

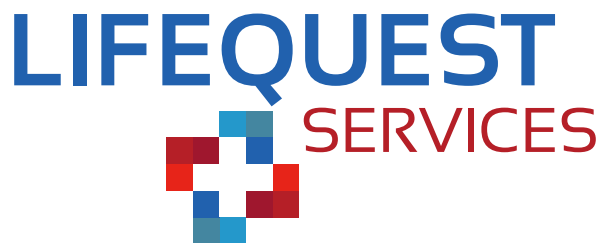


## Key West Fire Department

EMS Billing Services  
Request for Proposal Number 002-18

**Prepared for the City of Key West, Florida**

To be opened: Wednesday, January 24, 2018 at 3:00 pm



**Michael J. Finn**, Chief Executive Officer  
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d/b/a LifeQuest Services  
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# Cover Letter





January 18, 2018

Re: RFP #002-18 for EMS Billing Services

Dear Evaluation Team Members,

LifeQuest Services is pleased to present this proposal to the City of Key West. We have no exceptions to the requirements specified in your RFP and welcome the opportunity to become your revenue recovery partner. This proposal details our commitment to your success and demonstrates our proven track record in the EMS billing industry.

We have been processing healthcare reimbursement requests for municipal ambulance fees for over 25 years. We service more than 200 EMS and Fire clients across 18 states. Many members of our team have extensive training and field experience in EMS and Fire, leaving us well equipped to understand the challenges you face. Our Client Partners include municipal agencies serving cities, counties, villages, and townships; hospitals; privately owned agencies; and volunteer organizations.

We have successfully grown by delivering great results and being terrific partners. Our presence in new states has grown as word-of-mouth references have built our Client Partner base. Potential Client Partners see the value that LifeQuest Services delivers and choose to experience the results. We serve our Florida partners like Walton County and Coral Springs with a committed, Client Partner approach. We aren't the cheapest. We choose not to outsource substantial portions of our business just to have a lower contingency fee. Our Client Partners get better service, get happier customers and enjoy stronger top line performance to offset 1 or 2% in contingency fee. We strive to deliver the best value – not the cheapest. Note: Your revenue recovery performance on commercial pay and self pay is lagging. That can happen when the focus and work/extra effort is absent.

Providing quality service in a timely manner is our highest priority. We continually strive to build and maintain successful Client Partner relationships by making certain we are the best revenue recovery partner value in the business.

- **Superb Customer Service:** 115 weekly live phone hours, multi-lingual staff and translation services, and 24/7 website access for making payments or checking account status
- **Leaders in Compliance:** CMS, SSAE NO.16 (SAS 70 Type II), HIPAA, FDCPA, GAAP, PPMS, Red Flag Rules, ACA International - our record is spotless, we have never had a compliance issue or negative audit
- **On-site Training:** LifeQuest Services field experienced staff provides medical necessity and documentation training on-site and through our online Learning Management System (LMS)
- **Partnership:** Your best practices combined with LifeQuest Services industry expertise and results-driven processes create a Responsive Revenue Recovery program



- **Driving Down Aged Receivables:** Our technology and processes are geared toward driving increases in collection percentages across any payer group and driving down aged accounts
- **Comprehensive Solution:** LifeQuest Services provides a total solution – from selection of ePCR software, hardware, billing, and collections to industry advice

Our expertise goes beyond basic billing, collections, and compliant processes. Our demonstrated ability to be great partners with customized initiatives, training, best practice expertise, and identification of improvement opportunities is our forte. LifeQuest Services prides itself on doing everything possible to create Client Partner success by ensuring the transition, setup, billing, reporting and processes drive revenue recovery results. This allows our Client Partners to focus on the most important task – serving their constituents.

Earning and maintaining the trust of our Client Partners for over 25 years is a responsibility we take seriously. From billing to compliance to customer service to onsite training from experienced EMS professionals, we pledge that no one will be more responsive or deliver better results. We appreciate the opportunity to present this proposal and welcome any questions you may have.

Sincerely,

A blue ink signature of Michael J. Finn, written in a cursive style.

Michael J. Finn  
Chief Executive Officer

A blue ink signature of Kevin J. Beck, written in a cursive style.

Kevin J. Beck  
Chief Financial Officer

# Response to RFP



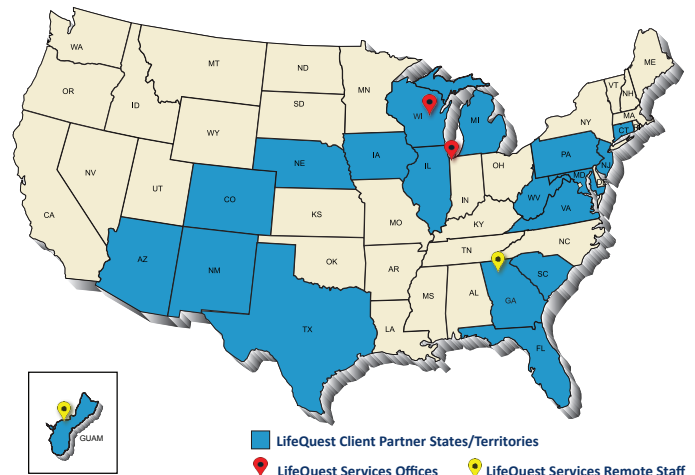
## Company Organization

### LIFEQUEST SERVICES HISTORY

LifeQuest Services was founded in 1992 as Lifeline Systems, Inc. d/b/a LifeQuest Services. In 2012, LifeQuest Services partnered with a private investment firm, led by the current CEO, Michael Finn. Our recent history has seen many positive changes including improved operations, increased growth, new office locations, expanded collection business and new services for each Client Partners.

LifeQuest Services provides EMS billing, Fire billing, and delinquent account collection services for clients with 500 to 80,000+ claims per year. We tailor our full suite of services to suit our Client Partner's needs. Our Client Partners include:

- City of Omaha Rescue Squad, NE – 89,000+ Total Transports
- City of Killeen EMS, TX – 17,000+ Total Transports
- Cherokee County, GA – 11,300+ Total Transports
- City of Salisbury, MD – 9,100+ Total Transports
- City of West Allis Fire Dept., WI – 9,000+ Total Transports



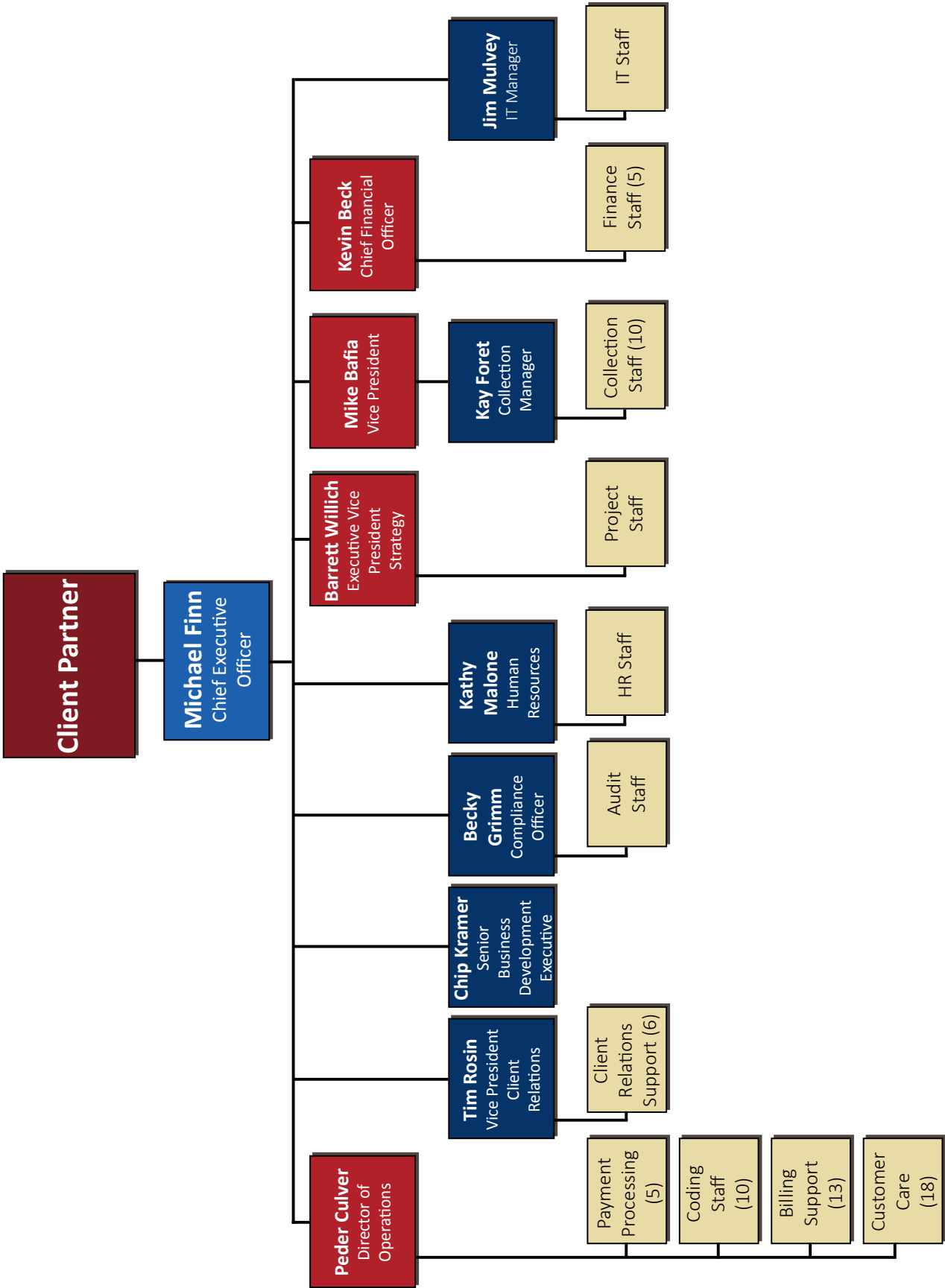
LifeQuest Services' steady growth underscores our strong revenue recovery results, professional management, attention to detail and client satisfaction. We continually invest in our business to improve our market position.

LifeQuest Services has more than 90 full-time employees and two office locations - Wautoma, WI and Munster, IN. All work under this contract will be performed at one of these locations.

### FINANCIAL STATUS

Due to our strong financial partnership with Hometown Bank, we have immediate access to a Line of Credit and capacity for additional leverage if needed. A bank reference is included in Exhibit A. LifeQuest Services has never filed for bankruptcy and does not currently have any bankruptcy action pending. LifeQuest Services does not have any past or present litigation relating the services described herein.

Financial statements are reviewed annually in accordance with GAAP by Schenck, a regional CPA firm with no exceptions noted. With a strong financial foundation, our owner/investment team has decades of experience, financial acumen and extensive financial resources at the ready.



## Company Qualifications

### STAFF EXPERIENCE

At LifeQuest Services, our team possesses significant business acumen and industry experience in order to drive maximum revenue recovery. Below is an introduction to key personnel within our organization. Full resumes are included in Exhibit B.

- **Michael Finn, Chief Executive Officer:** MBA (Finance) The University of Chicago, BS (Nuclear Engineering) The University of Illinois, MSc (Economics) the London School of Economics and Political Science
- **Kevin Beck, Chief Financial Officer:** BS (Finance and Accounting) The University of Wisconsin Parkside, CPA, CMA, & CIA
- **Barrett Willich, Executive Vice President:** MBA (Entrepreneurship and Management & Organizations) Kellogg School of Management at Northwestern University; BS (Finance) Marquette University
- **Tim Rosin, Vice President, Client Services:** 21 years of EMS experience, EMT Paramedic, Hazmat Tech, Director of Emergency Medical Services, AA (Accounting and Business Administration) Fox Valley Technical College
- **Chip Kramer, Senior Business Development Executive, Trainer:** 36 years of EMS experience, EMT Paramedic, Firefighter III, and Flight Paramedic, AS (Paramedicine, Biology) The University of South Colorado
- **Peder Culver, Director of Operations:** BBA (Finance with International Emphasis) The University of Wisconsin
- **Michael Bafia, Vice President:** Certified Professional Collection Specialist (CPCS) accredited by the Association of Credit and Collection Professionals (ACA International), BA (Political Science) Valparaiso University
- **Lea Falck, Project Specialist, Trainer:** 22 years EMS experience, Paramedic, Firefighter II, Hazmat Tech
- **Becky Grimm, CQI/Training Officer:** 22 years EMS billing experience, First Responder, CNA, CAC
- **Kevin Monahan, Business Solutions Coordinator:** Paramedic EMI Dispatcher, CAC
- **Kay Foret, Collection Manager:** CPCS accredited by ACA International, AS (Computer Science) North East State Technical, BA (Psychology) Appalachian State University
- **James Mulvey, IT Manager:** BS (Physics) The Illinois Institute of Technology

## DESIGNATED POINT OF CONTACT

Cerry Schrader serves as a designated point of contact for our Client Partners. She is a licensed first responder with over fourteen years of customer service experience. As a Client Relations Project Manager (CRPM) at LifeQuest Services, Cerry plays an instrumental role in refining the Client Partner setup process and defining procedures within the Client Relations Department. Additionally, Cerry assists our Client Partners with the setup of interface software and running reports. By utilizing her diverse background and comprehensive knowledge of the industry Cerry is an asset to our Client Partners, providing thorough answers and helpful solutions should questions arise.

## CMS EXPERTISE

LifeQuest Services staff includes numerous personnel with expertise in Medicare, Medicaid and the Centers for Medicare & Medicaid Services (CMS). This staff has extensive and ongoing training with MACs and state Medicaid providers. This up-to-date expertise provides the best techniques for coding, compliance and appeals. Additionally, as part of our standard service to our Client Partners, we provide timely Medicare and Medicaid revalidation.

## CLIENT PARTNER CASE STUDIES

### Cherokee County Fire and Emergency Services



EMS Chief Daniel West  
150 Chattin Rd.  
Canton, GA 30115-8249  
Phone: (678) 493-4127  
Email: dwest@cherokeega.com

**Demographics:** This is a Paramedic level service with an average of 11,000+ total transports per year that manages a total of 9 ALS transport units and 3 Quick Response Vehicles.

**Schedule:** Contract signed 3/29/2013, setup complete 4/30/2013, first runs billed 5/8/2013

**Opportunity:** LifeQuest Services won this client through an RFP process. Cherokee County opened this bid process because they were not happy with their previous billing company's high error rate and customer service. Due to the high error percentage by their previous billing company, Cherokee County had been placed on a mandatory HHS/CMS Audit.

**Approach:** The previous billing company did not completed the Medicare Revalidation process; resulting in decreased revenue. LifeQuest Services immediately completed the revalidation for Cherokee County during the implementation process, one of the many all-inclusive services we provide. Our implementation plan and data accumulator resulted in a seamless transition.

**Results:** Cherokee County is very pleased with our customer service and overall performance. LifeQuest Services has successfully increased their revenue by 42.93% in the first full fiscal year by training their staff and accurately coding calls. LifeQuest Services also diligently worked to decrease the error percentage and ended the HHS/CMS Audit.

## City of Omaha Rescue Squad



EMS Chief Lloyd Rupp  
1819 Farnam Street, LC1  
Omaha, NE 68521  
Phone: (402) 444-5746  
Email: [Lloyd.rupp@ci.omaha.ne.us](mailto:Lloyd.rupp@ci.omaha.ne.us)

**Demographics:** The City of Omaha currently operates a fleet of 15 medic units. Total Transports in 2016 was 89,000+ with a billable run volume of 27,500+. Gross charges in 2016 amounted to \$24+ million.

**Schedule:** LifeQuest Services began the setup process with Omaha on 7/29/14, Setup was completed by 8/1/2014 and the first runs billed 8/7/2014.

**Opportunity:** LifeQuest Services won this client through a similar RFP process. The City opened this bid process because they were not happy with their current billing company's overall customer service and handling of accounts. We have been providing EMS billing and collection services since August 1st, 2014.

**Approach:** Provide a seamless transition and setup within 30-days, provide one-on-one support from contract start date to go live date. Offer superb customer service and increase revenue to exceed the performance measure agreement.

**Results:** Omaha was very pleased with our detailed 30-day implementation process, as we guided them through the process every step of the way. We provided documentation training for over 600 EMS staff. Revenue increased by 5% in the first FY from their previous billing company.

## Guam Fire Department



Assistant Fire Chief Daren Burrier  
PO Box 2950  
1617 East Sunset Boulevard  
Hagatna, GU 96932  
Phone: 671-478-3474  
Email: [daren.burrier@gfd.guam.gov](mailto:daren.burrier@gfd.guam.gov)

**Demographics:** LifeQuest Services contracted with Guam Fire Department in 2011. The department serves the entire island, home of Andersen Air Force Base, U.S. Naval Base Guam, and U.S. Marine Corps units. With large numbers of U.S. Marines relocating from Okinawa, Japan. The department has 12 stations and 276 firefighters. Total Transports in 2016 was 18,000+ with a billable run volume of 11,000+. Gross charges in 2016 amounted to \$2.1+ million.

**Schedule:** Contract signed 2/28/2011, Setup complete 9/22/2011, First runs billed 12/2/2011.

**The Opportunity:** The department had not been billing before it partnered with LifeQuest Services. The department realized, however, that with rising expenses, it needed to begin generating revenue to offset costs and reduce the burden on taxpayers.

**Approach:** LifeQuest Services helped Guam set up the their entire billing process.

**Results:** The contract has been a great success, dramatically changing their financial situation. The department is well on its way to becoming financially independent. This is especially significant because the rapid increase in the island's population is placing an even greater demand on its resources and requiring even more investment in infrastructure, manpower, training, and equipment.

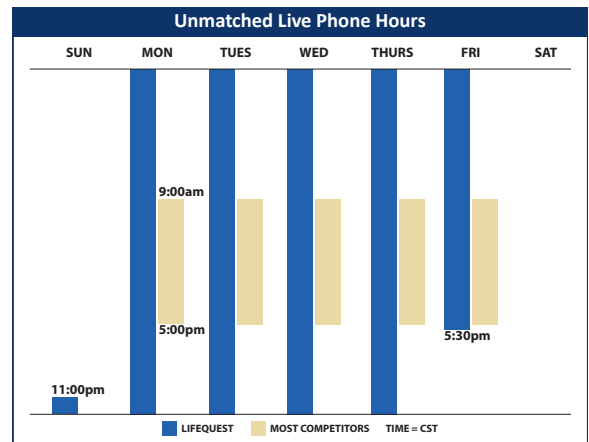
## Program Approach

### SUPERB CUSTOMER SERVICE

#### Patient Support

LifeQuest Services treats each patient with dignity and respect at all times. Our staff members conduct themselves as ambassadors representing our Client Partner. We understand that working respectfully with patients to understand their situation ultimately leads to greater revenue recovery. Regular training and evaluation to support this practice is a priority.

LifeQuest Services communicates with patients over the phone, on [www.myambulancebill.com](http://www.myambulancebill.com), through mail, and/or email. We provide more than 115 hours of live patient support (from 11:00 p.m. Sunday CT to 5:30 p.m. Friday CT). We are here when it is convenient for patients, not just the standard 9 to 5 hours most billers provide. During our extended hours, patients speak live with a Customer Care Specialist, many of whom speak both English and Spanish. We also partner with the translation company, *Telelanguage*, offering translation in over 250 languages.



#### Client Partner Support

LifeQuest Services' Client Relations Project managers serve as the designated point of contact for the Client Partner. Our Client Partner support includes:

- Transition/startup project management
- Medicare/Medicaid revalidation
- Monthly/daily/weekly and/or custom reporting
- Revenue performance monitoring
- Problem resolution
- Answer patient-specific inquiries
- Rate survey preparation
- Nationwide toll-free access numbers for patient inquiries and Client Partners

## IMPLEMENTATION PLAN

The focus of the implementation plan utilized by LifeQuest Services centers around providing a seamless transition with no interruption to Client Partner cash flow. The typical timeframe for a successful transition is approximately 30 days. We create a customized setup plan and begin synchronizing all systems and processes upon contract award. Considerable preparation work is completed prior to the cutoff date so there is no gap in billing. On the cutoff date, the previous biller stops billing and LifeQuest Services immediately commences. The entire process is managed by our team through thorough communication and completion of each milestone in a timely manner. The chart below shows an overview of this process.

MILESTONES		WEEK 1					WEEK 2					WEEK 3					WEEK 4					WEEK 5				
		1	2	3	4	5	8	9	10	11	12	15	16	17	18	19	22	23	24	25	26	29	30	31	1	2
Initial Set Up	Contract Negotiation and Execution																									
	Establish Target Billing Date																									
	Schedule Training																									
	Complete Critical Data Profile																									
	Complete Data Accumulator Book																									
Technology Setup	Internal Pre-Billing Setup																									
	Finance Setup																									
	Billing Software Setup																									
	Collections Software Setup																									
	Information Technology Setup																									
Go Live	Enter Runs for Billing (Continual)																									
	Collect Revenue																									
	Week 1 Review																									
	Month End or Requested Report Review																									

In order to facilitate an efficient startup, LifeQuest Services' Client Relations Project Managers (CRPM) assist in gathering initial data.

- Our team establishes necessary insurance portals including Medicare and Medicaid.
- Information is sent to insurance payors to make certain that checks and EOBs are delivered to the correct address for processing.
- A connection is made with the receiving hospitals to obtain demographic and insurance information.
- The team collaborates with the Client Partner to obtain a standard file of historical data, if we are assuming back log or previously billed accounts.
- Run data from the Client Partner is reviewed by the CRPM and our team gives confirmation that all billing and collections processes are running smoothly.
- The finance team at LifeQuest Services reviews all month end reports and finalizes any additional reporting requirements

## BILLING PROCESS

LifeQuest Services provides personnel, materials, services, expertise and training necessary for revenue maximization. Our breadth of services includes billing, collections, data management, consulting and compliance expertise – anything the Client Partner needs to maximize revenue recovery.

### Data Collection

Required information for a complete and accurate claim includes:

- Valid patient signature (billing authorization, HIPAA acknowledgement, release of information authorization, acknowledgement of financial responsibility)
- Medicare required forms as needed (PCS, ABN)
- Complete patient demographics
- Detailed narratives (supporting medical necessity, if it exists)
- Operations information (times, pickup and destination locations, mileage, unit, crew)
- Nature of call and dispatch information
- Patient history, complaints, assessment and treatment
- Payor information including responsible party and copies of insurance card(s)
- Information from hospital (face/fin sheet)

### ePCR Transfer

LifeQuest Services has an existing interface to receive data from ESO Solutions ePCR software. An ESO file of completed ePCR data is uploaded to our secure FTP site for input to our billing system. Our secure FTP site also accepts digital images of additional run documentation i.e.PCSs, ABNs, insurance information, hospital fin/face sheets. The use of industry standard, secure encryption techniques ensures data transfers remain confidential.

### Hospital Database Accessibility

LifeQuest Services obtains patient demographics and insurance information by collaborating directly with receiving hospitals. Typically, information is received automatically and electronically, on a daily basis via secure data files. Other forms of transmission include email, fax and mail. We collaborate with hospitals/health systems to convert to an automated process whenever possible.

LifeQuest Services collaborates with a large health system to integrate directly with their hospital-wide electronic health record system (EPIC). To date, integration with more than 90 hospitals has been established and we are working to include all receiving hospitals used by our Client Partners. This enables run data to be cross-referenced with hospital records to ensure coding accuracy and verify insurance information.

## Pre-Claim Process

A disciplined pre-submission claim research program is vital to ambulance billing. All procedures and protocols are customized to suit the needs of each Client Partner. In order to achieve optimum revenue recovery, LifeQuest Services utilizes the following techniques and databases:

- **Data scrubbing:** Pre-Invoice Verification (PIV) ensures the input of quality data to the billing system.
- **Signatures:** Claims will not be submitted until a valid signature (in compliance with Medicare guidelines) is obtained.
- **Hospital database accessibility:** LifeQuest Services works directly with hospitals to obtain proper patient data, including insurance coverage.
- **Insurance scrubbing:** A search is performed to obtain patient insurance coverage when this information is not included with the PCR. LifeQuest Services staff searches national carriers and carriers that are commonly used in the area of the Client Partner. Attempts to contact the patient are made when no insurance information is found.
- **Public and local records:** State specific court access websites, Vinelink, the Department of Corrections, the Veterans Administration, Medicaid portals, C-Snap and local hospitals are used to obtain key information.
- **Third-party database sources:** Verify available insurance information, determine eligibility, research contact information and reduce denials

## BILLING CYCLE

Claims are coded by LifeQuest Services' Certified Ambulance Coders (CACs). Our CACs are trained and certified by the National Academy of Ambulance Compliance (NAAC) ensuring accurate, timely and compliant billing. Claims are compliantly coded using the most current diagnoses codes (currently ICD-10).

LifeQuest Services submits claims securely and electronically to Medicare, Medicaid and commercial insurance payors within 72 hours of receipt of complete information. We meet all ANSI 5010 electronic specifications and HIPAA transaction standards. We can create and submit paper claims in the event a paper claim is required by the payor.

LifeQuest Services also prepares and submits claims to third-party payors including auto insurance, Worker's Compensation, contract payors and paramedic intercepts.

Occasionally, further information will be required after run data has been received and our pre-billing process is complete. In these circumstances the patient will be sent an information request statement and/or be contacted by phone.

## Correspondence

Informational statements and invoices are sent to the patient throughout the life of the account while an unpaid balance exists. The correspondence mailing schedule is customizable and ultimately defined

by the Client Partner. LifeQuest Services has vast experience and expertise in setting correspondence/invoice schedules and can make recommendations.

All correspondence is approved by the Client Partner and includes the Client Partner name as service provider and payee. Mailings include complete instructions, insurance information form, signature form (if applicable), payment coupon and return envelope. Correspondence complies with all rules and regulations according to CMS, SSAE No. 16 (SAS 70 Type II), HIPAA, FDCPA, and GLBA.

## Telephone

When necessary, Patient Care Specialists attempt to contact patients by phone to obtain/verify insurance information, establish payment plans and encourage payment. A proprietary, compliant dialer developed by LifeQuest Services is used for predictive calling and to regulate call frequency.

## Co-insurance / Supplemental Insurance Processing

LifeQuest Services processes secondary insurance after the primary insurance payment has been received and posted to the patient's account. A copy of the EOB and the CMS1500 (claim form) is transmitted electronically to the secondary insurance. Paper copies of EOBs and claim forms will be mailed if required by the payor. This process is continued until all available insurance payors have been exhausted.

## Self-Pay

LifeQuest Services submits claims to Medicare, Medicaid, primary, secondary and tertiary insurance companies. A patient is considered a self-pay account only after all other potential payment sources are exhausted. The initial self-pay bill is then sent to the patient. This ensures the patient is not paying bills out-of-pocket unnecessarily.

## PAYMENT PROCESS

LifeQuest Services has capability to accept and process the following forms of payment: ACH/EFT, domestic wire transfer, money order, check, debit card and credit card. Our Customer Care Specialists can accept payments via phone.

## Patient Portal

LifeQuest Services provides patients access to our secure web portal, [www.myambulancebill.com](http://www.myambulancebill.com). Here, patients can log in to pay, provide insurance information, ask questions, provide electronic signatures, complete surveys and view invoices.

Accepted forms of online payment include: ACH/EFT, domestic wire transfer, money order, check and credit/debit cards (if applicable).



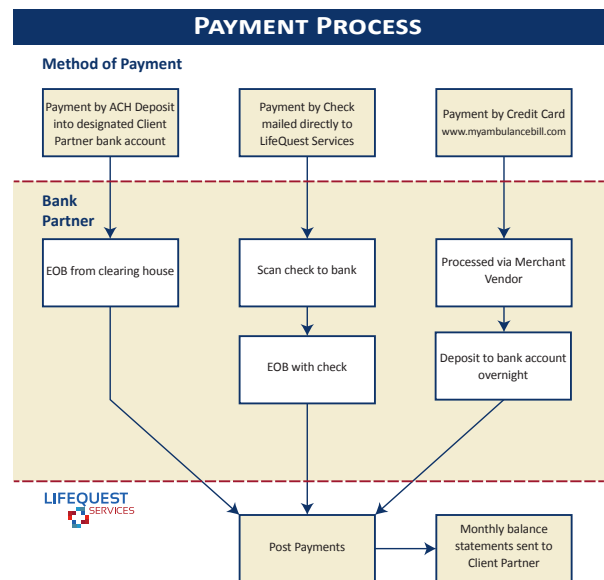
## Credit Card Processing and Fees

LifeQuest Services processes credit/debit card payments through a merchant processor. Our IT systems and processing procedures are certified and compliant with the Payment Card Industry Data Security Standard (PCI DSS). Our PCI DSS certificate is included in Exhibit A.

There are processing fees from the third-party merchant processor associated with accepting credit card payments. LifeQuest Services does not charge a fee for accepting credit card payments or inflate the merchant processor fees. We collaborate with each Client Partner to address responsibility of costs associated with transaction and surcharge fees. We manage multiple pricing models that segment who will be responsible for various credit card fees.

## Payment Posting

- LifeQuest Services receives an Electronic Remittance Advice (ERA) and Electronic Fund Transfers (EFT) from most payors for efficient posting.
- Payments by check are made payable to the Client Partner.
- Physical checks received are deposited and posted to the patient's account the same day via electronic upload to the corresponding bank account.
- Explanation of Benefits (EOBs) are received and payments posted to the appropriate patient account in a secure area with limited access and camera surveillance.



Many of our Client Partners establish a new bank account specifically for receiving payments. LifeQuest Services in-house payment posting offers the following advantages:

- Client Partner controls the account, LifeQuest Services helps manage the account and reconciles monthly activity and balances
- LifeQuest Services manages optional overpayment/refund process at no cost to the Client Partner
- Payments are electronically scanned to account daily
- Pre-established free daily EFTs
- Client Partner determines EFT schedule
- LifeQuest Services' contingency fee can be withheld during reconciliation to simplify invoicing process
- Account is "no fee" and FDIC insured up to \$250,000

Based on the preferences of the individual Client Partner, we will gladly work directly with your current bank or lockbox should the need arise. We are also open to accommodating other payment and deposit methods upon request.

## **Refunds/Overpayments/Credit Balances**

LifeQuest Services provides all the necessary records and communication required for efficient and accurate refund processing. We manage the entire refund process through check processing and reconciliation. Client Partners also have the option to manage some or all of the refund process if they so choose. A report detailing overpayments and refund service payable's is included in the monthly report package sent to the Client Partner.

LifeQuest Services ensures that our Client Partner meets the CMS requirement stating that all refunds are to be completed within 60 days of knowledge of a refund being due. Our Finance Department reconciles all refunds, overpayments and credit balances during the review process at the end of each month.

## **WRITE-OFFS/ACCOUNT CLOSURE**

LifeQuest Services adheres to write-off/account closure protocols as defined by the Client Partner. We collaborate with our Client Partners to make sure all available options for reimbursement are discussed and understood.

Possible scenarios resulting in write-off/account closure:

- Patient is deceased with no surviving spouse or estate
- Patient bankruptcy is discharged with no chance of recovery
- Settlement agreement between Client Partner, LifeQuest Services and patient
- Required adjustment for contracts
- Patient hardship options available dependent upon Client Partner policy
- Request is made by Client Partner to close account

## **DENIAL RESOLUTION**

Healthcare billing industry headwinds have slowed the payment cycle. The number of denials has increased due to slow paying insurers, increased compliance requirements and complex healthcare billing processes. LifeQuest Services has a team of Denial Specialists that employ specific techniques to address many of the common reasons for denials.

In the event the claim was denied in error, LifeQuest Services will appeal the claim (with Medicare, Medicaid and/or commercial payors) as necessary until a positive outcome is achieved.

LifeQuest Services' Denial Specialists manage claims that are either denied or not processed by Medicare, Medicaid or insurance companies. Our process ensures that claims not paid within a specific time period are researched, corrected if necessary and refiled. Claims denied because they are not covered are billed to the patient. Denials are reviewed within five business days of the denial notification and the following processes are followed:

LIFEQUEST SERVICES' DENIAL PROCESSING PROCEDURES		
Claim Type	Industry Specific Denial Reason	LifeQuest Services Action Plan
<b>All Claims</b>	▪ Missing or incorrect patient information	▫ Search available portals, call patient directly to obtain correct information
	▪ Timely filing of claim	▫ Work directly with client to ensure quick filing
	▪ No coverage on date of service	▫ Contact patient for updated insurance information
	▪ Incomplete payment	▫ Identify course of action based on denial code
	▪ Insufficient Medical Necessity	▫ Review modifiers and code accuracy ▫ Process secondary payor when applicable ▫ Counsel patient on appeal process
<b>Medicare/Medicaid Specific</b>	▪ Medicare is secondary payor	▫ Research Medicare eligibility
	▪ Patient has a Medicare Advantage Plan	▫ Locate Medicare Advantage plan coverage
	▪ Patient has Medicaid Community Plan	▫ Locate Medicaid Community plan coverage
	▪ Claim submission error	▫ Unsatisfactory information is corrected prior to Medicare/Medicaid resubmission
<b>Commercial Payors</b>	▪ Health plan error while processing claim	▫ Verify payor primacy ▫ Verify denial; not a covered benefit, not eligible, unable to identify as a member or primary insurance paid more than allowed ▫ Attach received denial to secondary insurance when necessary

## DELINQUENT ACCOUNT COLLECTIONS

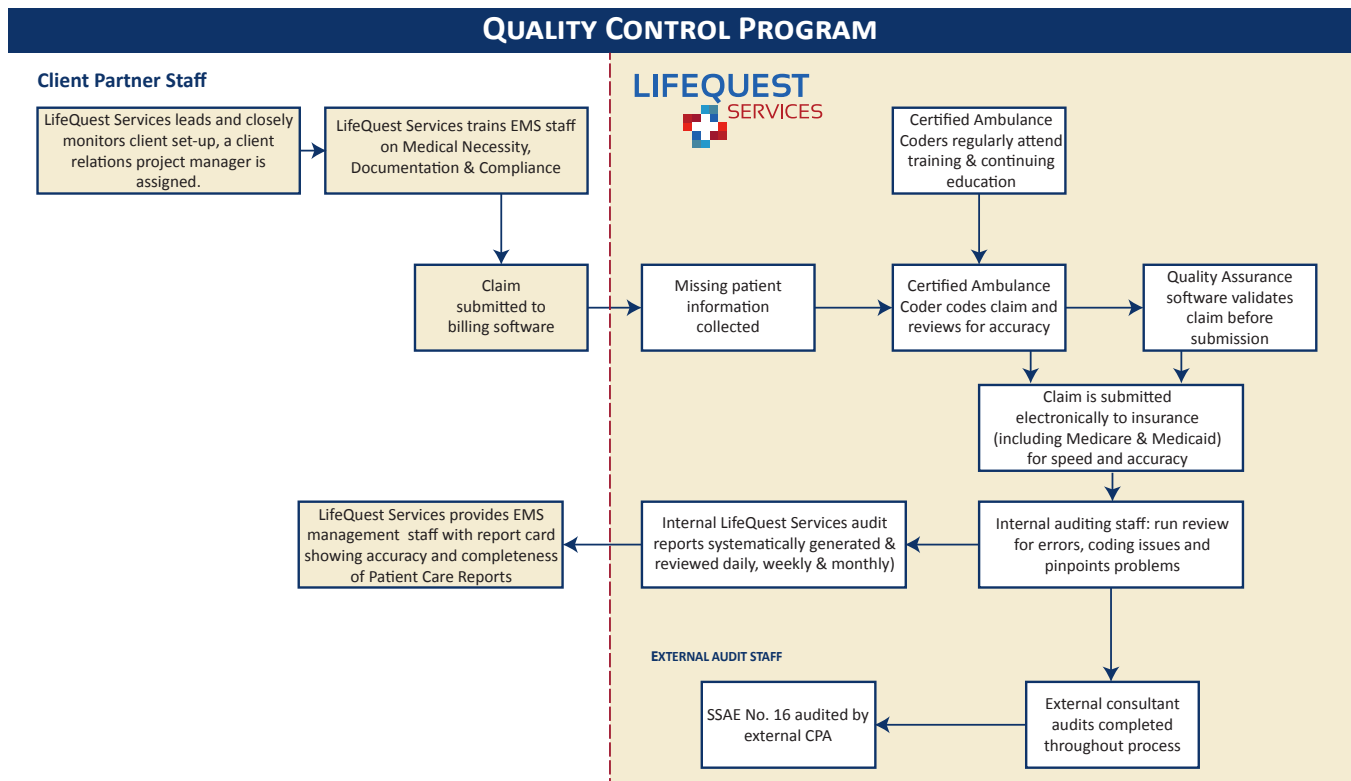
Accounts reaching 120 days without activity or an active payment plan in place are considered delinquent. These accounts are transferred to collections. Client Partners have three choices for transferring delinquent accounts:

1. The Client Partner takes advantage of LifeQuest Services' delinquent account collection services
2. Accounts are returned to the Client Partner
3. Accounts are transferred to an outside collection agency chosen by the Client Partner

LifeQuest Services does not subcontract delinquent account collections. Providing collections in-house delivers more efficient service and increases total collectible revenue. Patients experience seamless handling of accounts and knowledgeable, compassionate collectors. Examples of various methods used to increase revenue include:

- Utilization of skiptrace vendors to locate hard-to-find patients
- Concentration of efforts toward those most likely to pay using recovery score modeling
- Bad debt is reported to Consumer Reporting Agencies
- Triggers are placed with the Consumer Reporting Bureau
- Automated dialing campaigns are utilized
- Maintaining membership with the Association of Credit and Collection Professionals allowing for continued training on state and federal rules and regulations
- Professional Collection Specialists versed in the nuances of EMS/Fire billing collections

## QUALITY ASSURANCE



The results-oriented processes created and implemented by LifeQuest Services are driven by QA with a focus on internal controls. A system of checks and balances (manual and automated) ensure all claims are submitted and processed correctly, the first time.

LifeQuest Services utilizes the following policies and procedures to ensure compliant, error-free claim submission:

- **Certified Ambulance Coding:** Our billing staff includes Certified Ambulance Coders (CACs) who prepare claims using submitted run data. Additionally, external, independent auditors review claims to ensure integrity
- **Claim Auditing:** LifeQuest Services' internal auditors review a sample of all coders work on a weekly basis to ensure quality and compliance.
- **Claim Review:** Claims with more complex compliance requirements (i.e. lack of medical necessity, specialty care transport) are reviewed by three separate specialists to ensure compliant coding
- **Separation of Duties:** Employees perform a singular role throughout the claim management process to ensure system checks and balances

## Auditable Systems in Place

LifeQuest Services has fully auditable systems in place. We use Generally Accepted Accounting Principles (GAAP).

The company is audited by an independent CPA firm that reviews and tests the quality and standards in line with SSAE No. 16 (SAS 70 Type II). In addition, quarterly security audits are conducted for Payment Card Industry Data Security Standard (PCI/DSS) compliance. Continuous monitoring auditing are also conducted by the State of Wisconsin Department of Financial Institutions (DFI).

## 100% COMPLIANCE

LifeQuest Services' compliance record is spotless. We have never been suspected of or investigated for fraudulent practices. In order to maintain this distinction, internal and external audits are conducted regularly, Medicare patient signature solutions are utilized and we ensure separation of duties between

LifeQuest Services Compliance	
Centers for Medicare and Medicaid Services (CMS)	Office of Inspector General (OIG)
Fair Debt Collections Practices Act (FDCPA)	National EMS Information System (NEMSIS)
Association of Credit and Collections Professionals (ACA International)	Healthcare Insurance Portability and Accountability Act (HIPAA)
Gramm-Leach-Bliley Act (GLBA)	Fair Credit Reporting Act (FCRA)
Fair and Accurate Credit Transactions Act (FACTA)	Generally Accepted Accounting Principles (GAAP)
Statement on Standards for Attestation Engagements (SSAE No. 16)	United States Citizen and Immigration Services (E-Verify)
Payment Card Industry/Data Security Standard (PCI/DSS)	National Academy of Ambulance Compliance (NAAC/CAC)

our billing and payment procedures. The following table represents some of the accreditations, laws, governing bodies, and associations we follow.

LifeQuest Services' employees receive HIPAA, FDCPA, ACA International Code of Ethics and Compliance Code of Conduct training with annual refreshers. Our trained professionals ensure that all HIPAA regulations are followed and patient privacy is protected. Access, disclosure and use of Protected Healthcare Information (PHI) and electronic Protected Healthcare Information (ePHI) are strictly limited to authorized personnel. Employee access is granted only to data necessary to complete job responsibilities.

LifeQuest Services takes the following measures to ensure 100% compliance:

- **HIPAA Compliance:** We are a covered entity under HIPAA regulations, and we take the security of PHI very seriously. We use top-tier firewall appliances and the latest technology to safeguard our clients' data.

- **Red Flags Rule and Identity Theft:** LifeQuest Services uses a program created by Federal Trade Commission and the National Credit Union Administration to detect any “red flags” or any suspicious identity-theft activity in our day-to-day operations
- **OIG Compliance:** LifeQuest Services adheres to the (OIG) guidelines for third-party medical billing companies. Our compliance program includes written policies and procedures regarding billing and confidentiality, standards for ethical and legal conduct, and education of our staff on new laws, regulations, and billing procedures
- **Local, State and Federal Laws and Regulations:** LifeQuest Services partners with Page, Wolfberg & Wirth LLC (PWW), the leading national EMS industry law firm, to help ensure that our management team remains up-to-date in CMS federal and state compliance guidelines, HIPAA, Red Flag Rules, Office of Inspector General (OIG) opinions and other legal/regulatory items.

## LIFEQUEST UNIVERSITY

LifeQuest Services believes that training our Client Partners is the cornerstone of maximizing revenue recovery. Complete, thorough and detailed documentation and forms provide clean claims for rapid reimbursement. We provide our Client Partners with a suite of learning opportunities through LifeQuest University, all included at no additional cost.

We offer training online through our Learning Management System (LMS) – compatible with phone, tablet, laptop and desktop systems. This system allows personnel to train anywhere and anytime – whatever is convenient for them.

Our EMS and Fire field-experienced professional trainers provide documentation training at Client Partner’s site, on their schedule.

LifeQuest Services hosts an annual “Hot Topics in EMS” conference that provides a variety of educational opportunities. The second day of the conference is reserved for our Client Partners so their specific questions can be addressed.

## REPORTING

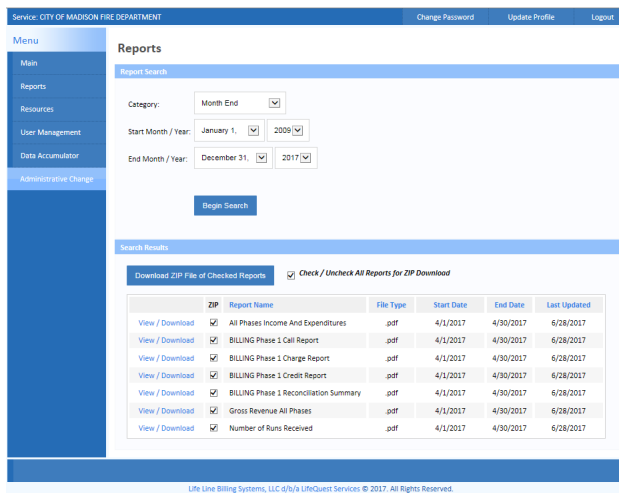
LifeQuest Services produces monthly client reports and annual summaries. Reports are uploaded to our Client Services website within five days of the month’s end. These reports can be downloaded, printed, viewed and stored from our secure client portal (available formats are Microsoft Excel and/or PDF document). Customizable reports are developed for Client Partners as needed/requested. Meetings with each Client Partner are arranged regularly to review progress, revenue recovery results and future projections. Additionally, our team provides user training for the reporting software as needed. There is no additional cost associated with the user training and/or any customized reporting requested by the Client Partner.

The following chart lists a sample/subset of both monthly and annual client reports.

MONTHLY REPORTS:	
Income and Expenditures	Total Runs Entered
Gross Revenue	Reconciliation Summary
Charge Detail Report and Summary	Credit Detail Report and Summary
Call and Aging Detail Report and Summary	Collection Summary Short-Term and Long-Term
Delinquent Account Placed Collections Report	Delinquent Account Closed Account Adjustment Report
Overpayment Refunds/Service Payables Report	
ANNUAL REPORTS:	
Annual Executive Summary	Call Detail Report
Response Report	Call Detail Chart
Response Chart	

## Client Services Website

The Client Services website <http://clients.lifequest-services.com/> is available to Client Partners seven days a week, 24 hours a day. Access can be established for authorized users and access levels controlled by the Client Partner. Monthly reports, start-up data and other various resources are stored and available to Client Partners on this secure portal.



## TECHNOLOGY OVERVIEW

LifeQuest Services utilizes the following products and technology:

### Billing Software

LifeQuest Services' third-party billing software platforms include:

- TriTech Respond Billing software
- Zoll RescueNet Billing

LifeQuest Services offers a billing software solution that best fits the ePCR interface/integration needs of our Client Partners. Updates and standard maintenance are scheduled by the LifeQuest Services IT Department to mitigate impact/downtime to our Billing Department and system performance.

Data in our billing software is segregated, each Client Partner having their own directory. Data does not bridge between directories, is the property of the Client Partner and is available on demand throughout the life of the contract.

### Collections Software

LifeQuest Services utilizes delinquent account collection software by Latitude. Latitude enables comprehensive payment processing, credit reporting, dispute resolution, workflow and Client Partner

reporting tools. Founded in 1997, Latitude serves more than 200 customers nationwide. In addition the software is continually being updated to ensure it remains ahead of the compliance curve.

### Dialer Technology

LifeQuest Services utilizes a proprietary, on premise dialer that runs via SIP, expanding our capabilities and allowing for the use of local caller ID packages to increase contact ratios. 100% TCPA compliant, the dialer verifies numbers to ensure cell phones are not being called improperly. The technology currently in place can be modified and adapted to our business needs. It can run message campaigns, IVRs, predictive and preview modes.

### Digital Records Management

To electronically store all records received on behalf of our Client Partners, LifeQuest Services utilizes a document imaging system by Kofax and the Open Text records management system. Both systems work in tandem to image and store all EMS documents including documentation for Medicare, Medicaid and all other payors for easy and immediate retrieval.

LifeQuest Services ensures all documents and records remain secure, easily accessible and available to the Client Partner for a minimum of seven years. Digital images that have been processed on behalf of our Client Partner are also available upon request.

## BACKUP/DISASTER RECOVERY

LifeQuest Services Disaster Recovery Plan (DRP) documents the appropriate resources and procedures to be utilized in the event of a disaster at the Information Technology Services Data Center (ITSDC) located within our corporate office in Wautoma, Wisconsin. LifeQuest Services has a second facility in the region providing additional disaster and backup relief, should the need arise. Collectively, these facilities ensure complete backup services, allowing for 100% operational uptime.

The table below lists each type of disaster recovery data protection and their estimated Recovery Points.

Data Protection Type	Recovery Point (Age of Data)
<b>Replication</b>	
Services	100% uptime of service level due to fully replicated environment
Virtual Machines	Less than 1 hour for full VM level recovery
Physical machine inside datacenter	Less than 4 hours after physical failure of hardware
Physical machine outside of datacenter	24 hour recovery
<b>Backup</b>	
Virtual Machine	Less than 1 hour after disaster
Physical machine inside datacenter	2 to 6 hours depending on severity of data impairment

## Pricing

### LIFEQUEST SERVICES ALL INCLUSIVE PRICING

Our pricing includes all of the services listed in this document, including billing, hardware/software, reporting, consulting, in-person training, and customer service. Working together as partners, with our customized suite of services, improves overall revenue recovery and provides greater value.

Service	Contingency Fee
Ambulance Billing Services	3.7%
Flat Fee for Paid Medicaid Claims	\$ 7.00
Ambulance Billing Services and ESO Solutions ePCR Software	4.5%
Ambulance Billing Services, ESO Solutions ePCR Software and Eight (8) Panasonic Toughbook 20 Units	5.5%
Ambulance Billing Services, ESO Solutions ePCR Software and Eight (8) Getac V110 Units	5.5%

Please contact us directly if you have any questions on our pricing or services. The contingency fee listed above is based on net dollars collected. We do not get paid if we are not collecting revenue for you.

Pricing methodology is determined based on a number of factors: charge demographics, payor mix and allowable reimbursement rates. Medicare/Medicaid reimbursements are regulated and priced accordingly. Our value is based on our ability to collect insurance and self pay accounts. We also offer options for including ePCR software and/or hardware – these can be paid upfront or included in the monthly fee. We work to meet the financial needs of the Client Partner.

Michael J. Finn  
Chief Executive Officer  
mfinn@lifequest-services.com  
(888) 777-4911

Kevin J. Beck  
Chief Financial Officer  
kbeck@lifequest-services.com  
(888) 777-4911

## References

### REFERENCES

LifeQuest Services provides ambulance billing services to Client Partners across the country. Our success is based on the quality of services provided to each Client Partner regardless of size or location. Our team has worked with every MAC in the nation and a significant number of state Medicaid programs (including Florida Medicaid). From EMS billing to Fire billing to combined EMS and Fire billing paired with delinquent account collection services, our team is equipped to handle the demands of every Client Partner. Our results-driven processes deliver outstanding revenue return.

Working in tandem with a diverse range of Client Partners and their specific needs is our forte. We are proud of the results achieved with each Client Partner collaboration. The references below can speak to the quality of service and attention to detail we provide.

ORGANIZATION	CONTACT	CONTRACT PERIOD	BILLABLE RUNS 2016
Cherokee County Fire and EMS	Daniel West, EMS Chief Phone: (678) 493-4127 Email: dwest@cherokeega.com 150 Chattin Road Canton, GA 30115	2013-Present	> 11,300
City of Salisbury EMS	Christopher Truitt, Lieutenant Phone: (410) 548-3120 Email: ctruitt@ci.salisbury.md.us 325 Cypress Street Salisbury, MD 21801	2012-Present	> 6,900
Oshkosh Fire Department	Tim Franz, Chief Phone: (920) 236-5235 Email: tf Franz@ci.oshkosh.wi.us PO Box 1130 Oshkosh, WI 54903-1130	2011-Present	> 5,200
Manchester Fire-Rescue-EMS	Josh Beaulieu, Director Phone: (860) 647-3260 Email: beaulieu@manchesterct.gov 75 Center Street Manchester, CT 06040	2012-Present	> 4,100
Coral Springs Fire Department (Collections only client)	Daisy Diaz Phone: (954) 344-5934 Email: ddiaz@coralsprings.org 2801 Coral Springs Drive Coral Springs, FL 33065	2013-Present	N/A

# Attachments





## BID PROPOSAL FORM

To: The City of Key West  
Address: 1300 White Street, Key West, Florida 33040  
Project Title: EMS Billing Services

Bidder's contact person for additional information on this Proposal:

Company Name: Life Line Billing Systems, LLC d/b/a LifeQuest Services  
Contact Name & Telephone #: Michael J. Finn (888) 777-4911  
Email Address: mfinn@lifequest-services.com

### BIDDER'S DECLARATION AND UNDERSTANDING

The undersigned, hereinafter called the Bidder, declares that the only persons or parties interested in this Proposal are those named herein, that this Proposal is, in all respects, fair and without fraud, that it is made without collusion with any official of the Owner, and that the Proposal is made without any connection or collusion with any person submitting another Proposal on this Contract.

The Bidder further declares that he has carefully examined the Contract Documents for the construction of the project, that he has personally inspected the site, that he has satisfied himself as to the quantities involved, including materials and equipment, and conditions of work involved, including the fact that the description of the quantities of work and materials, as included herein, is brief and is intended only to indicate the general nature of the work and to identify the said quantities with the detailed requirements of the Contract Documents, and that this Proposal is made according to the provisions and under the terms of the Contract Documents, which Documents are hereby made a part of this Proposal.

### CONTRACT EXECUTION AND BONDS

The Bidder agrees that if this Proposal is accepted, he will, within 10 days, not including Saturdays and legal holidays, after Notice of Award, sign the Contract in the form annexed hereto and will provide evidence of holding required licenses and certificates as indicated in the Contract Documents.

### CERTIFICATES OF INSURANCE

Bidder agrees to furnish the Owner, before commencing the work under this Contract, the certificates of insurance as specified in these Documents.

### ADDENDA

The Bidder hereby acknowledges that he has received Addenda No's. 1, \_\_\_\_\_,

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
(Bidder shall insert No. of each Addendum received) and agrees that all addenda issued are hereby made part of the Contract Documents, and the Bidder further agrees that his Proposal(s) includes all impacts resulting from said addenda.

### SALES AND USE TAXES

The Bidder agrees that all federal, state, and local sales and use taxes are included in the stated bid prices for the work.



SURETY

Certificate of Insurance included with proposal \_\_\_\_\_ whose address is  
N2930 State Road 22, Wautoma, WI, 54982  
Street City State Zip

BIDDER

The name of the Bidder submitting this Proposal is Life Line Billing Systems, LLC d/b/a

LifeQuest Services \_\_\_\_\_ doing business at  
N2930 State Road 22, Wautoma, WI, 54982  
Street City State Zip

which is the address to which all communications concerned with this Proposal and with the Contract shall be sent.

The names of the principal officers of the corporation submitting this Proposal, or of the partnership, or of all persons interested in this Proposal as principals are as follows:

Michael J. Finn, Chief Executive Officer \_\_\_\_\_  
  
Kevin J. Beck, Chief Financial Officer \_\_\_\_\_  
  
\_\_\_\_\_  
  
\_\_\_\_\_  
  
\_\_\_\_\_



If Sole Proprietor or Partnership

IN WITNESS hereto the undersigned has set his (its) hand this \_\_\_\_\_ day of \_\_\_\_\_ 2017.

N/A

\_\_\_\_\_  
Signature of Bidder

\_\_\_\_\_  
Title

If Corporation

IN WITNESS WHEREOF the undersigned corporation has caused this instrument to be executed and its seal affixed by its duly authorized officers this \_\_\_\_\_ day of \_\_\_\_\_ 2017.

(SEAL)

Life Line Billing Systems, LLC d/b/a LifeQuest Services  
Name of Corporation

By Michael J. Finn Michael J. Finn

Title Chief Executive Officer

Attest [Signature]

Sworn and subscribed before this 18<sup>th</sup> day of January, 20 18

Leanne Falck

NOTARY PUBLIC, State of Wisconsin, at Large

My Commission Expires: 3-11-2019



ANTI-KICKBACK AFFIDAVIT

STATE OF Wisconsin )

: SS

COUNTY OF Waushara )

I, the undersigned hereby duly sworn, depose and say that no portion of the sum herein bid will be paid to any employees of the City of Key West as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

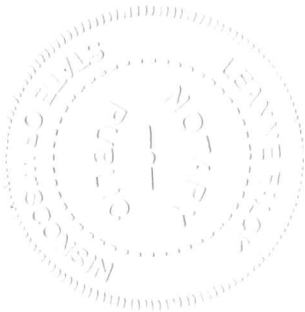
By: Michael J. Finn  
Michael J. Finn, Chief Executive Officer

Sworn and subscribed before me this 18<sup>th</sup> day of January 2018.

Leanne Falck

NOTARY PUBLIC, State of Wisconsin at Large

My Commission Expires: 3-11-2019



\* \* \* \* \*

**SWORN STATEMENT UNDER SECTION 287.133(3)(A)**  
**FLORIDA STATUTES ON PUBLIC ENTITY CRIMES**

**THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR  
OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.**

1. This sworn statement is submitted with Bid or Proposal for RFP #002-18  
EMS Billing Services
2. This sworn statement is submitted by Life Line Billing Systems, LLC d/b/a LifeQuest Services  
(Name of entity submitting sworn statement)

whose business address is N2930 State Road 22, Wautoma, WI 54982

and (if applicable) its Federal Employer Identification Number (FEIN) is 46-1232045

(If the entity has no FEIN, include the Social Security Number of the individual

signing this sworn statement N/A

3. My name is Michael J. Finn  
(Please print name of individual signing)

and my relationship to the entity named above is Chief Executive Officer

4. I understand that a “public entity crime” as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including but not limited

to, any bid or contract for goods or services to be provided to any public or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, material misrepresentation.

5. I understand that “convicted” or “conviction” as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
6. I understand that an “affiliate” as defined in Paragraph 287.133(1)(a), Florida Statutes, means
  - a. A predecessor or successor of a person convicted of a public entity crime; or
  - b. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term “affiliate” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm’s length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
7. I understand that a “person” as defined in Paragraph 287.133(1)(8), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with public entity. The term “person” includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
8. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies).

  X   Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity have been charged with and

convicted of a public entity crime subsequent to July 1, 1989, AND (Please indicate which additional statement applies.)

\_\_\_\_\_ There has been a proceeding concerning the conviction before a hearing of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. (Please attach a copy of the final order.)

\_\_\_\_\_ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order.)

\_\_\_\_\_ The person or affiliate has not been put on the convicted vendor list. (Please describe any action taken by or pending with the Department of General Services.)

Michael J. Finn  
(Signature)

18 January 2018  
(Date)

STATE OF Wisconsin

COUNTY OF Waushara

PERSONALLY, APPEARED BEFORE ME, the undersigned authority,

Michael J. Finn who, after first being sworn by me, affixed his/her  
(Name of individual signing)

signature in the space provided above on this 18<sup>th</sup> day of January, 2018.

Leanne Falek  
My commission expires:  
3-11-2019



Leanne Falek  
NOTARY PUBLIC

**CITY OF KEY WEST INDEMNIFICATION FORM**

To the fullest extent permitted by law, the CONSULTANT expressly agrees to indemnify and hold harmless the City of Key West, their officers, directors, agents and employees (herein called the "indemnitees") from any and all liability for damages, including, if allowed by law, reasonable attorney's fees and court costs, such legal expenses to include costs incurred in establishing the indemnification and other rights agreed to in this Paragraph, to persons or property, caused in whole or in part by any act, omission, or default by CONSULTANT or its subcontractors, material men, or agents of any tier or their employees, arising out of this agreement or its performance, including such damages caused in whole or in part by any act, omission or default of any indemnitee, but specifically excluding any claims of, or damages against an indemnitee resulting from such indemnitee's gross negligence, or the willful, wanton or intentional misconduct of such indemnitee or for statutory violation or punitive damages except and to the extent the statutory violation or punitive damages are caused by or result from the acts or omissions of the CONSULTANT or its subcontractors, material men or agents of any tier or their respective employees.

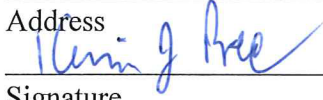
Indemnification by CONSULTANT for Professional Acts. CONSULTANT hereby agrees to indemnify the City of Key West and each of its parent and subsidiary companies and the directors, officers and employees of each of them (collectively, the "indemnitees"), and hold each of the indemnitees harmless, against all losses, liabilities, penalties (civil or criminal), fines and expenses (including reasonable attorneys' fees and expenses) (collectively, "Claims") to the extent resulting from the performance of CONSULTANT'S negligent acts, errors or omissions, or intentional acts in the performance of CONSULTANT'S services, or any of their respective affiliates, under this Agreement. If claims, losses, damages, and judgments are found to be caused by the joint or concurrent negligence of the City of Key West and CONSULTANT, they shall be borne by each party in proportion to its negligence.

The indemnification obligations under the Contract shall not be restricted in any way by any limitation on the amount or type of damages, compensation, or benefits payable by or for the CONSULTANT under Workers' Compensation acts, disability benefits acts, or other employee benefits acts, and shall extend to and include any actions brought by or in the name of any employee of the CONSULTANT or of any third party to whom CONSULTANT may subcontract a part or all of the Work. This indemnification shall continue beyond the date of completion of the work.

CONSULTANT: Life Line Billing Systems, LLC d/b/a LifeQuest Services      SEAL:

N2930 State Road 22, Wautoma, WI 54982

Address

  
Signature

Kevin J. Beck

Print Name

Chief Financial Officer

Title

DATE:

1/16/15

N/A - Life Line Billing Systems, LLC does not meet the definition of "Local Business"

**LOCAL VENDOR CERTIFICATION PURSUANT TO  
CITY OF KEY WEST ORDINANCE 09-22 SECTION 2-798**

The undersigned, as a duly authorized representative of the vendor listed herein, certifies to the best of his/her knowledge and belief, that the vendor meets the definition of a "Local Business." For purposes of this section, "local business" shall mean a business which:

- a. Principle address as registered with the FL Department of State located within 30 miles of the boundaries of the city, listed with the chief licensing official as having a business tax receipt with its principle address within 30 miles of the boundaries of the city for at least one year immediately prior to the issuance of the solicitation
- b. Maintains a workforce of at least 50 percent of its employees from the city or within 30 miles of its boundaries.
- c. Having paid all current license taxes and any other fees due the city at least 24 hours prior to the publication of the call for bids or request for proposals.
  - Not a local vendor pursuant to Ordinance 09-22 Section 2-798
  - Qualifies as a local vendor pursuant to Ordinance 09-22 Section 2-798

If you qualify, please complete the following in support of the self-certification & submit copies of your County and City business licenses. Failure to provide the information requested will result in denial of certification as a local business.

Business Name \_\_\_\_\_ Phone: \_\_\_\_\_

Current Local Address: \_\_\_\_\_ Fax: \_\_\_\_\_

(P.O Box numbers may not be used to establish status)

Length of time at this address: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_  
Signature of Authorized Representative

STATE OF \_\_\_\_\_ COUNTY OF \_\_\_\_\_

The foregoing instrument was acknowledged before me this \_\_\_\_\_ day of \_\_\_\_\_

By \_\_\_\_\_, of \_\_\_\_\_  
(Name of officer or agent, title of officer or agent) (Name of corporation acknowledging)

or has produced identification \_\_\_\_\_ as identification  
(Type of identification)

\_\_\_\_\_  
Signature of Notary

Return completed form with  
Supporting documents to:  
City of Key West Purchasing

\_\_\_\_\_  
Print, Type or Stamp Name of Notary

\_\_\_\_\_  
Title or Rank

**EQUAL BENEFITS FOR DOMESTIC PARTNERS AFFIDAVIT**

STATE OF Wisconsin )  
: SS  
COUNTY OF Waushara )

I, the undersigned hereby duly sworn, depose and say that the firm of Life Line Billing  
Systems, LLC d/b/a LifeQuest Services  
provides benefits to domestic partners of its employees on the same basis as it provides benefits  
to employees' spouses, per City of Key West Code of Ordinances Sec. 2-799.

By: Michael J. Finn  
Michael J. Finn, Chief Executive Officer

Sworn and subscribed before me this 18<sup>th</sup> day of January, 2018

NOTARY PUBLIC, State of Wisconsin at Large

My Commission Expires: 3-11-2019



\* \* \* \* \*

**CONE OF SILENCE AFFIDAVIT**

STATE OF Wisconsin )  
 : SS  
COUNTY OF Waushara )

I, the undersigned hereby duly sworn, depose and say that all owner(s), partners, officers, directors, employees and agents representing the firm of Life Line Billing Systems, LLC have read and understand the limitations and procedures regarding communications concerning City of Key West issued competitive solicitations pursuant to City of Key West Ordinance Section 2-773 Cone of Silence.

By:   
Michael J. Finn, Chief Executive Officer

Sworn and subscribed before me this

18<sup>th</sup> day of January 20 18.



NOTARY PUBLIC, State of Wisconsin at Large

My Commission Expires: 3-19-2018

\* \* \* \* \*





## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
1/15/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> M3 Insurance Solutions, Inc. One Corporate Drive, Suite 600 Wausau WI 54401		<b>CONTACT</b> NAME: Katie Johnson PHONE (A/C, No. Ext): 608-288-2845 FAX (A/C, No): E-MAIL: katie.johnson@m3ins.com ADDRESS: katie.johnson@m3ins.com	
		<b>INSURER(S) AFFORDING COVERAGE</b>	
		INSURER A : EMCASCO Insurance Company	
		INSURER B :	
		INSURER C :	
		INSURER D :	
		INSURER E :	
		INSURER F :	

**COVERAGES** **CERTIFICATE NUMBER:** 174861934 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			5D23939	12/31/2017	12/31/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			5E23939	12/31/2017	12/31/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 0			5J23939	12/31/2017	12/31/2018	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			5H23939	12/31/2017	12/31/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Crime			5F23939	12/31/2017	12/31/2018	Client's Property Deductible 500,000 5,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

If proposed contract is awarded, City of Key West will be an Additional Insured on a primary and non-contributory basis with regards to General Liability when required by written contract. Waiver of subrogation on the General Liability, Auto and Workers' Compensation policy in favor of same if the contract is awarded. 30 day notice of cancellation for City of Key West.

## CERTIFICATE HOLDER

City of Key West, Florida 1300 White Street Key West FL 33040	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

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## COMMERCIAL GENERAL LIABILITY

**THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.**

### **ADDITIONAL INSURED – PERSONS OR ORGANIZATIONS – AUTOMATIC STATUS WHEN REQUIRED IN WRITTEN CONTRACT OR AGREEMENT – PRIMARY AND NONCONTRIBUTORY**

This endorsement modifies the insurance provided under the following

#### COMMERCIAL GENERAL LIABILITY COVERAGE FORM

**A. Section II – Who Is An Insured** is amended to include as an additional insured

1. Any person or organization when you and such person or organization have agreed in writing in a contract or agreement that such person or organization be added as an additional insured on your policy, and
2. Any other person or organization you are required to add as an additional insured under the contract or agreement described in Paragraph 1. above

Such person(s) or organization(s) is an additional insured only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf

- 1 In the performance of your ongoing operations, or
- 2 In connection with your premises owned or rented to you

However, the insurance afforded to such additional insured described above.

1. Only applies to the extent permitted by law, and
2. Will not be broader than that which you are required by the contract or agreement to provide for such additional insured

**B. With respect to the insurance afforded to these additional insureds, the following is added to Section III – Limits Of Insurance:**

The most we will pay on behalf of the additional insured is the amount of insurance

1. Required by the contract or agreement described in Paragraph A.1.; or
2. Available under the applicable Limits of Insurance shown in the Declarations,

whichever is less

This endorsement shall not increase the applicable Limits of Insurance shown in the Declarations

**C. The following is added to the Other Insurance Condition and supersedes any provision to the contrary.**

**Primary and Noncontributory Insurance**

This insurance is primary to and will not seek contribution from any other insurance available to an additional insured under your policy provided that

- (1) The additional insured is a Named Insured under such other insurance; and
- (2) You have agreed in writing in a contract or agreement that this insurance would be primary and would not seek contribution from any other insurance available to the additional insured

**D. All other terms and conditions of this policy remain unchanged**

COMMERCIAL GENERAL LIABILITY

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**BLANKET WAIVER OF SUBROGATION WHEN REQUIRED IN A WRITTEN  
CONTRACT OR AGREEMENT**

This endorsement modifies insurance provided under the following

COMMERCIAL GENERAL LIABILITY COVERAGE FORM

The following is added to Paragraph 8. **Transfer Of Rights Of Recovery Against Others To Us** of Section IV – **Conditions**:

We waive any right of recovery we may have against any person or organization against whom you have agreed to waive such right of recovery in a written contract or agreement because of payments we make for injury or damage arising out of your ongoing operations or "your work" done under a contract with that person or organization and included in the "products-completed operations hazard"

**X. WAIVER OF TRANSFER OF RIGHTS OF RECOVERY**

Subparagraph 5. of Paragraph A. **Loss Conditions** of Section IV **Business Auto Conditions** is deleted in its entirety and replaced with the following

**Transfer Of Rights Of Recovery Against Others To Us**

If any person or organization to or for whom we make payment under this Coverage Form has rights to recover damages from another, those rights are transferred to us. That person or organization must do everything necessary to secure our rights and must do nothing after "accident" or "loss" to impair them.

However, we waive any right of recovery we may have against any person, or organization with whom you have a written contract, agreement or permit executed prior to the "loss" that requires a waiver of recovery for payments made for damages arising out of your operations done under contract with such person or organization.

**WORKERS COMPENSATION AND EMPLOYERS LIABILITY INSURANCE POLICY**

**WC 00 03 13**  
(Ed. 4-84)

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**WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT**

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit any one not named in the Schedule.

## DEFINITIONS

The following list contains industry specific terms and abbreviations used throughout this proposal.

**LifeQuest Services, LifeQuest, We, Our:** Life Line Billing Systems, LLC d/b/a LifeQuest Services

**Client Partner:** The City/County/Township/Fire department/EMS Authority requesting proposals

**Patient/Consumer/Customer:** The party that received services from the Client Partner and from whom LifeQuest Services is attempting to collect payment

**Payor:** The company/party/person expected to pay on an account

**Private Pay/Self Pay/Patient Pay:** No applicable insurance is present and/or all other payment sources have been exhausted and the transported patient is the responsible payor

**ACA International:** Association of Credit and Collections Professionals

**ANSI 5010:** American National Standards Institute

**BBB:** Better Business Bureau

**CAC:** Certified Ambulance Coder

**CFPD:** Consumer Financial Protection Bureau

**CMS:** Centers for Medicare and Medicaid Services

**CNA:** Certified Nursing Assistant

**CPA:** Certified Public Accountant

**DFI:** Department of Financial Institutions

**DOB:** Date of Birth

**DOR:** Department of Revenue

**EMS:** Emergency Medical Services

**ERA:** Electronic Remittance Advice

**ePCR:** Electronic Patient Care Report

**FACTA:** Fair and Accurate Credit Transactions Act

**FCRA:** Fair Credit Reporting Act

**FDCPA:** Fair Debt Collections Practices Act

**FTP:** File Transfer Protocol

**GAAP:** Generally Accepted Accounting Principles

**GLBA:** Gramm-Leach-Bliley Act

**HCFA:** Health Care Financing Administration

**HIPAA:** Health Insurance Portability and

Accountability Act

**HITECH:** Health Information Technology for Economic and Clinical Health Act

**IT:** Information Technology

**IVR:** Interactive Voice Response

**NAAC:** National Academy of Ambulance Compliance

**NEMSIS Compliant:** Meets the EMS industry data standard defined by the National EMS Information System

**OIG:** Office of Inspector General

**PHI:** Protected Healthcare Information

**PCI/DSS:** Payment Card Industry Data Security Standard

**PCS:** Professional Collection Specialist

**PIF:** Paid in Full

**PPMS:** Professional Practices Management System, a certification earned through ACA International.

**PWW:** Page, Wolfberg & Wirth LLC

**SSAE No. 16:** Statement on Standards for Attestation Engagements

**TCPA:** Telephone Consumer Protection Act

**TRIP:** Tax Refund Intercept Program

**UDAAP:** Unfair, Deceptive or Abusive Acts or Practices

# Exhibit A: Business License and Credentials



## FLORIDA OFFICE of FINANCIAL REGULATION



[Home](#) [About OFR](#) [Apply for a License](#) [Verify a License](#) [File a Complaint](#) [News](#) [Research Resources](#)

### License Search Results Detail

**License Name:** LIFE LINE BILLING SYSTEMS, LLC  
**DBA Name:** LIFEQUEST SERVICES

**License Type:** Consumer Collection Agency  
**Status:** Approved  
**Status Effective Date:** 12/8/2017  
**Original Date of License:** 2/5/2014  
**License Number:** CCA9903334  
**License Expiration Date:** 12/31/2018

**License Main Address:**  
**Street:** N2930 STATE RD 22  
**City:** WAUTOMA  
**State:** WI  
**Zip Code:** 54982-5267

**License Mailing Address:**  
**Street:** N2930 STATE RD 22  
**City:** WAUTOMA  
**State:** WI  
**Zip Code:** 54982-5267

**Phone Number:**

# Delaware

The First State

Page 1

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF  
DELAWARE, DO HEREBY CERTIFY "LIFE LINE BILLING SYSTEMS, LLC" IS  
DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD  
STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS  
OFFICE SHOW, AS OF THE FOURTEENTH DAY OF AUGUST, A.D. 2017.



5228947 8300

SR# 20175617477

You may verify this certificate online at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)

A handwritten signature in black ink, appearing to read "JBULLOCK", is written over a horizontal line. Below the line, the text "Jeffrey W. Bullock, Secretary of State" is printed.

Authentication: 203055932

Date: 08-14-17

# State of Wisconsin

## DEPARTMENT OF FINANCIAL INSTITUTIONS

This License Must Be Conspicuously Posted In the Public Office

Life Line Billing Systems LLC  
DBA LifeQuest Services and 911 Pro Billing

having complied with the requirements set forth under Section 218.04 of  
the Wisconsin Statutes, is hereby licensed to engage in business as a

**Collection Agency**

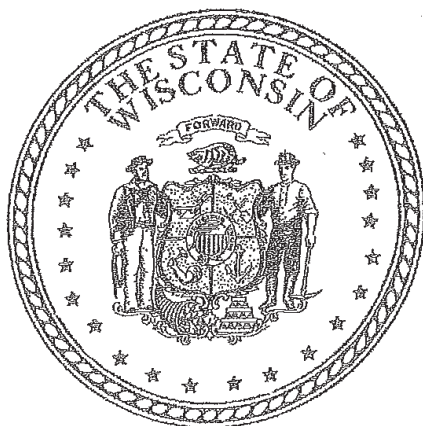
in accordance with and subject to the provisions of said Section 218.04 and  
all acts amendatory thereto at:

N2930 State Hwy 22  
Wautoma, WI

This license cannot be assigned or transferred and is VOID AFTER June 30,  
2018.

License No. 687

Effective Date: July 1, 2017



Department of Financial Institutions

Cheryll Olson-Collins, Administrator of Banking

**MICHAEL R. THIEL**  
CERTIFIED PUBLIC ACCOUNTANT  
114 EAST UNION STREET  
WAUPACA, WI 54981

BUS: (715) 256-9620  
FAX: (715) 256-9621

## SSAE NO. 16 INDEPENDENT SERVICE AUDITOR'S REPORT

To the Executive Team of  
Life Line Billing Systems, LLC

### *Scope*

I have examined Life Line Billing Systems, LLC's description of its billing, collection and data management systems for processing user entities' transactions throughout the period January 1, 2014 to December 31, 2014 (description) and the suitability of the design and operating effectiveness of controls to achieve the related control objectives stated in the description.

### *Service organization's responsibilities*

In section two of this report, Life Line Billing Systems, LLC has provided an assertion about the fairness of the presentation of the description and suitability of the design and operating effectiveness of the controls to achieve the related control objectives stated in the description. Life Line Billing Systems, LLC is responsible for preparing the description and for the assertion, including the completeness, accuracy, and method of presentation of the description and the assertion; providing the services covered by the description; specifying the control objectives and stating them in the description; identifying the risks that threaten the achievement of the control objectives; selecting the criteria; and designing, implementing, and documenting controls to achieve the related control objectives stated in the description.

### *Service auditor's responsibilities*

My responsibility is to express an opinion on the fairness of the presentation of the description and on the suitability of the design and operating effectiveness of the controls to achieve the related control objectives stated in the description, based on my examination. I conducted my examination in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that I plan and perform my examination to obtain reasonable assurance about whether, in all material respects, the description is fairly presented and the controls

MEMBER  
AMERICAN INSTITUTE OF  
CERTIFIED PUBLIC ACCOUNTANTS

MEMBER  
WISCONSIN INSTITUTE OF  
CERTIFIED PUBLIC ACCOUNTANTS

were suitably designed and operating effectively to achieve the related control objectives stated in the description throughout the period January 1, 2014 to December 31, 2014.

An examination of a description of a service organization's system and the suitability of the design and operating effectiveness of the service organization's controls to achieve the related control objectives stated in the description involves performing procedures to obtain evidence about the fairness of the presentation of the description and the suitability of the design and operating effectiveness of those controls to achieve the related control objectives stated in the description. My procedures included assessing the risks that the description is not fairly presented and that the controls were not suitably designed or operating effectively to achieve the related control objectives stated in the description. My procedures also included testing the operating effectiveness of those controls that I consider necessary to provide reasonable assurance that the related control objectives stated in the description were achieved. An examination engagement of this type also includes evaluating the overall presentation of the description and the suitability of the control objectives stated therein and the suitability of the criteria specified by the service organization and described in section three of this report. I believe that the evidence I obtained is sufficient and appropriate to provide a reasonable basis for my opinion.

#### *Inherent limitations*

Because of their nature, controls at a service organization may not prevent, or detect and correct, all errors or omissions in processing or reporting transactions. Also, the projection to the future of any evaluation of the fairness of the presentation of the description, or conclusions about the suitability of the design or operating effectiveness of the controls to achieve the related control objectives, is subject to the risk that controls at a service organization may become inadequate or fail.

#### *Opinion*

In my opinion, in all material respects, based on the criteria described in Life Line Billing Systems, LLC's assertion in section two of this report,

- a. The description fairly presents the billing, collection and data management systems that were designed and implemented throughout the period January 1, 2014 to December 31, 2014.
- b. The controls related to the control objectives stated in the description were suitably designed to provide reasonable assurance that the control objectives would be achieved if the controls operated effectively throughout the period January 1, 2014 to December 31, 2014.
- c. The controls tested, which were those necessary to provide reasonable assurance that the control objectives stated in the description were achieved, operated effectively throughout the period January 1, 2014 to December 31, 2014.

*Description of tests of controls*

The specific controls tested and the nature, timing, and results of those tests are listed in section four of this report.

*Restricted use*

This report, including the description of tests of controls and results thereof in section four of this report, is intended solely for the information and use of Life Line Billing Systems, LLC, user entities of Life Line Billing Systems, LLC's billing, collection and data management systems during some or all of the period January 1, 2014 to December 31, 2014, and the independent auditors of such user entities, who have a sufficient understanding to consider it, along with other information including information about controls implemented by user entities themselves, when assessing the risks of material misstatements of user entities' financial statements. This report is not intended to be and should not be used by anyone other than these specified parties.

A handwritten signature in black ink that reads "Michael R. Thiel, CPA".

Michael R. Thiel, CPA

January 30, 2015

Waupaca, Wisconsin

## PAGE, WOLFBERG & WIRTH LLC

ATTORNEYS & CONSULTANTS

**PARTNERS**

JAMES O. PAGE (1936-2004)  
DOUGLAS M. WOLFBERG ○ Δ  
STEPHEN R. WIRTH ○

5010 EAST TRINDLE ROAD, SUITE 202  
MECHANICSBURG, PA 17050

**ASSOCIATES**

CHRISTINA M. MELLOTT ○  
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RYAN S. STARK ○  
AMANDA STARK □

**OF COUNSEL**

KENNETH E. BRODY ○

TELEPHONE (717) 691-0100  
FACSIMILE (717) 691-1226

**CONSULTANTS**

STEVEN M. JOHNSON  
LISA W. BERNHARD, CPA

○ MEMBERS, PENNSYLVANIA BAR  
Δ MEMBER, NEW YORK BAR  
□ MEMBER, CALIFORNIA BAR

WWW.PWWEMSLAW.COM

DOUGLAS M. WOLFBERG  
dwolfberg@pwwemslaw.com

November 9, 2017

To Whom it May Concern:

We are pleased to confirm that Page, Wolfberg & Wirth (PWW) has represented LifeQuest since 2002, providing legal, consulting, educational and compliance-related services. While PWW does not provide commercial endorsements, we have found that LifeQuest prides itself on maintaining a superior commitment to compliance and customer service.

In addition to our longstanding representation of LifeQuest, for over 12 years we have worked closely with LifeQuest in presenting its annual "Hot Topics in EMS" educational conference to their clients and others. This event typifies LifeQuest's desire to bring compliance-related education directly to EMS agencies.

We hold LifeQuest in high regard as a company which places a priority on providing compliant billing and collection services for the EMS industry.

Very truly yours,



Douglas M. Wolfberg

DMW:



*Our money's on you.*

January 15, 2018

City of Key West, Florida  
1300 White Street  
Key West, FL 33040

Re: Life Line Billing Systems, LLC d/b/a LifeQuest Services

Dear Sirs:

The above mentioned company has been a valued customer of our Bank since June of 2003. They maintain in excess of 250 different accounts. We have also extended them a 7 figure term credit facility in addition to a 6 figure line of credit of which they have access to as needed.

All accounts have been handled as agreed.

Should you have any additional questions, I can be reached at 920-907-2224.

Sincerely,

  
Perry Schleif  
Executive Vice President

[www.HTBWI.com](http://www.HTBWI.com)



# *Certificate of Membership* 2017

Life Line Billing Systems LLC

Wautoma, Wisconsin

Company Member Number 13130048

*has pledged to uphold and abide by the Code of Conduct of ACA International, the world's largest organization of accounts receivable management companies, and is hereby entitled to the rights and privileges of membership as provided in the Bylaws of ACA International, the Association of Credit and Collection Professionals.*



PCI DSS

Certificate of Compliance

D93D-2EF6-C3EF-549D

## Self-Assessment Questionnaire

Status: **Pass** 2017-10-10 15:13:01, valid through 2018-10-10

Version: SAQ D 3.2

Attested By: Jeremy Bennett, Senior System Administrator

## Vulnerability Scan

Status: **Pass** 2017-10-04 23:34:58, valid through 2018-01-04

Scan Vendor (ASV): Trustwave

Awarded To: Life Line Billing Systems, LLC

Client Authorization:

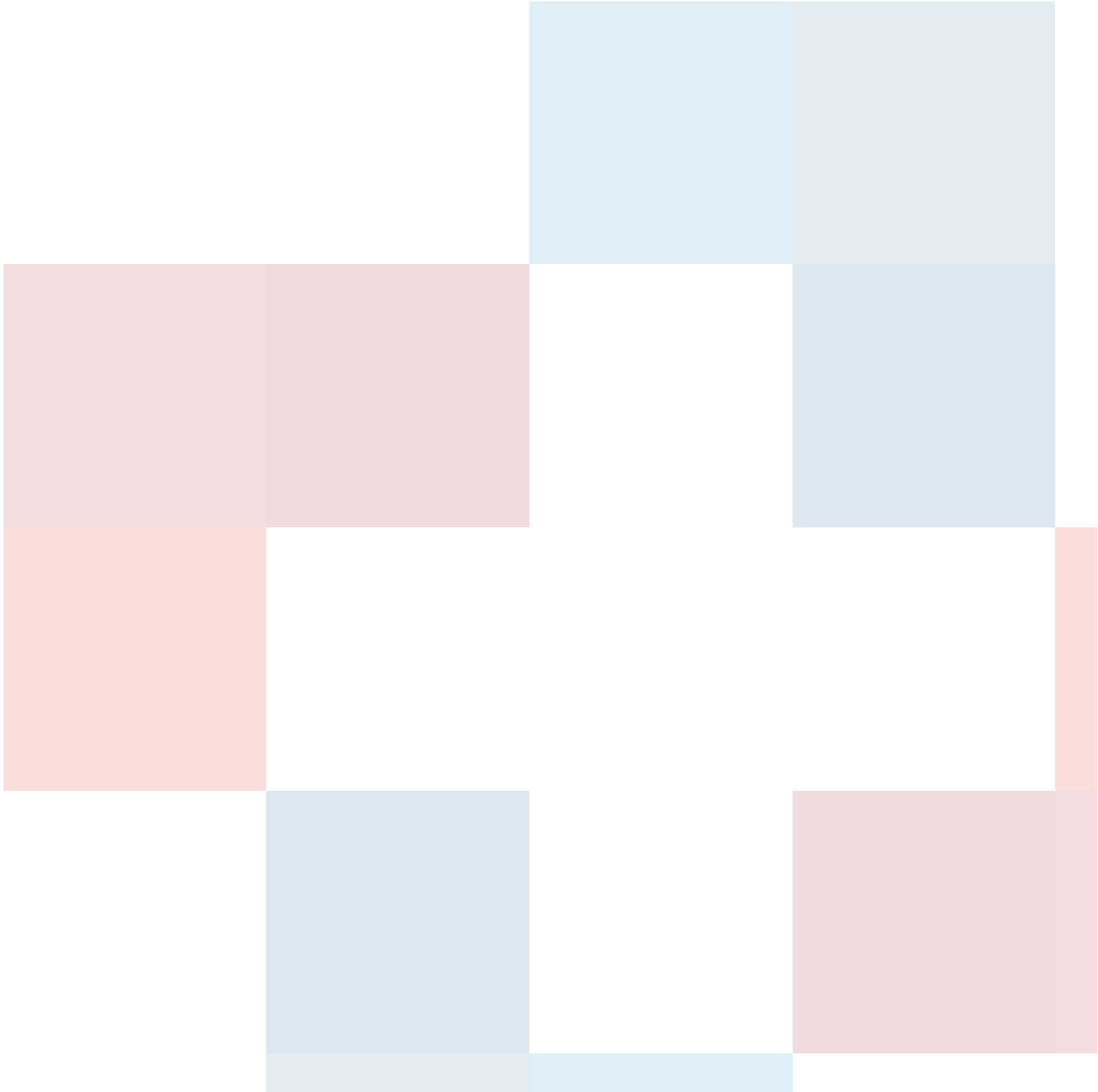
Sign Name: *Jeremy Dale Bennett* Print Name: *Jeremy Dale Bennett*

This signed contact at Life Line Billing Systems, LLC agrees to the accuracy of all information provided within TrustKeeper PCI Manager

To maintain compliance, the above named client (referred to below as "CLIENT") must be aware of and validate against its individual requirements as set by the Payment Card Industry Security Standards Council and the payment card brands. For information on requirements, please visit [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org). In addition, CLIENT must continually identify and provide to Trustwave information regarding any new system that stores, processes, or transmits cardholder data, so that this system can be included in the scope of the validation process. This certificate is valid through the expiration date stated above. It is CLIENT's sole responsibility to achieve and maintain compliance with the card association security requirements and obtain validation on at least a quarterly basis. Trustwave makes no representation or warranty as to whether CLIENT's systems are secure from either an internal or external attack or whether cardholder data is at risk of being compromised. This certificate of self-assessment is based on unverified information provided by CLIENT and is for the sole purpose of identifying attestation for compliance by CLIENT and cannot be used for any other purpose without the express written consent of Trustwave's legal counsel.

Participating organizations: Visa® Europe, Visa® Inc., MasterCard® Worldwide, American Express®, Discover® Financial Services, JCB Co., Ltd.

## Exhibit B: Resumes



## MICHAEL J. FINN

### Chief Executive Officer

#### PERSONAL SUMMARY

Michael is an experienced business leader with broad operations, consulting and financial services background. He drives operations performance and improvements across all business functions, with deep Fortune 500 process and best practice experience.

#### PROFESSIONAL EXPERIENCE

2012-Present	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> <i>Chief Operating Officer/Chief Executive Officer</i> Responsible for day-to-day operations, client experience, driving growth and ensuring processes/team/infrastructure/technology drive client success	<b>Wautoma, WI</b>
2012-Present	<b>Beverly Capital LLC</b> <i>Operating Partner</i> Support of investment assessments, due diligence and provide strategic and operational management support	<b>Chicago, IL</b>
2010-2011	<b>Firewalker Operations</b> <i>Principal Consultant/ Owner</i> Independent consultant for large healthcare and private equity clients, conducted service operations engagement including competitive cost initiatives and service operations restructuring	<b>Carmel, IN</b>
2003-2010	<b>Sallie Mae</b> <i>Vice President-Strategic Services</i>	<b>Fishers, IN</b>
2001-2002	<b>Barclays Capital</b> <i>European COO Global Credit Markets and IBD</i>	<b>London, UK</b>
2000-2001	<b>Softbank Capital Partners/Venture Capital</b> <i>Director of Business Development</i>	<b>Mountain View, CA</b>
1991-2000	<b>Booz-Allen &amp; Hamilton, Inc.</b> 1998-2000 <i>Principal, Operations Management Group</i> 1996-1998 <i>Group Director of Operations</i> 1996 <i>Principal</i> 1993-1996 <i>Senior Associate</i> 1991-1993 <i>Associate</i>	<b>Chicago, IL</b>
1984-1989	<b>Commonwealth Edison</b> 1987-1989 <i>Corporate Planning: Analyst/Nuclear Fuel Buyer</i> 1984-1987 <i>Nuclear Operations: Nuclear Engineer-Plant Support/Test Engineer</i>	<b>Chicago, IL</b>

#### EDUCATION AND CERTIFICATIONS

1990	<b>The University of Chicago GSB</b> <i>Master of Business Administration (Finance)</i>	<b>Chicago, IL</b>
1990	<b>The London School of Economics and Political Science</b> <i>Master of Science in Economics</i>	<b>London, England</b>
1984	<b>University of Illinois</b> <i>Bachelor of Science in Nuclear Engineering</i>	<b>Champaign/Urbana, IL</b>

## KEVIN BECK CPA, CIA, CMA

### Chief Financial Officer

#### PERSONAL SUMMARY

Kevin has over 25 years of financial experience maintaining the integrity of financial procedures, controls and developing strategic initiatives to grow companies in revenue and profitability.

#### PROFESSIONAL EXPERIENCE

<b>2015-Present</b>	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> <i>Chief Financial Officer</i> Oversee operations and revenue cycle management, create budget and work within allowed budget to meet costs and wages for department, create and follow strategic plans for department	<b>Wautoma, WI</b>
<b>2013-2015</b>	<b>Connor Timber Associates/ WD Flooring</b> <i>Chief Financial Officer</i> Month end close and reporting, project cost controls and reporting, daily treasury and cash forecasting, integration of newly acquired company (including Mexican operation)	<b>Laona, WI</b>
<b>2001-2012</b>	<b>Charter Steel</b> <i>Director of Finance (six plants with revenue of \$1 billion in 2011)</i> <i>Division Controller (six plants with revenue of \$900 million in 2008)</i> Business plan preparation, consolidation, review and presentation, overall responsibility for financial controls and integrity of financial systems, supervision of three managers and staff of twenty	<b>Milwaukee, WI</b>
<b>1999-2001</b>	<b>Tower Automotive</b> <i>Financial Leader-Milwaukee Ram Assembly Operations</i> Overall responsibility for financial controls and integrity of financial systems, supervision of AP, AR, IT and cost accounting staff, develop and administer capital plans for a \$200 million product launch, coordination, review and approval of year-end audit with outside CPA firm, coordination and oversight of annual physical inventory	<b>Milwaukee, WI</b>
<b>1997-1999</b>	<b>Federal Mogul</b> <i>Plant Controller</i> Implemented control to ensure integrity of financial reporting process, negotiated new business that increased sales/profitability to record highs for the facility (increase of 10% from previous high)	<b>Wausau, WI</b>
<b>1994-1997</b>	<b>Walker Manufacturing, Tenneco, IN</b> <i>Manager of Financial Operations &amp; Inventory Control</i> <i>Manager of OE Pricing &amp; Cost Estimating</i> Successful negotiations with OE customer, resulting in increased EBIT, estimated value of \$3 - \$3.5 million annually, initiated/implemented policies and procedures for joint venture. increased controls to ensure integrity of financial data	<b>Lake Forest, IL</b>

#### EDUCATION AND CERTIFICATIONS

<b>1987</b>	<b>University of Wisconsin-Parkside</b> <i>Bachelor of Science in Finance/Accounting</i>	<b>Kenosha, WI</b>
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## TIM W. ROSIN

### Vice President, Client Relations

#### PERSONAL SUMMARY

Tim is responsible for the coordination and implementation of business plan objectives and growth.

#### PROFESSIONAL EXPERIENCE

<b>2012-Present</b>	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> <i>Manages Sales, Marketing, Client Relations</i> Oversee, administer and manage all external operations, including customer care and sales as well as developing new business opportunities, develop and manage sales and marketing activities, represent LifeQuest Services at industry meetings and trade shows, coordinate special projects and administrative activities	<b>Wautoma, WI</b>
<b>1996-2012</b>	<b>Waushara County EMS</b> <i>Director of Operations/Paramedic</i> Develop and promulgate emergency plans and protocols, maintain and oversee complete billing, collections and medical record keeping system, supervise and schedule budget development/administration	<b>Wautoma, WI</b>
<b>1985-1996</b>	<b>Kwik Trip, Inc.</b> <i>Internal Auditor</i> Inventory control for district of 45-50 stores, shrink/loss management, accounting and profitability resourcing, expanded sales to include mass market accounts	<b>LaCrosse, WI</b>

#### EDUCATION AND CERTIFICATIONS

<b>1996</b>	<b>Fox Valley Technical College</b> <i>Emergency Medical Technician-Paramedic</i>	<b>Appleton, WI</b>
<b>1985</b>	<b>Fox Valley Technical College</b> <i>Accounting and Business Administration, Member of American Business Association</i>	<b>Appleton, WI</b>

## BARRETT J. WILlich

### Executive Vice President of Strategy

#### PERSONAL SUMMARY

Barrett is responsible for strategy development and execution at LifeQuest Services. He works across all business units at LifeQuest Services to enhance processes, create efficiencies, and ultimately drive revenue for client partners.

#### PROFESSIONAL EXPERIENCE

2016-Present	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> Executive Vice President of Strategy	Wautoma, WI
2014-Present	<b>Beverly Capital</b> <i>Vice President</i> Leads deal origination and execution, assists operating companies with strategic direction, operational improvements, and financing decisions; director of American Prosthetic Components, the Elwood Corporation and Tree Street Dermatology.	Chicago, IL
2008-Present	<b>Marquette AIM Advisory Board</b> <i>Member, Speaker, Mentor</i>	Milwaukee, WI
2015-Present	<b>St. Stanislaus Kostka School Board</b> <i>Co-Chairman</i>	Chicago, IL
2013-2013	<b>McNally Capital</b> <i>Private Equity Associate Intern</i>	Chicago, IL
2010-2012	<b>Winona Capital Management</b> <i>Associate</i> Assisted portfolio companies with cash flow management, strategic direction and financial projections; participated in all aspects of PE transactions, including deal sourcing, diligence, and financial analysis.	Chicago, IL
2008-2010	<b>Robert W. Baird &amp; Co.</b> <i>Investment Banking Analyst-Healthcare, Technology and Business Services Group</i> Worked extensively with clients to analyze financials, determine valuations, and market companies; closed 3 M&A transactions, 1 debt recapitalization, 4 public equity offerings, and 2 fairness opinions	Chicago, IL

#### EDUCATION AND CERTIFICATIONS

2014	<b>Kellogg School of Management, Northwestern University</b> <i>Master of Business Administration</i> Majors in Entrepreneurship and Management & Organizations	Evanston, IL
2008	<b>Marquette University</b> <i>Bachelor of Science in Finance, cum laude</i>	Milwaukee, WI

## PEDER H. CULVER II

### Director of Operations

#### PERSONAL SUMMARY

Peder has experience in maintaining the integrity of financial procedures and controls for over 19 years.

#### PROFESSIONAL EXPERIENCE

<b>2014-Present</b>	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> Director of Operations Oversee operations and revenue cycle management, create budget and work within allowed budget to meet costs and wages for department, create and follow strategic plans for department, assist CFO with monthly reports and financials	<b>Wautoma, WI</b>
<b>2011-2014</b>	<b>Hometown Bank</b> <i>Assistant Vice President</i> Branch Manager; daily management of operations, employees and customer service	<b>Wautoma, WI</b>
<b>2004-2011</b>	<b>Farmers Exchange Bank</b> <i>Loan Officer</i> Consumer and mortgage lending similar to above for a small, local bank, served as supervisor when president was out of office, excel spreadsheet developer for branch payroll, lending aids, and other reports as needed	<b>Neshkoro, WI</b>
<b>2003-2004</b>	<b>US Bank</b> <i>Commercial Analyst</i> Work with lender to prepare approvals and reviews for commercial board approval, work with loan officer to review credits, structure appropriate loan plans, and prepare annual, reviews for commercial board approval	<b>Oshkosh, WI</b>
<b>1997-2003</b>	<b>US Bank</b> <i>1999-2003 Personal Trust Officer</i> Manage small personal trust client portfolios and invest in proprietary funds, assist senior officers with larger personal trust relationship management, merger team coordinator; meetings, testing and training for changes in software <i>1997-1999 Institutional Trust Officer</i> Daily balancing and cash investment for large corporate clients, settle high volume of stock transactions under numerous daily deadlines	<b>Milwaukee, WI</b>

#### EDUCATION AND CERTIFICATIONS

<b>1993</b>	<b>University of Wisconsin - Eau Claire</b> <i>Bachelor of Business Administration in Finance with International Emphasis</i>	<b>Eau Claire, WI</b>
<b>1992</b>	<b>Southern Denmark School of Business</b> <i>Study Abroad Program: Business &amp; International Relations</i>	<b>Sonderborg, Denmark</b>

## SHAWNA HUGHES

### Billing Manager

#### PERSONAL SUMMARY

Shawna is the billing department manager. She is an expert on Medicare and Medicaid matters. She performs audits of coding accuracy, leads our team of denial specialists, and offers guidance on Medicare/Medicaid coding compliance.

#### PROFESSIONAL EXPERIENCE

2011-Present	Life Line Billing Systems, LLC d/b/a LifeQuest Services <i>Billing Manager</i>	Wautoma, WI
2009-2011	Express Gas Station <i>Attendant</i>	Wautoma, WI
2008-2009	St. Michael's Hospital <i>Medication Specialist</i>	Stevens Point, WI
2007-2008	CHN <i>Registrar</i>	Berlin, WI
2002-2007	Lifeline Systems, inc. d/b/a LifeQuest Services <i>Coder</i>	Wautoma, WI

#### EDUCATION AND CERTIFICATIONS

2015-Present	National Accademy of Ambulance Coding (NAAC) <i>ICD10 Coding Training</i>
2012-Present	National Accademy of Ambulance Coding (NAAC) <i>Certified Ambulance Coder (CAC)</i>
2004	WPS Government Health Administrators <i>SNF PPS Training</i>
2003	Fox Valley Technical College <i>First Responder Training</i>
1999	Fox Valley Technical College <i>EMT Basic</i>

**Continuing Education Includes:** *monthly and quarterly Medicare webinar updates for six Medicare Carriers, quarterly CAC billing webinar updates, yearly attendance at ABC360, weekly CMS newsletter updates, yearly VA training*

## MICHAEL BAFIA

Vice President

### PERSONAL SUMMARY

Michael is a performance-driven executive who thrives on tough challenges and aggressive goals. He drives operational performance, enthusiasm, commitment and customer satisfaction.

### PROFESSIONAL EXPERIENCE

2016-Present	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> <i>Vice President</i>	<b>Wautoma, WI</b>
2010-2016	<b>Glass Mountain Capital LLC</b> <i>Vice President of Operations</i> Oversaw and managed daily operations, created collection strategies to meet both company and client needs, created monthly incentives for collectors and managers, created monthly forecasts and projections for clients handled all client conference calls.	<b>Schaumburg, IL</b>
2004-2010	<b>Malcom S. Gerald Inc</b> <i>Senior Administrator</i> Monitored company productivity, oversaw and managed daily operations in both the Pakistan and Chicago offices composed of 250+ personnel, ran Human Resources	<b>Chicago, IL</b>
1996-2004	<b>Chicago Exhibit Productions</b> <i>1999 Client Services Manager</i> Oversaw and managed client services department made up of 30 people, provided leadership to the client service department. <i>1996-1999 Assistant to Senior Account Representatives</i> Provided support to three Senior Account Representatives, which included placing orders, answering telephone calls, travel arrangements, and misc. administrative duties.	<b>Bolingbrook, IL</b>

### EDUCATION AND CERTIFICATIONS

2003	<b>Valparaiso University</b> <i>Bachelor of Arts in Political Science, History Minor</i>	<b>Valparaiso, IN</b>
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## KAY FORET

### Collection Manager

#### PERSONAL SUMMARY

Kay has over 25 years' experience in the consumer reporting, financial, and debt collection industries.

#### PROFESSIONAL EXPERIENCE

2012-Present	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> <i>Collection Manager</i> Oversees operations in the collection department, implementation of TRIP programs, Collection Specialist training, ensuring technology and processes are compliant and up to date	<b>Wautoma, WI</b>
2013-2015	<b>Wisconsin Collectors Association</b> <i>Director</i>	<b>WI</b>
2013-2015	<b>The Association of Credit and Collection Professionals (ACA)</b> <i>ACA Unit Leader</i>	
1999-2012	<b>Figi's</b> <i>Call Center Supervisor</i> 2008-2012 Full-Time 1999-2008 Part-Time	<b>Stevens Point, WI</b>
1999-2008	<b>Point Credit</b> <i>Vice President of Collections</i>	<b>Stevens Point, WI</b>
1989-1998	<b>ASI</b> <i>Operations Manager</i>	<b>Bristol, TN</b>

#### EDUCATION AND CERTIFICATIONS

1993-Current	<b>The Association of Credit and Collection Professionals (ACA)</b> <i>Professional Collection Specialist</i>	
2015	<b>The Association of Credit and Collection Professionals (ACA)</b> <i>Fellow</i>	
2014	<b>The Association of Credit and Collection Professionals (ACA)</b> <i>Scholar</i>	
2011	<b>Certified Dialer Administrator</b>	
1993	<b>North East State Technical</b> <i>Computer Science</i>	<b>Johnson City, TN</b>
1973	<b>Appalachian State University</b> <i>Psychology</i>	<b>Boone, NC</b>

## JAMES O. MULVEY

### IT Manager

#### PERSONAL SUMMARY

Jim is well versed in all aspects of information technology, database administration, management, and programing.

#### PROFESSIONAL EXPERIENCE

<b>2006-Present</b>	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> <i>2014 IT Manager</i> <i>2006-2014 Senior Programmer/Analyst</i> Ensure the network infrastructure meets the company's requirements, oversee software development, ensure the company's disaster recovery plan is in place	<b>Wautoma, WI</b>
<b>2000-2006</b>	<b>J.J. Keller and Associates</b> <i>Programmer Analyst</i> Develop custom reporting solutions using various reporting tools, provide analysis and manage new service development, work with vendors and clients to resolve technical issues	<b>Neenah, WI</b>
<b>1999-2000</b>	<b>Santana Energy Services, Inc.</b> <i>Senior Database Administrator/Account Manager</i> Utilized visual basic with MS access to create and update database applications, designed and implemented invoicing applications related to natural gas and electricity sales, automated data import and analysis procedures	<b>Austin, TX</b>
<b>1997-1998</b>	<b>Austin Semiconductor, Inc. (ASI)</b> <i>Quality Engineer</i> Responsible for the daily quality engineering and reliability issues related to the assembly and environmental, mechanical, and electrical testing of monolithic and multichip module semiconductor devices	<b>Austin, TX</b>
<b>1993-1997</b>	<b>Sonoscan, Inc.</b> <i>Applications Engineer</i> Installed failure analysis and quality control inspection equipment at customer sites and provided introductory training throughout the United States	<b>Bensenville, IL</b>

#### EDUCATION AND CERTIFICATIONS

<b>1991</b>	<b>Illinois Institute of Technology</b> <i>Bachelor of Science in Physics, Engineering Specialization</i>	<b>Chicago, IL</b>
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## CERRY SCHRADER

### Client Relations Project Manager Lead

#### PERSONAL SUMMARY

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Cerry is dedicated to providing high quality customer service, accountability and communication to patients and our Client Partners.

#### PROFESSIONAL EXPERIENCE

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<b>2010-Present</b>	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> <i>2014 Client Relations Project Manager Lead</i> <i>2010-2014 Client Relations Project Manager</i> Primary contact point for client inquiries, draft documents and provide resources to clients to facilitate business agreements, maintain current records of client staff and resources to facilitate data management and accurate billing procedure, identification and scheduling of ongoing training to clients and their staff, compile monthly and annual data reports for clients, assist clients and customers with billing inquiries and mediate financial arrangements, coaching and mentoring team members	<b>Wautoma, WI</b>
<b>1995-Present</b>	<b>First Weber Group</b> <i>Realtor</i> Responsible for listing and selling real estate, maintaining client relationships, record keeping, coaching and mentoring new office staff	<b>Wautoma, WI</b>

#### EDUCATION AND CERTIFICATIONS

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<b>2016</b>	<b>Wisconsin Department of Insurance</b> <i>Licensed Intermediary Agent, Accident &amp; Health Insurance</i>
<b>1995</b>	<b>Wisconsin Realtors Association</b> <i>Licensed Realtor</i>
<b>2015</b>	<b>Fox Valley Technical College</b> <i>First Responder</i>

## BECKY GRIMM

### CQI/Compliance Officer

#### PERSONAL SUMMARY

Becky is a leader in quality assurance and compliance and the development and maintenance of our company compliance and quality control systems.

#### PROFESSIONAL EXPERIENCE

<b>2012-Present</b>	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> <i>Quality Assurance Manager/ Compliance Officer/ Audit Supervisor</i> Documentation review/data control, stay up to date with changes to rules and regulations for Medicare and Medicaid billings/various federal agencies HIPAA, Red Flag Security Rules, client satisfaction, internal/external audits review, Professional Practices Management System (PPMS, American Collectors Association) annual, re-certification, quality/assurance in call monitoring	<b>Wautoma, WI</b>
<b>2010-2011</b>	<b>Independent Consultant</b> <i>CQI Consultant</i> External auditor, ambulance billing data entry and coding, quality assurance of process improvement, quality assurance of client issues	<b>Mechanicsburg, PA</b>
<b>1995-2010</b>	<b>Lifeline Systems Inc d/b/a LifeQuest Services</b> <i>2007-2010 CQI/ Trainer</i> Audit reports review, assist department managers with areas needed for training, Professional Practices Management System data management and documentation, logging and trending client issues <i>1995-2007 Billing/ Office Manager/ Accounts Maintenance Manager</i> Responsible for billing floor: approximately 16 billing, data entry, and support staff employees, weekly staff training meetings, weekly audit of payment posting and data entry employees for incentive plan payouts, income and expenditure end of month reporting, office supply inventory/ ordering	<b>Wautoma, WI</b>

#### EDUCATION AND CERTIFICATIONS

<b>2010-Current</b>	<b>National Academy of Ambulance Coding (NAAC)</b> <i>Certified Ambulance Coder (CAC)</i>	
<b>1995/1998</b>	<b>Fox Valley Technical College</b> <i>First Responder</i>	<b>Appleton, WI</b>
<b>1992</b>	<b>Fox Valley Technical College</b> <i>Certified Nursing Assistant</i>	<b>Appleton, WI</b>

## EARL (CHIP) KRAMER

### Senior Business Development Executive

#### PERSONAL SUMMARY

Chip has over 35 years of experience in the EMS Industry, responsible for sales outreach to municipal services and performs medical necessity training program.

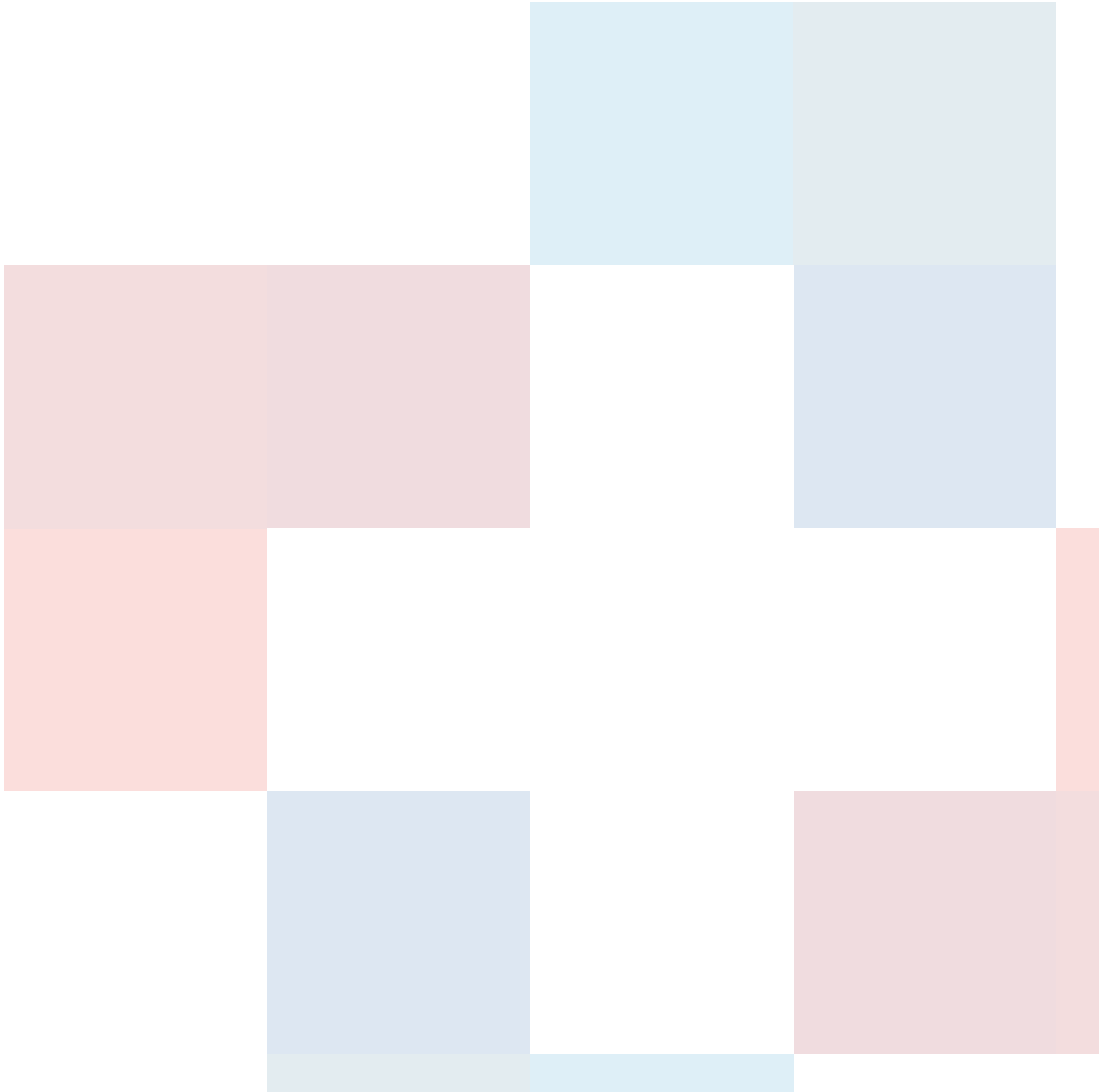
#### PROFESSIONAL EXPERIENCE

<b>2006-Present</b>	<b>Life Line Billing Systems, LLC d/b/a LifeQuest Services</b> <i>2012 Senior Business Development Executive</i> <i>2006-2012 Director of External Operations</i> Develop, evaluate, maintain and enhance client partner education and training program (LifeQuest Technologies, documentation, medical necessity, HIPAA and/or other EMS related subjects), promote excellent customer relations and growth by attending relevant conferences and client visits	<b>Wautoma, WI</b>
<b>2000-2006</b>	<b>Midwest Cremation Service</b> <i>Cremation Manager</i> Manage the private pet cremation, building, sales and account management	<b>Poynette, WI</b>
<b>1997-2000</b>	<b>Brakebush Brothers</b> <i>Driver Trainer</i>	<b>Westfield, WI</b>
<b>1995-1997</b>	<b>Merker Ambulance Service, Inc</b> <i>Operations Manager</i> Responsible for all operations of service, including hiring of personnel, payroll, overseeing dispatch, billing, accounts receivables, vehicle maintenance, setup and maintenance of computer network, supervised 50 employees	<b>LaGrange, IL</b>
<b>1988-1995</b>	<b>Loyola University Medical Center</b> <i>Helicopter Flight Paramedic</i> Medical crew member, trauma specialist transporting critical care patients to the Loyola University Medical Center, marketing coordinator in charge of marketing the flight program to the area communities and fire departments	<b>Maywood, IL</b>
<b>1983-1988</b>	<b>Superior Ambulance Service</b> <i>General Manager</i> Started and supervised 12 municipalities providing contract Paramedic/Firefighter services to these communities	<b>Elmhurst, IL</b>

#### EDUCATION AND CERTIFICATIONS

<b>1993</b>	<b>Loyola University</b> <i>Trauma Specialist, Altitude Physiology</i>	<b>Maywood, IL</b>
<b>1981</b>	<b>University of South Colorado</b> <i>Paramedicine, Biology</i>	<b>Pueblo, CO</b>

# Exhibit C: Hardware Specifications



**Panasonic**



Panasonic recommends Windows.

## TOUGHBOOK 20

- 10.1" Fully Rugged PC For Use as a Laptop or Tablet
- Sunlight-viewable Display Works With or Without Gloves
- Optional Bridge Battery Enables Hot-swap Battery Replacement for Continuous Use
- Integrated 2nd Battery, SmartCard, Barcode, Magstripe, Fingerprint, Serial Options and More
- Built-in Handle Also Functions as a Kickstand
- Industry leading driver packages for ease of deployment and support

MIL-STD-810G

MIL-STD-461F

IP65

ANSI HAZ LOC

4-FOOT DROP RATING

## THE WORLD'S FIRST FULLY RUGGED DETACHABLE LAPTOP.

The Toughbook 20 is the first fully rugged detachable PC with a removable keyboard that quickly transforms from a laptop into a fully functioning tablet with just one hand. At only 3.9 pounds, it's good on the go with a clever built in handle that also functions as a kickstand, an optional bridge battery allows hot swappable battery replacement while running without disruption and the broadest range of ports and integrated options in its class. The Toughbook 20 display can be used with or without gloves and its sunlight-viewable 800 nit IPS display with direct bonding enables wider viewing angles and richer colors.

**1.800.662.3537**  
**us.panasonic.com/toughbook/20**

PSC-M1625855

**TOUGHPAD®**

# TOUGHBOOK 20

Panasonic recommends Windows.

<b>SOFTWARE</b>	<ul style="list-style-type: none"> <li>Windows® 10 Pro 64-bit (available Windows 7 Professional downgrade option)</li> <li>Panasonic Utilities (including Dashboard), Recovery Partition</li> <li>Enterprise ready driver packages including CAB files and one-click driver bundles</li> </ul>		
<b>DURABILITY</b>	<ul style="list-style-type: none"> <li>MIL-STD-810G certified – 14' drop – 5' tablet only, shock, vibration, rain, dust, sand, altitude, freeze/thaw, high/low temperature, temperature shock, solar radiation, salt fog, humidity, explosive atmosphere<sup>1</sup></li> <li>MIL-STD-461F certified<sup>1</sup></li> <li>IP65 certified sealed all-weather design<sup>1</sup></li> <li>Optional hazardous location class I division 2, groups ABCD certified model</li> <li>Magnesium alloy chassis encased with ABS and elastomer edges</li> <li>Built-in dual purpose handle &amp; kickstand</li> <li>Solid state drive heater</li> <li>Removable battery</li> <li>Optional rotating hand strap</li> <li>Reinforced locking port covers</li> <li>Raised bezel for LCD impact protection</li> <li>Preinstalled replaceable screen film for LCD protection</li> </ul>		
<b>CPU</b>	<ul style="list-style-type: none"> <li>Intel® Core™ m5-6Y57 vPro™ Processor</li> <li>– 1.1GHz with Turbo Boost up to 2.8GHz</li> <li>– 4MB Cache</li> </ul>		
<b>STORAGE &amp; MEMORY</b>	<ul style="list-style-type: none"> <li>8GB or 16GB SDRAM (DDR3L – 1600MHz)<sup>2</sup></li> <li>128GB SSD with heater<sup>2</sup></li> <li>Optional 256/512GB SSD with heaters<sup>2</sup></li> <li>Optional OPAL encrypted SSD with heater</li> </ul>		
<b>DISPLAY</b>	<ul style="list-style-type: none"> <li>10.1" WUXGA 1920 x 1200</li> <li>– 10-point capacitive gloved multi touch</li> <li>– 10-point capacitive gloved multi touch + digitizer</li> <li>– 2800 nit</li> <li>IPS display with direct bonding</li> <li>Anti-reflective (AR) and anti-glare (AG) screen treatments</li> <li>Intel HD Graphics 515</li> <li>4 monitor support</li> <li>Concealed mode (configurable)</li> </ul>		
<b>AUDIO</b>	<ul style="list-style-type: none"> <li>Integrated dual array microphone</li> <li>Intel® High Definition Audio compliant</li> <li>Integrated speaker</li> <li>On-screen and button volume and mute controls</li> </ul>		
<b>CAMERAS</b>	<ul style="list-style-type: none"> <li>1080p webcam with dual array mic and camera on/off indicator</li> <li>Optional 8MP rear camera with autofocus and triple LED flash</li> </ul>		
<b>KEYBOARD &amp; INPUT</b>	<ul style="list-style-type: none"> <li>Waterproof IP55 stylus pen with integrated stylus holder, tether and cleaning cloth</li> <li>Supports glove mode and rain mode</li> <li>7 tablet buttons (2 user-definable A1/A2 buttons)</li> <li>On-screen QWERTY keyboard</li> <li>82-key with dedicated Windows® key</li> <li>Emissive backlit keyboard</li> <li>Pressure-sensitive touchpad with multi touch</li> </ul>		
<b>INTERFACE &amp; EXPANSION</b>	<ul style="list-style-type: none"> <li>On the tablet: <ul style="list-style-type: none"> <li>– USB 3.0 x1 (optional 2nd USB<sup>3,4</sup>) Type A</li> <li>– USB 3.0 is high powered 1.5A USB (Always on USB, USB rapid charging)</li> <li>– MicroSDXC UHS-I</li> <li>– HDMI Type A</li> <li>– 10/100/1000 Ethernet RJ-45</li> <li>– Optional Serial (True)<sup>4</sup> D-sub 9-pin</li> <li>– Headphones/speaker Mini-jack stereo</li> <li>– Micro-SIM 3FF</li> </ul> </li> <li>On the keyboard dock: <ul style="list-style-type: none"> <li>– USB 3.0 x2, USB 2.0 x1 Type A</li> <li>– SDXC UHS-I</li> <li>– HDMI Type A</li> <li>– VGA D-sub 15-pin</li> <li>– 10/100/1000 Ethernet RJ-45</li> <li>– Serial (USB) D-sub 9-pin</li> </ul> </li> </ul>		
<b>WIRELESS</b>	<ul style="list-style-type: none"> <li>Optional 4G LTE multi carrier mobile broadband with satellite GPS<sup>5</sup></li> <li>Optional dedicated GPS (u-blox NEO M8N)<sup>6</sup></li> <li>Dual high-gain antenna pass-through</li> <li>Optional contactless SmartCard/NFC reader</li> <li>Intel® Dual Band Wireless-AC 8260 Wi-Fi 802.11a/b/g/n/ac</li> <li>Bluetooth® v4.1 (Class 1) + EDR</li> <li>Security <ul style="list-style-type: none"> <li>– Authentication: LEAP, WPA, 802.1x, EAP-TLS, EAP-FAST, PEAP</li> <li>– Encryption: CKIP, TKIP, 128-bit and 64-bit WEP, Hardware AES</li> </ul> </li> </ul>		
<b>POWER</b>	<ul style="list-style-type: none"> <li>Li-Ion battery pack: <ul style="list-style-type: none"> <li>– Standard in tablet; optional 2nd battery in keyboard dock</li> <li>– 11.4V, 2600mAh (each battery)</li> </ul> </li> <li>Battery operation: 10 hours (20 hours with opt. 2nd battery)<sup>8</sup></li> <li>Battery charging time: 3 hours (3.5 hours with opt. 2nd battery)<sup>8</sup></li> <li>Optional bridge battery: 1 minute hot swap time</li> <li>AC Adapter: AC 100V-240V 50/60Hz, auto sensing/switching worldwide power supply</li> </ul>		
<b>POWER MANAGEMENT</b>	<ul style="list-style-type: none"> <li>Suspend/Resume Function, Hibernation, Standby</li> </ul>		
<b>SECURITY FEATURES</b>	<ul style="list-style-type: none"> <li>Password Security: Supervisor, User, Hard Disk Lock</li> <li>Kensington cable lock slots x2 (on tablet and keyboard dock)</li> <li>Trusted platform module (TPM) security chip v.1.2<sup>9</sup></li> <li>Persistence® technology by Absolute embedded in BIOS<sup>9</sup></li> <li>Optional fingerprint reader<sup>7</sup></li> <li>Optional insertable SmartCard reader<sup>7</sup></li> <li>Optional contactless SmartCard/NFC reader<sup>7</sup> <ul style="list-style-type: none"> <li>– ISO 14443 A/B compliant</li> </ul> </li> </ul>		
<b>WARRANTY</b>	<ul style="list-style-type: none"> <li>3-year limited warranty, parts and labor</li> </ul>		
<b>DIMENSIONS &amp; WEIGHT</b>	<ul style="list-style-type: none"> <li>10.7" (L) x 9.2" (W) x 1.3" (H)<sup>10</sup></li> <li>3.9 lbs.<sup>11</sup></li> </ul>		
<b>HAZARDOUS LOCATION CERTIFICATIONS</b>	<ul style="list-style-type: none"> <li>ANSI/ISA 2.12.01-2013</li> <li>– Optional class I division 2, groups ABCD certified model</li> </ul>		
<b>INTEGRATED OPTIONS<sup>12</sup></b>	<ul style="list-style-type: none"> <li>Choice of dedicated GPS (u-blox NEO-M8N) or 4G LTE multi carrier mobile broadband with satellite GPS</li> <li>Choice on tablet of 1D/2D capable barcode reader (N6603), serial (true), or second USB 2.0 port<sup>4</sup></li> <li>Choice on tablet of magstripe reader (future availability), insertable SmartCard reader, contactless SmartCard/NFC reader or fingerprint reader<sup>4</sup></li> <li>8MP rear camera</li> <li>Bridge battery</li> <li>256/512GB SSD with heaters</li> <li>OPAL encrypted SSD with heater</li> </ul>		
<b>ACCESSORIES<sup>12</sup></b>	<table> <tr> <td> <ul style="list-style-type: none"> <li>AC Adapter 65W (3-prong)</li> <li>Battery Pack</li> <li>4-Bay Battery Charger</li> <li>LIND Car Charger 120W</li> <li>LIND Solar Charge System</li> <li>ToughMate ComUniversal Jr. Carrying Case</li> <li>ToughMate Backpack</li> <li>ToughMate Mobility Bundle</li> <li>Rotating Hand Strap</li> <li>Desktop Dock</li> <li>Vehicle Cradle (no electronics)</li> <li>Panasonic Keyed Alike <ul style="list-style-type: none"> <li>– Panasonic Keyed Differently</li> </ul> </li> <li>Vehicle Docks (no pass-through) <ul style="list-style-type: none"> <li>– Panasonic Keyed Alike</li> <li>– Panasonic Keyed Differently</li> </ul> </li> <li>Vehicle Docks (dual pass-through) <ul style="list-style-type: none"> <li>– Panasonic Keyed Alike</li> <li>– Panasonic Keyed Differently</li> </ul> </li> <li>AntennaPlus Dual LTE &amp; GPS Antenna Kit <ul style="list-style-type: none"> <li>– Threaded Black Mount</li> <li>– Threaded White Mount</li> </ul> </li> <li>Cradlepoint Router <ul style="list-style-type: none"> <li>– Verizon</li> <li>– AT&amp;T</li> </ul> </li> <li>Multi Touch IP55 Stylus</li> <li>Multi Touch + Digitizer IP55 Stylus</li> <li>Tether</li> <li>Spare Keyboard</li> <li>10.1" LCD Protector Film</li> </ul> </td><td> <ul style="list-style-type: none"> <li>CF-AA6413CM</li> <li>CF-VZSU00W</li> <li>CF-VCB201M</li> <li>CF-LNDDC120</li> <li>PASC1580-4464</li> <li>TBCCOMUJR-P</li> <li>TBCBPX-P</li> <li>TBC20MBDDL-P</li> <li>CF-VST0211U</li> <li>CF-VEB201U</li> <li>CF-CDS20VM05</li> <li>CF-CDS20VM06</li> <li>CF-CDS20VM02</li> <li>CF-CDS20VM04</li> <li>CF-CDS20VM01</li> <li>CF-CDS20VM03</li> <li>AP-PAN-CCGPD-Q-BL</li> <li>AP-PAN-CCGPD-Q-WH</li> <li>CP-IBR1100LPE-VZ</li> <li>CP-IBR1100LPE-AT</li> <li>CF-VNP022U</li> <li>CF-VNP023U</li> <li>CF-VNT002U</li> <li>CF-VEK201LMP</li> <li>CF-VPF31U</li> </ul> </td></tr> </table>	<ul style="list-style-type: none"> <li>AC Adapter 65W (3-prong)</li> <li>Battery Pack</li> <li>4-Bay Battery Charger</li> <li>LIND Car Charger 120W</li> <li>LIND Solar Charge System</li> <li>ToughMate ComUniversal Jr. Carrying Case</li> <li>ToughMate Backpack</li> <li>ToughMate Mobility Bundle</li> <li>Rotating Hand Strap</li> <li>Desktop Dock</li> <li>Vehicle Cradle (no electronics)</li> <li>Panasonic Keyed Alike <ul style="list-style-type: none"> <li>– Panasonic Keyed Differently</li> </ul> </li> <li>Vehicle Docks (no pass-through) <ul style="list-style-type: none"> <li>– Panasonic Keyed Alike</li> <li>– Panasonic Keyed Differently</li> </ul> </li> <li>Vehicle Docks (dual pass-through) <ul style="list-style-type: none"> <li>– Panasonic Keyed Alike</li> <li>– Panasonic Keyed Differently</li> </ul> </li> <li>AntennaPlus Dual LTE &amp; GPS Antenna Kit <ul style="list-style-type: none"> <li>– Threaded Black Mount</li> <li>– Threaded White Mount</li> </ul> </li> <li>Cradlepoint Router <ul style="list-style-type: none"> <li>– Verizon</li> <li>– AT&amp;T</li> </ul> </li> <li>Multi Touch IP55 Stylus</li> <li>Multi Touch + Digitizer IP55 Stylus</li> <li>Tether</li> <li>Spare Keyboard</li> <li>10.1" LCD Protector Film</li> </ul>	<ul style="list-style-type: none"> <li>CF-AA6413CM</li> <li>CF-VZSU00W</li> <li>CF-VCB201M</li> <li>CF-LNDDC120</li> <li>PASC1580-4464</li> <li>TBCCOMUJR-P</li> <li>TBCBPX-P</li> <li>TBC20MBDDL-P</li> <li>CF-VST0211U</li> <li>CF-VEB201U</li> <li>CF-CDS20VM05</li> <li>CF-CDS20VM06</li> <li>CF-CDS20VM02</li> <li>CF-CDS20VM04</li> <li>CF-CDS20VM01</li> <li>CF-CDS20VM03</li> <li>AP-PAN-CCGPD-Q-BL</li> <li>AP-PAN-CCGPD-Q-WH</li> <li>CP-IBR1100LPE-VZ</li> <li>CP-IBR1100LPE-AT</li> <li>CF-VNP022U</li> <li>CF-VNP023U</li> <li>CF-VNT002U</li> <li>CF-VEK201LMP</li> <li>CF-VPF31U</li> </ul>
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Please consult your reseller or Panasonic representative before purchasing.

<sup>1</sup> Tested by national independent third party lab following MIL-STD-810G Method 516.6 Procedure IV for transit drop test and IEC 60529 Sections 13.4, 13.6.2, 14.2.5 and 14.3 for IP65.

<sup>2</sup> 1GB = 1,000,000,000 bytes. Total usable memory will be less depending upon actual system configuration. Please contact your reseller or Panasonic representative if you are interested in the 16GB memory.

<sup>3</sup> Barcode, Serial (True) and 2nd USB 2.0 Port are mutually exclusive.

<sup>4</sup> Serial, 2nd USB and the Magstripe reader integrated options increase the overall height and prohibit use in convertible mode.

<sup>5</sup> Dedicated GPS and 4G LTE are mutually exclusive.

<sup>6</sup> Battery performance features such as charge time and life span can vary according to the conditions under which the computer and battery are used. Battery operation and recharge times will vary based on many factors, including screen brightness, applications, features, power management, battery conditioning and other customer preferences. Battery testing results from MobileMark 2007.

<sup>7</sup> TPM 2.0 available upon request – please contact your reseller or Panasonic representative.

<sup>8</sup> Requires software and activation to enable theft protection.

<sup>9</sup> Magstripe, Insertable SmartCard, Contactless SmartCard/NFC and Fingerprint Readers are mutually exclusive.

<sup>10</sup> Includes tablet and keyboard dock with handle. Tablet when detached is 10.7" (L) x 7.7" (W) x 0.6" (H). Serial, 2nd USB, Magstripe reader or Barcode-Insertable SmartCard integrated options increase overall height and prohibit use in convertible mode.

<sup>11</sup> Includes tablet and keyboard dock with handle. Tablet when detached is 2.1 lbs. Optional 2nd battery weighs 0.4 lbs.

<sup>12</sup> Accessories and Integrated Options may vary depending on your configuration. Visit the Panasonic website for more accessories and details.



**TOUGHBOOK®**

1.800.662.3537

us.panasonic.com/toughbook/20

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**Getac**

**V110**

## FULLY RUGGED 11.6" CONVERTIBLE

Large 11.6" IPS LumiBond® 2.0 sunlight display  
6th generation Intel® Core™ processor  
Dual hot-swappable battery design  
Intel HD graphics 520  
Full-size 88 key backlit keyboard  
Optional integrated 4G LTE broadband wireless  
802.11ac next generation WiFi  
MIL-STD 810G and IP65 certified  
Industry-leading bumper-to-bumper warranty



### 6th Gen Intel Core Processor.

With the latest Intel Core i5 or Intel Core i7 processor, the V110 rugged convertible was designed for speed and efficiency. Clocking in at up to 2.6GHz and with Turbo Boost speeds up to 3.4GHz, the V110 has the power needed for the most demanding tasks.



### Multi-Level Security

V110 provides TPM 2.0 for powerful anti-tampering protection. Combined with fingerprint scanner, smart card reader, RFID, optional Absolute™ DDS and support for the latest Windows 10 security features, the V110 delivers industry-leading protection for your data and device.



### Large 11.6" IPS Display.

The V110 features a large 11.6" IPS display that utilizes our revolutionary LumiBond 2.0 technology to achieve a display that is more readable, and offers better contrast and more crisp colors than any other rugged laptop display. The 11.6" widescreen display is ideally suited providing plenty of real estate to run Windows and your apps on.



### Dual Hot-Swappable Batteries.

The V110's unique, hot-swappable dual-battery design allows for potentially infinite, uninterrupted battery life. This enables you to remove one of the two rechargeable batteries and replace it with a fresh battery without ever shutting down apps or your Windows OS.



### Full-Size 88 Key Backlit Keyboard.

Unlike our competitors' products that have small keyboards with small keys, the V110 features a full-sized 88-key waterproof membrane backlit keyboard with standard-sized keys. The V110 lets you type the way you're used to typing.



### Bumper-to-Bumper Warranty.

Accidents happen. Only Getac offers bumper-to-bumper coverage standard on every V110 rugged convertible.

Learn more at **Getac.com**

# GETAC V110

## Specifications



**Getac**

GetacSales\_US@getac.com  
www.getac.com  
949.681.2900

Getac, Inc.  
400 Exchange, Ste 100  
Irvine, CA 92602

<b>Ruggedness</b>	MIL-STD 810G and IP65 certified MIL-STD 461F ready <sup>2</sup> Optional ANSI/ISA 12.12.01 Vibration, drop, temperature & humidity resistant Optional salt fog feature	<b>Security</b>	Intel vPro™ Technology (per CPU options) TPM 2.0 Cable lock slot NIST BIOS compliant Optional 13.56MHz RFID/NFC contactless smart card reader Optional fingerprint reader Optional Absolute™ DDS software
<b>Operating System</b>	Windows® 10 Professional (available Windows 7 Professional downgrade option)	<b>Pointing Device</b>	Touchscreen: Capacitive multi-touch screen Optional dual mode touchscreen (multi-touch and digitizer) Touchpad: Glide touchpad with scroll bar
<b>CPU</b>	Intel® Core™ i7-6600U vPro™ 2.6GHz processor with Turbo Boost Technology up to 3.4GHz 4MB Intel Smart Cache  Intel Core i7-6500U 2.5GHz processor with Turbo Boost Technology up to 3.1GHz 4MB Intel Smart Cache  Intel Core i5-6300U vPro™ 2.4GHz processor with Turbo Boost Technology up to 3.0GHz 3MB Intel Smart Cache  Intel Core i5-6200U 2.3GHz processor with Turbo Boost Technology up to 2.8GHz 3MB Intel Smart Cache	<b>Webcam</b>	FHD webcam x 1 Optional 8MP rear camera x1
<b>Memory</b>	4GB DDR4 expandable to 16GB <sup>3</sup>	<b>Power</b>	AC Adapter (65W, 100-240VAC, 50/60Hz) Hot swappable Dual Li-Ion battery (2100mAh) x 2 (up to 13 hours of battery life) <sup>4</sup>
<b>Storage</b>	Solid State OPAL 2.0 128GB / 256GB / 512GB / 1TB <sup>5</sup>	<b>Dimensions and Weight</b>	11.77" x 8.78" x 1.34" (299 x 223 x 34mm) 4.36lbs (1.98Kg) <sup>1†</sup>
<b>VGA Controller</b>	Intel HD Graphics 520	<b>Temperature</b>	Operating Temp: -5.8° F to 140° F / -21°C to 60°C Storage Temp: -40°F to 160°F / -40°C to 71°C Humidity: 95% RH, non-condensing
<b>Display</b>	11.6" IPS HD (1366x768) 800 NITs LumiBond® 2.0 sunlight readable display with multi-touch technology Optional digitizer	<b>I/O Interfaces</b>	DC in x 1 USB 3.0 x 2 USB 2.0 x 1 Network (RJ-45) x 1 Headphone out/Mic-in Combo x 1 HDMI x 1 Serial port (RS-232) x 1 Docking connector (24-pin) x 1 Optional RF antenna pass-through for GPS, WLAN and WWAN
<b>Keyboard</b>	Waterproof backlit mechanical membrane keyboard Optional waterproof rubber keyboard	<b>Warranty</b>	3 Year bumper-to-bumper warranty standard <sup>6</sup>
<b>Expansion</b>	Smart card reader x 1 Express Card 54 x 1		
<b>Communications</b>	Intel Dual Band Wireless-AC 8260, 802.11ac 10/100/1000 base-T Ethernet Bluetooth (v4.2) Optional discrete GPS Optional 4G LTE multi-carrier mobile broadband; XLTE Ready <sup>1</sup>		

Specification subject to change without notice.

<sup>1</sup> Data plan required. Cellular data is available in the US on Verizon Wireless and AT&T networks. LTE is available in select markets. Check with your carrier for details. 4G LTE configuration must be ordered at time of purchase.

<sup>2</sup> Requires MIL-STD 461F 90W AC Adapter sold separately.

<sup>3</sup> Computers configured with a 32-bit operating system can address up to 3GB of system memory. Only computers configured with a 64-bit operating system can address 4 GB or more of system memory.

<sup>4</sup> Battery life testing conducted under BatteryMark 4.0.1. Battery performance will vary based on software applications, wireless settings, power management settings, LCD brightness, customized modules and environmental conditions. As with all batteries, maximum capacity decreases with time and use and may eventually need to be replaced by a Getac service provider. Battery life and charge cycles vary by use and settings.

<sup>†</sup> For storage, 1GB = 1 billion bytes; actual formatted capacity less.

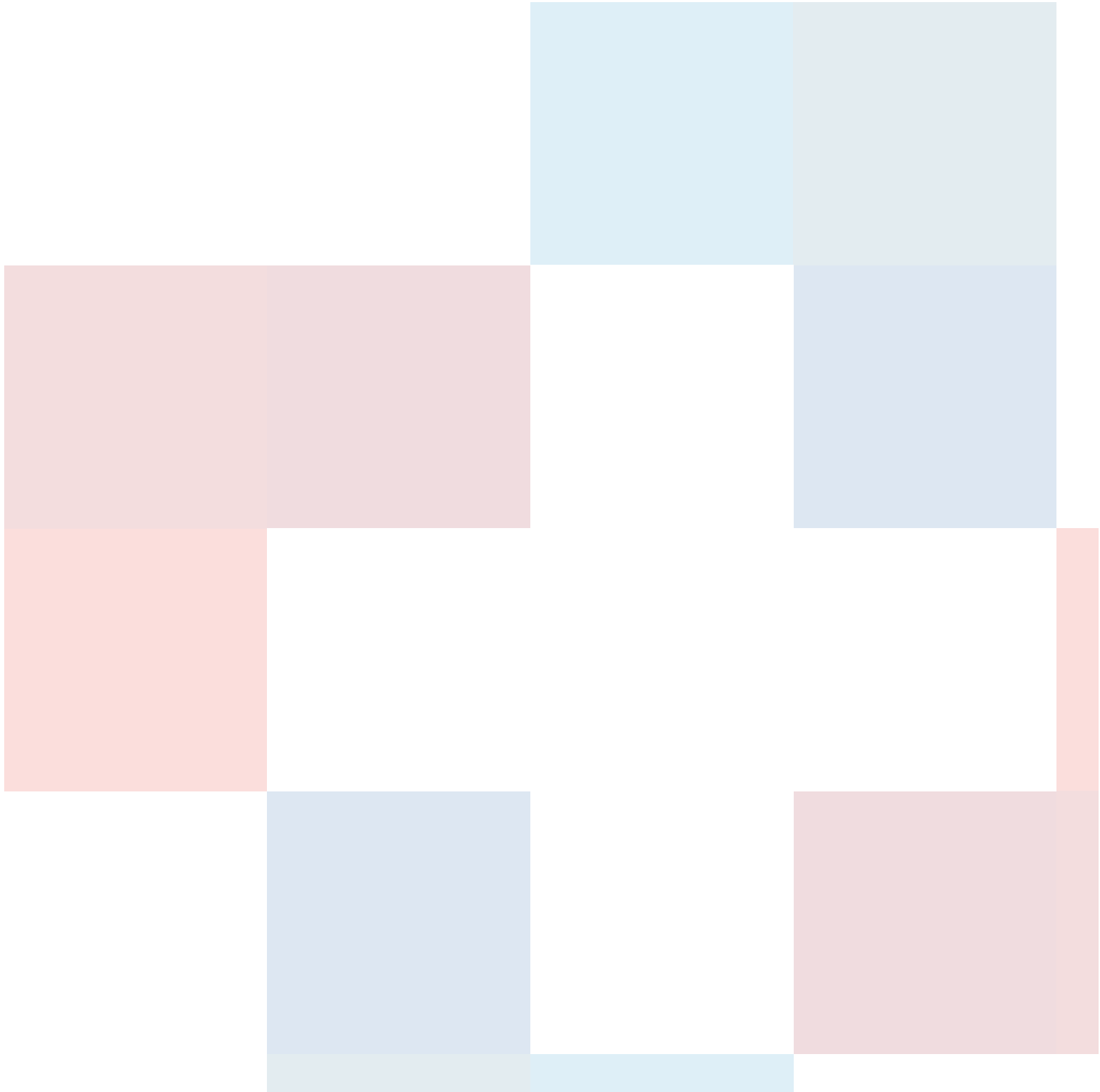
<sup>1†</sup> Weight varies by configuration and manufacturing process.

<sup>6</sup> 3 year bumper-to-bumper limited warranty standard. For warranty terms and conditions visit www.getac.com

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V1M01Y17

## Exhibit D: ESO Pricing





Quote For: Key West Fire Dept  
Quote Number: Q001255  
Pricing Valid Through: 03/03/2018  
Proposed by: Scot Metcalf

Contact and Billing Details			
<b>Sold to:</b>	EdwardPerez	<b>Contact:</b>	Edward Perez
<b>Bill To:</b>	Key West Fire Dept	<b>Phone:</b>	(305) 809-3796
<b>Email:</b>	eperez@cityofkeywest-fl.gov	<b>Email:</b>	eperez@cityofkeywest-fl.gov
		<b>Address:</b>	1600 N Roosevelt Blvd Key West, Florida 33040 United States

Subscription and License Terms			
<b>Term Start Date:</b>	02/01/18	<b>Payment Method:</b>	Check
<b>Term End Date:</b>	02/01/19	<b>Billing Frequency:</b>	Annual
<b>Initial Term (Months):</b>	12	<b>Billing Method:</b>	Email
<b>Renewal Term (Months):</b>	12	<b>Terms:</b>	Net 30
		<b>Customer ID:</b>	201403-4104
		<b>Tax Exempt:</b>	No
		<b>Total Recurring Fees:</b>	\$15,459.00
		<b>Total One-Time Fees:</b>	\$ 0.00

Product Name	Product Description	Quantity	Total Price/ Discounts
EHR Suite w/ QM & Mobile	Includes Quality Management, Ad Hoc Reports, Analytics, Patient Tracker. Allows for unlimited users, unlimited mobile applications, live support, state and federal data reporting, ongoing weekly web training, software updates and upgrades.  Fee Type: Recurring	4000 /Calls	\$9,190.00
CAD Integration	Allows for integration of CAD data into EHR mobile and web application. Ongoing maintenance included.  Fee Type: Recurring	4000 /Incidents	\$1,995.00
Cardiac Monitor	Unlimited cardiac monitors, allows for import of cardiac monitor data via local or cloud integration. Ongoing maintenance included.  Fee Type: Recurring	4000 /Incidents	\$ 995.00
EHR Billing Standard Interface	Allows for integration of discrete ePCR data into third-party billing software. Ongoing maintenance included.  Fee Type: Recurring	4000 /Incidents	\$ 595.00
Fax	Allows for faxing of records.  Fee Type: Recurring	4000 /Incidents	\$ 450.00
QuickSpeak	  Fee Type: Recurring	4000 /Calls	\$ 339.00
Fire Suite	Includes mobile application NFIRS widget, Auto EHR-import or Auto-CAD import, federal NFIRS data reporting, software updates and upgrades.  Fee Type: Recurring	2000 /Incidents	\$1,895.00

List Price: \$15,459.00

Discounts: \$0.00

Tax: \$0.00

Total: \$15,459.00

#### Pricing & Taxes:

- The Total Price is based on the Quantity and will be re-evaluated annually based on Customer's usage of the software.
- ESO's fees are exclusive of all taxes, levies or duties imposed by taxing authorities unless otherwise noted. If Customer is tax-exempt, Customer must provide a valid tax exemption certificate to ESO.
- Additional fees may be applied by Customer's billing or CAD vendor for certain products and should be discussed with those vendor, if applicable.