

TOWN OF WOLFEBORO, NEW HAMPSHIRE
REQUEST FOR PROPOSALS
EMERGENCY AMBULANCE SERVICES

Posting Date May 26, 2023

GENERAL INFORMATION

Background

The Town of Wolfeboro is seeking competitive Sealed Proposals for a two-year to four-year E-911 ambulance services contract effective January 1, 2024. Said services shall be provided to individuals within the geographic boundaries for the Town of Wolfeboro defined under Section 5 as the “Service Area”. The Town Manager shall review all proposals received to ensure they meet the minimum requirements contained in the Request for Proposal. The Town of Wolfeboro, based on proposals received, may further negotiate, and enter into a contract for services with the preferred bidder based on what is in the best interest of the Town of Wolfeboro.

Please note: The purpose of this Request for Proposal is to support and facilitate the provision of the specified level of service by providing a fee to the selected provider(s).

Submission of Proposals

Proposals must be received at the following address by 2:00 PM, June 22, 2023, at which time bids will be opened and read aloud at the Town Hall – Great Hall 84 South Main Street, Wolfeboro NH 03894.

Town of Wolfeboro
Attention James S. Pineo-Town Manager
P.O. Box 629
Physical Address for hand Delivery 84 South Main Street
Wolfeboro NH, 03894
RE: Sealed Proposal: Ambulance Services

Proposals must be physically at Wolfeboro Town Hall by the deadline. Postmark dates will not be accepted as a timely submission. Electronic copies will not be accepted. Four hard copies of the proposal shall be submitted and must be enclosed in a sealed envelope or package clearly marked “Sealed Proposal: Ambulance Services”. All late proposals shall remain unopened and shall be rejected and returned to the sending party. All proposals submitted become the property of the Town.

The Town will review all proposals received because of this request and make a selection that is in the best interest of the Town. The decision of the Town shall be final and conclusive. The Town reserves the right to reject any and all bids at its sole discretion.

In the event the Town Manager makes a recommendation to the Board of Selectmen and an appropriate contract is negotiated, the fee will be funded as part of the 2024 operating budget, subject to approval by voters at the 2024 Annual Town meeting.

Questions Regarding Request for Proposal/Services

Should a bidder have specific questions regarding this Request for Proposal for Ambulance Services, demographic, incident data, etc. such questions should be directed to the Town Fire Chief as follows:

Town of Wolfeboro Fire-Rescue Department
Attn: Thomas Zotti – Fire Chief
P.O. Box 629
Wolfeboro NH, 03894

Or

Contact Chief Zotti or Deputy Chief Nichols at 603-569-1400 Monday – Friday
between the hours of 8:00AM – 5:00PM

1. PROPOSAL PREPARATION; FORMAT AND CONTENT

To facilitate evaluation of the proposals, the provider is instructed to follow the outline below. Proposals that do not follow the outline, or do not contain the required information may be considered unresponsive. Additional and more detailed information may be attached to the main body of the response.

- a. Name and address of the organization proposing services.
- b. Name, email, and telephone number of a contact person to whom Town staff should address questions they may have about the proposal submitted.
- c. Background. Information concerning the background, history, experience, and reputation of the provider that is felt to be pertinent.
- d. Ability to Perform. Information concerning the provider's organization, technical and professional qualifications, staffing, equipment, and facilities.
- e. Experience. The provider shall provide a list of previous (for at least the past 5 years) and current contracts that are considered identical or similar to the scope of services discussed herein.

The Provider must submit a list described above which shall include the following:

1. Contract duration, including dates.
2. Services performed.
3. Name, address, and telephone number of clients that may be contacted for verification of all data submitted.

- f. Fee Required. Based on rate/fee structure/schedule determined by the Bidder that shall include acceptance of Medicare and Medicaid, and other insurance provider assignment. Indicate the fee required each year.

Year 2024 \$ _____
Year 2025 \$ _____
Year 2026 \$ _____
Year 2027 \$ _____

- g. Signature. The proposal must be signed and dated by official(s) authorized to sign for the bidder submitting the proposal. The signature section shall include the printed name(s) of the official(s), and the official's title.
- h. Proposals shall include a table of contents listing all sections, figures, and tables.
- i. All proposals must be neatly bound. Please submit financial reports in a separate, easily identifiable area of the bidder's proposal package
- j. Major divisions or sections, and appendices must be separated by a labeled binder with index tabs.
- k. Pages shall be singled-sided, double spaced, and numbered in Times New Roman 12-point font.
- l. Confidentiality and Public Records Advisory

Confidential/Proprietary Information: Proposals submitted in response to this RFP and any resulting contract are subject to the provisions of the New Hampshire Right to Know Law (RSA 91-A). Any restrictions on the use or inspection of material contained within the proposal and any resulting agreement shall be clearly stated in the proposal itself.

Confidential/proprietary information must be readily identified, marked and separated/packaged from the rest of the proposal. Co-mingling of confidential/proprietary and other information is NOT acceptable. Neither a proposal, in its entirety, nor proposal price information will be considered confidential/proprietary. Any information that will be included in any resulting contract cannot be considered confidential.

2. EVALUATION OF PROPOSALS

Proposals will be evaluated by the Town utilizing the criteria identified in the Town of Wolfeboro Purchasing Policy and as specified below.

- a. Requirements of the request for proposals and specifications therein.
- b. Experience in providing 911 emergency medical services.
- c. Fee required by Town.

3. AGREEMENT AWARD

If approved by the Town of Wolfeboro, the agreement shall be awarded by written notice for an effective date of January 1, 2024. Upon award, a written contract shall be executed with the Town including but not limited to the terms and conditions of the specifications included in this Request for Proposals.

4. PROPOSAL PREPARATION COSTS

The Town shall not be liable for any costs incurred by any bidder for preparation or submission of a proposal.

5. SERVICE AREA

The Service Area shall include all the areas within the geographic boundaries of the Town of Wolfeboro New Hampshire. No Exceptions.

6. SERVICE SPECIFICATIONS

A. Definition of Emergency Medical Service

Emergency Medical Service is a call made to 911 in response to a perceived individual need for immediate medical care to prevent death or aggravation of physiological and psychological illness or injury, and which cannot be prearranged or otherwise scheduled prior to the call. All other calls are non-emergency calls.

B. Ambulances, Level of Services, Quarters

Cost projections for services under this Request for Proposal shall be calculated by the bidder based on the understanding and a mutually agreed upon contract shall include the following:

Two (2) New Hampshire Department of Safety, Division of Fire Standards and Training, and Emergency Medical Services licensed Advanced Life Support transport ambulances. available 24 hours a day during the life of this agreement, each ambulance shall be staffed at the following minimum levels twenty-four hours per day, seven days a week, year-round.

- i. Nationally Registered/State Licensed Paramedic (one)
- ii. Nationally Registered/State Licensed Advanced EMT (one)
- iii. Nationally Registered/State Licensed EMT (two)

Ambulances and crew quarters shall be located within the geographic boundaries of Town of Wolfeboro hydrant system and approved by the Fire Chief.

Staff, Ambulances, and associated equipment shall be housed in a well-maintained and heated facility. Further Ambulances and associated equipment should not be greater than 10 years old.

c. Equipment

Vehicles shall be licensed as minimum advance life support ambulances, registered, and inspected per the State of New Hampshire Motor Vehicle Regulations and New Hampshire Division of Public Health Services, Bureau of Emergency Medical Services Regulations.

d. Communications

The Town of Wolfeboro agrees that it will provide exclusive dispatch services to the successful bidder through the Wolfeboro Central Dispatch under the Police Department. The Town shall ensure that the communications systems have the appropriate up-to-date FCC licenses and are operated to conform to FCC rules and regulations.

Citizen access is through the E 911 system. The Dispatch Center will receive and process all requests for emergency medical services and provide all dispatch functions for Provider(s).

e. Ambulance Deployment

The bidder shall ensure that when answering requests for mutual aid, that at least one primary response ambulance shall always be kept or relocated within the Town of Wolfeboro limits for emergency response. This may be accomplished through a mutual aid agreement.

f. Indemnification and Insurance Requirements

In consideration of the utilization of Provider's services by the Town of Wolfeboro and other valuable consideration the receipt of which is hereby acknowledged, Provider agrees that all persons furnished by Provider shall be considered the Provider' employees or agents and that Provider shall be responsible for payment of all unemployment, social security, and other payroll taxes, including contributions from them as required by law.

- a. Bidder agree to maintain in full force and effect:
- i. Comprehensive general liability insurance including completed operations coverage, personal injury liability coverage, broad form property damage liability coverage and contractual coverage and contractual liability coverage insuring the agreements contained herein. The minimum limit of liability carried on such insurance shall be \$1,000,000.00 each occurrence and, where applicable, in the aggregate combine single limit for bodily injury, property damage liability and personal injury (wrongful acts).
 - ii. Medical Malpractice (Professional Liability). Professional liability insurance for all activities of the Provider(s) arising out of or in connection with this Agreement in an amount of no less than \$1,000,000 combined single limit for each occurrence. Said policy shall be endorsed with the following specific language: “This Policy shall not be canceled or materially changed without first giving (30) days prior written notice to the Town of Wolfeboro through its Town Manager.”
 - iii. Automobile liability insurance for owned, non-owned and hired vehicles. The minimum limit of liability carried out on such insurance shall be \$1,000,000 per person and \$3,000,000 for each occurrence, combined single limit for bodily injury and property damage.
 - iv. Workers’ Compensation Insurance, whether required by the New Hampshire Revised Statutes Annotated, 1955, as amended, with statutory coverage and including employer’s liability insurance with limits of liability of at least \$100,000 each employee and \$500,000 per policy year.
 - v. The bidder shall furnish certificates of the above-mentioned insurance to the Town of Wolfeboro with their proposal. With respect to the renewals of current insurance policies, at least thirty (30) days in advance of each renewal date. Such certificates shall, with respect to comprehensive general liability, auto liability, medical malpractice insurance and workers’ compensation insurance, shall state that in the event of cancellation or material change, written notice shall be given to the Town of Wolfeboro, PO Box 629, (Physical Address for hand delivery: 84 South Main Street), Wolfeboro, NH 03894, at least thirty (30) days in advance of such cancellation or change.

g. Vehicle and Equipment Maintenance

- a. The bidder shall be responsible for the maintenance of all vehicles and equipment

to ensure safe, dependable, and clean operations.

- b. The bidder agrees that if any ambulance assigned to service the Town of Wolfeboro becomes inoperative for any reason a backup ambulance will be available and staffed in a timely manner as agreed upon by the Town Fire Chief.

h. Reimbursement

- a. All billing and collections for the service shall be the responsibility of the bidder.
- b. No person shall be denied emergency transportation because of inability to pay any fee. No person shall be forced to pay any fee before emergency medical services and/or transportation is provided.
- c. The bidder agrees that it shall accept assignments from Medicare, Medicaid, and other insurance carriers.
- d. The bidder shall provide a point of contact for citizens to question ambulance billing or services.

i. Performance Evaluation

- a. The bidder shall provide for a representative who shall attend meetings or sessions requested by the Town Fire Chief, the Town Police Chief or meetings with other Town officials requested by the Town Manager.
- b. The bidder agrees to notify the Town of Wolfeboro, PO Box 629 (Physical address: 84 South Main Street), Wolfeboro, NH 03894, not less than thirty (30) days prior to any cancellation or major changes to insurance coverage as specified in the agreement.
- c. Right of Audit and Inspection

At any time during normal business hours, and as often as the Town may determine to be necessary, the Town' representative may observe bidder operations, and the bidder shall make available to the Town for examination, its records with respect to all matters covered by this contract and make excerpts or transcripts from such records.

j. Date of Service Commencement

The bidder shall begin service at the level required by this agreement at one hundred percent (100%) capacity by 12:01 a.m. January 1, 2024.

7. TERMS AND CONDITIONS FOR REQUEST FOR PROPOSAL

- a. Bidders are expected to examine the specifications, schedule of delivery, and all instructions. Failure to do so will be at the bidder's risk.
- b. Each bidder shall furnish the information required for each item as numbered or lettered in the RFP.
- c. The Agreement will be awarded to that responsible bidder whose submittal, conforming to the Request Form Proposal, will be most advantageous to the Town of Wolfeboro, *price and other factors considered*.
- d. The Town of Wolfeboro reserves the right to reject any or all qualifications and to waive informalities and minor irregularities in proposals received, and to accept any portion of or all items proposed if deemed in the best interest of the Town of Wolfeboro to do so.
- e. No submittal shall be withdrawn for a period of one hundred eighty (180) days after the opening of proposals without the consent of the Town of Wolfeboro.
- f. Late or unsigned bids will not be accepted or considered. It is the responsibility of bidder to ensure that the proposal arrives in the office of the Town Manager prior to the time indicated in the "Request for Proposal."
- g. Any interpretation, correction or change of the Proposal Documents will be made by Addendum. Interpretations, corrections, and changes of the proposal documents made in any other manner will not be binding, and the bidder shall not rely upon such interpretations, corrections, and changes.