

<b>NAME</b>	Parastar, Inc.	<b>MHR Billing Services, LLC</b>	<b>AccuMed Billing, Inc.</b>
<b>ADDRESS</b>	Southfield, Michigan	Lansing, Michigan	Riverview, Michigan
Years in Business	20 years	11 years	18 years
Years providing ambulance billing	20 years	9 years	18 years
Number of Employees	43 full time/2 part time	40 full time/6 part time	52 full time/0 part time
Minimum Firm Qualifications:			
Certified/Licensed	Yes	N/A	Yes
Copies certifications/licenses included	Yes	N/A	Attached
Bank Reference Statement Included	Yes	Information is attached	Attached
Financial Statement	Yes	Information is attached	No. Due to FOIA; City can inspect
Capacity to acquire all required permits	Yes	Yes	Yes
Capacity to coordinate w/ approving/monitor agencies	Yes	Yes	Yes
Contact office within State of Michigan	Yes	Yes	Yes
Five years similar services	Yes	Yes	Yes
Current billing violations	No	No	No
Ongoing or past litigation	No	No	Yes-sued client for non-payment
Understanding local, state and federal billing laws and requirements	Compliance & knowledge of Medicare, Medicaid, others is priority/up-to-date regulations in EMS ins. Industry/ cont education staff, hired expert for monthly updates and on-site random claims reviews	Exe Dir-admin& billing 28 yrs; Dir of Billing 27 yrs of medical billing expertise; Exe Dir-vicechair St Amb Assn; BlueCross/Blue Shield Liaison Comm, 4-state advisory comm for medicare, St medicaid amb advisory comm, member of St EMS data task force	100% compliant w/ medicare, MI medicaid, all billing laws, regs & reg entities; processes more 911 EMS claims on bhela fo MI 911 providers than any other entity in nation. On-line access to Medicare, etc. Full time Corp Comp Officer & HIPPA Privacy Officer, on-site audit of claims, staff training.
Mandatory Service Specifications & Requirements:			
Certificate of Insurance	Yes	Yes	Yes
Software ambulance billing compliant	Yes	Yes	Yes
Document imaging products	Yes	Yes	Yes
Imaging system w/fax & email service	Yes	Yes	No - W/AccuMed Web Software
Explanation of benefits mgmt capacity	Yes	Yes	Yes
Explan of Benefit & checks scanned & indexed	Yes	Yes	Yes
Software immediate updates from State & Fed	Yes	Yes	Yes

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Method of secure storage for imaging system and historical material	Restricted access by HIPAA trained and directly involved in billing processes staff or mgmt. Scanned and stored in IDOC; hard copies to Iron Mountain until ages out	Daily backups of complete data system and off site storage	All scanned attachments are stored in Dell Power Vault. Images backed up using Dell Power Vault Tape Backup Solution & stored off site in a secure location
Daily claim filing w/ electronic billing capacity	Yes	Yes	Yes
Receive and edit reports immediately	Yes	Yes	Yes
Audit system for fire accts/ available to RHFD	Yes	Yes	Yes
On-site training for Fire Dept admin staff on software	Yes	Yes	Yes
Name of software utilized/capacity	Zoll RescuNet Suite. RHFD scan & send pre-hosp patient care reports daily - will provide scanner; solution for info, ins, billing & collections; NEMSIS reporting standards; eliminate paper; less days to process, more accuracy in reporting	Ortivus-Sweet Billing is a NEMSIS Gold Compliant Software designed specifically for ambulance billing. Capacity is only limited by storage disk space. Current system uses only 10% of hardware capacity.	Billing software=Zoll Data Systems Rescue Net Billing version 3.9. City has opt to purchase AccuMedWeb, web-based NEMSIS 2.2 Gold Certified field data capture solution. Can log in from any location to complete a run report
Provide software/hardware to interface bet RHFD reporting systems & proposer's central process unit	Yes	Yes	Yes
Company policy on City Fire Chief dismissing charges	At discretion of City; accomplished through client specific agreement w/ proj manager	City may dismiss charges on any uncollected bill.	Will honor write-off requests, but will compromise ability to recover software expenses Will negotiate this with City
Details of pre-collection activities	If private pay, claim is processed & invoiced through Dantom; common statement cycle of 75 days; collections cycle 90 days; CK Medicare, Medicaid, Blue Cross & others before sending for outsourced collections.		Verify and research insurance information, signature on run reports, communicate w/ patients, hospitals, skip tracing data bases, automated eligibility systems or manually verification; billing compl w/laws, etc
Responsible consumer inquiries & record retrieval	Yes	Yes	Yes
Responsible complaints; provide info to RHFD	Yes	Yes	Yes
Maintain all software/hardware	Yes	Yes	Yes
Ability to define Fire Dept-EMS GL Accts, etc	Yes	Yes	Yes
Supply financial reports on daily basis	Yes	Per Schedule	Yes
Standard reports attached; intervals provided	Yes	Yes	Attached w/ schedule provided

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Custom reports available/Cost	Provide by secure email pre-defined reports on monthly basis	Multiple custom reports are available; additional reports can be designed to meet customers needs at no additional charge.	If data is inputted into billing software, they can get out in report format. Will not bill City for additional or custom reports.
	Month-End Closing Pkg		List of all current reports provided.
	Credit Type Detail Report		
	Aging Date Report		
	Trip Detail By Payor Report		
	Can provide custom reports - uses Crystal Report writer		
Guarantees RHFID receipt ins carrier changes	Yes	Yes	Yes
Monthly % of collection fee schedule is inclusive of all business costs	Yes	Yes	Yes
Recovery from default of proposer	All data backed up daily and stored in 2 separate locations; NEMESIS compliant so can be imported into any NEMESIS compliant billing software	Electronic file of all customers accounts could be created for export	City has option to purchase or lease Zoll Data Systems RescuNet billing software. Hard copy reports
<b>PRICING INFORMATION</b>			
Monthly percentage of amount collected	6.5% w/o electronic patient care reporting	6%	8% w/manual processing of run reports
			10% includes elect data capture & reporting through AccuMedWeb Data Capture & Reporting Solution. 60-mos term EMS Bill
			Serv Agmt is reqd & entitle use of software & support for 60 mos. (on City Panasonic Tgpk)
<b>Additional Services</b>	Recommends 3-yr contract w/ electronic patient care reporting hardware & software:		Costs applicable to AccuMedWeb field data capture software only: hrly \$135 custom programming: Daily added training \$1200/day
	Opt 1: 6.5% w/o ePCRs		If City adds/replaces mobile data capture devices configuration chrg \$750/device
	Opt 2: 8% with ePCRs		
	Decreased Rate: 8%-3yrs: 11%-1 yr		
	If 1-yr contract and opts for renewal up to 2 yrs, then pricing: Opt 1: 6.5% w/o ePCRs and 8% w/ ePCRs		

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Charges for start-up, installation and conversion of existing accts receivable & all new business	Charges incurred during the rollout process are included in the proposed pricing	\$500 licensing and set up fee at start of contract. Contract is for new business. No converting of existing accounts receivable is included	No additional charges
Other fees and charges not stated above	No additional fees/charges apply	N/A	None
Administrative overhead for subcontracted services	No admin overhead fee for subcontr services	No	No
Time required for completion of proposed services;	30 days to complete	2 weeks	Current provider.
Timeline	System Implementation Plan provided process & time identified	Acquire software license - 1 day; gather all providers info-2 days; set up cust info in database-3 days; prepare & submit biller auth to all payors - 4 days	If City implements AccuMedWeb 60-90 days of receipt of notice to proceed.
<b>TECHNICAL INFORMATION</b>			
Project Manager/Primary Consultant	Terri Lombardi, Proj Mgr for ambulance billing services & accts receivable activities	Wm Gebhard-Exe Director; Constance Cleary-Mgr of billing operations	Two Acct Mgrs: Teri Johnson, Oper Mgr & Jan Tjernlund; Customer Service
Credentials of project manager	17 yrs in health care; BS Wayne State; Botsford Health Care Continuum; oversees entire revenue process for 6 ambulance companies	Gebhard-28 yrs operating ambulance billing program; Cleary-27 years medical billing experience, master's degree in public admin/health admin.	Pres-22yrs, owner since 1989, BS degree VP-22 yrs, lic collect mgr, consult EMS Oper Mgr-1991 mgr billing & collections Cust Rel-24 yrs, cert MI Med Soc Prof Prog Client Dev-Mast Pub Adm, Fire 23 yrs Acct Mgr-Health Care Adm Degree, 2001 Rej Mgr-Med Bill Ross Bus Inst, 1993 Coding Mgr-1994 accredited in med coding
Ambulance billing and accts receivable exp of PM	17 yrs in health care	Gebhard-28 yrs operating ambulance billing program; Cleary-27 years medical billing experience, master's degree in public admin/health admin.	Combined mgmt team of 142 years exp. Johnson & Tjernlund have overseen RH acct for past 5 years and will maintain ownership

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Certified coders	Parastar does not currently employ a certified coder	N/A	9 individuals listed as certified coders Total of 52 employees focus & exp on EMS billing
Characteristics/Capabilities of unique qualification	Corp is division of largest & longest operating private EMS provider in SE MI; combination of knowledge through provider standpt & employment of 2 former fire chiefs assures muni fire dept clients the cutting edge in EMS billing standards and technology	Years of experience in ambulance operations and billing with a focus on policy making at state and national level.	Industry premier leader since 1989; keep City in full compliance, uninterrupted results. cust service; long term clients, exclusive support of EMS industry, not spin-off or multi-specialty billing co, prof staff, proven work flow process, consultation, proposed software solution by Zoll, exp w/ 117 comm. EMS providers; 18 yrs, assns & affiliations
Five Clients	Farmington Hills Fire Dept Redford Township Fire Dept Regional EMS/EMS Billing, Flint, MI HealthLink Medical Transport/Taylor, MI Scott & White Ambulance, Temple, TX	Huron Valley Ambulance Medstar Ambulance Addison Twp Fire & EMS Edwardsburg Ambulance Service Alcona County EMS	City of Detroit Fire Department City of Taylor Fire Department City of St. Clair Shores Fire Department Canton Township Fire Department City of Dearborn Fire Department
Clients terminated within last two years	None	Byron Area Ambulance-ceased providing ambulance service	Tri-Twp (Atlanta MI) cheaper rates amb cong/Escort-privitized transports
Complete current client list attached		Attached	Will provide upon request-sensitive to FOIA
Description of firm, org, size and nature of gen services	Corp division of Community Emergency Medical Services in Zanesville, OH; services throughout country; \$70 million in EMS claims annually; 20 yrs; 45 employees - several former firefighters & fire consultants; state of art accts receivable service; acct reps average 11 yrs of service; interface w/ NEMESIS Gold compliant billing & software systems	MHR is an ambulance network that provides ambulance contracting to managed care organizations, ambulance billing services, a purchase group buying program and patient satisfaction surveying. Ambulance billing service processes more than 140,000 calls per year for their clients.	Privately held/oper bus, inc in 1989 exclusive public sector EMS/Fire suppliers medical billing, coding & data capture needs. 2006-\$4.85 mill revenue; 2006-100 million billings & 51 million collections; corp office in Browns-town Twp, Mi. Also offices in downtown Det and Ann Arbor.

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Special equipment to assist in fulfilling services solicited	Hardware and software utilized by Parastar Zoll Data Software Versions; Parastar's RightCad & RescueNet Billing system Hardware - IBM xSeries 366 ACS HCS Data Center (Dearborn/CT) Anti-Virus/Firewalls	Ambulance billing operations utilize two computer servers and a Citrix network to provide connectivity to the three offices that input into their database.	No special equipment required. If City purchases field data capture technology, will prepare a detailed list of warranted hardware specs and a detailed implementation plan for City's review.
Software supplier; Percentage of resources associated w/ EMS Billing Clients	Zoll Data Systems Software: Sanitas Version 3.9; Claims Update Version 3.7.3. 10; Spec Claims Version 3.5.3.1059; Visual Claims Version 3.7.1.172. As Parastar bills only EMS/Fire claims, 100% of billing resources are dedicate to EMS providers	Ortivus Sweet Billing Software. 100% of resources are used for billing activities.	Zoll Data Systems RescueNet Billing version 3.9 (most recent version). 100% of all resources are used to support EMS billing clients. EMS billing is exclusive & sole modality of billing AccuMed conducts
Hardware/Safeguards/Protections/Back-up Processes	Redundant dual power supplies; dual network cards connected to separate switches; appl data storage multi RAID enabled; redundant hard drives; Hardware: IBM xSeries 346 & Windows operating system: Windows 2003 Server; Data Center is BS15000 certified; security and anti-virus	Two RAID 5 servers operating with Windows 2003 server software. Daily backups of all billing data.	Extensive list of hardware used to support EMS/Fire billing planted at corp office. AccuMedWeb hardware stored at off-site secured facility w/ multi power sources, security back-up generators & support services for max reliability & security
Generation of Patient Stmt	Patient stmts generated by Dantom Services, Ann Arbor, MI; Stmt generated and mailed within 3 days of acct being placed in private pay status Sample stmt provided	Patients receive private billings generated by their system and processed by a professional mailing service (Dantom). Bills contain complete stmt of services rendered; payments recd & amout due. Return envelope is included to return pymt	Private Pay stmts cycled every 30 days until 3-4 stmts are delivered, solicit ins. Info, accis monitored at ea cycle until pd or pymnt arrangements, ins questionnaire, return env, email & fax, opt credit card pymt. Address checking and skip tracing services
Default by billing company using accts receivable software	All data backed up daily and stored in two separate locations; all data is NEMESIS compliant and can be imported into any NEMESIS compliant billing software	RH could purchase same software and a data download of account information could be uploaded on the City's computer.	City can purchase or lease RescueNet billing software on open market. Hard copy reports City can identify unresolved accis receivable.



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Recovery if software vendor stopped doing business	All data backed up daily and stored in two separate locations; all data is NEMESIS compliant and can be imported into any NEMESIS compliant billing software	RH could purchase same software and a data download of account information could be uploaded on the City's computer.	Unlikely Zoll will go out of business, but in that event AccuMed will purchase alternative software to provide services to City. Will continually monitor marketplace
Document imaging system	Utilizes iDOC imaging system to store patient care reports; allows HIPAA compliant access for authorized staff to gather PHI relevant to job description w/o jeopardizing info security or integrity	Do not provide document imaging in this proposal	Outsource all scanning functions, then image is linked to billing software w/ corresponding patient. Have technology to burn CD for City use to search, view & print images. The AccuMed Web will provide all data.
On-site training provided to RHFD staff	Will dedicate up to 8 days of roll-out process to on-site training of RHFD personnel, w/ refreshers annually or as new software or hardware emerges	Prof staff will be available to train RH staff on-site in proper documentation and run report/PCR implementation	Run Report documentation training at RHFD; refresher training as needed
Audit system	Revenue Cycle Mgmt mtgs will allow for assessment of City key perf indicators, while audits are performed by Parastar consultant	MHR's reporting system will be adapted to the particular needs & time tables required by the City Fire Dept.	Provide City admin reports to support extensive auditing and monitoring capabilities
Composition of firm's commitments	W/45 employees processes 152,000 claims annually w/ \$70 million in gross receivables; collecting \$49 million after contractual allowances; Averaging 73 cents per dollar for fire client & 65 cent per dollar for private EMS accts. Suburban areas have higher collectibility due to number of ALS emergency calls.	Currently billing for 18 ambulance companies and process approximately 140,000 calls per year.	Committed to provide exclusively EMS/Fire billing and collections operations; 117 muni EMS suppliers in 5 states; 2006 billings exceeded \$100 million in billings and \$51 million in collections. Aver client similar to RH Net recover rate 94% to low of 53%. W/ fully documented run reports RH 85-90% net recovery.

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Normal billing procedures	Data collected fr run report; sent to reg ver & coding; claim generated & submitted; claim pd or denied; upon final rejection, claim moved to private pay status and if still unpd to collections. 2-day window from receipt of run report to claim.	Billing Flow Chart provided; bill entered in 1-2 days then to Medicare, Blue Cross or other ins, private pay or Medicaid; patient bill collection. Flow Chart indicates time-frame for each described activity.	Run Report - data import - reconciliation. Ins verification and researched; effort to convert private accs to ins accs, verify coverage, ins claims transmit elect daily, detail & precise coding, monitor accs. Private bill: cycle 30 days, 3-4 stmts, monitor, follow-up. Appeals
Capabilities to receive data from City electronically	Parastar is proposing the use of Itronix ePCRs for electronic data collection from City, they can receive info from any NEMSIS compliant interface	Can receive electronic billings in either the Otlivus Field Data format or the Mermaid PCR format	Import routine fr AccuMedWeb to RescuerNet billing is completed. Can use Zoll Data Systems to import elect data from any field data capture software. Also internet to send and receive data. Will accommodate.
Capabilities to send data to ins companies for payment electronically	For most ins carriers, Parastar uses electronic claim submission through Gateway EDI Clearinghouse; paper bills are generated when necessary. Parastar also registers w/ all necessary payors not accessible through Gateway	MHR currently bills medicar, medicaid, Blue Cross/Blue Shield and about 200 other insurance companies electronically	Submission & remittance capabilities. Most claims sent elect to insurance companies. Most ins carriers are resistant to deliver electronic funds
Billing/claim follow-up process	Acct follow-up is performed in work queues from the Right CAD billing system or through correspondence w/ ins co by research/back-end billing personnel. They are then either pd, appealed or moved to private pay status	All valid claims follow approved payor billing processes and rejected or pending claims are appealed wherever possible and allowable. Patients are contacted w/ ins. Rejection reasons and are continued to be billed.	Private Pay: Pre-Collection System Ins billing follow-up: follow up w/ appeals; submissions, evaluating claims to insure reimbursement; transfer balances to patients for slow paying ins companies for responsiveness.
Sample Reports	Examples of reports provided Ad hoc reporting data base language capabilities are accessed through SQL	Sample reports attached. Can also process data and reports in microsoft excel or access data file formats	Examples of reports provided. Average recovery rates for muni-based is 55.9%; Net recovery rate for City is 65.39%. Can typically get dat in Ad Hoc form.



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Evidence of success in billing & collection	Key Perf Indicators used in monthly revenue cycle mtg to review variety of factors affecting collection rates. data used to generate operations specific QA/QI strategies to promote excellent collectibility Sample provided	Overall collecting at a rate of approx. 68% cash to gross charges for all of their clients collectively.	To date gross recovery rate is 65.39% & net recovery of 89.06%. Expect to remain constant with City's run report.
Agency's average collection rate for ambulance clients	Currently collecting 94% of all claims; average for muni/fire based EMS is 76%; average for private EMS providers is 67%	68% cash to gross charges	61% net collection rate
Credit Card payment option	Parastar accepts payment by credit card at no additional cost to the City	Yes, the credit car processing fees (commission charges) would be City's responsibility and would be added to City's monthly bill for services	Yes. AccuMed has no fees, but credit card company - Merchants Solutions International charges a nominal fee.
Electronic run reports; software program integration	Yes, can accept electronic run reports from any NEMSIS compliant software	Yes, Ortivus Field Data	Yes, Zoll Data systems has standard import utility; also accepts print image.
Staff Profiles	Pres-24 yrs industry, Mast Emerg Health VP-15 yrs priv & muni fire, Mast BA & paramedic; various boards Dir Acct Rec-15 yrs healthcare prof, mast Acct Rec Mgr-17 yrs, patient acct & rec Dir Fin Acct/Rep-25 yrs, EMS & acct. Corp Comp-CPA-Health Care Mgmt Assn Corp Dir Comm-25 yrs Call Ctr Oper/tech	General biller- assigned for all input of City's call & gen ins and private pay billing Medicare Biller Medicaid Biller Blue Cross Biller	Pres-22yrs, owner since 1989, BS degree VP-22 yrs, lic collect mgr, consult EMS Oper Mgr-1991 mgr billing & collections Cust Rel-24 yrs, cert MI Med Soc Prof Prog Client Dev-Mast Pub Adm, Fire 23 yrs Acct Mgr-Health Care Adm Degree, 2001 Rel Mgr-Med Bill Ross Bus Inst, 1993 Coding Mgr-1994 accredited in med coding
Communications with clients	Communications between Parastar acct mgr and City designated contact person.	E-mail, fax, hard copy 1st class mail, telephone	Most convenient for City: mtgs, phone, email fax, mail, newsltrs, seminars.

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Work program	During rollout significant exe on-site mgmt; member of mgmt team available within minutes; accs rec mgmt services; all staff cross trained; has strategically positioned itself to service muni of all sizes by opening satellite office in Zanesville; OH and hiring add personnel. Projection: processing over \$100 million in claims within the next 2 yrs; Can being billing for RH within 2 wks using scanner & FTP solution; trianing 2 wks; 30 days for ePCR solution.	Per Contract: Receive cust info, process cust bills, assist cust w/ notices from payers for info, notify cust of receipt of payers final action on claims, receive and delivery payments, provide cust w/ info recd from payers on overpayments, credit balances & other claims, billing procedure, submit delinquent patient bills to collection agency, refer patients to cust for answers to questions about service, coverages & bills, comply with laws, provide cust stmts.	Program is 100% functional and on-going. Maintain continuity with no start-up fees or conversions; RH has extensive data base of patients served by city; existing relationships with hosps and city personnel, continue to upgrade operations and maximize and expedite recovery; preserve cash flow, AccumedWeb - NEMESIS 2.2 Gold Certified Field Data Capture Solution
Contract Attached	Yes	Yes	Yes
Billing Procedures	Automated billing process (RescueNet Billing software) - snapshot of pending wk at given time; claim sent elect or paper & mailed iwithin 2 bus days of print date; max revenue collections, billing staff cont training on ins regs; nat expert on laws audits; customer service training; language line Dantom to generate private pay invoices	Bill patient or responsible party, notify patients in writing of co-payments & other amts due, send follow-up ltrs for past due payments, submit delinquent patient bills to collection agency. After deducting charges send balance to customer and report actions to customer & company.	Import data & reconcile run reports, ins verification, insurance billing - claims filed, monitored, electronic filing, private pay billing - user friendly stmts every 30 days; 3-4 stmts delivered; monitoring, follow-up billing - pre-collection activities; payment reconciliation and closeout reports; collection policies & procedures
Litigation during past five years	Denies being subject ot any litigation during past five years	No	Yes--recent lawsuit against past client that stopped transporting and paying their bills
Emergency medical service reporting meeting	Uses Zoll RescueNet Suite which is NEMESIS silver compliant and expected to achieve Gold Level compliance in July, 2007. There is no additional cost to City for Gold Level compliance.	Ortivus-Sweet Billing is a NEMESIS Gold Compliant Software designed specifically for ambulance billing.	AccumedWeb, web-based NEMESIS 2.2 Gold Certificate field data capture solution