



Request for Proposal

Return Proposals No Later Than:

Closing Date: 7/18/2025
 Closing Time: 10:00 AM
 Bid Opening: Within 2 business days
 Contract Award Date: TBD

Mail or Hand Deliver Proposal To:

Pawtucket School Department
 Attn: Dr. Mark Andrade
andradem@psdri.net
 Chief Operating Officer
 286 Main Street, PO Box 388
 Pawtucket, RI 02860

Pawtucket School Department assumes no responsibility for improperly marked or misdirected proposal responses and/or correspondence related to this document.

Offerors must provide the following information:

Name of Company

Mailing Address

(Area Code) Phone Number

City State Zip Code

Fax Number

Offeror's License #
 (if applicable)

Email Address: _____

Certified Minority Offeror:
YES NO
 (Circle One)

I/WE the undersigned under penalties of perjury certify:

1. Submission of response to this proposal does not violate any federal or state antitrust laws.
2. To furnish item(s) and or service(s) identified herein, at the price(s) quoted, pursuant to all terms, conditions, provision, and specification contained in this document or any subsequent written amendments, which clearly reference this proposal number.
3. Compliance with all provisions and clauses by reference identified herein.

Authorized Name & Title
 (Print or Type)

Authorized Signature & Date

****Proposal must be signed by an authorized agent to be valid****

Purpose:

The Pawtucket School Department is requesting proposals from qualified vendors to provide comprehensive support for Medicaid School-Based Services (SBS), including Medicaid billing, administrative claiming (MAC), cost settlements, and associated compliance. Proposals should include both service and technology components, such as billing systems or software, that support efficient and compliant Medicaid management in an educational setting.

General Provisions:

1. This solicitation does not commit the Pawtucket School Department (“District”) to award a contract, to pay any costs incurred in the preparation of the proposal, or to procure any goods or services.
2. The District’s procurement policy governs and supersedes any and all documents, proposals and policies, whether stated or implied
3. The District assumes no responsibility for the delivery of any solicitation, addendum, solicitation response, or any other such correspondence by the US Postal service, electronic transmission, facsimile, or any other method.
4. The proposal must be clearly marked in a sealed envelope as stated in the Instruction section of this Request for Proposal (“RFP”).
5. In the event that a proposal is unintentionally opened prior to the official time set for the Proposal opening, the employee opening such proposal shall immediately inform the Chief Finance Officer, or designee, who shall in the presence of another employee re-seal the envelope and note on envelope that it was opened in error.
6. **Addenda:** Addenda shall be issued prior to the RFP submittal date and time for the purposes of modifying or interpreting the proposal instructions through additions, deletions, clarifications, or corrections. *At the discretion of the District, if it becomes necessary to revise or clarify any part of this RFP, addenda will be posted at www.psdri.net. Any addenda issued by the District shall become a formal part of this RFP.* Addenda shall be forwarded to all potential Offerors who are known by the District to have received a completed copy of the RFP. No addenda shall be issued later than four (4) days prior to the RFP submittal date except to a) withdraw the RFP solicitation, or b) to postpone the RFP submittal date and time. The District shall not be legally bound by any amendment for interpretation that is not in writing.
7. **Proposal as Offer to Contract:** By submitting your proposal, you are offering to enter into a contract with the District. Without further action by either party, a binding contract shall result upon final award *voted upon by the School Committee. Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror.*
8. **Ambiguous Proposals:** *Proposals which are uncertain as to terms, delivery, quantity, or compliance* with requirement and/or specifications may be rejected or otherwise disregarded.
9. **Approval of Publicity Releases:** The Contractor shall not have the right to include the District’s name in its published list of customers, without prior written approval of the District. The Contractor agrees not to publish or cite in any form any comments or quotes

from District staff. Contractor further agrees not to refer to award of this contract in commercial advertising in such a manner as to state or imply that the products or services provided are endorsed or preferred by the District.

10. **Authorization and Acceptance:** The proposal must be signed by an authorized individual who shall bind the Offeror to these services in accordance with the requirements contained in the RFP. The proposal must contain a statement to the effect that your proposal is firm for a period of sixty (60) days from the proposal due date or longer if so required by the District.
11. **Awarding Policy:** The District reserves the right to reject or accept any or all proposals and to waive any informalities and/or irregularities thereof. The District reserves the right to make an award in total or in part, according to the best interests of the District. Offerors not willing to accept award of partial bid must so indicate as part of their proposal. The District shall award to the lowest responsive and responsible offeror. Factors other than price will be used in determining the lowest responsive and responsible offeror. Those factors include but not limited to: demonstrated experience in the type of work required, quality of the work performed previously by the offeror for the District and City of Pawtucket, professional background, experience, service and expertise of the offeror and length of all warranties that cover the equipment and/or work.
12. **Proposal Constitutes Offer:** By submitting a proposal, the Offeror agrees to be governed by the terms and conditions as set forth in this document. Any proposal containing variations from the terms and conditions set forth herein may, at the sole discretion of the District, render such proposal non-responsive. Any inconsistencies between the RFP and any other contractual instrument shall be governed by the terms and conditions of this RFP, except where subsequent amendments to any contract resulting from this RFP award are specifically agreed to in writing by the parties to supersede any such provisions of this RFP.
13. **Proposal Expenses:** The District or any of its representatives shall not be held responsible for any expenses incurred in the preparation or subsequent presentation of the Offeror's response to this solicitation.
14. **Offeror's Qualification:** No proposal shall be accepted in from, and no contract will be awarded to, any person, firm, or corporation that is deemed irresponsible or unreliable to the District.
15. **Clarifications:** The District reserves the right, at any time after opening and prior to award, to request from any Offeror clarification, to address technical questions, or to seek, or provide other information regarding the Offeror's bid.
16. **Confidentiality:** Ownership of all data, material and documentation originated and prepared pursuant to this RFP shall belong exclusively to the District and be subject to public inspection in accordance with the Rhode Island Access to Public Records Act.
17. **Offeror Responsibility:** The Offeror alone will be held solely responsible to the District for performance of all Offeror obligations under any contract resulting from their proposal.
18. **Contract Documents:** This RFP is the contract between the District and the awarded Offeror. The District shall not agree to, enter into, or sign any agreement, contract, or other document that conflicts in any way with the District's General Terms and Conditions and the requirement of this solicitation. Offerors may submit documents that clarify the Offeror's submittal. Submittal of such document(s) does not constitute an acceptance by the District of any term(s) and/or condition(s) contained in such document(s). Agreements, contracts, or other documents that infringe upon the rights of the District, or are not in the best interest of

the District, shall be determined to be non-responsive and unacceptable. The rights and authority of such determination is reserved solely by the District. The District's RFP supersedes any Offeror's proposed document(s).

- 19. Covenant Against Contingent Fees:** The Offeror warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Offeror for the purpose of securing business. For breach or violation of this warranty, the District shall have the right to cancel this contract without liability or in its discretion to deduct from the contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage, or contingent fee.
- 20. Correction or Error in the Proposal:** All prices and notation should be printed in blue ink or typewritten. Errors should be crossed out, corrections entered and initialed by the person signing the proposal. Erasures and use of typewriter correction fluid may be cause for rejection. No proposal shall be altered or amended after specified time for opening.
- 21. District Closings:** If an emergency or unanticipated event interrupts normal District processes so that offers cannot be received at the District Office by the exact time specified in the solicitation, the time specified for receipt of offers will be deemed to be extended to the same time of day specified in the solicitation of the first work day on which normal District processes resume. In lieu of an automatic extension, an Amendment may be issued to reschedule bid opening. If District offices are closed at the time a pre-bid or per-proposal conference is scheduled, an Amendment will be issued to reschedule the conference. Useful information may be available at www.psdri.net
- 22. District Policies:** The Offeror(s) and his/her/its representatives shall follow all District policies while on District property. No work shall interfere with school activities or environments unless an authorized employee for the location gives permission.
- 23. Excusable Delay:** The Offeror shall not be liable for any excess costs if the failure to perform the contract arises out of causes beyond the control and without the fault or negligence of the Offeror. Such causes may include, but are not restricted to acts of God or of the public enemy, acts of the government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, freight embargoes, and unusually severe weather, but in every case the failure to perform must be beyond the control and without the fault or negligence of the Offeror. If the failure to perform arises out of causes beyond the control of the Offeror and without the fault or negligence of the Offeror, the Offeror shall not be liable for any excess costs or failure to perform, unless the supplies or services to be furnished by the Offeror were obtainable from other sources in sufficient time to permit the Offeror to meet the required delivery schedule.
- 24. Explanation to Prospective Offerors:** Any prospective Offeror desiring an explanation or interpretation of this solicitation shall request it in writing soon enough to allow a reply to reach all prospective Offeror before submissions of their proposals. **Deadline for submission of questions: No other District personnel shall be contacted regarding this solicitation. Firms or individuals that attempt to contact other District personnel or representatives or obtain information in any way other than the authorized method described herein may have their bid rejected.**

- Any response to a request for interpretation of documents will be made by addendum if the District believes the interpretation is not clear in the proposal document. The District will not be responsible for any other **explanation or interpretations**.
 - **Oral explanation and/or instructions given before the award of the contract shall not be binding.**
 - Any information given to a prospective Offeror pertaining to this solicitation shall be furnished promptly to other known prospective Offerors as an amendment, if that information is necessary in submitting proposals or if the lack of it would be prejudicial to other prospective Offerors.
- 25. Examination of Records:** The District shall have until three (3) years after final payment under this contract to access and/or examine any of the Offeror's directly pertinent books, documents, papers or other records involving transactions related to this contract.
- 26. Licenses and Permits:** During the term of the contract, the Offeror shall be responsible for obtaining and maintaining in good standing, all licenses (including professional licenses, if any), permits, inspections and related fees for each of any such licenses, permits and/or inspections required by the District, county, city or other government entity or unit to accomplish the work specified in this solicitation document and the contract. Offeror shall provide a copy of same to District with their submittal.
- 27. Offeror Responsibility:** Each Offeror shall fully acquaint himself/herself with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this RFP. It is expected that this will sometimes require on-site observation. The failure or omission of a Offeror to acquaint himself/herself with existing conditions shall in no way relieve the Offeror of any obligations with respect to this RFP or contract.
- 28. Proper Invoice:** Invoices submitted for payment for goods or services provided under this contract shall contain, as a minimum, the following information:
- Name of business
 - Contract number, Purchase Order Number, or other authorization for delivery of service or property
 - Complete description
 - Price and quantity of property or service actually delivered or executed
 - Shipping and payment terms
 - Title, telephone number and complete mailing address of responsible official to whom is to be sent; and
 - Other substantiating documentation as required by the contract.
- 29. Rejection/Cancellation:** The District reserves the right, to accept or reject, in part or in entirety, any or all proposals, to negotiate with all qualified offerors and to cancel in part or in entirety this solicitation if it is in the best interest of the District. Further, the District reserves the right to waive any or all informalities or technicalities in order to serve the best interest of the District.
- 30. Responses:** All responses to this solicitation must comply completely with the requirements and schedule indicated in this solicitation to be considered for evaluation. All Offeror(s) must be able to meet or exceed any and all requirements.
- 31. Subcontracting:** The Offeror shall not subcontract any portion of this contract without prior written approval from the District, which consent shall not be unreasonably withheld, provided, Offeror remains liable for performance of all terms of this contract.

32. Unlawful Acts: The District interprets a signed proposal as signifying that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with any other persons or company engaged in the same line of business or commerce, or any other fraudulent act punishable under federal or state laws.

Proposal Content: Each Offeror must respond with information in sequence to each of the following. Failure to respond to each of the items below may result in the Offeror's proposal being deemed non-responsive:

1. One company representative must be clearly assigned to the District as the point of contact for all performance and contract issues. Include representative's name, telephone number, email address and any other appropriate means of contact for the representative.
2. **Previous experience and references:** Offerors shall provide as references, the names of at least three (3) current customers, similar in size and nature to work to be performed under this solicitation. Please provide name and telephone number. A brief description of the services provided shall accompany each reference.

The District reserves the right to consider the level of customer satisfaction in award of the proposal.

The District reserves the right to consider historic information and fact, whether gained from the Offeror's proposal, references, or any other source. Should the references volunteer any information outside the specific questions, this information may be used in the evaluation process.

3. **Previous Default:** Have you ever defaulted on a contract or been denied a contract due to non-responsibility to perform? If so, provide the facts and circumstances in your submission.

In submitting a proposal, the Offeror understands that the District will determine at its discretion, or in its best interest, which proposal, if any, is accepted. The Offeror waives any right to claim damages of any nature whatsoever, based on the selection process and any communications associated with the selection, and the final selection of the successful Offeror.

Instructions to Offerors:

1. The District requires that one (1) original and two (2) copies of the proposal be submitted to the Chief Operating Officer no later than the deadline specified to receive proposals. Any proposals received after the scheduled deadline will be disqualified immediately in accordance with the District's policy.
2. All proposals must be complete and must convey all of the information requested by the District. If significant errors are found in an Offeror's proposal, or if an Offeror's proposal fails to conform to the requirements of this solicitation, the District may elect to reject the proposal.
3. When specifications or descriptive literature are submitted with the proposal, enter the Offeror's name and address thereon.
4. **All proposals must be in a sealed envelope and have clearly marked on the envelope:**

Name of Firm
Address
Bid Proposal –

Bid Opening –

Notification:

The contract resulting from this RFP shall be awarded to the most responsive and responsible Offeror whose proposal is determined to be the most advantageous to the District. The District reserves the right, however, to reject any and all or portions of proposals received, and, in all cases, the District will be the sole judge as to whether an Offeror's proposal has or has not satisfactorily met the requirements of the RFP. The District is not required to furnish a statement of the reason(s) why a proposal was not deemed to be the most advantageous nor will it be required to furnish any information regarding the RFP.

General Terms and Conditions:

1. **Assignment:** No contract or its provisions may be assigned, sublet, or transferred without the written consent of the Chief Financial Officer.
2. **Experience and Reference Checks:** The District reserves the right to consider historic information and fact, whether gained from the Offeror's proposal, references, and any other source, in the evaluation process. The Offeror acknowledges (1) that District will contact various persons who are familiar with the Offeror's prior work and related matters, whether such persons are voluntarily disclosed to the District in this proposal or not; (2) that truthful and complete information is necessary for the District to make an adequate evaluation; and (3) that Offeror will not take any action against any person who responds truthfully and in good faith to a bona fide inquiry by the District for purposes of evaluating the proposals received by the District under this solicitation.
3. **Governing Laws:** All proposals submitted in response to this solicitation are governed under the laws of the State of Rhode Island. The Offeror must be authorized and/or licensed to do business in the State of Rhode Island. Notwithstanding the fact that applicable statutes may exempt or exclude the successful Offeror from requirements that it be authorized and/or licenses to do business in the state, by the signing of this Agreement, the Offeror agrees to subject itself to the jurisdiction and process of the federal and state courts in Rhode Island as to all matters and disputes rising or to arise under the Agreement and the performance thereof, including any questions as to the liability for taxes, licenses or fees levied by the State.
4. **Indemnification:** The Offeror(s) shall agree to hold the District harmless and to indemnify the District from every expense, liability, or any payment arising out of or through injury (including death) to any person(s) or damage to any property of any location in which work is located arising out of or suffered through any act of omission of the Offeror(s).
5. **Minority Business:** Specify if your firm is a certified minority and/or women owned business. If so, please provide the District a copy of the certificate.
6. **Right to Protest:** Any Offeror who is aggrieved in connection with the awarding of a contract shall protest to the Chief Financial Officers within five (5) calendar days of the date of Award by the School Committee. The Protest should be emailed to Dale McGhee, Chief Financial Officer at mcgheed@psdri.net. **Submission of Data:** Each Offeror, upon request, shall submit evidence of liability insurance, Worker's Compensation insurance, and other data regarding experience relating to this RFP and proposes to satisfy the requirements of this solicitation and fulfillment of a contract. The Contractor shall maintain during the entire period of his performance under this contract, the required minimum insurance covering all properties and activities that are encompassed in the performance of the Proposal requirements. The Offeror must furnish a statement of Worker's Compensation insurance as required by law and by entering into contract guarantees that the Offeror will not file a claim against the District.

Upon request and/or prior to the commencement of work hereunder, potential Offerors shall furnish to the District, a certificate that satisfies the above insurance requirements. The policies evidencing required insurance shall contain an endorsement to the effect that cancellation or any material change in the policies adversely affecting the interests of the District in such insurance shall not be effective without fifteen (15) days advance written notice to the District. Failure to replace any canceled insurance shall be deemed a breach of contract by the Offeror.

The insurance coverage listed in this RFP must be procured by the Offeror(s) at their own expense.

7. **Termination:** Subject to the Provisions below, the contract may be terminated for any reason by the District providing a thirty (30) day advance notice in writing is given to the Contractor.
 - a. **Termination for Cause:** Termination by the District for cause, default or negligence on the part of the Offeror shall be excluded from the foregoing provisions, termination costs, if any, shall not apply. Any advance notice requirements are waived and the default provision of this RFP shall apply.

The District may, by written notice of default to the Offeror, terminate this contract in whole or in part if the Offeror fails to deliver supplies or to perform the services within the time specified in this contract or any extension.

- b. **Termination for Non-appropriations:**
 - i. **Reduction in Scope:** Any contract entered into by the District shall be subject to cancellation without damages or further obligation when funds are not appropriated or are not available to support continuation of the contract. In lieu of cancellation the District reserves the right to negotiate a reduction in scope of work which must be agreed upon in writing as an addendum to the awarded contract.

Specifications:

I. Introduction

The Pawtucket School Department is requesting proposals from qualified vendors to provide comprehensive support for Medicaid School-Based Services (SBS), including Medicaid billing, administrative claiming (MAC), cost settlements, and associated compliance. Proposals should include both service and technology components, such as billing systems or software, that support efficient and compliant Medicaid management in an educational setting.

II. Background

The Pawtucket School Department is requesting proposals from qualified vendors to provide comprehensive support for Medicaid School-Based Services (SBS), including Medicaid billing, administrative claiming (MAC), cost settlements, and associated compliance. Proposals should include both service and technology components, such as billing systems or software, that support efficient and compliant Medicaid management in an educational setting.

III. Scope of Work

The awarded vendor will be expected to:

- 1. Medicaid Fee-for-Service Billing**
 - Submit electronic claims for reimbursable services to Medicaid (DCX or other applicable platform).
 - Provide integration support for service logging through district SIS or IEP platforms.
 - Ensure direct deposits and remittances are properly routed to the Pawtucket School Department.
- 2. Medicaid Administrative Claiming (MAC)**
 - Provide training and support for staff completing time studies.
 - Submit quarterly administrative claims and reconcile accordingly.
- 3. Cost Settlement Process**
 - Manage annual cost reconciliation and cost reporting for Medicaid SBS.
 - Prepare all necessary documentation and submit on behalf of the district.
- 4. Technology Support**
 - Provide a secure, web-based platform (such as EDPlan™ or EasyTrac™) for service documentation and billing.
 - Enable real-time tracking of submitted services and claim status.
 - Ensure HIPAA and FERPA compliance in all technology applications.
- 5. Reporting and Audit Support**
 - Generate monthly reports on claim submissions, receivables, aging, and performance metrics.
 - Support district in audits and provide documentation as requested.
- 6. Training and Capacity Building**
 - Provide on-site or virtual training (live or recorded) for all relevant staff.
 - Offer responsive customer support and policy guidance on state and federal Medicaid changes.
- 7. Consultation Services**
 - Offer ongoing consulting related to maximizing Medicaid revenue and enhancing documentation practices.

IV. Proposal Requirements

Proposals must include:

- A cover letter with an introduction to the vendor and relevant experience.
- Contact information for one assigned representative.
- Description of services provided, including software solutions.
- Qualifications and experience with school-based Medicaid billing.
- At least three (3) references from school districts of similar size and scope.
- Pricing structure based on percentage of collected Medicaid revenue.
- Sample monthly reporting formats.
- Overview of audit support services.

V. Pricing Form

To assist the district in evaluating cost-effectiveness and sustainability, all offerors must complete the pricing form below. Please indicate your proposed fee as a percentage of total Medicaid reimbursements collected for both direct service billing and administrative billing programs. This structured format allows for year-over-year comparison and helps the district assess long-term fiscal impact. Pricing for each fiscal year of the initial contract term, as well as the optional extension periods, must be clearly listed.

VI. Evaluation Criteria

Proposals will be evaluated based on a combination of qualitative and quantitative factors. The evaluation team will consider the following criteria:

1. **Experience and Qualifications (30%)**
 - Demonstrated success in supporting Medicaid School-Based Services (SBS) programs.
 - Experience working with K–12 public school districts.
 - References from similar districts.
2. **Quality of Technology Solutions (20%)**
 - Functionality, security, and usability of software systems.
 - Compatibility with district systems (SIS, IEP platforms).
3. **Scope and Quality of Proposed Services (20%)**
 - Comprehensiveness of services offered.
 - Support for MAC, cost settlements, and audit preparation.
4. **Cost Effectiveness (20%)**
 - Reasonableness of proposed fee structure.
 - Transparency in billing practices.
5. **Training and Support (10%)**
 - Availability of professional development and training materials.
 - Ongoing customer support and responsiveness.

The Pawtucket School Department may request interviews or demonstrations from top vendors as part of the evaluation process. Final award decisions will be based on the best value to the district.

INSPECTION:

The District shall have the right to inspect any materials, components, equipment, supplies, services or completed work specified herein. Any of said items not complying with these specifications are subject to rejection at the option of the District. Any items rejected shall be removed from the premises of the District and/or replaced at the entire expense of the successful Offeror.

Attachment A: Pricing Form

Pawtucket School Department

Medicaid School-Based Services (SBS) Support & Billing Solutions RFP

Cost Category	Description of Services	Unit	Unit Cost	Annual Cost (if recurring)	Total Cost
Implementation/Onboarding	Includes setup, data migration, and configuration	One-time	\$	\$	\$
Staff Training	On-site or virtual training for district personnel	Per session/hour	\$	\$	\$
Software Licensing & User Access	Includes number of users/seats/licenses	Annual	\$	\$	\$
Billing/Claims Submission Services	Medicaid billing, claim submissions, denials management	Monthly/Annual	\$	\$	\$
Technical Support & Maintenance	Helpdesk, updates, and troubleshooting	Annual	\$	\$	\$
Compliance Monitoring & Reporting Tools	Analytics, audit tools, reporting dashboards	Annual	\$	\$	\$
Optional Services (Specify)			\$	\$	\$

Signature of Authorized Representative

Name: _____

Title: _____

Company: _____

Date: _____

Instructions:

Please complete the pricing table below, providing detailed costs for all proposed services. Prices must be inclusive of all fees, including travel, support, software licensing, implementation, training, and ongoing maintenance. All prices must be valid for a minimum of 180 days from submission. Upon award, the selected vendor agrees to honor these prices as part of a standard pricing agreement with the Pawtucket School Department, applicable for the duration of the initial contract period.