

REQUEST FOR PROPOSAL

Emergency Medical and Ambulance Services for the City of Hamtramck

City of Hamtramck
Matthew Wyszczelski
Fire Chief
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firechief@hamtramckcity.com

September 15, 2023

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



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.

Date of Request	September 15, 2023
Proposed Date Required	October 9, 2023
Bid Opening	October 9, 2023, 12:00 PM
Submit Proposals To	City of Hamtramck City Clerk Office ATTN : Fire Chief Matthew Wyszczelski 3401 Evaline Hamtramck, Mi 48212
Mark Proposals	"REQUEST FOR PROPOSAL: Emergency Medical and Ambulance Services for the City of Hamtramck"

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 Clerk's Office
Attn: Fire Chief Matthew Wyszczelski
3401 Evaline
Hamtramck, MI 48212

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

INTRODUCTION

The City of Hamtramck, whose Administrative Offices are located at 3401 Evaline Street, Hamtramck, MI 48212, 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 in need of ambulance services within the City of Hamtramck. This document sets forth the EMS provider's general specifications, requirements, and responsibilities within the City of Hamtramck.

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.

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 supervisors/managers, to be assigned to the City. The personnel list shall include, name, job title, level of licensure, and EMT license number.

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
- 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 make a recommendation to the Hamtramck City Council effectively recommending a company that is most qualified by the committee at the October 24, 2023 City Council Meeting. The committee will be comprised of the following team members:

City Controller or designee

Fire Chief or designee

Police Chief or designee

City Manager or designee

Each committee member will independently use a weighted score sheet to evaluate the proposals. The committee members' scores 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 committee members' scores will be averaged into one score for each firm for this process.

GENERAL CONDITIONS

A. Qualifications

The 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

The contractor warrants that to the best of the contractor's knowledge, there exists no actual or potential conflict between the contractor and the city, and its services under this request, and in the event of a change in either contractor's private interests or Services under this request, the contractor will inform the City regarding possible conflict of interest which may arise as a result of the change. The contractor also affirms that, to the best of the contractor's knowledge, there exists no actual or potential conflict between a city employee and the 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 the submission of a response by a bidder, the evaluation of an acceptable response, or the selection of finalists. All proposals, including attachments, 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 of working with municipalities in satisfying Emergency Medical and Ambulance Services for Cities of comparable size for a minimum of 5 years. The selected firm must be willing to work collaboratively with the Fire Department and the Police Department.

F. 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.

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. The 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.

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

The contractor will be called upon to assist with fire stand-by calls, provide a supervisor for command posts when requested. The contractor is expected to provide stand-by coverage at all City of Hamtramck-sponsored functions attended by 500 or more people and any other City function upon request at no additional cost to the city. The special events will not be a separately billed item but may require additional staffing.

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.

The 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.

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 per-use basis the disposable, single patient-use medical supplies (ECG electrodes, gauze, and bandages, defibrillation pads, oxygen cannulas & masks, etc., not including gloves).

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 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) EMTs 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 City will provide the EMS Contractor with a housing location within the City limits at no cost to the EMS Contractor for the dedicated 24-hour Advanced Life Support service. The EMS Contractor shall be responsible for furnishings and general upkeep of the proposed housing location for the duration of this contract.

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 number of hours worked by applicable labor laws and/or Department of Health regulations pertaining to the number 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 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 their 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.

All ambulance staff shall be properly uniformed and identified as to employer, name, and title by a nameplate 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 maintaining, replacing, and storing 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.

Additional dedicated backup ambulance proposal

Currently, the City has in place an additional dedicated ambulance to be deployed for services within the City of Hamtramck during identified peak demand periods. The peak demand periods are Monday –

Saturday, 9:00 am – 5:00 pm. This additional dedicated EMS resource, Basic Life Support, will augment the current dedicated 24-hour Advanced Life Support unit that services the City of Hamtramck.

The City of Hamtramck would like all bidders to include, as a separate line item the cost for a peak time unit or in lieu of that the cost for an additional dedicated BLS unit available in the City 24 hours a day 7 days a week.

The cost of the additional dedicated backup ambulance is to be established by this contract. The EMS Contractor agrees to provide an invoice to the City of Hamtramck monthly for this additional service. EMS Contractor and the City of Hamtramck agree to meet periodically to analyze data to support the necessity of this additional resource and adjust the in-service times as needed to provide optimal City coverage. The dedicated backup ambulance will be posted within the City of Hamtramck borders during the identified peak demand time periods.

The contractor Reports to City

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 Fire Chief or his designee. 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 the City with a monthly operating report by the 10th day of the month for the previous month. The report shall be sent to the Fire Chief or his designee, in an electronic format acceptable to the City. The report shall contain, at a minimum, the following information:

- a) Total number of ALS and BLS responses
- b) The response time to ALS and BLS calls, identifying the time of dispatch and time of arrival on the 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

Complaint Process

The Contractor shall provide a process for which to receive complaints about its service and 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 the name, address, and telephone number of the complaint, the nature of the complaint, and the exact status of the 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 Fire Chief 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 contract shall remain the property of the City of Hamtramck. The contractor will be required to comply with any privacy laws pertaining to medical records.

ANTI-DISCRIMINATION AND EQUAL OPPORTUNITY IN EMPLOYMENT

The 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 the 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 will cooperate and confer with him/her as necessary to insure satisfactory work progress. 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 the 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 the 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 submit a written protest to the Hamtramck Fire Chief, C/O the City Clerks Office, 3401 Evaline, 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.

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