REQUEST FOR PROPOSAL (RFP)

AUTOMATED AMBULANCE BILLING,
INSURANCE SERVICES & COLLECTION SYSTEM

COUNTY OF BRUNSWICK
COUNTY ADMINISTRATOR’S OFFICE

RFP: #0401-2016       DATE:        April 1, 2016

Sealed Proposals, subject to the general conditions and specifications hereby attached, will be received at the County Administrator’s Office, 228 North Main Street, Suite 300, P. O. Box 399, Lawrenceville, Virginia 23868 until, but no later than April 21, 2016 at 3:00 p.m., for furnishing the goods/services described herein and then publicly opened in the County Government Building, Board Room, 228 North Main Street, Lawrenceville, Virginia 23868 on the aforementioned date and time.

1. In order to be considered for selection, Vendors must submit a complete response to the RFP. Two (2) originals and an electronic copy of the proposal on CD or jump drive in a portable document format (PDF) version of the proposal shall be submitted to the County of Brunswick.

2. Regardless of delivery method of proposal, the outside of each envelope must clearly indicate the following: (If Proposal is delivered by Federal Express, UPS, USPS Priority, etc. or any other means, the outside of each envelope must also clearly indicate):

AUTOMATED AMBULANCE BILLING,
INSURANCE SERVICES & COLLECTION SYSTEM
RFP: #0401-2016

3. Proposals by telephone, electronic mail, telegraph, or facsimile will not be accepted.

4. ANY PROPOSAL RECEIVED AFTER 3:00 P.M. ON THE AFOREMENTIONED DATE OF OPENING, WHETHER BY MAIL OR OTHERWISE, WILL NOT BE CONSIDERED AND WILL BE RETURNED UNOPENED.
RFP COVER SHEET

COUNTY OF BRUNSWICK
RFP #0401-2016 – AUTOMATED AMBULANCE BILLING, INSURANCE SERVICES & COLLECTION SYSTEM

By my signature on this solicitation, I certify that this firm/individual and subcontractor is properly licensed for providing the goods/services specified.

Note of Clarification:
All References to BID contained within this Invitation should be referred to as PROPOSAL.

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This public body does not discriminate against faith-based organizations in accordance with Virginia Code §2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination of employment.
I. PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals to establish a contract for Automated Ambulance Billing, Insurance Services and Collection Services for the County of Brunswick (hereinafter sometimes referred to as “the County”).

II. BACKGROUND

The Board of Supervisors of Brunswick County requests qualified vendors to submit proposals to provide an automated ambulance billing, insurance services and collection system services for Brunswick Emergency Medical Services (Brunswick EMS).

The Brunswick EMS providers perform pre-hospital medical evaluation, treatment and/or transportation to hospitals in the local area. It is the intent of the County to bill for patient transports. Brunswick EMS estimates that the number of emergency transports will be about 1,000 or more, on an annual basis.

III. SCOPE OF SERVICES

A. Coordinate invoicing to and collections from insurance companies and related organizations including, but not limited to, Medicare, Medicaid, managed care organizations, commercial insurance companies, and other designated third parties and payers for fees.

B. Prepare and mail invoices and overdue notices. All notices, invoices and letters must be in a form typically provided by the EMS Billing Industry but must be approved by the County and must comply with the provisions of the Fair Debt Collection Practices Act and any other applicable laws and regulations. Any collection efforts undertaken on behalf of the County requires a business-like demeanor in dealing with assigned accounts. The County will not tolerate debtor harassment, improper or unreasonable conduct by the selected Offeror in the billing or collection process. The County will not tolerate harassment of a customer in any form or manner. If the County determines that a customer is being unduly harassed, the County reserves the right to terminate the contract immediately.

C. Prepare and submit claims, bills, invoices, etc. based on the patient care reports or data obtained through the use of Image Trend’s Virginia State and Field Bridge and in some cases forwarded to the Contractor by the Brunswick EMS. Contractor shall be able to collect data from local hospitals through electronic mediums in compliance with established memoranda of understanding.

D. Make weekly electronic deposits to the designated County account on the day of the week specified by the Coordinator.

E. Return any documentation, patient care reports, claims or other such documents believed to be incomplete or that do not qualify for reimbursement, and return to Brunswick EMS
for further processing or development along with an explanation of the reasons that the transport cannot be submitted for reimbursement and the additional information that may be required in order for the claim to be complete within five (5) business days.

F. Post transaction to each patient account that applies to payments, adjustments, refunds/credits, and resubmission of insurance provider claims, as well as to update all patient information when patient information is found to be incorrect. All updates will be completed within two (2) business days of receipt of information.

G. Ensure that all the information needed for billing is obtained. If the information is missing from the billing file, and the information cannot be obtained from the proper medical facility by the Contractor, the Contractor shall notify Brunswick EMS within two (2) days of receipt of the file.

H. Ensure that customer service representatives are available to provide patient account information Monday through Friday, 9:00 am through 5:00 pm EST, excluding all major holidays.

I. Provide annual HIPAA training compliance to local EMS providers in conformance with law.

J. Obtain all approvals and reviews by insurance providers including government entities, which are necessary for the purpose of establishing fee amounts. The Contractor shall advise the County of any measures, including those relating to arrangements with volunteer service providers, which are necessary prior to initiation of billing, including a subscription option, and shall perform all necessary pre-billing functions, including the training described below.

K. EMS Chart Processing

The Contractor will provide all labor, material and equipment, to gather all essential information for generating and processing all EMS charts related to Brunswick EMS including, but not limited to, the emergency treatment and/or transportation of patients, non-emergency treatment and/or transportation of patients, inter-facility patient transfers and patient refusals of treatment and/or transport. Essential EMS chart information includes: patient demographics, origin and destination of transport, transport mileage, run times, responsible party, chief medical complaint, insurance information, technician information, type of medical assistance given, basic life support (BLS), advanced life support (ALS) and procedures performed by technicians.

Brunswick EMS recognizes the importance of accurate and complete EMS chart information. However, sometimes due to the serious nature of some patient’s medical conditions at the time of service, Brunswick EMS personnel may not be able to obtain complete and accurate EMS chart documentation of information required by the contractor. To ensure generation and completeness of the EMS chart, the contractor will provide appropriate training to ensure Brunswick EMS members who are involved in the
medical billing process, including pre-hospital providers, have the necessary skills, knowledge and abilities to accurately prepare the EMS chart. Brunswick EMS will provide the facilities, equipment and supplies for contractor conducted training. The Contractor will be responsible for providing all training instructors and materials. All training will be conducted at Brunswick EMS or another identified site. The contractor will be responsible for providing Brunswick EMS with the latest changes and modifications of the EMS chart as required by the applicable insurance providers or as mandated by state and federal agencies.

L. Verification and Missing Information Follow-up

The Contractor will provide all labor, materials, and equipment for verification of EMS chart patient information. The Contractor will gather missing patient information by but not limited to: searching the Medicare, Medicaid and other applicable carriers, including commercial insurance provider’s data bases for previous patient information; searching the vendor’s billing data base; contacting the medical facility; or by direct patient, family member or responsible party contact. When the contact is made with the responsible party, the contractor will verify and correct all patient information.

M. Data Entry and Claim Submission

Brunswick EMS utilizes Image Trend’s Virginia State and Field Bridge, web-based programs, for electronic charting. The Contractor will be responsible for ensuring compatibility of information transfer from EMS charts for downloading of patient information into the vendor’s software. The Contractor data entry personnel at their location will perform these functions. The following functions will be performed at the data entry level:

- Automated/demand claims processing with second request filing.
- Validation and edition of all data fields that are applicable to, but not limited to the following insurance forms:
  - Medicare
  - Medicaid
  - Anthem
  - Optima
  - CHAMPUS
  - HCFA-1500 for all commercial insurance carriers
  - Electronic filing to all applicable carriers

N. Front End Billing Process

Brunswick EMS will provide through our pre-hospital technicians, completed electronic patient care reports (PCR) with all available medical documentation and patient information at the time of patient care. The completed PCR will be available to the Contractor through the Image Trend’s Virginia State and Field Bridge software. The Contractor will be responsible for all pre-billing review, verification for proper
documentation, insurance information, appropriate patient signatures and data entry from the PCR. The contractor’s collection and billing software system will provide any of the aforementioned items that are missing. The contractor will remain responsible and is required to perform all required research and incorporate all required information into the PCR. The contractor will provide the required information from the PCR to the responsible parties in both electronic and printed media.

O. Middle Billing Process

Brunswick EMS will provide to the contractor all Explanations of Benefits (EOB) and correspondences pertaining to the medical billing process. The Contractor will be responsible for the posting of payments to the appropriate patient account, updating insurance information on individual patient accounts, insurance claim processing and general patient account notations. The Contractor will be responsible for all inquiries and resolution of responsible party denials and rejections. The Contractor will contact the appropriate responsible party for the resolution, correction and resubmission of any patient billing. If the billing can be handled verbally, the billing will be updated and submitted for payment to the responsible party. If the responsible party requires resubmission of the billing, the contractor will update the billing information and resubmit the billing to the appropriate responsible party for processing. In the event the billing is denied for any reason, except failure to bill in a timely fashion, the bill will become non-collected and disposed of accordingly. If the bill is denied for failure to bill in a timely fashion, and the failure is the direct result of Brunswick EMS actions, the bill will become non-collected and disposed of accordingly. If failure to bill in a timely fashion is caused by the Contractor, the Contractor should accept all financial responsibility and administrative costs concerning the patients account. The Contractor will be responsible for all responsible party mail and correspondence returned or rejected by the United States Postal Service pertaining to all medical billings. The Contractor will research, correct and resubmit all mail and correspondences to the proper responsible party. The Contractor will provide all required office, postage supplies, to include postage costs and pre-paid overnight delivery services envelopes (i.e., FEDEX, DHL or UPS). Brunswick EMS reserves the right to write off any bill for service that is in their best interest not to process for payment.

P. Back End Billing Process

The Contractor will be responsible for all written notices to responsible parties on the basis of the billing process.

Q. Legal Compliance Issues

The Contractor understands that by providing billing services for the County it will legally be subject to the same responsibilities and obligations of HIPAA to which the County is subject as a Covered Entity. The Contractor agrees to execute a Business Associate Agreement upon execution of the resultant contract with the county. The Contractor agrees to comply with the privacy and security obligations regarding
Protected Health Information set forth in HIPAA and HITECH and as otherwise required by law, at all relevant times in the performance of its services on behalf of the County, and to provide the County with specific information and/or documentation as to its compliance at any time upon reasonable request.

IV. TECHNICAL APPROACH

A. Describe the process used to obtain patient and missing patient information prior to issuing insurance claims or direct patient billing.

B. Discuss the importance of complying with Medicare/Medicaid policies, procedures, and directives. Include a listing of past/present penalties/findings (if any) and their resolution. If the Contractor has no penalties/findings, please indicate.

C. Describe procedures of how the County will be notified of any overpayments or credit balances. Define how the Contractor intends to prepare requisitions in accordance with County guidelines, payment of such overpayment or credit balance by the County to the appropriate party. If a particular insurer or payer requires an overpayment or refund form to accompany such an overpayment or credit balance refund, the Contractor will complete such form and submit it to the County with its payment requisition. All refund requests will be prepared within thirty (30) days of the day the account balance becoming a credit.

D. Provide written policies and procedures for billing for ambulance transport services based on the Contractor's current best practices.

E. Provide a detailed process used for returned mail. Include the steps and any services used to obtain new addresses.

F. Provide a Statement on Auditing Standards No. 70 (SAS 70) SAS 70 report completed by an independent auditing contractor with the past twenty-four (24) months.

G. Submit a copy of customer service rules, policies and guidelines, and training program requirements for staff answering the telephone. These customer service policies may be subject to amendment by the County and the Contractor from time to time. Any amendments must be mutually agreed upon.

H. Provide a written copy of policies regarding records storage and retention, as well as a written detail where and how records will be stored.

I. Provide a copy of recent HIPAA training compliance materials used.

J. List and detail any services which allow patients to view or update account information through a secure internet connection.
K. Submit sample reports for review. The reports should include at a minimum, aging, bad
debt, cash receipts, billing, returned mail, rejected claims, and refunds. Further, the
reports should discuss accuracy and efficiency, identify areas where the County can
improve documentation, and make recommendations as to methods of improvement.
These reports must be able to be created electronically by the Contractor and available to
the County on a web-based portal.

L. Any account placed in a hold status must be resolved within thirty (30) days. Provide an
explanation as to how this will be achieved, and provide any policies and/or procedures
ensuring compliance.

M. Describe in detail the method County staff will use to access the patient billing
information. Include expected hours of availability, training, and support. After contract
award, the Contractor must provide electronic access to their database for County
authorized personnel. The County staff shall have access to billing activities and shall
have the ability to update/correct billing information on a web-based portal.

N. Describe in detail the Contractor's procedure for handling complaints and inquiries from
patients regarding the billing process, and for collection of delinquent accounts.

O. Proposals should be as thorough and detailed as possible so the County may properly
evaluate the Offeror’s ability.

P. Each copy of the proposal should be bound or contained in a single volume where
practical. All documentation submitted with the proposal should be contained in that
single volume.

V. WORK SCHEDULE

Scheduled work will commence within ten (10) days from the date the contract for services is
signed.

VI. SELECTION PROCESS

A Screening Committee consisting of the County’s Personnel Committee will review proposals.
From this review, two or more applicants deemed to be fully qualified and best suited among those
submitting proposals will be selected for a personal interview with the Committee. Interviews may
include detailed questions regarding methodology, qualifications, and relevant work experience.
Applicants will be rated regarding the quality of the written and oral communications. The
Committee will recommend to the Board of Supervisors the highest rated applicant(s). The Board
of Supervisors will make the final selection and award the contract.
VII. EVALUATION AND AWARD CRITERIA:

These criteria are to be utilized in the evaluation of qualifications for development of the shortlist of those offerors to be considered for negotiations. Individual criteria may be assigned varying weights at the County's discretion to reflect relative importance.

A. Demonstrated qualifications and capacity of the offeror. This will include: Years in business, service capabilities and experience of the firm in providing billing and collection services similar to those described in this RFP. Verification of positive references with other clients will be considered in the evaluation process.

B. Demonstrated understanding, approach and explanation of the services offered as it relates to the desired outcomes as outlined in the scope of services.

C. Demonstrated capabilities of the offeror. This will include proactive business practices and philosophies of consultant to ensure the County is adequately advised regarding the status of services being provided.

D. Past performance and related experience. Offeror should demonstrate the ability to perform the requested scope of work and provide pertinent examples of past performance relative to the requested scope of services. The proposal shall indicate the quality of previous work, timeliness, diligence and ability to meet schedules and needs of clients.

E. Proposed fee, costs, and/or rates associated with the offered services. All contractors, as part of their proposal, are requested to specify a fixed percentage rate of revenues received by the County as direct result of the Contractor’s service for the purpose of determining the Contractor’s fees. These will remain in place for a minimum of two years and then reviewed annually to ensure fees are adequate. The fee will be paid on a monthly basis and will be based on all the net sums received from all responsible parties and insurance providers that are forwarded to the County for deposit (gross receipts, less refunds). Each Contractor should submit a single fee with their proposal; the Contractor’s fees for services to be provided will be a percentage of actual dollars collected during the previous month. Price shall be considered but will not be the sole determining factor in the County's decision in choosing a service provider.

VIII. PROPOSAL PREPARATION:

A. GENERAL INSTRUCTIONS:

1. Submission of Proposal. Proposal will be received until 3:00 p.m. on April 21, 2016. All proposals must be in writing and shall be submitted in a sealed envelope and properly identified with the name:
Sealed proposals must be received by the County Administrator’s Office no later than the time specified. Proposals may be mailed or hand delivered to:

**Mailed**  
County of Brunswick  
County Administrator’s Office  
P. O. Box 399  
Lawrenceville, Virginia 23868

**Hand Delivered**  
County of Brunswick  
County Administrator’s Office  
228 North Main Street, Suite 300  
Lawrenceville, Virginia 23868

Faxed and emailed bids shall not be accepted. It is the bidder’s responsibility to ensure the bid is received prior to the bid acceptance time. Late bids will not be accepted. The County reserves the right to accept or reject all or any part of any proposal, waive informalities and award the contract to best serve the interest of the County.

2. **RFP Response:** In order to be considered for selection, offerors must submit a complete response to this RFP. Two (2) originals along with an electronic copy of the proposal on CD or jump drive in PDF format must be submitted to the County as a complete sealed proposal. Should the proposal contain proprietary information, provide one (1) redacted hard copy of the proposal and attachments with proprietary portions removed or blacked out, and identified in compliance with Section 3. D. below. This copy should be clearly marked “Redacted Copy” on the front cover. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. The County of Brunswick shall not be responsible for the Contractor’s failure to exclude proprietary information from this redacted copy. No other distribution of the proposal shall be made by the offeror.

3. **Proposal Preparation:**

a. Proposals shall be signed by an authorized representative of the offeror. All information requested should be submitted. Failure to submit all information requested may result in the County of Brunswick requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the County. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and
clarity of content.

c. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

d. Ownership of all data, materials, and documentation originated and prepared for the County pursuant to the RFP shall belong exclusively to the County and be subject to public inspection in accordance with the Virginia Freedom of Information Act and the Virginia Public Procurement Act. Trade secrets or proprietary information submitted by an offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protections of Virginia Code § 2.2-4342(F), in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable.

e. All costs of proposal preparation and presentation shall be borne by each offeror. The County is not liable for any cost incurred by the offeror prior to issuance of a contract.

4. Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the County. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The County will schedule the time and location of these presentations. Oral presentations are an option of the County and may or may not be conducted.

B. SUBMITTAL REQUIREMENTS: Proposals should be as thorough and detailed as possible so that the County may properly evaluate your capabilities to provide the required goods/services. Offerors are required to submit the following items as a complete proposal:

1. **Cover Sheet**

   Return the RFP cover sheet and all addenda acknowledgements, if any, signed and filled out as required.

2. **Section 1 – Experience:**
• The consultant(s) shall provide a brief overview of the history and structure of the firm and attach an organizational chart of the office that will be providing the service to the County.

• The consultant(s) shall provide a statement of particular expertise and experience in performing a comprehensive classification and compensation study.

• The consultant(s) shall provide resume(s) with the educational background, including all degrees and certifications earned, and work history for each team member or consulting firm performing work under the scope of this Request for Proposal. Show the extent of hours spent by each person and the number of projects, which will be managed by each person. Also, the consultant shall provide a listing of other individuals on the team that would support the completion of this project, with a summary of each team member’s area of responsibility, experience, and qualification of this work.

3. **Section 2 – Methodology/Specific Plan:**

Describe the methodology/specific plan of the offerors processes incorporating an understanding of the goals and criteria of this project and how the offeror intends to meet those goals and criteria.

In addition describe the Technical Approach of the offeror as outlined in IV above.

4. **Section 3 – Timeline:**

The consultant(s) shall include a timetable of tasks to conclude the project within the 120-day requirement. Also, the consultant(s) shall provide a copy of the job description questionnaire and a representative sample of the finished report with job descriptions.

5. **Section 4 – References**

The consultant(s) shall provide a minimum of five (5) references for public sector work completed within the last three (3) years. Also, the consultant(s) shall list a contact name, address, phone number, fax number, and email address for each reference. The County reserves the right to investigate the references and the past performance of any applicant with respect to its successful performance of similar projects, compliance with specifications and contractual obligations, and its completion of a project on schedule.

6. **Section 5 – Additional Information:** This section is to be used to provide the following information. In addition, you may add any other relevant information to this section.
• The consultant(s) shall provide a statement that the proposal is valid for a minimum of ninety (90) days after the submission deadline, signed by an individual to bind the company, with the name and title printed.

• Submit completed and signed State Corporation Commission Form with proposal.

IX. TECHNICAL ASSISTANCE:

All questions regarding this project should be directed to:

Charlette T. Woolridge, Ph.D.
County Administrator
228 North Main Street, Suite 300
P. O. Box 399
Lawrenceville, Virginia 23868
(434) 848-3107
cwoolridge@brunswickco.com

In order to maintain equal access to information we request that you not contact anyone other than the individuals named above. If there are any changes to the scope of work, addenda will be issued by the County Administrator to all known participants.

X. CONTRACT

A. AWARD OF CONTRACT: The selection process shall be in accordance with Virginia Code § 2.2-4302.2 A. 3. for the procurement of non-professional services. Selection shall be made of two or more offerors deemed to be fully qualified and best suited among all the offerors on the basis of the evaluation criteria, including price. Negotiations shall then be conducted with each of the offerors so selected. Price shall be considered but will not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the County shall select the offeror which in their opinion has made the best proposal, and shall award the contract to that offeror. Should the County determine in writing and in their sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror.

B. TERM OF CONTRACT

The contract shall cover the period beginning upon receipt of signed Agreement and continuing for two-year period. This contract may be renewed at the option of the County based on the terms and conditions herein. The contract may be renewed for one additional two-year period for a total of four years. The County reserves the right
to negotiate contact terms with the successful offeror/bidder for items/services identified but not specifically described in this RFP in the best interest of the County and agreed to by the contactor. Additional work of reasonable scale shall be priced consistent with proposal to allow for additions and future expansions of a similar nature. The final contract for services is expected to incorporate the General Terms and Conditions attached hereto as Attachment A.
State Corporation Commission Form

Virginia State Corporation Commission ("SCC") registration information:

The undersigned Offeror:

☐ is a corporation or other business entity with the following SCC identification number:

______________________ -OR-

☐ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust -OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder’s out-of-state location) -OR-

☐ is an out-of-state business entity that is including with this bid an opinion of legal counsel which accurately and completely discloses the undersigned Offeror’s current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

**NOTE** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for Bids (the City reserves the right to determine in its sole discretion whether to allow such waiver): ☐

Signature: ___________________________ Date: _____________________

Name: _______________________________ Print

Title: _________________________________

Name of Firm: ________________________