

Request for Proposal #1061 – 03/23/2015



Emergency Medical Services System Wide Analysis and Plan

For The
Town Of Vernon Fire Department / EMS Division

**LEGAL NOTICE
TOWN OF VERNON
RFP # 1061-03/23/2015
12:00 PM**

SYSTEM-WIDE EMERGENCY MEDICAL SERVICES (EMS) ANALYSIS

INVITATION TO BID

The Town of Vernon, Connecticut is seeking Request for Proposals (RFP) for a system wide Emergency Medical Services (EMS) Analysis.

Copies of this RFP are available on the Town's website at www.vernon-ct.gov as well as the State of Connecticut Contracting Portal www.das.state.ct.us.

All questions about this request for proposals should be directed electronically to William Call, Fire Chief, via e-mail at wcall@vernon-ct.gov with a cc: to jward@vernon-ct.gov and should be received not later than 5:00 pm March 16, 2015. Answers to all so received questions shall be posted by 5:00 pm March 18, 2015 on the town's website www.vernon-ct.gov/legal-notices and selecting contract #1061-03/23/2015.

Respondents shall provide four (4) copies of all proposals, submitted in a sealed envelope, labeled: "BID DOCUMENT- DO NOT OPEN – CONTRACT #1061-03/23/2015" clearly marked on the outside of the envelope, addressed to:

Fire Chief William Call
C/O Administration
Town of Vernon -3rd Floor
14 Park Place
Vernon, CT 06066

by **12:00 PM** on 03/23/2015 at which time proposals shall be opened and read aloud publicly. E-mailed or faxed bids will not be accepted.

The selected firm must meet all municipal, state and federal AA and EEO practices and requirements. MBEs/WBEs/SBEs are encouraged to apply. The Town reserves the right to reject any or all proposals in whole or part, to award any one service or group of services or all services, to negotiate with any or all companies submitting proposals, and to enter into an agreement with any company for services mentioned in this RFP; if it is deemed to be in the best interest of the Town.

Background:

Vernon EMS receives approximately 3,700 requests for service per year. Vernon EMS currently operates with an all part-time staff 24/7 with an additional staff (second crew) 9 hours each week day. The additional hours between 1800-0800 are staffed with “paid on-call” staff for any second or back-up calls as needed.

The Vernon Police Department is our assigned first responder agency. Vernon EMS is currently a Basic Life Support service. Any need for Advanced Life Support currently necessitates mutual aid from an outside agency. Currently Vernon EMS uses two different commercial intercept agencies to provide ALS.

Project Scope:

The Town of Vernon Fire Department / EMS Division (hereinafter referred to as ‘Town’) is seeking proposals from qualified firms (hereinafter referred to as respondent, company or bidder) to perform a detailed system wide (performance audit)analysis of the EMS system within the Town, and provide recommendations for improvement and implementation of EMS Delivery. Specifically, the Town is seeking an analysis of the organization’s structure, service provision, and staffing levels. Further, the successful bidder will provide a full review of the organization’s budget, fee collection rate and procedure, and operating expenses in order to provide the Town with recommendations to improve overall cost effectiveness, increase collection rates, and project future budget revenues/deficits. The successful bidder will audit current and projected call volume to determine if a need exists for dedicated Advanced Life Support (ALS) in the Town, if current staffing meets/will meets future service demand, and identify any potential resource utilization that provides the potential for more efficient and effective use.

Overall, the successful bidder will audit organizational structure, levels of service, leadership, staffing, revenue generation, budget revenue and projections, call volumes, need for dedicated ALS, to improve overall cost effectiveness, increase organizational efficiency, ensure regulation compliance, and recommend implementation time lines.

Specifications:

- Survey and provide analysis of Staffing Levels
- Provide analysis of utilization of units and call volume, deployment patterns and management of EMS
- Determine if need exists for dedicated ALS
- Review current training requirements & procedures and identify how to improve the organization’s level of training, if needed
- Provide analysis of System wide operations
- Provide call analysis
- Evaluate Funding / revenue generation / operating costs

- Marketing
- Provide analysis and recommendation of potential areas of revenue growth
- Develop an action plan and timeline for implementation of improvements.

Qualifications:

- Successful bidder shall have-demonstrated experience and knowledge of the State of CT EMS system and the CT Office of Emergency Medical Services and all pertinent CT Statutes and Regulations.
- Successful bidder shall have a minimum of five years of consulting on EMS issues, billing and collections, and working with fire department based Emergency Medical Services including the setup of bundle billing and paramedic intercept billing and arrangements within the State of CT, or some combination thereof.
- Successful bidder shall have experience in the Certificate of Need application and hearing processes.
- Successful bidder shall have experience in collectible rate assignment and licensing as required.
- Bidders must be willing to perform interviews with staff, key stakeholders as part of the analysis
- Bidder shall provide a list of references where similar services have been performed.
- Bidder shall provide the methods and measures by which the bidder/firm will ensure that all data/records provided, or given access to, will be kept in accordance with the provisions of the HIPPA Privacy Rule.

Terms & Conditions

Proposals:

A total of (4) four hard copy proposals shall be submitted.

Taxes:

We are tax exempt and will provide appropriate documentation if needed.

Presentation:

Bidder may be asked to present the information gained in a formal presentation to the Town. The bidder will be responsible for costs incurred to make such presentation.

Proposal

No proposal can be withdrawn after it is filed unless the bidder makes a written request to the Town, prior to the time set for the opening of the proposals.

Proposals must remain valid for 60 days from date of opening.

Selection criteria:

The proposals will be reviewed by the Town's selection committee. Selection criteria will include, but is not limited to, the following:

1. Proposed scope of work
2. Qualifications and experience (on similar projects) of personnel to be assigned to the project
3. Ability to provide the services within proposed project schedule time constraint
4. Reasonableness of fee proposal responding to the scope of work stated from item 1 above
5. Expertise of the firm and principles
6. Professional references

Collusion:

Multiple proposals from an individual, firm, partnership, corporation or association under the same or different names are subject to rejection by the Town. Reasonable grounds for believing that a vendor is interested in more than one proposal for the work contemplated may result in rejection of all bids in which the vendor is interested. Any or all proposals will be rejected if there is any reason for believing that collusion exists among the vendors. Participants in such collusion may not be considered in future solicitations for the same work. Each vendor, by submitting information, certifies that it is not a party to any collusive action.

Irregular Proposals

Proposals may be rejected if they show omissions or irregularities of any kind. Proposals taking or noting exception to any element requested may be rejected in their entirety.

Minor Irregularities

Minor irregularities in proposals, which are immaterial or inconsequential in nature to this RFP, may be waived wherever it is determined to be in the best interest of the Town.

Cancellation of the RFP; Rejection of all Proposals

The Town reserves the right to reject any or all proposals in whole or in part, to award any one service or group of services or all services, to negotiate with any or all companies submitting proposals, and to enter into an agreement with any company for any services mentioned in this RFP if it is deemed to be in the best interest of the Town.

In the event of such suspension, termination or modification, the Town shall have no liability or obligation to any of the proposers preparing or submitting proposals under this RFP.

Informational Investigation

Before submitting a proposal, each bidder shall make all investigations and examinations necessary to ascertain all conditions and requirements affecting the full performance of the contract, and to verify any representations made by the Town that the vendor will rely upon. No pleas of ignorance of such conditions and requirements resulting from failure to make such investigations and examinations will relieve the successful vendor from its obligations to comply in every detail with all the provisions and requirements of the contract documents, or will be accepted as a basis for any claim whatsoever for any monetary consideration on the part of the successful vendor.

Laws and Regulations

It shall be understood and agreed that any and all articles and/or equipment furnished on this proposal shall comply fully with all Local, State and Federal laws and regulations.

Acceptance of Terms and Conditions

By submitting a response to this RFP, a vendor shall be deemed to have accepted all the terms, conditions, and requirements set forth in the RFP unless otherwise clearly noted and explained in its proposal. All proposals submitted in response to this RFP become the property of the Town.

Non-Conflict of Interest Statement

It is unlawful for any officer, employee or agent of the Town to participate personally in his/her official capacity through decision, approval, disapproval, recommendation, advice or investigation in any contract or other matter in which he/she, his/her spouse, parent, minor child, brother or sister, has a financial interest, or to which any firm, corporation, association, or other organization in which he/she has a financial interest, or in which he/she is serving as an officer, director, trustee, partner, or employee, or agent.

Non-Discrimination of Employment

The Town actively subscribes to a policy of equal employment opportunity and will not discriminate against any employee or applicant because of race, sex, age, color, physical or mental handicap, marital status, sexual affiliation, religion, national origin or political affiliation. The bidder shall not discriminate in any manner against any employee because of race, sex, age, color, physical or mental handicap, marital status, sexual affiliation, religion, national origin or political affiliation.

The selected firm must meet all municipal, state and federal AA and EEO practices and requirements. MBEs/WBEs/SBEs are encouraged to apply.

Anti-Bribery Affidavit

Vendors, contractors and consultants are required to be aware that any person convicted of bribery, attempted bribery, or conspiracy to bribe under the laws of any State or federal government, or found civilly liable under a State or federal anti-trust statute, shall be subject to disqualification from entering into a contract with the Town for the supply of materials, supplies, equipment, or services by the person.

Confidentiality

Vendor must treat and keep confidential all information received or provided access to, including but not limited to: reports and documents (hereafter, "Data"), regardless of form, in accordance with Health Insurance Portability and Accountability Act of 1996 (HIPAA). Vendor shall take all precautions necessary to prevent disclosure of such Data to others ~~except~~ except upon the express written approval of the Town Administrator or his designee.

Any third party, to whom vendor is authorized to provide Data, shall be required to execute a Confidentiality Agreement satisfactory to the Town. Vendor shall not use Data for any purpose other than the performance of work contemplated under the contract. Upon the Town's request, vendor will return to the Town all copies of Data.

Vendor shall safeguard against disclosure to all others Data in Vendor's possession for a period for seven years after completion of the work and only if permitted by law.

The town of Vernon is subject to the requirements of the Freedom of Information Act. If a respondent believes the information contained in its proposal should be treated as confidential, **that material shall be clearly marked**. The Town shall endeavor to protect confidential materials from disclosure to non-Town employees or contractors to the extent required by State or Federal law. In no event will the Town be responsible for the inadvertent disclosure of a response to this RFP.