



**CITY OF COVINGTON, KENTUCKY
REQUEST FOR PROPOSAL**

**Emergency Medical Billing Services and
Electronic Patient Care Records Management**

**Issue Date:
April 2nd, 2019**

**Issuing Department:
CITY OF COVINGTON FIRE DEPARTMENT
100 E. ROBBINS STREET
COVINGTON, KY 41011**

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I. ADVERTISEMENT

EMS Billing & Records Management

The City of Covington, Kentucky (“City”) invites proposal from qualified, competent, knowledgeable, and experienced providers that provide the services outlined in this Request for Proposal (“RFP”), in compliance with all applicable laws and regulations. Companies submitting responses must be prepared to enter into an agreement (“Agreement”) for the provision of requested services and goods as set forth in this RFP.

Issue Date: **April 02, 2019**

RFP Title: EMS Billing & Records Management

Issuing Department: City of Covington
Fire Department
100 East Robbins Street
Covington, KY 41011

Contact: David Geiger
EMS Director
(859) 431-0462
EMSDirector@covingtonky.gov

Proposals must be submitted in a sealed envelope plainly marked on the outside "**SEALED PROPOSAL FOR EMS BILLING & RECORDS MANAGEMENT- DO NOT OPEN WITH REGULAR MAIL.**"

SEALED BIDS MUST BE MAILED OR PHYSICALLY DELIVERED TO:

EMS Director’s Office
City of Covington
Fire Department Headquarters
100 East Robbins Street
Covington, Kentucky 41011

RESPONSES MUST BE SUBMITTED BY: 10:00 a.m. on April 30, 2019. A submission received after this date and time will be considered non-responsive.

REVIEW: Pursuant to KRS 45A.370, the evaluation of proposals and making any awards shall be conducted using competitive negotiation. Any final award shall be based upon the criteria set forth below, and shall include the preference for residential bidders in KRS 45A.494 where required. The City of Covington finds that selection based upon competitive negotiation is necessary based upon the finding that specifications cannot be made sufficiently to permit an award on the basis of the lowest bid price or lowest evaluated bid price. The Board of Commissioners reserves the right to reject any and all proposals.

II. TIME LINE OF EVENTS

PROPOSAL SCHEDULE	DATE
Issuance of RFP; Solicitation for Proposals	April 02, 2019
Deadline for Vendor Questions or Clarification.	April 12, 2019. Modification/ answers shall be posted by April 16, 2019, via www.covingtonky.gov .
Deadline for Submission	10:00 a.m., April 30, 2019.
Anticipated Award Date	Contingent upon Commission Approval

III. SCOPE OF WORK

The City of Covington (“City”) is requesting proposals from reputable companies with a proven history in EMS Billing to submit proposals to the City of Covington for Emergency Medical Services billing, electronic patient records solution, and records management. The City seeks a responsible “Respondent” who will meet all the criteria as outlined in the General Specifications and Minimum Requirements section.

The City is seeking a contract that will begin July 01, 2019 and will continue for (3) three consecutive years, with the option of (2) two, singular year renewals to be exercised at the City’s sole discretion.

A. Background

The City of Covington Fire Department currently operates 5 advanced life support ambulances. The following statistical data is provided for 2018:

Ambulance dispatches	9893
Ambulance transports:	7551
Average charge level:	
BLS	4117
ALS1	3246
ALS2	85
Treatment/ No Transport	103
Billing Rates:	
BLS	\$800
ALS1	\$900
ALS2	\$950
TNT	\$400
All mileage per loaded mile	
\$15	
Oxygen charge	\$50
Average transport in miles	3
Pay Class by percentage:	
Auto	1.5%
Medicaid	39%
Medicare	40%
Private	7%
Self-Pay	12%
Worker’s Comp.	.50%
Average Collection Rate	20%

The Covington Fire Department currently utilizes SafetyPAD as their ePCR solution. The Covington Fire Department prefers Panasonic Toughpad FZ-A2 or comparable hardware.

B. General Specifications and Minimum Requirements

1. PART ONE - EXISTING SERVICE EXPECTATIONS:

A successful response will, at a minimum, meet or exceed all of the following specifications:

1. Respondent shall provide excellent customer service to the clients of the Covington Ambulance Service. This customer service must include a toll free telephone number that is staffed during "regular" business hours
 1. Respondent shall define "regular" business hours
2. Respondent shall provide a dedicated account manager to the City that will work directly with the Emergency Medical Services Director and/or his designee(s) that is available during "regular" business hours
3. Respondent shall provide a detailed history of the company's track record for providing quality EMS billing services with fire based EMS services, a detailed description of the company, the size and nature of its business, and physical office locations Respondent must include five (5) references: three (3) references of current clients and two (2) references from a current fire based EMS organization that has discontinued service with the Respondent within the past 2 years
4. Respondent shall provide a detailed plan for meeting all applicable compliance standards, acts and laws including but not limited to the Health Insurance Portability and Accountability Act ("HIPAA"), the National Emergency Medical Services Information System ("NEMSIS"), and the Kentucky Emergency Medical Services Information System ("KEMSIS")
5. Respondent shall provide a detailed description of all options for providing the City billing and collections services
 1. Will use the information in the Background to provide an estimate of revenue for 2019
 2. Will describe in detail how the company would maximize collection of the estimated revenue
6. Respondent shall provide details of employee training, certification, and accreditation specific to EMS billing
7. Respondent shall include the cost for an Electronic Patient Care Records ("ePCR") solution(s) with leading edge technology to include but not limited to:
 1. Six (6) input devices with the option of additional devices with Respondent providing mobile wireless access, maintenance agreement, and scheduled replacement plan.
 2. integrated report writing and billing software
 3. 24/7/365 technical support
 4. user customization of the report writing software
 5. integration to the New World Systems Aegis CAD software
 6. integration with the ZollX-series cardiac monitor data into the patient care record

7. a WEB based solution for remote data entry of patient care records
8. Respondent shall provide a useful client report solution to include but not limited to:
 1. user definable, sortable, and filterable criteria to provide financial and EMS data reports and tracking of medic performance
 2. unlimited access to all City owned financial data and patient care records
9. Respondent shall provide City specific user lifetime access to the run records and billing data that meets or exceeds all current and future HIPAA regulations for:
 1. Quality Assurance
 2. HIPAA compliance
 3. Addendums to the run records
 4. Records requests
 5. Billing inquiries
10. Respondent shall provide a list of all charges, costs, and fees associated with successful acceptance of this RFP.
11. Respondent shall provide a description of additional services available but not specifically addressed in this RFP and include cost for those services.
12. Respondent shall provide a detailed description of the claims and payment processes and billing/ payment cycle
 1. Submission
 2. Billing
 3. Claims
 4. Payment
 5. Resubmission of denials
 6. Payment options to include credit card payment
13. Respondent shall provide a description of successful collections record with Third Party Insurers, Medicare, Medicaid, and self-pay clients.
14. Respondent shall provide an audit system to the City to monitor billing activities
15. Respondent shall provide on-site training for hardware and software as necessary

2. PART TWO – AMBULANCE SUPPLEMENTAL PAYMENT PROGRAM

If the City successfully engages in an Ambulance Supplemental Payment Program through CMS for Medicaid patients, Respondent will be required to:

1. Calculate appropriate federal limits on reimbursement, to determine the amount of Medicaid supplemental revenues that could be realized by the City in the first full year of the program.
2. Assess methodologies for the City to realize supplemental payments for Medicaid Fee-for-service and Medicaid Managed Care emergency medical services transports. Collaborate to develop the most appropriate Medicaid ASPP methodology for the City. Identify the Certified Public Expenditure (CPE) and/or Intergovernmental Transfers

- (IGT) mechanism for utilizing state share as a source for drawing down additional federal revenues.
3. Draft and prepare supporting materials when needed to maintain program approval from CHFS and CMS. Assist in program overviews, collecting supporting data, and responses to requests for additional information necessary to educate regulators and relevant community leaders of the program's operational purposes.
 4. Maintain a web-based cost reporting system to facilitate annual cost report and pre-payment compliance review.
 5. Provide the City with ongoing support for the Medicaid ASPP. Prepare annual cost reports that will be utilized by the City to realize incremental revenue under the Medicaid ASPP, utilizing the web-based system.
 - a. Review charge, cost, and reimbursement data to ensure that payments are maximized as allowed by Federal law.
 - b. Ensure compliance with all state and federal reporting guidelines.
 - c. Provide comprehensive desk review support, including but not limited to: conducting reviews of all cost settlement files, performing detailed analysis of billing reports generated by Medicaid agencies to ensure that all allowable charges and payments are encompassed in the calculation of the final settlement, and drafting letters and providing supporting documentation to meet Medicaid requirements and expedite settlement.
 - d. Use of our web-based reporting system to determine any variance or outliers that may be of concern to auditors.
 - e. Keep the City informed of imminent changes related to Medicaid cost reporting policies
 6. Provide the City with audit support services related to the cost report and Medicaid supplemental revenues.
 7. Under an IGT Managed Care ASPP approach (if applicable):
 - a. Provide guidance and support to enter into contracts with Managed Care Organizations
 - b. Provide projections and models to help the City evaluate program options
 - c. Monitor claims and cash flows of Managed Care program to ensure the City receives appropriate benefit from the program and has met documentation needs
 - d. Assist with the reconciliation of payments against actual payments and transports.

Respondent shall provide a list of "Exceptions" to any of the above requirements that cannot be met. Respondent shall be obligated to complete and adhere to a Business Associate Agreement to ensure ongoing compliance with HIPAA requirements.

IV. PROPOSAL FORMAT

Proposals shall consist of one (1) signed original and four (2) copies, submitted in a sealed envelope plainly marked **"SEALED PROPOSAL FOR EMS BILLING & RECORD MANAGEMENT - DO NOT OPEN WITH REGULAR MAIL."** City requests Respondents to include a digital copy of their Proposal, via a USB drive or compact disc, to be submitted with their physical Proposal submission.

Proposals shall consist of the following:

1. **A Letter of Transmittal.** Which includes (a) the name of the company, (b) a contact person, (c) the names of individuals authorized to negotiate with the City, (d) current address (e) telephone number, (f) email address, and (g) the signature of an authorized representative of the Respondent.
2. **A Table of Contents.** Indicating the page where each section begins.
3. **Ownership Information, Qualifications & References.** Should identify how the company is owned; the year the company was established; the former name(s) of the company, *if applicable*; and the state in which the company is incorporated. This section should also include company, and team specific, qualifications; and references to other companies and/or public entities for which the Respondent has provided similar services. Respondent should include relevant contact information for a minimum of (3) qualified references (see **Section VI.(5)**. for additional reference requirements).
4. **Proposal Response.** Should include a detailed description of proposed product and services, including any additional features that go above and beyond the requested specifications. Should detail how all requested specifications will be met and/or exceeded. Respondents may detail more than one option of product that, at a minimum, fulfills the specifications requested. Responses should include an anticipated timeline of implementation. Responses should also include detailed information about Vendor's customer service structure and customer accessibility to support.
5. **Pricing.** Respondent should include a complete cost and fees breakdown of proposed products and services. Total proposed pricing should be inclusive of licensing, installation, training, conversion/ testing, and any other associated costs. Pricing should be listed for all (5) five years of the proposed contract term. ***The City of Covington, Kentucky is exempt from sales and use tax as a certified governmental entity, our official tax exemption certificate can be provided upon request.***
6. **Sample Contract Terms.** Respondent should include a sample contract and/or standard terms and conditions generally associated with the requested products.

7. **Notice of Deviation.** *If applicable.* Deviations from the requested product specifications must be expressly disclosed. Proposals failing to meet all of the specifications will not necessarily be rejected, but any deviations must be clearly noted to be considered.

V. EVALUATION & SELECTION CRITERIA

1. Mandatory Criteria

The City will only consider proposals from Respondents who:

- A. Can demonstrate a proven history of successfully and reliably providing similar services, and products, to similar entities.
- B. Are in good standing with the City, as that term is defined in Commissioners’ Ordinance No. O-11-06.
- C. Are not involved in any adverse claims against the City and are not delinquent in their financial obligations to the City.
- D. Can demonstrate substantial compliance with this Request.

2. Evaluation Criteria

Respondents meeting the mandatory criteria will have their Proposals evaluated and scored based on the below criteria, with consideration of the preference for residential bidders as prescribed in KRS 45A.495 (where required). Award will be made to the Respondent whose Proposal is determined to be the most advantageous to the City. The following criteria shall be used to determine the most-qualified, evaluated Proposal:

Respondent’s technical expertise as compared to its competitors.	30 points
Respondent’s degree of software functionality and ease of use as compared to its competitors.	25 points
Respondent’s degree of ongoing customer support, training and assistance as compared its competitors.	25 points
Respondent’s pricing and delivery timeline as compared to its competitors.	20 points
Total	100 points

3. Review/selection process

A committee, that will include City representatives, will review proposals. Some or all of the proposers may be requested to present their proposals to the review committee. During the review process, proposers may be asked questions to clarify their proposals, but cannot modify their submissions. Said proposals will be evaluated by the committee and the preferred

developer will be referred to the City Manager for recommendation to the City Commission. The City Commission reserves the right to reject any and all proposals. The City reserves the right to waive as an informality any irregularities contained in any proposal.

4. Acceptance

Submission of a proposal indicates acceptance by the Respondent of the conditions contained in this RFP, unless clearly and specifically noted otherwise in the submitted response and confirmed in the contract between the City and the Respondent.

5. Respondent Questions

City shall answer any questions that Respondents may have prior to the submission deadline. All questions should be submitted in writing by electronic mail directly to David Geiger, EMS Director, at EMSDirector@covingtonky.gov. All answered questions shall be made available via the City's website, www.covingtonky.gov. It shall be Respondent's obligation to reference the City's website, prior to submission of a Proposal.

6. Award

Based on the evaluation factors stated herein, the City will contact the highest-ranked firm and attempt to negotiate a contract for a fair and reasonable value that takes the following into account: the estimated value of the services needed; the scope and complexity of the proposed project; the business risk anticipated; and the professional nature of the services required. If the City is unable to negotiate a satisfactory contract with the highest-ranked firm, negotiations with that firm shall be terminated. The City may then go through the negotiation process with the next firm in the rankings, continuing this procedure until an agreement is reached or the list of ranked firms is exhausted.

VI. STIPULATIONS & REQUIREMENTS

The City of Covington has prepared this RFP to solicit responses from qualified vendors who provide EMS Billing and record management services.

1. General Information

The City is a Kentucky Home Rule class City. The executive and legislative authority is vested in the Board of Commissioners, which consists of the Mayor and four Commissioners. The City Manager is the chief administrative officer and is responsible for day-to-day operations. The City Manager is assisted by an Assistant City Manager for Administration, in addition to various department heads and City staff. The City operates a full-service Fire Department, with associated EMS services, as well as a full-service Police Department. Additional City departments include: Department of Public Works, Neighborhood Services Department, Department of Economic Development, Administration Department, Legal Department and Finance Department.

2. Proposal Guarantee/ Award Procedure

It is anticipated that a recommendation for award for this Proposal will be made no more than thirty (30) days after the Proposal due date. All interested parties are required to guarantee their Proposals as an **irrevocable offer valid for ninety (90) days after the Proposal due date**. The City in its sole and absolute discretion shall have the right to award a Proposal for any or all items/services listed in each Proposal, shall have the right to reject any and all Proposals as it deems to be in its best interests, to waive formalities and reasonable irregularities in submitted documents, shall not be bound to accept the lowest Proposal and shall be allowed to accept the total Proposal of any one vendor.

3. Revisions

If it becomes necessary to revise any part of this Request, a written addendum will be made available to the public via publication on the City's website, www.covingtonky.gov. The City is not bound by any oral representations, clarifications, or changes made by any City employee, unless such clarification or change is provided to all Respondents in written addendum from an authorized representative of the City.

4. Anti-Discrimination Statement

The City expressly prohibits discrimination of any kind or manner. The City does not discriminate against any individual or vendor based on disability, age, sex, race, color, religion, ancestry, national origin, sexual orientation, gender identity, familial status, marital and/or parental status. City of Covington Code of Ordinances § 37.01.

5. Compliance with Laws

All Respondents shall observe and comply with all regulations, laws, and ordinances of local, state, and federal governments as they apply to this Request for Proposal.

6. Deviations from Specifications

All deviations from requested specifications must be clearly stated in your Proposal. Any significant limitation in scope or manner of proposed work, restrictive conditions, etc., should be clearly disclosed. Responses failing to meet all of the specifications will not necessarily be rejected, but any deviations must be clearly noted to be considered.

7. Terms of Proposal

The City requests to view pricing information for services from qualified vendors who can provide and meet all specified requirements of this Proposal for a (3) three year period, with the option of (2) two, singular year renewals to be exercised at the City's sole discretion. For a total engagement period not to exceed (5) five years. The City is not bound by the terms of this Proposal and may choose to alter the length of the contract at any time during the negotiation process or any time prior to contract execution.

8. Subcontracting

The City is seeking responses from full-service providers. The requirements of this Proposal shall not be subcontracted to other agents, absent express written agreement from the City permitting such assignment.

9. Insurance Requirements

A. **Policies, Coverages, and Endorsements.** Respondent agrees to maintain, at its sole cost and expense, the following insurance policies with minimum coverage and limits required by the Commonwealth of Kentucky. Prior to an award of contract Respondent will be asked to name the City (its officers, agents and employees) as 'Certificate Holders' on the original policy and all renewals or replacements during the term of the agreement.

a) Commercial General Liability

(1) Each Occurrence \$1,000,000

(2) General Aggregate \$2,000,000

B. **Worker's Compensation.** Responses to this Proposal will serve as an affirmation that Respondents are in compliance with the

Commonwealth of Kentucky's requirements for Worker's Compensation Insurance, KRS Chapter 342. Should Respondent receive an award of contract and enter into an agreement with the City, the Respondent confirms their ongoing compliance with KRS Chapter 342 throughout the lifetime of their agreement with the City.

C. **Subrogation.** Vendor agrees to a waiver of subrogation to the effect that the issuer waives any claim or right in the nature of subrogation to recover against the City, its officers, agents and employees. An endorsement should be furnished to the City upon request, and prior to an award of service.

D. **Proof of Insurance.** The policies, coverages and endorsements required by this provision shall be shown on a Certificate of Insurance on which the City must be listed as the 'Certificate Holder' and which should be furnished to the City upon request, and prior to an award of service.

E. **Cancellation.** All relevant Vendor policies, including worker's compensation and general commercial liability, shall be endorsed to provide thirty (30) days advanced written notice to the City of cancellation, nonrenewal and reduction in coverage. Mailed to: City Solicitor, 20 West Pike Street, Covington KY 41011.

11. Indemnification

Respondent shall agree to indemnify and hold harmless the City and its directors, officers, employees and agents from all suits, actions, claims or cost of any character, type or description brought or made on account of any loss, expense, liability, damage, claim, including personal injury and/or death sustained by any person(s) or property arising out of the acts or negligence of the Respondent, the Respondent's personnel, its agents, and employees, occurring during the performance of its duties.

12. Non-Compliance with Proposal

It is understood and agreed upon by all parties, in the event of an award of contract, if said contract fails to meet the terms and conditions accepted by the City as specified in this Request for Proposal, and any prior agreements leading up to contract, then the City shall at its sole option have the right to:

- a. Cancel the contract in its entirety; OR
- b. Require the Vendor to provide the services as stated in this Proposal at the proposed price.

13. Response Request Disclaimer

This Request for Proposal does not commit the City to enter into a contract, or award any services in relation to this specific document, nor does it obligate the City to pay any costs incurred in preparation or submission of a Proposal or in anticipation of a contract.

14. Conflicts of Interest Prohibition

By submitting a response, Respondent certifies that it is aware of the prohibition against conflicts of interest, gratuities, and kickbacks in KRS 45A.455, which are set forth herein as follows:

(1) It shall be a breach of ethical standards for any employee with procurement authority to participate directly in any proceeding or application; request for ruling or other determination; claim or controversy; or other particular matter pertaining to any contract, or subcontract, and any solicitation or proposal therefor, in which to his knowledge:

- (a) He, or any member of his immediate family has a financial interest therein; or
- (b) A business or organization in which he or any member of his immediate family has a financial interest as an officer, director, trustee, partner, or employee, is a party; or
- (c) Any other person, business, or organization with whom he or any member of his immediate family is negotiating or has an arrangement concerning prospective employment is a party. Direct or indirect participation shall include but not be limited to involvement through decision, approval, disapproval, recommendation, preparation of any part of a purchase request, influencing the content of any specification or purchase standard, rendering of advice, investigation, auditing, or in any other advisory capacity.

(2) It shall be a breach of ethical standards for any person to offer, give, or agree to give any employee or former employee, or for any employee or former employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment, in connection with any decision, approval, disapproval, recommendation, preparation of any part of a purchase request, influencing the content of any specification or purchase standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling or other determination, claim or controversy, or other particular matter, pertaining to any contract or subcontract and any solicitation or proposal therefor.

(3) It is a breach of ethical standards for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract

to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

(4) The prohibition against conflicts of interest and gratuities and kickbacks shall be conspicuously set forth in every local public agency written contract and solicitation therefor.

(5) It shall be a breach of ethical standards for any public employee or former employee knowingly to use confidential information for his actual or anticipated personal gain, or the actual or anticipated personal gain of any other person.

15. Affidavits

Each Respondent must complete and submit the attached 'Non-Collusion Affidavit' and 'Campaign-Finance Affidavit,' with their Proposals.

16. Claims against the City

In consideration of the right to respond to this RFP, Proposer, waives any claim, liability or expense whatsoever against the City and its Staff, Commissioners, and agents by reason of any or all of the following: any aspect of this RFP, the Selection Process or any part thereof, any informalities or defects in the Selection Process, the failure to enter into any agreement, any statements, representations, acts or omissions of the City, the exercise of any discretion set forth or concerning any.

17. Governing Law

This RFP and any agreement resulting from this RFP shall be governed by and construed in accordance with the laws of the Commonwealth of Kentucky. Any dispute arising under this RFP shall be resolved in a court of competent jurisdiction in Kenton County, Kentucky.

18. Competitive Negotiations

It is the intent of the City that this RFP is conducted according to the competitive negotiation procedures set forth in KRS 45A.370. It shall be the Vendor's responsibility to advise the City if any language, requirements, etc. or any combination thereof, inadvertently restricts or limits the requirements stated in this Proposal to a single source. Such notification must be submitted in writing and must be received no later than three (3) days prior to the opening date.

19. Public Information Notice

All Proposals submitted to the City will be kept in confidence by the '*Selection Committee*' and shall be used solely for the purpose of evaluating the Proposal for a possible award. The City retains the right to provide copies provided by

Respondents to its staff, legal, technical, and financial advisors and representatives. Respondent should take care not to provide any confidential information, trade secrets or other intellectual property, that they do not want to be received by City staff.

Please note that all information submitted for review may be subject to the **Kentucky Open Records Act** and may be made available upon request by the public. Respondents should identify any confidential, proprietary information or trade secrets and provide justification as to why the disclosure of the records would permit an unfair commercial advantage to the Respondent's competitor.

- (c) did not, in any manner, directly or indirectly, seek by agreement, communication or conference with anyone to raise or fix the bid price of said submitter or of anyone else, or to raise or fix any overhead, profit or cost element of his proposal price, or that of anyone else;
- (d) did not, directly or indirectly, submit his bid price or any breakdown thereof, or the contents thereof, or divulge information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof, or to any individual or group of individuals, except to the awarding authority or to any person or persons who have a partnership of other financial interest with said submitter in his business; and
- (e) did not include in his bid price any fees, dues, charges, or assessments because required to do so by reason of his membership in or affiliation with any association, organization, corporation, partnership, company, individual or group of individuals, or because of any agreement or understanding with anyone that he would do so.

Signed: _____

Title: _____

Subscribed and sworn to before me this ____ day of _____, 20__.

(SEAL OF NOTARY HERE)

Notary Public in and for

My commission expires _____.

++ END OF NON-COLLUSION AFFIDAVIT OF SUBMITTER ++

