



**CITY OF SOCORRO
REQUEST FOR PROPOSALS**

RFP #19-02

**EMERGENCY MEDICAL CARE (AMBULANCE)
SERVICES**

SUBMITTAL DEADLINE: May 31, 2019 at 2:00 PM

**CITY OF SOCORRO
CITY CLERK
124 S. Horizon
Socorro, Texas 79927
(915) 858-2915**

REQUEST FOR PROPOSALS
19-02
EMERGENCY MEDICAL CARE (AMBULANCE) SERVICES

The City of Socorro (hereafter “the City”) requests the submission of proposals prepared by emergency medical service (EMS) providers licensed by the State of Texas as per TAC §157.11 leading to the possible award of contracts for the above-mentioned services.

Submittal Instructions

Sealed bids shall be MAILED or HAND DELIVERED to Olivia Navarro, City Clerk City of Socorro, 124 S. Horizon Blvd, Socorro, Texas 79927, by 2:00 PM, on May 31, 2019. Bids received after 2:00 PM. on May 31, 2019 will be disqualified. Bids will be publicly opened and read in the City of Socorro’s Conference room at City Hall, 124 S. Horizon Blvd, Socorro, Texas 79927, on May 31, 2019 at 2:01 PM.

All proposals must be received by May 31, 2019 at 2:00 PM. Faxes are not acceptable. A submittal that is incomplete or received after the above stated date and time will not be accepted. Five (5) proposals, including one (1) unbound original must be submitted, each clearly marked, and an electronic copy of the proposal:

- Proposals will be accepted on or before the deadline identified above.
- Proposals received after that date and time will be rejected.
- Proposals will be opened publicly.
- Questions regarding this RFP should only be directed to the staff member identified above.
- Contact with elected officials, committee members and other staff members is grounds for disqualification.

Until the final award of contract by the City, the City reserves the right to reject any and/or all proposals, to waive technicalities to re-advertise, and to proceed otherwise when in the best interest of the City to do so.

RFP responses must be signed and submitted by principals, officers, and/or directors of submitting parties, having the requisite authority to bind their company to a contract.

For more information or questions regarding submission requirements, please contact the City Clerk office at (915) 858-2915, or by email at onavarro@ci.socorro.tx.us.

INSTRUCTIONS

The first section of this Request for Proposal (“RFP”) includes various items desired by the City in seeking proposals for comprehensive, emergency medical care services from qualified offerors (“Offeror”). Please read each section carefully.

COMPLIANCE SECTION

Each section requires one of the following responses:

- a) **Comply** – If your proposal can fully provide the indicated need or requirement, your proposal shall indicate the ability to comply with the specified requirement/need. **If full compliance is indicated, your proposal shall explain “how” your proposal complies with the specified requirement/need.** Failure to provide an explanation may result in evaluation points being deducted from your proposal even though your proposal indicated that its proposed system is fully compliant.

- b) **Partial Compliance** – If your proposal can only partially provide the stated need or requirement, then your proposal shall indicate partial compliance with the specified requirement/need. If the partial option is selected, then your proposal shall explain “how” it meets or complies with the specified need/requirement and how it does not.

- c) **Exception** – If your proposal do not currently provide the indicated need or requirement, then your proposal shall indicate that it does not comply or take exception to the specified need/requirement. Your proposal shall explain any non-compliance if warranted. For example, if your proposal do not provide the indicated capability exactly as specified, but does provide similar functionality that should be evaluated or considered by the City, then your proposal should discuss this in detail.

- d) **Understood** – In paragraphs that primarily describe existing conditions or contain other topics for which a response of comply, partially comply or exception taken is not appropriate, your proposal shall indicate that you have reviewed the paragraph and understood and agrees to its content.

GENERAL CONDITIONS

Limitations – This RFP does not commit the City of Socorro to award a contract or to pay any costs incurred as a result of preparing such a response. The City reserves the right to accept or reject any and all responses received in response to this request, to negotiate with all qualified respondents, or to cancel in part or in its entirety this request for qualifications if it is in the best interest of the City and/or per the Texas Professional Services Procurement Act and the Uniform Grant and Contract Management Standards. The Offeror Selection Committee may require consultant/attorney participation in negotiations, the result of which may require revisions to the response as submitted. General conditions and terms to any final agreement with the Offeror, shall include the same or similar terms as set forth below.

Terms and Conditions

Payment Terms

All invoices for services will be processed within 30 days, pending verification and the receipt of any required documentation of services provided in accordance with the terms of the final agreement between the Offeror and the City of Socorro. Payment will be issued on a monthly schedule, based on invoices for services provided.

Insurance

The Offeror shall provide, at its own expense, the following insurance coverage:

- Comprehensive automobile insurance coverage extended for fire, theft or any other physical loss of ambulance except by collision or upset.
- Collision and upset insurance for all ambulances with value no less than current value of vehicle and contents with not more than One Thousand Dollars (\$1,000) deductible.
- Automobile liability insurance coverage as required by State Law as may be amended from time to time. Current requirements are in amounts of at least One Million Dollars (\$1,000,000) bodily injury per person; One Million Dollars (\$1,000,000) bodily insurance per incident; and One Million Dollars (\$1,000,000) property damage, including Uninsured/Underinsured motorist coverage in an amount equal to the bodily injury limits set forth
- Commercial General Liability insurance or its equivalent, listing the City as an additional insured, providing limits of not less than \$1,000,000 for bodily injury and property damage per occurrence, consistent with potential exposure to City under the Texas Tort Claims Act. Coverage should include injury to or death of persons and property damage claims arising out of the services etc. provided with a general aggregate of \$2,000,000, and a products and completed operations aggregate of \$2,000,000. Coverage should include: Damaged to rented premises at a minimum of \$100,000 per occurrence.
- Liability for Independent Providers Workers' Compensation and Employers' Liability- insurance is equivalent to State of Texas Workers' Compensation Statutory Limits, providing limits of not less than \$1,000,000 for each accident, each disease per employee \$1,000,000, and policy limit of no less than \$1,000,000. There shall not be any policy exclusions or limitations.
- Insurance must be written by companies licensed to do business in the State of Texas.
- Offeror agrees to name City as additional insured in the above referenced insurance policies.
- All insurance policies must contain a provision that the policy shall not be canceled, modified, expired or otherwise terminated until after at least thirty (30) days written notice to that effect is given to City.
- All insurance policies shall be in form and content satisfactory to City and should be submitted to The City of Socorro at the time of contract execution.

The City reserves the right, at any time during the term of this contract, to change the amounts and types of insurance required hereunder by giving the Offeror thirty (30) days written notice. If such change should result in substantial additional cost to the Offeror, The City agrees to modify the contract for additional compensation proportional to the increased benefit to The City.

The Offeror's failure to procure and maintain the required insurance or self-insurance program during the entire term of this contract shall constitute a material breach of this contract under which The City may immediately terminate this contract or, at its discretion, procure or renew such insurance to protect The City's interests and pay any and all premiums in connection therewith, and recover all monies so paid from the Offeror.

Nondiscrimination

In connection with the performance of work under this agreement, the Offeror agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, marital status, sexual orientation, sex, disability, national origin or ancestry. This provision must be included in all subcontracts.

Assignment or Subcontract

The contract may not be assigned or subcontracted by the Offeror without the written consent of the City of Socorro. If all or a portion on the contract work is proposed to be assigned or subcontracted, the name of the individual(s) to complete the work, address and the Offeror proposed shall be submitted within the scope of the proposal.

Indemnification/Hold-Harmless Agreement

The Offer agrees to hold harmless the City from any and all lawsuits or litigation which may arise at any time from the operation of its motor vehicles or the conduct of its employees while under contract to the City, and also agrees to indemnify the City from liability imposed upon it as a result of any of its activities hereunder. The Provider shall be solely responsible for assuming liability of its personnel and of the patients carried in its vehicles while under contract with City.

Independent Contractor Status

The Offeror agrees that it is an independent contractor with respect to the services provided pursuant to this agreement. Nothing in this agreement shall be considered to create the relationship of employer and employee between the parties.

Amendments to Contract

This contract may be modified only by written amendment to the contract, signed by both parties.

Amendment of proposals may be done as follows:

By the City: Proposals may be amended by the City of Socorro in response to the need for any further clarification, specifications and/or requirements changes, new opening date, etc. Copies of the amendment will be mailed to prospective vendors.

By Offeror: Proposals may only be amended after receipt by the City of Socorro by submitting a later dated proposal that specifically states that it is amending an earlier proposal. No proposal may be amended after the opening date unless requested by the City.

Proposals may be withdrawn only in total, and only by a written request to the City prior to the time and date scheduled for opening of proposals.

Waiver

One or more waivers by any party of any term of the contract will not be construed as a waiver of a subsequent breach of the same or any other term. The consent or approval given by any party with respect to any act by the other party requiring such consent or approval shall not be deemed to waive the need for further consent or approval of any subsequent similar act by such

Contract Period

The term of this contract will be from September 1, 2019 to August 31, 2020 with an option at the City of Socorro's discretion to extend up to an additional three years. Offerors may wish to extend a contract offer with a greater cost savings in subsequent years.

Termination of Contract

Contract may be terminated by the City of Socorro with 30 days written notice.

Professional Services Contract

If your proposal is accepted and a contract is issued, then this RFP and all documents attached hereto including any amendments, the Offeror's technical and price proposals, and any other written offers/clarifications made by the Offeror and accepted by the City of Socorro, will be incorporated into a contract between the City of Socorro and the Offeror, it shall contain all the terms and conditions agreed on by the parties hereto, and no other agreement regarding the subject matter of this proposal shall be determined to exist or bind any of the parties hereto.

The submission of a proposal shall be considered as a representation that the Offeror has carefully investigated all conditions, has full knowledge of the scope, nature and quality of work required, and is familiar with all applicable Federal, and Local regulations that affect, or may at some future date affect the performance of this contract.

Acceptance of this proposal will take place only upon award by the City of Socorro, execution of the contract by the proper City officials, and delivery of the fully-executed contract to the Offeror. Acceptance may be revoked at any time prior to delivery of the fully-executed contract to the successful Offeror. The contract may be amended only by written agreement between the Offeror and the City of Socorro.

BACKGROUND

The City of Socorro is located in El Paso County, Texas, United States. It is located on the north bank of the Rio Grande southeast of El Paso, and on the U.S. border with Mexico. El Paso adjoins it on the west and the smaller city of San Elizario on the southeast; small unincorporated areas of El Paso County separate it from the nearby municipalities of Horizon City to the north and Clint to the east. As of the 2000 census, the city population was 27,152. By the 2010 census, the number had grown to 32,013. It is part of the El Paso Metropolitan Statistical Area. The city is El Paso County's second-largest municipality, after El Paso. It has a Council-Manager type of government with a Mayor and five City Council members. Socorro is the 93rd largest community in the state of Texas and has an active railroad trunk line. According to the United States Census Bureau, the city has a total area of 22.06 square miles (57.13 km²), of which 22.03 square miles (57.07 km²) is land and 0.023 square miles (0.06 km²), or 0.10%, is water.

The City of Socorro is also part of The El Paso County Emergency Services District #2 was established in 1987 and services the communities of El Paso County: Anthony, Canutillo, Clint, Fabens, Montana Vista, San Elizario, Socorro, Tornillo, Vinton and unincorporated areas within our district.

It is expected that the chosen provider will respond to an average of 620 calls for service per quarter. All proposers are expected to provide a cost breakdown and provide the cost per call for service. Please indicate the cost (to the City) per call for service in Section Q. Breakdown of Cost Proposal.

Response:

A. SELECTION PROCESS MILESTONES

The following projected dates are set forth for your knowledge and understanding:

• RFP Publish Date	5/19/2019 5/26/2019
• Submittal Deadline and Bid Opening	5/31/2019 at 2:00 PM

Submittal Instructions

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- Proposals will be accepted on or before the deadline identified above.
- Proposals received after that date and time will be rejected.
- Proposals will be opened publicly.

- Questions regarding this RFP should only be directed to the staff member identified above.
- Contact with elected officials, committee members and other staff members is grounds for disqualification.

Response:

B. FINANCIAL INFORMATION

The City reserves the right to make such additional investigations as it may deem necessary to establish the competency and financial stability of any potential vendor or subcontractor. If, in the opinion of the City, the evidence of competency and financial stability is not satisfactory, the City reserves the right to reject the proposal.

The Offeror shall maintain all financial records in a manner consistent with generally accepted accounting principles, practices, procedures and standards as defined by the American Institute of Certified Public Accountants. The Offeror shall, at its own expense, employ an independent certified public accountant to be approved in advance by the City to audit the Offeror's books and financial statements. Monthly financial statements required of Offeror shall include income statement, balance sheet, statement of changes in cash position and statement of changes in financial position. Financial statements for each month shall be provided to the City's designee. The Offeror shall also furnish the City with a copy of a year-end financial audit in accordance with generally accepted accounting principles before March 31st of each year.

The City shall have the right, at all reasonable times during normal business hours, to inspect and/or audit all financial records and books of Offeror.

Response:

It is expressly intended and understood that an independent contractor relationship is required under this contract. The Offeror covenants and agrees to indemnify, hold harmless, and defend City and its respective agents, servants and employees from and against and assume all liability and responsibility for any and all claims for damages or injuries to persons or property of whatsoever kind or character, whether real or asserted, arising out of or incident to the operations of the Offeror's ambulance service and all other of its operations arising under or otherwise incident to the provisions of this contract.

C. INDEMNIFICATION/HOLD HARMLESS AGREEMENT

The Offeror shall, in addition to any other obligation indemnify the City of Socorro (hereafter “the City”) and to the fullest extent permitted by law, protect, defend, indemnify, and hold harmless The City, their agents, elected officials, and employees from and against all claims, actions, liabilities, losses (including economic losses), costs arising out of any actual or alleged (1) bodily injury, sickness, disease, or death, or injury to or destruction of tangible property including the loss of use resulting therefrom, or any other damage or loss arising out of or resulting from or claims to have resulted in whole or in part from any actual or alleged act for omission of the Proposer, Offeror, any subcontractor, anyone directly or indirectly employed by any of them, or anyone whose acts any of them may be liable in the performance of the work; (2) violation of law, statute, ordinance, governmental administration order, rule, regulation, or infringement of patent rights by the Proposer or Offeror in the performance of the work; or (3) lien, claims, or actions made by the Proposer or any subcontractor or other party performing the work.

The indemnification obligations hereunder shall not be limited by any limitation on the amount, type of damages, compensation, or benefits payable by or for the Proposer, Offeror, or any subcontractor under Worker’s Compensation acts, disability benefit acts, other employee benefit acts, or any statutory bar. Any cost or expenses, including attorney’s fees, incurred by The City to enforce this contract shall be borne by the Offeror.

The City reserves the right, at any time during the term of this contract, to change the amounts and types of insurance required hereunder by giving the Offeror thirty (30) days written notice. If such change should result in substantial additional cost to the Offeror, The City agrees to modify the contract for additional compensation proportional to the increased benefit to The City.

The Offeror’s failure to procure and maintain the required insurance or self-insurance program during the entire term of this contract shall constitute a material breach of this contract under which The City may immediately terminate this contract or, at its discretion, procure or renew such insurance to protect The City’s interests and pay any and all premiums in connection therewith, and recover all monies so paid from the Offeror.

Response:

D. INSURANCE REQUIREMENTS

It is expressly intended and understood that an independent Offeror relationship is required under this contract. The Offeror covenants and agrees to indemnify, hold harmless, and defend City and their respective agents, servants and employees from and against and assume all liability and responsibility for any and all claims for damages or

injuries to persons or property of whatsoever kind or character, whether real or asserted, arising out of or incident to the operations of the Offeror's ambulance service and all other of its operations arising under or otherwise incident to the provisions of this contract.

The Offeror shall provide, at its own expense, the following insurance coverage:

- Comprehensive automobile insurance coverage extended for fire, theft or any other physical loss of ambulance except by collision or upset.
- Collision and upset insurance for all ambulances with value no less than current value of vehicle and contents with not more than One Thousand Dollars (\$1,000) deductible.
- Automobile liability insurance coverage as required by State Law as may be amended from time to time. Current requirements are in amounts of at least One Million Dollars (\$1,000,000) bodily injury per person; One Million Dollars (\$1,000,000) bodily insurance per incident; and One Million Dollars (\$1,000,000) property damage, including Uninsured/Underinsured motorist coverage in an amount equal to the bodily injury limits set forth
- Commercial General Liability insurance or its equivalent, listing the City as an additional insured, providing limits of not less than \$1,000,000 for bodily injury and property damage per occurrence, consistent with potential exposure to City under the Texas Tort Claims Act. Coverage should include injury to or death of persons and property damage claims arising out of the services etc. provided with a general aggregate of \$2,000,000, and a products and completed operations aggregate of \$2,000,000. Coverage should include: Damaged to rented premises at a minimum of \$100,000 per occurrence.
- Liability for Independent Providers Workers' Compensation and Employers' Liability- insurance is equivalent to State of Texas Workers' Compensation Statutory Limits, providing limits of not less than \$1,000,000 for each accident, each disease per employee \$1,000,000, and policy limit of no less than \$1,000,000. There shall not be any policy exclusions or limitations.
- Insurance must be written by companies licensed to do business in the State of Texas.
- Offeror agrees to name City as additional insured in the above referenced insurance policies.
- All insurance policies must contain a provision that the policy shall not be canceled, modified, expired or otherwise terminated until after at least thirty (30) days written notice to that effect is given to City.
- All insurance policies shall be in form and content satisfactory to City and should be submitted to the City at the time of contract execution.

The City reserves the right, at any time during the term of this contract, to change the amounts and types of insurance required hereunder by giving the Offeror thirty (30) days written notice. If such change should result in substantial additional cost to the Offeror, The City agrees to modify the contract for additional compensation proportional to the increased benefit to The City.

The Offeror's failure to procure and maintain the required insurance or self-insurance program during the entire term of this contract shall constitute a material breach of this contract under which The City may immediately terminate this contract or, at its discretion, procure or renew such insurance to protect The City's interests and pay any and all premiums in connection therewith, and recover all monies so paid from the Offeror.

Response:

E. PERFORMANCE SECURITY

The successful Proposer will procure and provide the local governments in the City with proof of a Payment and Performance bond in the amount of \$500,000 if required.

The City will require the Proposer to furnish a bond covering the faithful performance of the contract and the payment of all obligations arising therein. The bond shall be purchased from an agency that is licensed and admitted to do business in the State of Texas.

Response:

F. EVALUATION CRITERIA

The City will be evaluating proposal responses based upon the following criteria, with emphasis on specific sections as follows:

- Responses to all Compliance and Narrative Sections.
- Level of services provided and proposed costs for contract services.
- Commitment to cost neutrality.
- Delivery of services and reporting.

Response:

G. SERVICE LEVELS AND COSTS FOR SERVICES

The Offeror shall provide all emergency medical service responses (9-1-1 responses), twenty-four (24) hours per day, seven (7) days per week. Emergency medical service is defined as response to situations wherein notice is given to the Offeror that a medical emergency exists within the City requiring immediate aid and transport of the person or persons to the Emergency Room for treatment. The Offeror may be notified of said

medical emergency by the City's Police Department, Fire Department, the El Paso County Sheriff's Office, or by anyone. Emergency medical service specifically does not include any calls involving routine, non-emergency transfers to or from an inpatient clinic, nursing homes or hospitals, or transportation outside the City. All transport services must adhere to the Border Regional Advisory Council (Border RAC) EMS transport policy.

Emergency medical services (EMS) may include:

- Mobile Intensive Care Unit (MICU) – well-equipped ambulances staffed by highly trained paramedics dispatched to emergency situations where patients require a higher level of care than a regular ambulance can provide.
- Advanced life support (ALS) – emergency pre-hospital care provided by an especially skilled emergency medical technician or a paramedic emergency medical technician using invasive medical acts.
- Basic life support (BLS) – emergency pre-hospital care provided by an emergency care attendant or basic emergency medical technician using non-invasive medical acts.
- In all instances, the Offeror shall attend to emergency medical service calls prior to all other calls, and Offeror shall schedule its resources to have emergency medical service capability at all times to any point within the City.

All EMS services shall be provided at the BLS level at a minimum. The Offeror must state the level of service for each EMS vehicle that will provide EMS transport services through this RFP, and that is authorized through its EMS Provider license in the State of Texas:

1. Basic Life Support (BLS)
2. BLS with Advanced Life Support (ALS) capability;
3. BLS with Mobile Intensive Care Unit (MICU) capability;
4. Advanced Life Support (ALS)
5. ALS with MICU capability;
6. Mobile Intensive Care Unit (MICU);

The Offeror must provide the City with a breakdown of costs for the level of services to be provided. The City specifically requests a breakdown of costs for the three levels of service scenarios listed below:

Scenario 1:

EMS Vehicles	Capabilities	Personnel	Cost
Basic Life Support (BLS) vehicle	BLS capability	One (1) ECA One (1) ECA	
Advanced Life Support (ALS) vehicle	ALS capability	One (1) EMT Basic One (1) EMT-Intermediate	
Total			

Scenario 2:

EMS Vehicles	Capabilities	Personnel	Cost
Basic Life Support (BLS) vehicle	ALS capability	One (1) EMT One (1) EMT-Intermediate	
Advanced Life Support (ALS) vehicle	MICU capability	One (1) EMT One (1) EMT-Paramedic	
Total			

Scenario 3:

EMS Vehicles	Capabilities	Personnel	Cost
Advanced Life Support (ALS) vehicle	ALS capability	One (1) EMT Basic One (1) EMT-Intermediate	
MICU	MICU capability	One (1) EMT One (1) EMT-Paramedic	
Total			

Response:**H. PERSONNEL**

Each EMS transport vehicle shall be staffed with no less than two (2) emergency medical services personnel when response-ready or in-service at the minimum staffing levels required by the State of Texas according to each authorized vehicle's level of care designations as per TAC [§157.11](#). At all times and in all cases each EMS transport vehicle shall be staffed in accordance with the applicable Federal, State and local laws, rules and regulations.

Response:

I. LOCATION OF BASE AND SUBSTATIONS

The EMS transport vehicles, equipment and crews shall be located at a base station and at substations as may be necessary to provide service within the response time specified herein. The location of the base station and any substations must be in local zoning districts within the City which permit ambulance stations, or on lots with variances granted by the local Board of Adjustment to permit such an ambulance station. The location of the base station and any substations to be located within City limits must be identified and approved by the City's designee within three (3) months of the contract start date.

The location of the base station and any substations may also be located on City-owned properties made available by the City for the express purpose of serving as base stations or substations in accordance with this RFP. In any case, the Offeror shall notify the City in writing prior to award and thirty (30) days in advance of any changes in location.

Response:

J. VEHICLES AND EMERGENCY MEDICAL SUPPLIES

The Offeror shall assume full responsibility for all maintenance, repair and replacement of any ambulances owned or operated by Offeror. All replacement ambulances purchased by Offeror shall be able to be approved by the Texas Department of Health's rules regarding certification of ambulances, and designed, constructed and maintained to meet or exceed these standards.

The Offeror shall ensure that all vehicles used for the purpose of providing ambulance services be maintained to meet or exceed the most recent standards as set out in the General Services Administration's Federal Specifications (KKK-A-1822F), dated 1 July, 2018, or as superseded or amended, GSA Federal Specifications--Star-of-Life-Ambulance, to adequately transport ill, sick or injured persons in comfort and safety, and shall be maintained in clean, sanitary, and in first-class mechanical condition at all times.

The Offeror shall maintain a minimum of one (1) "front-line" ambulance, and one (1) reserve ambulance at all times and adhere to the following provisions:

1. No front-line ambulance to have mileage of more than 150,000 miles or 5 years in age. "Reserve" ambulances will be less than six (6) years old and have fewer than 200,000 miles.
2. All ambulances used for EMS calls must be Type I, Type II or Type III with a gross vehicle weight of 10,001 pounds or greater.

The City may inspect any ambulances/equipment operated by the Offeror at any time, with or without reasonable notice to the Offeror.

The Offeror, at its own expense, shall fully stock each EMS transport vehicle with equipment specified under the applicable State and Federal laws, rules and regulations or the equipment and supplies list provided by the Offeror, whichever is more stringent.

Response:

K. COVERAGE AND STAFFING PLAN

The Offeror shall provide an ambulance coverage plan and deployment model estimated by the Offeror to be sufficient or in excess of what may be necessary to meet performance standards required herein. The coverage plan and staffing plan must include no less than two (2) EMS transport vehicles devoted to EMS calls for every hour-of-day and day-of-week. The Offeror shall maintain reserve units to increase production should temporary system overload persist. The Offeror's coverage plan shall include station and substation locations, unit hours per day and shift schedules to allow ongoing evaluation of the thoroughness of the level of service and coverage provided.

It is the responsibility of the Offeror to notify the City whenever there is a temporary system overload that prevents the deployment of EMS transport services within the response time specified herein. The City retains the right to contract additional service providers to meet the demand for EMS services in the event that temporary system overloads persist.

Response:

L. RESPONSE TIME AND PROMPTNESS OF SERVICE

Emergency medical service crews, vehicles and equipment shall be located at a base station, and, if deemed necessary, substations to respond with utmost urgency to possible emergency medical service calls, except under severe weather conditions such as ice on the streets or unavailability of units because of other emergency medical service calls. The City's 9-1-1 dispatch center will process all medical calls which will be forwarded to the Offeror's dispatch center. Response times begin at the receipt of the 9-1-1 call. The following response promptness requirements are:

- a. Within the City Limits of Socorro – 10 minutes or less, 95% of the time for the calendar month.

Response:

M. DELIVERY OF SERVICE AND REPORTING

The Offeror must provide the City’s Designee with a monthly report indicating its total EMS services in the City’s defined service area, demonstrating its monthly compliance with the promptness requirement, indicating its overall average response time for all emergency calls in the City limits, and certifying all vehicles, equipment, supplies, and required personnel requirements were met during the reporting period. Additionally, all financial information listed below must be provided to the City’s designee on a monthly basis.

The Offeror’s monthly report to the City’s Designee must include the following reporting categories and supporting data:

Table 1. Monthly report categories and supporting data required.

Financial Information			
Reporting Category			Reporting Schedule
1.	Income statement and balance sheets, and statement of changes in cash position and statement of changes in financial position, if available		Monthly
2.	Copy of year-end financial audit		Annual
Services Provided			
Reporting Category		Supporting Data	Reporting Schedule
3.	Availability of Service	Service calls responded to / not responded to	Monthly
4.	Communications	Dispatch logs	Monthly
5.	Response Time Requirements	ePCRs*	Monthly
6.	Transportation Logs	ePCRs*	Monthly
7.	Vehicle, Equipment and Supply Requirements	Vehicles, equipment, supplies available	Monthly
8.	Required Personnel	Personnel logs	Monthly

* ePCRs (electronic patient care reports) submitted for billing must also be sent to the City’s designee within 24 hours of each call for service. ePCRs are expected to include call times, response times, transport times, patient pickup locations and transport destinations, patient contact and emergency care services rendered, and billing information. To preserve patient confidentiality, any Personally Identifiable

Information (PII), or information sharing that violates HIPAA requirements should not be included in ePCRs sent to the City's designee.

The Offeror must also agree to surprise audits by the City's designee throughout the duration of the contract period. Surprise audits may be conducted at least once annually with the goal of ensuring all contractually agreed upon services, performance measures, personnel, vehicles, equipment, and supply requirements are being met.

Response:

N. DISPATCHING

The City's Police Department dispatch center will be responsible for dispatching calls to the assigned EMS substation provided by the service provider. The Offeror shall maintain, at its own expense, a twenty-four (24) hour manned direct telephone connection between its base station and any substations. On receipt of an emergency call, the City shall, promptly notify the Offeror of the location and probable route of the emergency ambulance answering such call and shall notify the City's dispatch center of the time when the ambulance reaches the location.

Response:

O. COMMITMENT TO COST NEUTRALITY

The City of Socorro acknowledges the importance of readily available EMS ambulance services, yet also acknowledges the due diligence that is owed to our taxpayers when procuring an ambulance service provider. The Offeror must commit to demonstrate a good faith effort to provide ambulance services at a neutral cost to the City and explore all options and alternatives to make this possible. The City seeks to explore public-private partnerships that provide a clear benefit to our residents and that also further business enterprise in our City. As such, the City may be willing and able to provide the following items to the Offeror in an effort to offset costs:

- (1) Fuel for EMS transport vehicles operating as part of the services described in this RFP
- (2) Locations and facilities to be used as base stations and substations for the storage of response-ready EMS transport vehicles
- (3) City-owned EMS transport vehicles to be operated by the ambulance service provider at an agreed upon reduced rate

Response:

P. BREAKDOWN OF COST PROPOSAL / OPERATING BUDGET

Please complete the worksheet below for each of the service level scenarios listed in Section H. Service Levels. If a specific budget line item does not apply, please indicate "N/A" for not applicable. In the event that revenues or expenses do not vary by scenario type, please reiterate the same amount in each column.

	Scenario 1	Scenario 2	Scenario 3
REVENUES			
Private payments			
Medicare / Medicaid			
Other third-party payments			
Other (describe)			
TOTAL REVENUES			

	Scenario 1	Scenario 2	Scenario 3
EXPENSES			
Personnel			
Wages			
ECAs			
EMT Basic			
EMT Intermediate			
Paramedic			
Benefits			
Other Personnel			
TOTAL PERSONNEL			

	Scenario 1	Scenario 2	Scenario 3
General and Administration			
Professional Services			
Medical Director Fees			
Consulting Fees			
Billing & Collection Fees/Expenses			
Contract Administration Fees			
Occupancy leases, rents			
Utilities and Telephone			
Insurance			
Taxes and Licenses			
Other (describe)			

Operations	Scenario 1	Scenario 2	Scenario 3
Dispatch and communication expense			
Vehicles			
Fuel, oil, tires, disposable supplies			
Repair and maintenance			
Vehicle lease expense (if applicable)			
Other (describe)			
Medical			
Medical Equipment			
Pharmaceuticals, oxygen			
Medical Supplies			
Other (describe)			
Other Expenses			
<i>TOTAL NON-PERSONNEL</i>			
TOTAL EXPENSES			
COST PER CALL FOR SERVICE*			

*Cost per call for service is to be calculated as the total contract amount that will be billed to the City each fiscal year divided by the expected calls for service per fiscal year. The average number of calls for service is 620 per quarter. Please use 2,480 annual calls for service as the divisor in the calculation for cost per call for service.

Response:

Q. ADDITIONAL FORMS AND DOCUMENTS

Please include the following completed forms and documents to your proposal packet:

- One fully completed Conflict of Interest (CIQ) Questionnaire
- One fully completed W-9 Form
- One copy of your EMS Provider License issued by the State of Texas

Response:

NOTICE TO VENDORS:

Effective January 1, 2016, Texas Government Code Section 2252.908 requires persons who enter into contract with a government entity to submit a disclosure of interested parties (**Form 1295**) to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency.

Use the following link to access filing instructions:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

SB 252 COMPLIANCE

Effective: September 1, 2017

Verification

I, being over the age of eighteen years and in my official capacity representing an entity that is a party to this contract with the City of Socorro, hereby swear and verify under oath that:

- (1) Entity does not engage in business with or in the countries of Sudan or Iran,
and
- (2) Entity does not engage in business with terrorist organizations

Company/ Entity:

Signature of Representative and Title:

Date:

NARRATIVE SECTION

The narrative section contains questions about your company, services, approach to providing emergency medical transport, experience with providing emergency medical transport services, and other general information for our consideration. Please be detailed in your response, but yet, still concise.

- A. Please describe the duration of contract that would be ideal for you to provide emergency management medical transport services for the City.

Response:

- B. Please describe the proposed services and rates for the various types of emergency medical responses scenarios listed in Section H. Service Levels, and outlined in Section Q. Breakdown of Cost Proposal / Operating Budget. Please discuss any opportunity to reduce costs to the City through a partnership wherein fuel, locations of base and substations, and EMS transport vehicles are provided by the City for use by the Offeror. **Specifically, if you can propose different combinations of fees, rates, and service levels, please provide us with the combinations that you can provide.**

Response:

- C. List all of the local governments for whom you have conducted emergency medical transport services for in the manner listed throughout. Include references and contact information.

Response:

- D. Please describe the experience and qualifications of the management structure and company representatives that would have a local preference if your proposal was to be accepted.

Response: