

**BOROUGH OF TRAFFORD PENNSYLVANIA
REQUEST FOR PROPOSALS
EMERGENCY MEDICAL SERVICES**

1. GENERAL OBJECTIVES

The Borough of Trafford is soliciting proposals from qualified emergency medical services (EMS) organizations (vendor) to provide 24 hours per day, 7 days a week, 365 days per year, Basic Life Support (BLS) and Advanced Life Support (ALS) emergency medical services to the citizens, workers, and visitors of Trafford Borough. The area of Trafford Borough is approximately 1.4 square miles with a population of approximately 3,200, and 1,500 service addresses. The contract period will begin on or about January 1, 2017 at 00:01 hours and end on December 31, 2021 @ 2400 hours or for a shorter period as determined to be in the best interest of Trafford Borough. The vendor will be responsible for billing and collection as hereinafter described. Trafford Borough will entertain proposals submitted by single organizations and proposals made by a joint venture of two or more organizations

II. BASIC SERVICES

The vendor shall supply personnel, equipment, vehicles and supplies to provide BLS and ALS emergency medical and ambulance service to transport any person who becomes injured or ill within the corporate limits of Trafford Borough and who requires emergency medical treatment or emergency transport to the hospital. The vendor may be called upon to provide said services to persons in neighboring municipalities with whom the Borough has a mutual aid agreement, if they are available.

Proposals submitted must comply with all provision of Chapter 1027 of the Pennsylvania Code (EMS Agencies). This RFP incorporates by reference all definitions and regulations of Chapter 1027 of the Pennsylvania Code.

Vendor shall provide services without regard to a person's ability to pay for the services. The vendor shall provide emergency medical services on a twenty-four (24) hour a day, seven (7) days per week, 365 days per year basis.

The vendor shall be the primary responder to any emergency dispatched for emergency medical services, in Trafford Borough, by the Westmoreland County 911 Center. In the event of a major incident or dispatches involving multiple patients (3 or more), the vendor will provide an on-scene duty officer within a reasonable response time.

There is no minimum or maximum number of calls that will be received by the vendor.

The vendor will be expected to respond immediately to a dispatched call it receives for emergency medical services from the Westmoreland County 911 Center. The vendor shall be on the scene of the call as soon as safely possible. The vendor will be expected to maintain a record of the times

of dispatch and on-scene arrival to provide said times to the Borough. The Borough will be forwarded these reports quarterly detailing the arrival and response times during the term of the contract to ensure that the residents are receiving the best possible service.

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

III. VEHICLE COVERAGE AND STAFFING

The vendor will at a minimum provide sufficient vehicles, personnel and equipment to staff the appropriate (ALS) or (BLS) response for Trafford Borough, 24 hours a day, 7 days per week, 365 days per year, including all holidays. Additionally, the vendor shall provide a duty supervisor who is able to respond to major EMS incidents, fires, or police incidents when requested, within a reasonable response time, to help supervise, coordinate and manage EMS resources for such incidents. The Borough would encourage the vendor to provide lettering on EMS vehicles that indicate service to Trafford Borough.

Compliance with Applicable Law- The vendor shall comply with all applicable laws and regulations governing the provision of Emergency Medical Services, including but not limited to all employee licensing, training and education requirements. In addition, the vendor shall comply with applicable Federal and Commonwealth of Pennsylvania labor laws and regulations pertaining to the amount of hours worked by any one person in a day. The vendor also agrees to comply with all state and local traffic laws and ordinances as they relate to Emergency Medical Services.

IV. MANAGEMENT AND PERSONNEL QUALIFICATIONS

Personnel Qualifications- The vendor shall be solely responsible for the hiring of employees and determining that all certifications of employees are current for the level of service required. In addition to the certifications, all ambulance staff shall be trained in the use of radio transmitting and receiving. Vendors shall provide documentation of training and continuing education provided to its employees. The vendor shall also provide documentation of successful background investigations, including drug screening tests, child background clearance, and fingerprinting for all personnel that will be assigned to work in Trafford Borough. The successful vendor will be required to update this information with each personnel change in a quarterly report to the Borough.

Uniforms - 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 vendor is responsible for all operating expenses, including salaries, benefits, insurance etc. for the personnel assigned to work in the Borough. It shall be expressly understood that the personnel assigned to the Borough are employees of the vendor and not employees of the Borough.

V. VEHICLES AND OTHER EQUIPMENT AND SUPPLIES

Radios and other equipment and supplies – The vendor shall be equipped with and maintain mobile radios and other communication equipment and licenses necessary to comply with applicable Federal Communications Commission, the Commonwealth of Pennsylvania, and Westmoreland County guidelines.

Maintenance, Replacement and Storage of Ambulance and other Equipment – The vendor shall be responsible for the maintenance, replacement and storage of its ambulances and other equipment necessary to perform services under this Agreement. The vendor 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 vendor employees to ensure that the ambulance vehicle and equipment is in proper working order before each call for service. The vendor EMS personnel shall be responsible for keeping the assigned vehicle clean and stocked with appropriate supplies.

The vendor's ambulances will be housed either within, or in close proximity to the Borough when on duty except when used in conjunction with a mutual aid call, or during transports to area hospitals.

VI. QUALITY ASSURANCE

Quality assurance functions shall be included and shall consist of, at least, routine call review and medical direction by a Physician.

VII. BILLING

The vendor may bill patients (*soft billing*), Medicare, Medicaid or other insurances for their service or others that may be financially responsible for services it renders during the contract term. The vendor shall comply with all Commonwealth and Federal laws related thereto, including any regulations imposed by the Department of Health or related to Medicare/Medicaid. Uninsured consumers shall be provided charity or compassionate care or similar options to offset costs associated with services provided to them by the vendor. All related billing and collection efforts, expenses and liabilities associated therewith are the responsibility of the vendor. The Borough is not responsible for any deficiencies suffered by the vendor for uncollected amounts from billing. Historically the call volume for Trafford Borough averages between one (1) and two (2) calls per day. This information is provided as estimated historical data and reference only and does not represent or guarantee the type, nature or number of calls for service or transports to a medical facility.

VIII. RECORDS AND REPORTS, AUDITS

The Borough will require that the successful vendor provide certain reports as described below to the Borough. The vendor shall provide all reports to the Borough's Manager. Said reports will be

generated in an electronic form to the Borough; however, all record keeping required by State law or regulation shall be maintained in the manner prescribed by law.

The vendor shall provide to the Borough a quarterly operating report by the 10th day of the months of April, July, October and January, for the previous quarter. The report shall be sent to the Borough in an electronic format acceptable to the Borough. The report shall contain the following information:

- a. Total number of responses
- b. The response time to calls, identifying time of dispatch and time of arrival on scene
- c. The number of response times over 8 minutes
- d. The number of incidents when a non-vendor/mutual aid ambulance was called into Trafford Borough;
- 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 to Trafford Borough.

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

- a. The number of calls for the three-month period;
- b. Number of calls and associated dollar amounts considered uncollectible (if available to the vendor);
- c. Amount billed and amount received for calls for the three-month period

The vendor shall provide a process for which to receive complaints about its service and also provide a written report, to the Borough, of each complaint of service that was delivered by the vendor that the vendor 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 vendor. The vendor shall reply to all complaints of service received within one (1) week. If the vendor believes that the complaint is due to the actions of the Borough or its designee (rather than the Vendor), the vendor shall refer the complaint to the Borough Manager 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 Borough 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 Vendor shall receive a full copy of each report finding. The vendor agrees to cooperate fully with the Borough in the monitoring of the Agreement.

Records maintained by the vendor in carrying out the terms of the contract shall remain property of the Borough. Vendor will be required to comply with any privacy laws pertaining to medical records.

IX. PROPOSAL SUBMISSION- REQUIRED ITEMS

To facilitate a timely and comprehensive evaluation of all submitted proposals, it is essential that all vendors adhere to the required response format. The Borough of Trafford requires a standard format for all proposals submitted to ensure that clear, concise and complete statements are available from each vendor in response to requirements. The Borough of Trafford is not under any obligation to search for clarification through additional or unformatted information submitted as a supplement to the formatted response. Where a proposal contains conflicting information, the Borough of Trafford may determine the proposal to be unresponsive.

The proposal shall be submitted to the Borough Manager, 414 Brinton Avenue, Trafford, PA 15085 in envelopes marked "Proposal for EMS" no later than 11:00 a.m. on Friday, July 15, 2016.

The Borough is not responsible for late deliveries by the postal service or courier. No faxed or emailed copies will be accepted. Vendors should submit at least nine (9) copies of the proposal to the Borough Manager or Borough Secretary

Each proposal submitted must address the areas described below:

- 1) Title Page
- 2) Table of Contents
- 3) Executive Summary (including cost), if any
- 4) Scope
- 5) Business and Background
- 6) Staffing
- 7) Assumptions
- 8) Timing
- 9) Appendices/Other
- 10) Signature Pages (Attached)

The information requested by the sectional format described above is further defined.

Title Page

The proposal should include a title page, which identifies the proposal; the vendor's firm, name of the vendor's primary contact, address, telephone number, fax number and email address.

Table of Contents

The vendor's proposal should include a Table of Contents, which lists the titles and page numbers for each major topic and sub-topic contained in the proposal.

Executive Summary

This section should include a summary of the key points and highlights of the vendor's response and should discuss the pricing contained in the proposal.

Scope

In this section of the proposal, the vendor should state what they believe to be the scope of services to be provided to the Borough of Trafford. If there are any gaps between what the vendor believes should be the proper scope given all information known at the time of this RFP, the vendor should clearly state these gaps in this section and clearly mark these concerns as such.

Business and Background

In this section, the vendor should provide the background on their organization including but not limited to:

- 1) Identification of the organization, services, and organizational goals
- 2) Copy of the organization's Annual Report if available;
- 3) Organizational Chart;
- 4) Brief biography of those involved in the management of the organization;
- 5) Evidence of experience, capability and financial responsibility for providing emergency medical services to municipalities of similar size;
- 6) Evidence of adequate general liability, medical malpractice and worker's compensation insurance.
- 7) Insurance requirements are as follows:
 - Comprehensive General Liability in the amount of \$2,000,000;
 - Medical Malpractice-Professional Liability in the amount of \$2,000,000;
 - Workers Compensation as required by statute to cover employees engaged in work under this contract;
 - Motor Vehicle Insurance in the amount of \$5,000,000.The Borough will be named as an additional insured with reference to the insurance and vendor agrees to execute a hold harmless provision in the agreement.
- 8) Copy of licenses issued by the Commonwealth of Pennsylvania and Federal Communications Commission;

Staffing

A discussion of the staffing that will be utilized should be contained in this section. The Borough of Trafford requests that as part of the discussion here, the vendor state exactly the

role the proposed vendor employees will assume and detail the qualifications for the role that the team member possesses. This section could include resumes and required certifications and background documents for all proposed employees.

Assumptions

In this section, vendors should state any assumptions being made relating to any part of the proposal or their response.

Timing

In this section, please describe the timing necessary for the vendor to commence performance.

Appendices/Other

Any additional information applicable to the required content which vendor feels will support their proposal may be included here. If vendors feel that other materials are necessary (such as promotional literature, etc.), they may be included but may not be reviewed by the evaluators and will not be part of the official evaluation. All forms attached hereto shall be completed and submitted with the proposal. Exceptions to the RFP are to be noted in this area

Proposal Addenda Received Page and Signature Page

The attached forms are to be executed and submitted with the Proposal.

X. PROPOSAL EVALUATION

Proposals will be reviewed for compliance with the terms and conditions of the RFP. Any proposals not responsive to the RFP will be rejected. Trafford Borough may seek additional information from any and/or all respondents, may choose to extend the evaluation period, and may award a contract for services after the evaluation process.

There will be four areas of broad criteria by which proposals will be evaluated. Each criterion will be evaluated and the extent to which the criterion is met or exceeded will be assessed by the Borough representatives from Administration and the Solicitors office.

1. Scope of services:

The proposal will be evaluated to determine whether the proposal meets the scope of services described in the request for proposal. A vendor's non-compliance with legal requirements shall constitute cause for rejection.

2. Vendor's Experience

Proposals will be evaluated to determine whether they include documentation (including references, and service level/response time reports) of successful operations in municipalities of similar size and density. Background and overall experience will be considered.

3. Qualifications of Personnel:

Through this project, Trafford Borough will be attempting to provide timely and efficient services to its residents. Qualifications of vendor personnel will be scrutinized to ensure this requirement is met. Proposals will be evaluated to determine whether the personnel team offered is adequately certified and trained. The vendor's methods for ensuring quality control will be taken into consideration.

4. Cost:

Cost will be a factor in determining the successful vendor, but the lowest proposal will not necessarily be awarded the contract. The proposal will be evaluated to determine whether the cost is appropriate to the project and whether it provides a value to the Borough.

A report will be prepared which may include a list of the names of all vendors who submitted proposals summarizing each proposal. A recommendation will be made to Trafford Borough Council to either award a contract to a vendor or to reject all proposals.

Any contract awarded will be made pursuant to the laws of the Commonwealth of Pennsylvania.

The Trafford Borough Council will make the final decision to award the contract or reject all proposals if determined in the best interest of the Borough.

XI. ADDITIONAL CONSIDERATIONS

It is anticipated that the services requested pursuant to this Proposal will commence on or about January 1, 2017 at 00:01. The Trafford Borough Council, in its sole discretion, will award a five-year contract. Accordingly, the contract period will end on December 31, 2021 at 2400 hours or as the Trafford Borough Council shall determine.

The vendor understands that this request for proposal and its response will be incorporated into any contract entered between the parties. Should the vendor default in any terms of the agreement or as required in this RFP, the Borough may notify the vendor and allow thirty (3) days to cure the default. The Borough shall, at its sole option be entitled to terminate the contract immediately upon notice to the vendor if the vendor fails to cure the default. Additional causes for cancellation of the contract shall be a) revocation or lapse of vendor's certifications and licenses required by the Commonwealth; b) revocation or lapses of insurances required under the contract; c) maintaining false records; d) failure of the vendor to

make timely responses to calls and/or failure to respond to a dispatch when available; e) any other non-compliance with the contract.

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned hereby acknowledges receipt of the following Addenda:

Addendum Number

Dated

_____ **NO ADDENDA WERE RECEIVED**

Acknowledged for: _____

(Name of Contactor)

By: _____

(Signature of Authorized Representative)

Name: _____

Title: _____

**FAILURE TO ACKNOWLEDGE AND RETURN WITH YOUR PROPOSAL
SUBMISSION THE RECEIPT OF ANY ISSUED ADDENDA FOR THIS RFP ON THIS
ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM SHALL BE CAUSE FOR
REJECTION**

PROPOSAL

**The undersigned, a duly authorized representative of the hereinafter named bidder,
submits the following proposal:**

By: _____
(Signature of Authorized Representative)

Name: _____

Title: _____

Name of Bidder: _____