardless of the form of action, shall not exceed the actual damages incurred by the Party seeking redress. Neither Party shall be liable to the other for any special, consequential, punitive, or exemplary damages arising from the Agreement, including but not limited to damages for loss of future business and/or lost profits. This provision shall not apply to claims raised by third parties against the Vendor or WMC, or, to claims in which either Party joins the other as a third-party defendant.
- 4.16. Insurance. The Vendor will maintain general public liability insurance against any insurable claims as set forth in Schedule B-1 attached hereto.
- 4.17. Indemnity.
- 4.17.1. Indemnification. Each Party shall indemnify, defend, and hold harmless the other Party, and its officers, directors, employees, agents, successors, and assigns for, from and against any claim or action brought against, arising out of the acts or omissions of the indemnifying Party, its employees or agents.

- 4.17.2. Notice. It is a condition to each Party's obligations under this Section 4.17 that the Party seeking indemnification notify the indemnifying Party promptly of the claim, permit the indemnifying Party to control the litigation and settlement of that claim, and cooperate with the indemnifying Party in all matters related thereto, including by making its documents, employees and agents available as reasonably necessary.
- 4.17.3. Consent to Settlement. The indemnifying Party may not settle any claim without the consent of the other Party unless there is no finding or admission that the other Party has violated any law or the rights of any person or entity and the sole relief provided is monetary damages that the indemnifying Party pays in full or injunctive relief enforceable only against the indemnifying Party.
- 4.18. Representative Access. WMC reserves the right to require and Vendor shall upon the request of WMC ensure that any Vendor Representative that will have access to clinical areas of WMC's facility shall undergo a pre-placement assessment of health status to make certain that they are free from health impairment which is of potential risk to patients and personnel as indicated by a recorded medical history, physical examination, immunizations and laboratory testing.
- 4.19. Background Check. Vendor further agrees that all Vendor Representatives assigned to WMC hereunder will be subject to a background check substantially similar to the inquiries made by the WMC with respect to its own employees and that the WMC has the right to deny any Vendor Representative access to its facilities based on the results of such inquiry.
- 4.20. Conflicts of Interest. The Vendor represents, to the best of its knowledge, that no employee, officer, or director of, and no physician or physician practice affiliated with, WMC has a financial interest in the Vendor. The Vendor further agrees that if it discovers or otherwise becomes aware that an employee, officer, or director of, or a physician or physician practice affiliated with, WMC has a financial interest in the Vendor, Vendor shall promptly disclose that financial interest to WMC in writing. To the extent that a financial interest is disclosed by Vendor in accordance with this Section, the Parties agree to make good faith efforts to resolve any conflict of interest, provided however, in the event that such conflict of interest cannot be resolved, WMC, at its option, may declare any agreement between the Vendor and WMC null and void.
- 4.20.1. Financial Interest. For purposes of this Section, the term "financial interest" shall include the following transactions or relationships: (a) payment of fees including consulting fees, royalty fees, honoraria, or other emoluments or "in kind" compensation; (b) any gift of more than nominal value; (c) service as an officer or director of Vendor whether or not remuneration is received for such service; or (d) an ownership interest in Vendor, except that a shareholder owning less than a majority of shares of a publicly traded entity shall not be deemed to have a financial interest for the purposes of this Section.
- 4.21. Survival. All provisions regarding confidentiality, indemnification, warranty, liability and limits on liability shall survive termination of the Agreement.
- 4.22. Force Majeure. Neither Party shall be deemed to be in default of or to have breached any provision of the Agreement as a result of any delay or failure in performance due to reasons beyond such Party's reasonable control. If such a delay occurs, the affected Party may extend the time for performance by a period of time equal to the delay. Notwithstanding the foregoing, if a force majeure event is claimed by either Party and such event continues for more than fifteen (15) business days, either Party shall have the right and option to terminate the Agreement.
- 4.23. Entire Agreement. The Agreement shall constitute the entire agreement between the Parties concerning the subject matter of the Agreement and will supersede all prior negotiations and agreements between the Parties concerning the subject matter of the Agreement. The terms of any purchase order, invoice, or similar documents used to implement the Agreement shall be subject to and shall not modify the Agreement.
- 4.24. Amendment. The Agreement may only be amended by written agreement of the Parties.
- 4.25. Assignment. Neither Party may assign any of its rights or obligations under the Agreement, either voluntarily or involuntarily (whether by merger, consolidation, dissolution, operation of law, or otherwise), without the prior written consent of the other Party. Any purported assignment in violation of this section will be void. Any

request for consent to an assignment to an affiliate of a Party (i.e. an entity that controls, is controlled by, or is under common control with a Party) shall not be unreasonably withheld, conditioned, or delayed by the consenting Party.

- 4.26. Relationship of the Parties. For purposes of the Agreement, each Party will be an independent contractor. The Agreement will not create a partnership, association, or other business entity. Neither Party has any authority to act for or to bind the other.
- 4.27. Waiver. No provision of the Agreement may be waived except by a writing signed by the Party against whom the waiver is sought to be enforced. No failure to enforce any provision of the Agreement constitutes a waiver of future enforcement of that provision or of any other provision of the Agreement.
- 4.28. Other Contractual Obligations. Each Party represents that it is not prohibited from entering into, or performing its obligations under, the Agreement by the terms of any other agreement.
- 4.29. Counterparts. The Agreement may be executed in two or more counterparts, each of which shall be an original, but all of which together shall constitute one and the same instrument. The Parties agree to accept and be bound by facsimile or PDF transmitted copies of the Amendment and its counterparts including facsimile or PDF signatures of the Parties.

SCHEDULE B-1

INSURANCE REQUIREMENTS

1. Prior to providing the Services hereunder, the Vendor shall obtain at its own cost and expense the insurance required herein from a licensed insurance company, carrying a Best's financial rating of A or better, and shall provide evidence of such insurance to the Corporation, which evidence shall be subject to Corporation's approval. The policies or certificates thereof shall provide that Corporation shall receive thirty (30) days' written notice prior to cancellation of or material change in the policy, which notice shall name Vendor, identify this Agreement, and be sent via registered mail, return receipt requested. Failure of the Vendor to obtain and maintain any insurance required hereunder shall not relieve the Vendor from any of its obligations hereunder, including but not limited to indemnification, or from any Vendor liability hereunder. All property losses shall be made payable to, and adjusted with, the Corporation. If claims for which Vendor may be liable are filed against either Party, and if such claims exceed the coverage amounts required herein, Corporation may withhold such excess amount from payment due to Vendor until the Vendor furnishes additional security covering such claims in a form satisfactory to the Corporation.

2. The Vendor shall provide proof of the following coverage:*

(a) Workers' Compensation. Vendor shall provide to Corporation a certificate form C-105.2 or State Fund Insurance Company form U-26.3 as proof of compliance with the New York State Workers' Compensation Law, and State Workers' Compensation Board form DB-120.1 as proof of compliance with the New York State Disability Benefits Law, provided, however, that if Vendor is self-insured for Worker's Compensation and/or Disability coverage, a New York State Workers' Compensation Board certificate evidencing such fact. Location of operation shall be "All locations in Westchester County, New York."

(b) Employer's liability insurance with a minimum limit of \$1,000,000.

(c) General liability insurance with a minimum limit of liability per occurrence of \$2,000,000 for combined bodily injury and property damage, naming the Westchester County Health Care Corporation as an additional insured. This insurance shall indicate the following coverage on the certificate of insurance:

(i) Premises - Operations.

(ii) Broad Form Contractual.

(iii) Independent Vendor and Sub-Vendor.

(iv) Products and Completed Operations.

(d) Professional liability insurance ("acts and omissions") on an occurrence basis covering the Vendor and its employees and agents, with minimum limits of: \$2,300,000 per occurrence, \$6,900,000 in the aggregate.

(e) Cyber Liability: Privacy and Information Security coverage with limits of at least \$5 million per occurrence. This is to include coverage for intentional or unintentional disclosure of private personal or corporate information. Coverage must also extend to liability for transmittal of a virus or malicious code and denial of access/denial of service. Liability must include the cost of regulatory action defense and fines/penalties, privacy breach notification, credit monitoring, and public relations expenses.

(f) Vehicle liability insurance with a minimum limit of liability per occurrence of \$1,000,000. This insurance shall include coverage for bodily injury and property damage arising out of the use of owned, hired and non-owned vehicles.

(g) Excess Liability/Umbrella Insurance with a minimum limit of liability per occurrence of \$5,000,000 over and above the underlying primary coverage limits stated in Subsections (b), (c), (d), (e), and (f) above with respect to bodily injury or death to any number of persons in any one accident or occurrence. The policy shall be endorsed to name Westchester Medical Center as additional insured, on a non-contributory basis.

3. All policies and certificates of insurance required herein shall provide that:

- (a) The insurer, or Vendor if it is self-insured, shall have no right to recovery or subrogation against the Corporation (including its employees and agents), it being the intention of the Parties that the insurance policies shall protect both Parties and be primary coverage for any and all losses covered by the insurance.
- (b) The insurer, or Vendor if it is self-insured, shall have no recourse against the Corporation (including its employees or agents) for payment of any premiums or for assessments under the policy.
- (c) Vendor assumes responsibility, and is solely at risk for, any and all deductibles.
- (d) The clause "other insurance provisions" shall not apply to the Corporation.

Travel and Expense Policy for Vendors

SCHEDULE B

Corporation's Travel and Expense Policy for Contractor / Consultants

PURPOSE

To provide a mechanism for vendors who do business with Westchester Medical Center (WMC) with to be appropriately reimbursed for travel and expenses as it relates to WMC.

SCOPE

Vendors of Westchester Medical Center Health.

RESPONSIBILITY

Westchester Medical Center vendors and contractors.

POLICY STATEMENT

It is the policy of WMC to reimburse certain vendors for out-of-pocket expenses related to:

- a. services provided to WMC
- b. expenses while on official WMC business

The obligation of WMC to reimburse such expenses shall be considered by WMC only if:

- a. an executed contract exists between the vendor submitting such expenses and WMC, and such contract references said expenses.
- b. submitted reimbursement claims comply with this policy.

AUTHORING DEPARTMENT

Office of Corporate Compliance

PROCEDURE

- For air travel, reimbursement shall be at coach fare.
- The use of personal vehicles for travels less than sixty (60) miles from the WMC shall not be reimbursed.
- Lodging costs shall be moderate in nature. (Use Corporate discounts when available)
- WMC shall reimburse for only one (1) rented vehicle, including fuel and toll costs, with the exceptions as noted below. Luxury vehicles are not permitted.
- If four or more individuals from the same concern are providing services, WMC shall reimburse one mid-size vehicle for each group of four (4).
- WMC requires valid receipts for all submitted expenses outside of meals and incidentals.
- All meals and incidentals shall be reimbursed at a flat rate of \$60.00 per day. No receipts are required

WMC shall not provide payment for the following;

- Gratuities in excess of twenty percent (20%).
- Alcohol charges.
- Personal expenses including laundry, dry cleaning, phone expenses, "mini bar" costs, etc.
- Phone expenses, routine office expenses, including but not limited to, photocopying and document preparation expenses, computer costs or upgrades, postage, fax or courier costs.
- Submitted expenses where the business purpose and the personnel attending are not clearly indicated.
- Expenses related to non-WMC services, including those costs incurred by spouses or traveling companions.

- Any expense submitted without a valid receipt.

In the event of an emergency or the individual cannot reasonably obtain preapproval for travel and related costs, it is expected that all such expenses shall comply with this policy.

WMC reserves the right to reject any submitted expense that it reasonably determines does not comply with this policy.

Claims for Reimbursement of Amounts Paid to Third Parties

If a reimbursement sought is for charges paid to a third party, such claim shall be accompanied by a receipt or other proper evidence sufficient to establish that such amounts have actually been paid and such other evidence to establish the reasonableness and basis for such charges and that such charges comply with this policy. In all cases where such third party payments are subject to any rebate, discount or refund the vendor shall immediately issue a credit advice to WMC against any amounts owed by WMC to the vendor for its proportionate share of such rebate, discount or refund or if no amounts are then due and owing, then, in that event, the vendor shall immediately pay over to WMC the amount of any such rebate, discount or refund. Such rebates, refunds and discounts shall be due to WMC when earned by the vendor. This provision shall not be construed to include frequent flyer miles or other benefits to the extent they are credited for the benefit of individual employees assigned to the engagement by the vendor.

Right to Audit

All agreements which provide for vendors of goods and services and contractors to make a separately stated claim for reimbursement of reasonable out of pocket expenses, expenses incurred in the production of identifiable deliverables or payments to third parties shall also provide that WMC shall have the right, at its own cost and expense, to audit the books and records of such entities which are reasonably pertinent to the amounts claimed by such entity, at any time during the term of the Agreement or for a period of up to twelve (12) months following the expiration or other termination of the agreement.

EFFECTIVENESS

This policy shall be effective immediately and shall remain in effect until rescinded or modified.

Vendor Debarment/Exclusion Questionnaire

1. Are you or your company or any of its employees currently ineligible to participate in Federal health care programs or Federal procurement or non-procurement programs because of being excluded, debarred, suspended or otherwise declared ineligible to participate?

Yes _____ No _____

* **If you answered Yes**, please provide a complete explanation on an attached sheet of paper.

2. Have you or your company or any of its employees been convicted of any of the following offenses: program-related crimes, crime relating to patient abuse, felony conviction relating to health care fraud, or felony conviction relating to controlled substances, but have not yet been excluded, debarred, suspended or otherwise declared ineligible to participate in Federal health care programs or Federal procurement or non-procurement programs?

Yes _____ No _____

* **If you answered Yes**, please provide a complete explanation on an attached sheet of paper.

3. If you furnish products/goods/services from other vendors/contractors, do you verify with them at the time of contracting that neither the company nor any of its employees is ineligible to participate in Federal health care programs or Federal procurement or non-procurement programs because of being excluded, debarred, suspended or otherwise declared ineligible to participate?

Yes _____ No _____

* **If you answered No**, and you are awarded this contract, you will be required to undertake this screening for any vendors/contractors that will be providing goods or services pursuant to this contract prior to the effective date of the agreement. Such screening is to be performed utilizing the OIG's List of Excluded Individuals/Entities and the GSA's Excluded Parties Listing System.

4. If you furnish products/goods/services from other vendors/contractors, do you verify with them that neither the company nor any of its employees has been convicted of any of the following offenses: program-related crimes, crimes relating to patient abuse, felony conviction relating to health care fraud, or felony conviction relating to controlled substances, but have not yet been excluded, debarred, suspended or otherwise declared ineligible to participate in Federal health care programs or Federal procurement or non-procurement programs?

Yes _____ No _____

* **If you answered No**, and you are awarded this contract, you will be required to undertake this screening for any vendors/contractors that will be providing goods or services pursuant to this contract prior to the effective date of the agreement. Such screening is to be performed utilizing the OIG's List of excluded Individuals/Entities and the GSA's Excluded Parties Listing System.

Disclosure of Prior Non-Responsibility Determinations

NEW YORK STATE FINANCE LAW § 139-j AND § 139-k

As a public benefit corporation, Westchester Medical Center, as operator of Westchester Medical Center, is obligated to obtain specific information regarding prior non-responsibility determinations. In accordance with New York State Finance Law § 139-k, a proposer must be asked to disclose whether it has been subject to a finding of non-responsibility within the previous four (4) years by a Government Entity¹ due to: (a) a violation of New York State Finance Law § 139-j; or (b) the intentional provision of false or incomplete information to a Governmental Entity. This form is to be completed and submitted by the individual or entity seeking to enter into a contract pursuant to this Request for Proposals.

Name of Proposer: _____

Proposer Address: _____

Name and Title of Person Submitting this Form: _____

Date: _____

1. Has any Government Entity made a finding of non-responsibility regarding the individual or entity seeking to enter into the contract awarded in connection with this procurement in the previous four (4) years?

Yes___

No___

If yes, please answer the following questions:

2. Was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j?

Yes___

No___

3. Was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity?

Yes___

No___

4. If you answered yes to any of the above questions, please provide details regarding the finding of non-responsibility below:

¹ "Governmental entity" means: (1) any department, board, bureau, commission, division, office, council, committee or officer of the State of New York, whether permanent or temporary; (2) each house of the state legislature; (3) the unified court system; (4) any public authority, public benefit corporation or commission created by or existing pursuant to the public authorities law; (5) a public authority or public benefit corporation, at least one of whose members is appointed by the governor or who serves as a member by virtue of holding a civil office of the state; (6) municipal agency, as that term is defined in paragraph (ii) of subdivision (s) of section one-c of the New York State Legislative Law; or (7) a subsidiary or affiliate of such a public authority.

Governmental Entity: _____

Date of Finding of Non-Responsibility: _____

Basis of Finding of Non-Responsibility:

(Add additional pages as necessary)

Signature: _____

State Finance Law Affirmation
NEW YORK STATE FINANCE LAW § 139-j AND § 139-k

The proposer hereby affirms that:

1. The proposer understands and agrees to comply with the procedures of Westchester Medical Center, as operator of Westchester Medical Center, relating to restricted communications during the procurement process as required by New York State Finance Law §§ 139-j(3) and 139(j)(6)(b); and
2. All information provided to WMC by proposer in response to this RFP, including but not limited to information concerning compliance with New York State Finance Law § 139-j and § 139-k, is complete, true, and accurate.

By: _____ Date: _____

Signature

Name: _____

Title: _____

Proposer Name: _____

Proposer Address: _____

M/WBE and EEO Compliance Documentation Forms

Name of Proposer: _____

RFP #: _____

A. MINORITY/WOMEN'S BUSINESS QUESTIONS

As part of the WMC's program to encourage the participation of minority/women's business, we request that you answer the questions listed below. If you do not respond, we will assume that you do not wish to be considered as a minority/women's business.

A minority business enterprise is defined as a business of which 51% or more is owned by minorities or, in the case of a publicly owned business, 51% or more of the voting power in shares of the corporation is owned by minorities. Minorities are defined as Blacks, Hispanics, Asians, American Indians, Eskimos and Aleuts.

A women-owned business enterprise is defined as a business in which women own at least 51% of the firm, or in the case of a publicly owned business, at least 51% of the stock is owned by citizens or permanent resident aliens who are women.

QUESTIONS:

1. Are you a minority owned business: Yes _____ No _____

If yes, what is your minority group(s)?

Answer: _____

2. Are you a women-owned business: Yes _____ No _____

3. If you answered yes to numbers 1 or 2, what percentage of ownership or voting authority of your business is held by members of a minority group or women?

Answer: _____

4. Please identify by name, the minority or women owners of your business and ownership percentage of each.

WMC Health Network Primary Bad Debt RFP Question Sheet

Firm Information	Response
1. Legal name of firm	
2. Address (include address of corporate headquarters and address(as) of office locations)	
3. Telephone Number	
4. Primary contact regarding the WMC Health RFP	
5. Hours of operation	
6. Provide a brief history - including the year formed and ownership structure	
6a. Is the firm a subsidiary, parent or affiliate of any other firm?	
6b. If so, please describe the relationship in detail	
6c. Do any subsidiary, parent or affiliate provide any other services?	
6d. If so, how are conflicts of interest protected against?	
7. Describe the firm's related experience in the field of Primary Bad Debt	
7a. Specify related experience in working with hospitals based in the state of New York	
8. Please detail any and all security (SOC II Type 2 / HITRUST) certifications currently held	
Personnel Information	Response
1. Describe the roles of internal management and collections support staff	
2. Describe the roles of client service staff	
3. Describe the collections experience of internal management and collections staff	

4. Estimate the number of collections staff to be assigned to WMC Health accounts	
5. At which office location(s) would collections staff assigned to WMC Health accounts be based?	
Performance and Quality Assurance Information	Response
1. Describe in detail the firm's overall methodology and approach to primary bad debt collections	
1a. Specify the value added by the firm to its clients different from competing firms	
1b. Specify how the methodology and approach will be tailored to the provider engagement	
2. Explain in detail how the firm measures the quality of services rendered to its clients	
3. Explain in detail the measures in place to ensure all levels of compliance are met	
4. Provide examples of successful performance provided to past clients -- include supporting metrics	
4a. Based on WMC's volumes and socioeconomic factors, what would you project a liquidation range to be for this book of business?	
5. Describe the most important factors that maximize the overall success for the firm's clients	
5a. Specify those factors pertinent to the size, market position, and landscape of WMC Health	
6. Describe any initiatives to enhance the firm's performance and quality assurance	
7. Outline any and all electronic means of communication used throughout the collections process (email, text, etc.)	

Technology and Reporting Information	Response
1. Describe in detail all the tools and technology leveraged by collections staff	
2. Describe in detail all reporting capabilities—include samples of report templates	
2a. To what extent are templates customizable?	
2b. Can reports be distributed at any specified frequencies (daily, weekly, monthly)?	
Implementation	Response
1. Define an implementation plan and timeline	
1a. Specify all technical requirements and the involvement of WMC Health staff, if necessary	
References	Response
1. Provide specific references, including name, phone number, and email contact information of healthcare providers for which primary bad debt or secondary bad debt collections services have been performed. Please include NY references if available.	
Fee Structure	Response
1. Provide a competitive fee structure for primary bad debt	
2. If WMC is to be responsible for the reimbursement of any out of pocket expenses describe what these will be	