



REQUEST FOR PROPOSAL

Emergency Medical and Ambulance Services for the City of Hamtramck

City of Hamtramck
Dan Hagan
Fire Chief
313-305-4500

November 10, 2020

REQUEST FOR PROPOSAL---THIS IS NOT AN ORDER OR OFFER

IF FOR ANY REASON YOU CANNOT RETURN THIS BID, PLEASE RETURN THIS FORM INDICATING
SO TO INSURE THAT YOUR NAME MAY BE RETAINED ON OUR BIDDER LIST.

REQUEST FOR PROPOSAL

The City of Hamtramck is accepting bids for Emergency Medical and Ambulance Services for the Hamtramck Fire and Police Departments as described in this bid document.

3401 Evaline
Hamtramck, MI 48212

DATE OF REQUEST November 10, 2020

REFERENCE PROPOSAL NUMBER RFP 11102020

PROPOSED DATE/TIME REQUIRED November 23, 2020 2:00 P.M.

BID OPENING November 23, 2020 2:30 P.M.

SUBMIT PROPOSAL TO City of Hamtramck City Manager’s Office
Ashley Fallon – Administrative Assistant
ATTN: Purchasing
3401 Evaline
Hamtramck, MI 48212

QUESTIONS November 16, 2020

MARK PROPOSAL DELIVER TO THE PURCHASING OFFICE IMMEDIATELY

Purchasing Agent and the city of Hamtramck reserves the right to accept or reject any or all items in the proposal; to accept or reject any or all proposals; to award the proposal in part or in total; to waive any informalities therein; or for any reason, to award the contract to other than the low bidder. If, either a unit price or extended price is obviously in error, and, the other is obviously correct, the incorrect price will be disregarded.

All proposals must be submitted with (1) original, and (2) copies to be addressed and directed to the:

City Manager’s Office
Attn: Purchasing
3401 Evaline
Hamtramck, MI 48212

“REQUEST FOR PROPOSAL: Emergency Medical and Ambulance Services for the City of Hamtramck ”



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INTRODUCTION

The City of Hamtramck is seeking a 24/7/365 high quality, cost efficient medical transportation provider of advanced life Support (ALS) and basic Life Support (BLS) ambulance services for its citizens and for persons who may be injured or in need of ambulance services within the City of Hamtramck. This document sets forth the general specifications, requirements and responsibilities, of the EMS provider within the City of Hamtramck. Administrative Offices located at 3401 Evaline Street, Hamtramck, MI 48212.

Additionally, the EMS provider shall deliver, on an emergency and non-emergency basis, for all incidents, including, without limitation, road accidents, occurring within the City and within any jurisdiction with which the city of Hamtramck is part of a Mutual Aid or similar emergency response agreement that requires such medical intervention and transport services to the closest appropriate medical facility or as depicted under DEMCA EMS protocols for trauma.

The term of the agreement will be for three (3) years, with two, one (1) year renewal options. Any renewal option exercised under this agreement is effective only after the approval of the Hamtramck City Council.

MINIMUM QUALIFICATIONS

Proposals will only be accepted from firms with appropriate professional licenses along with a minimum of five (5) years of experience providing the services requested in the RFP. Each firm submitting a proposal will be required to submit a list of personnel, including supervisor/manager, to be assigned to the City including resumes, experience and responsibilities.

FINANCIAL INFORMATION

The city reserves the right to require a bidder to show to the complete satisfaction of the City staff that it has the necessary facilities, abilities, and financial resources to provide the services specified herein. The bidder may also be required to give a past history in order to satisfy the City in regard to the bidder's qualifications. The City will conduct a reasonable due diligence investigation deemed necessary and proper to determine the ability of the bidder to perform the work, and the bidder shall furnish to the City all information for this purpose that may be requested.

CRITERIA FOR SELECTION

A committee comprised of City staff will review the proposals. The City reserves the right to award this proposal to the firm considered the most qualified based on a combination of factors including but not limited to the following:

- A. Completeness of the proposal
- B. Financial strength and capacity of the firm
- C. Correlation of the proposals submitted to the needs of the City of Hamtramck



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- D. Any other factors which may be deemed to be in the City's best interests
- E. Evaluation process

SELECTION COMMITTEE

The City's review committee will review and assess the individual proposals generated from this RFP and to make a recommendation to the Hamtramck City Council effectively recommending a company that is most qualified by the committee at the December 8, 2020 City Council Meeting. The committee will be comprised of the following team members:

City Controller or designate
Fire Chief or designate
Police Chief or designate
City Manager or designate

Each committee member will independently use a weighted score sheet to evaluate the proposals. The scores of the committee members will be averaged into one score for each firm for this process. The City, at their option, will invite the top scoring firms to participate in an interview. Each committee member will independently use a weighted score sheet to evaluate the interview. The scores of the committee members will be averaged into one score for each firm for this process.

GENERAL CONDITIONS

- A. Qualifications
Contractor must be duly qualified in accordance with all Federal, State and local laws governing the Executive Search business.
- B. Quality
The EMS service contractor, hereinafter referred to as "Contractor", will provide and perform all EMS services in a professional and timely manner as further addressed in this document.
- C. Conflict of Interest Coverage
Contractor warrants that to the best of contractor's knowledge, there exists no actual or potential conflict between contractor and the City, and its services under this request, and in the event of change in either contractor's private interests or Services under this request, contractor will inform the City regarding possible conflict of interest which may arise as a result of the change. Contractor also affirms that, to the best of contractor's knowledge, there exists no actual or potential conflict between a City employee and Contractor.
- D. General Conditions
The Contractor will be responsible for all costs incurred in the development and submission of this response. The City of Hamtramck assumes no contractual obligation as a result of the issuance of this RFP, the preparation of submission of a response by a bidder, the evaluation of an accepted response, or the selection of finalists. All proposals, including attachments,



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supplementary materials, addenda, etc. shall become the property of the City and will not be returned to the bidder.

- E. EMS firms interested in providing these services must have a demonstrated record in working with municipalities in satisfying Emergency Medical and Ambulance Services for City of a comparable size. The selected firm must be willing to work collaboratively with the Fire Department and the Police Department.

SCOPE OF WORK

All personnel, supplies, capital equipment and business expenses shall be the responsibility of the contractor. The Contractor shall provide and maintain, at its own cost and expense, State certified ambulances and other equipment necessary to provide Advanced Life Support (ALS) ambulance service and Basic Life Support (BLS) ambulance services. Contractor will provide sufficiently trained and experienced personnel to maintain, operate and administer the ambulance service required under the proposal. The proposal shall specify the contractor's intended response times to be incorporated into the contract, with penalties for non-compliance.

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The proposal shall identify the contractor's intended staffing, training and certification of staff and age, condition and replacement periods for machinery and equipment.

The contractor is expected to provide stand-by coverage at all City of Hamtramck functions attended by 500 or more people and any other City function upon request.

The contractor shall supply personnel, equipment, vehicles and supplies to provide ALS and BLS emergency ambulance services to transport any person who becomes injured or ill within the city limits of Hamtramck and who requires emergency medical treatment or emergency transport to the hospital. The contractor may be called upon to provide said services to persons within any jurisdiction with which the City of Hamtramck is part of a Mutual Aide or similar emergency response agreement.

Contractor shall provide ALS and BLS services without regard to a person's ability to pay for the services. The contractor shall provide these transport services on a twenty-four (24) hour a day, seven (7) days per week, 365 days per year basis to the closest appropriate medical facility as depicted under DEMCA EMS protocols for trauma.

The contractor shall be the primary responder to any emergency dispatched for ambulance services. When the Fire Department arrives on the scene and begins treatment before the ambulance arrives, the chargeable supplies used will be refilled by the ambulance service provider (contractor). The contractor will replenish on a monthly basis the disposable, single patient use medical supplies (ECG electrodes, gauze and bandages, defibrillation pads, oxygen cannulas & mask, etc., not gloves).

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There is no minimum or maximum number of calls that will be received by the contractor. As a reference, there are approximately 1500 to 2500 calls per year.

The contractor will be expected to respond immediately to a dispatched call it receives for emergency services. The contractor shall be on the scene of the call with an ambulance response time average of six (6) minutes or less.

The contractor will be called upon to assist with fire stand-by calls, provide a supervisor for command posts when requested, staff a dedicated emergency unit for community or special events within the City; such as fireworks, community events, athletic events, etc. The special events will not be a separately billed item but may require additional staffing.

The contractor will at a minimum provide sufficient vehicles, personnel and equipment to staff one (1) licensed transport capable ambulance 24 hours a day, 7 days per week, 365 days per year, including all holidays. The ambulance shall be staffed with at least two (2) Michigan certified emergency medical technicians. The contractor shall provide for each ambulance not less than two (2) EMT's on duty twenty-four (24) hours a day, seven (7) days a week at least one of which will be a paramedic. Additionally, the contractor shall provide a duty supervisor who is able to respond to major EMS incidents, fires, OEM incidents or police incidents when requested, within a reasonable response time, to help supervise, coordinate and manage EMS resources for such incidents.

The contractor shall comply with all applicable laws and regulations governing the provision of ALS and BLS emergency ambulance services, including but not limited to all employee licensing, training and education requirements. In addition, the contractor shall comply with applicable labor laws and/or Department of Health regulations pertaining to the amount of hours worked by any applicable labor laws and/or Department of Health regulations pertaining to the amount of hours worked by any one person in a day. The contractor also agrees to comply with all state and local traffic laws and ordinances.

Each Emergency Medical Technician shall hold current certifications from the Michigan Department of Health as an Emergency Medical Technician and a current certification in CPR/Defibrillator. Drivers must hold a valid Michigan driver's license. The contractor shall be solely responsible for the hiring of employees. In addition to the certifications, all ambulance staff shall be trained in the use of radio transmitting and receiving. The contractor shall offer in-service training programs to ambulance staff to assist its employees in keeping current their certifications and to assure that ALS and BLS services are of the highest quality. All EMS supervisors shall be trained at a minimum to the ICS-300 level. Contractors shall provide documentation of training and continuing education provided to its employees. The contractor shall also provide documentation of successful background investigations, including drug screening tests and fingerprinting for all personnel that will be assigned to work in the City of Hamtramck.



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The successful bidder will be required to update this information with each personnel change in a quarterly report to the City.

All ambulance staff shall be properly uniformed and identified as to employer, name and title by a name plate or emblem attached to the uniform and work jacket. The contractor is responsible for all operating expenses, including salaries, benefits, insurance etc. for the personnel assigned to work in the City. It shall be expressly understood that the personnel assigned to the City are employees of the contractor and not employees of the City of Hamtramck.

The contractor shall be equipped with and maintain mobile radios and other communication equipment and licenses necessary to comply with applicable Federal Communications Commission and Michigan Department of Health guidelines.

The contractor shall be responsible for the maintenance, replacement and storage of its ambulances and other equipment necessary to perform services under this Agreement. The contractor EMS personnel furnished with the use of such equipment shall use due care and abide by all motor vehicle laws. Additionally, it will be the responsibility of the EMTs to ensure that the ambulance vehicle and equipment is in proper working order before each call for service. The contractor EMS personnel shall be responsible for keeping the assigned vehicle clean and stocked with appropriate supplies.

The city will require that the successful bidder provide certain reports, as described below, to the City. The contractor shall provide all reports to the City Clerk. Said reports will be generated in an electronic form to the City; however, all record keeping required by State law or regulation shall be maintained in the manner prescribed by the laws of the State of Michigan.

The contractor shall provide to the City a quarterly operating report by the 10th day of the month for the previous quarter. The report shall be sent to the City in an electronic format acceptable to the city. The report shall contain the following information:

- a) Total number of ALS and BLS responses
- b) The response time to ALS and BLS calls, identifying time of dispatch and time of arrival on scene
- c) The number of incidents and ALS and/or BLS unit was not available
- d) The number of incidents when a mutual aid ambulance was called into the City of Hamtramck
- e) The total number of calls where the patient was not transported
- f) The total number of patient emergency transports
- g) The total number of stand-by assignments, special events or other assistance requested by the City

In addition, the contractor shall maintain proper documentation of calls. The contractor shall provide a quarterly financial report, which shall include:

- a) The number of ALS and BLS calls for the three month period
- b) Number of calls and associated dollar amounts considered uncollectible

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- c) Amount billed and amount received for ALS and BLS calls for the three month period, including the payer mix of collections.

The Contractor shall provide a process for which to receive complaints about its service and also provide a written report, to the City, of each complaint of service that was delivered by the contractor that the contractor receives. Said report shall state name, address, and telephone number of the complaint, nature of complaint, exact status of ambulance and personnel involved on behalf of the contractor. The contractor shall reply to all complaints of service received within one (1) week. If the contractor believes that the complaint is due to the actions of the City or its designee (rather than the contractor), the contractor shall refer the complaint to the City Clerk along with a copy of the initial complaint within one (1) week. All records and reports required to be prepared and maintained by the respondent shall be maintained and made available as herein required during the term of the agreement and for a period of six (6) years following the termination of the agreement. The City shall, upon two (2) days written notice, have the right to conduct periodic program audits, vehicle inspections, patient care equipment inspections, and fiscal audits as often as it deems necessary for the purposes of monitoring the effectiveness of this agreement. Such audits and inspections shall occur during normal business hours. The contractor shall receive a full copy of each report finding. The contractor agrees to cooperate fully with the City in the monitoring of the agreement.

Records maintained by the contractor in carrying out the terms of the contact shall remain property of the City of Hamtramck. Contractor will be required to comply with any privacy laws pertaining to medical records.

ATTACHMENTS

Detroit-Wayne County EMS Unit Numbering Assignments
Bidder Qualifications Questionnaire
Proposal pricing terms
Emergency Medical Services Insurance Requirements

VENDOR SPECIFICATIONS

The RFP shall include all of the following information. Failure to include all of the required information may result in disqualification of a bid.

- a. Bidder qualification questionnaire
- b. List three (3) references from previous corporate or government customers acquiring similar services. Include business name, contact name and phone number.
- c. Review insurance requirements, not any limitations on any of the articles or providing insurance requirements as outlined in the insurance provisions contained herein.



ANTI-DISCRIMINATION AND EQUAL OPPORTUNITY IN EMPLOYMENT

Contractor shall comply, at all times with any and all City, State or Federal rules, regulations and laws regarding anti-discrimination and equal opportunity in employment.

The City of Hamtramck is an equal opportunity employer and will not unlawfully discriminate on the basis of race, color, sex, religion, national origin, age, height, marital or veteran status or the presence of medical conditions or disability. Michigan and Federal laws require employers to make accommodations to persons with a disability if the disability can be accommodated within certain guidelines, and the individual can perform the essential job duties with or without such accommodation. Persons with a disability may request an accommodation of their disability by notifying the City of Hamtramck City Manager's office in writing of the need for accommodation.

STANDARDS AND OTHER CONDITIONS

A. Independent Contractor

The Contractor agrees to perform the work described in the RFP as an independent contractor and not as a subcontractor, agent, or employee of the City.

B. Revisions to original contract

The City shall have the right to make any changes in or delete services from the work described in the contract and may direct the contractor to perform extra work and the Contractor shall implement such changes and perform such extra work. Should any such change increase, decrease or affect the amount or character of services required in the contract, the price shall be adjusted accordingly. The amount of increase or decrease, if any, in the price shall be determined by agreement between the Contractor and the City.

C. Standards of work – general

All services shall be performed to the highest standard and in accordance with all Federal, State and City laws. The Contractor will be responsible for ensuring that its staff is familiar with and accomplishes the functions and tasks as outlined in the Executive Specifications.

D. Training

The Contractor will be solely responsible for ensuring that its employees are trained and competent in the performance of their duties as outlined in the Executive Specifications.

E. Reporting

The Contractor shall report to the Fire Chief and Police Chief and will cooperate and confer with him/her as necessary to insure satisfactory work progress.



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All reports, estimates, memoranda and documents submitted by the Contractor must be dated and bear the Contractor's name.

The Contractor will provide the required services and will not subcontract or assign the services without the City's written approval.

F. Insurance and Indemnity

The Contractor will be responsible for the payment of any and all deductible amounts required under the insurance coverage. The Contractor will not alter or terminate the insurance coverage without obtaining the City's written consent at least thirty (30) days prior to such alteration or termination.

G. Rejection of Quotation

The award will be made to that responsible vendor whose proposal, conforming to this Request for Proposal, will be most advantageous to the City. The City reserves the right to reject any and all responses to this RFP, in whole or in part, and to waive informalities and minor irregularities in quotations received.

H. CONTRACT

The City's award of any proposal is subject to and conditioned upon execution of a formal agreement for products and services between the successful bidder and the City. In submitting a proposal, the bidder acknowledges that the contents of the RFP will become incorporated within any formal agreement. This RFP does not include every term and provision which shall be included in the formal agreement. In the event that the bidder fails to execute the formal agreement within 14 days of its presentment by the City, the City may reject the selected bidder, and proceed to accept another qualified proposal, or reject all proposals.

A copy of a bidder's suggested terms and conditions may be submitted with bidder's Proposal, however, neither the City's acceptance of any proposal nor award of any contract pursuant to this RFP shall be construed as any definitive acceptance by the City of Bidder's suggested terms and conditions. In the event of a conflict in terms, the order of precedence to resolve the conflict will be as follows: Michigan State law, the terms and conditions of the signed contract, the terms and conditions of the RFP, and last, the Bidder's Proposal.

I. DISPUTES

In the event a bidder disagrees with the recommendation of the Hamtramck Purchasing Agent concerning this award, the bidder may obtain a Bid Protest Form from the Purchasing Office which must be completed and returned to Susan Hendricks, Hamtramck Chief Financial Officer, 3rd Floor, Hamtramck City Administration, 3401 Evaline,



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Hamtramck, MI 48212, **within ten (10) working days from the date of the notice of intent to award.**

CERTIFICATION

The individual signing below certifies:

1. He/She fully authorized to submit this Proposal, including all assurances, understanding and representations contained within it which shall be enforceable as specified.
2. He/She has been duly authorized to act as the official representative of the bidder, to provide additional information as required and, if selected, to consummate the transaction subject to additional, reasonable standard terms and conditions presented by County.
3. This Proposal was developed solely by the Bidder indicated below and was prepared without any collusion with any competing bidder or County employee and Bidder has not entered into any type of agreement of any nature to fix, maintain, increase or reduce prices or competition regarding the items covered by this Proposal.
4. The content of this Proposal has not and will not knowingly be disclosed to any competing or potentially competing bidder prior to the proposal opening date, time, and location indicated.
5. No action to persuade any person, partnership, or corporation to submit or withhold a Proposal has been made.

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ATTACHMENT A

*Name:	
*Title:	
Signature:	
*Name Company:	
*Address:	
*City/State/Zip:	
*Phone Number:	
*Fax Number:	
*Email Address:	



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