



REQUEST FOR PROPOSALS
FOR
AMBULANCE SERVICE

RFP # FY 2024-Ambulance

PROPOSALS DUE:

September 20, 2023

City of Grants
600 W. Santa Fe Avenue
Grants, N.M. 87020
(505) 287-7927

SUMMARY

The City of Grants in Grants, NM) is seeking Proposals for the provision of ambulance services. These services are to include pre-hospital advanced life support care at the EMS care EMT-B, minimal Intermediate or A-EMT acceptable but Paramedic level preferred and ambulance transportation in accordance with applicable New Mexico State Statutes and Department of Health Services regulations.

The successful Contractor will provide superior care and service to the community, while collaborating with the Grants Fire and Rescue so that the transition process is smooth and seamless to one that is delivered by a non-governmental organization (NGO).

The NGO would provide ambulance services to the response area previously served by the previous City's ambulance contractor.

Detailed information about the City can be found on the City's website at www.cityofgrants.net, including community profile information.

This RFP and subsequent contract do not provide exclusive rights or access to interfacility transfers that may occur from facilities within the City of Grants. The successful Contractor may work with those facilities directly regarding opportunities to perform such transfers.

Important events and dates for a Proposer's consideration:

- Request for Proposals issued: September 6, 2023
-
- Proposals due: September 20, 2023
-
- Potential proposal presentations with Q&A for finalist(s): September 22, 2023
-
- Contract development with finalist: September 25, 2023
-
- Execution of Contract for ambulance services: After Council Approval
-
- Contractor begins ambulance service to City of Grants: October 1, 2023

NOTICE TO ALL PROPOSERS

All contact regarding this RFP must be coordinated through the City CPO Caroline Ramirez. All questions regarding this RFP or Solicitations are to be submitted in writing to Caroline Ramirez, via email at cramirez@grantsnm.gov, or via US Mail to the City of Grants, ATTN: Caroline Ramirez, 600 W Santa Fe Avenue, Grants, NM 87020. Any oral communications shall be considered unofficial and non-binding; only written responses to written communication shall be considered official and binding. The City reserves the right, at its sole discretion, to determine appropriate and adequate responses to the written comments, questions, and requests for clarification.

READ THIS ENTIRE DOCUMENT CAREFULLY. FOLLOW ALL INSTRUCTIONS. YOU ARE RESPONSIBLE FOR FULFILLING ALL REQUIREMENTS AND SPECIFICATIONS.

I. **INTRODUCTION**

A. **Contract Award**

One contract award is anticipated under this solicitation for services. It is the intent of the City to award the contract to the most advantageous Proposer who provides the requested goods and/or services at the best value for the City.

The successful Proposer will be granted a contract for exclusive market rights, as provided for emergency (9-1-1) ambulance service, for an initial term of at least 1 year(s). The Proposer will have the opportunity to earn additional years of contract extension per the terms of the contract to be negotiated. There will be no exclusive rights awarded by the City for non-emergency transports/transfers within the service area. Transfers are, however, important to customers within the market, and Proposers are encouraged to communicate with the local facilities about opportunities for performing such transfers.

B. **Notice to Proposers**

This RFP does not commit the City to award or procure a contract for the requested services. Nor is it obligated to pay or reimburse costs incurred in the preparation of a Proposal responding to this request. The City reserves the right to accept or reject any or all Proposals received or to cancel in part, or in whole, the RFP process in its entirety if it is determined to be in the best interest of the City. This RFP shall not be construed to be a “low-bid” process; the contract, if awarded, will be negotiated with the Proposer who can best meet the City’s needs, as specified in this RFP.

The City specifically makes no promises or guarantees concerning the number of emergency calls or transports, quantity of patients, or distance of transports that will be associated with this procurement. The City has made every effort to provide accurate data and information.

It is in the Proposer’s best interest to submit a complete and accurate proposal. Where documentation or response is incomplete or silent, it shall be assumed that the Proposal is deficient. Further, it is in the Proposer’s best interest to make a proposal that meets the stated requirements for consideration, failure to comply with all minimum requirements described herein may disqualify a proposal. Proposers are invited to submit alternatives to the services described within this RFP, if such alternatives are in the best interests of the City.

There shall be only one general contractor, under whose auspices the proposal is submitted, and who must assume all liability and responsibility for achieving the performance levels specified within this RFP. Any subcontracts for essential services, as described in this RFP, between Proposer and separate entities, must be identified in writing and shall be subject to approval by the City during negotiations. If subcontractors are used, poor performance by the subcontractor, regardless of City approval, will remain the responsibility of the Contractor, who shall be responsible for any performance or financial implications of that result.

C. **City Background Information**

1. **Description of the City**

The City of Grants has a total area of 14.9 square miles and is located approximately 75 miles to the west of the Albuquerque metro area, within Cibola County. The City has a total estimated population of 9,170.

The City is surrounded by the following Village of Milan, Bluewater Village, San Rafael, and Acoma. Major thoroughfares within, or near, the City include: Interstate Hwy 40, and

Route 66. There is one assisted living facility. The City has one Catholic elementary school and two public elementary schools, a middle and high school and two prisons. The Cibola General Hospital is located in the City of Grants, and the majority of ambulance 9-1-1 transports are to this facility. Other hospitals within the area include: Gallup Indian Medical Center, Rehoboth McKinney Christian Hospital both located in Gallup NM.

2. **Contracted Ambulance Service Area**

The current Contracted Ambulance service area includes the following: The City of Grants.

The Contracted Ambulance has served this area, approximately 14.9 square miles, from a facility located within the City of Grants. A map of the City is available on the City's website.

The City of Grants has a municipal police department with officers trained to provide CPR. The Cibola County Sheriff's Office has been trained to provide CPR.

Fire protection within the service area is provided by the City of Grants Fire and Rescue. The membership of this department consists of EMT and EMS as well as Fire members.

3. **Emergency Communications**

9-1-1 calls are directed to the 911 call center.

D. **Contract Period**

The selected Contractor will be awarded at least an initial 1-year contract. The City, at its option and upon mutual consent of all parties involved, may choose to extend the contract based on existing terms, conditions, and prices set forth in the original RFP. All prices negotiated under the contract must remain firm for the duration of the contract period and any agreed upon extensions. The contract may contain provisions for cost or rate escalators tied to the Consumer Price Index and may include a provision that allows for the contractor to petition for changes in the event of issues beyond the contractor's control (e.g. new regulatory requirements, funding and reimbursement changes, etc.). The grant of any such change would be discussed and negotiated prior to the City making a final decision based on the strength of the case presented. Any tax funds paid for services provided will be paid from the appropriate fiscal year funds provided by the City. The City is interested in Proposals that will avoid or limit any need for tax subsidy of the ambulance contract, so long as performance requirements are met. All representations made by the City are subject to fiscal year funding and/or appropriations and do not represent any obligations beyond the contract or any future obligations.

E. **Proposal Submission Deadline**

Proposals shall be submitted no later than the specified deadline time and date. Proposers shall respond to the written RFP and exhibits, attachments, or amendments, in writing. A Proposer's failure to submit a proposal as required before the deadline shall cause their proposal to be disqualified and returned to the Proposer upon request. The City will not be held responsible for unmarked proposals, or proposals delivered to the wrong location. Contractors mailing proposals should allow for sufficient mail delivery time to ensure timely receipt of the materials by the City. Proposals may not be delivered orally, by facsimile transmission (Fax), email, or another telecommunication means. All proposals must be delivered in sealed packages or containers. All proposals must be clearly marked **FY 2024-Ambulance**.

F. Administrative Information

1. RFP Coordinator: The main point of contact for this RFP shall be:

Caroline Ramirez, CPO
City of Grants
600 W. Santa Fe Avenue
Grants, NM 87020
cramirez@grantsnm.gov

(505) 287-7927 X2010

- 2.

During the proposal process, vendors shall not contact City staff, representatives, elected officials, or board members. Additionally, firms and their employees of related companies, as well as paid or unpaid personnel, acting on their behalf shall not contact or participate in any type of communication with City representatives regarding any matter involved with this RFP or the anticipated contract. Such contact may result in the vendor being disqualified. All contact must be coordinated through Caroline Ramirez, CPO, for this procurement.

Upon release of this RFP, all Proposer communications concerning this procurement must be directed to the City CPO. Any oral communications shall be considered unofficial, and non-binding.

The City shall respond in writing to written communications, such responses shall constitute an addendum to the RFP. Only written response to written communications shall be considered official and binding upon the city. The City reserved the right, at its sole discretion, to determine appropriate and adequate responses to the written comments, questions, and requests for clarification.

3. **Proposal Submittal**

Proposals must be signed by an individual with authority to bind the firm in a contract with the City.

Proposers must include one original proposal, unbound, and identified and the “master,” containing original signatures. Proposers must include five (5) additional copies, which may be bound, of the entire proposal. All proposals must be submitted in a sealed package and be clearly marked as FY 2024-Ambulance. The proposal must be received by the City no later than 3:00 pm on September 20, 2023

All Proposals must be submitted to:

Caroline Ramirez, CPO
City of Grants
600 W. Santa Fe Avenue
Grants, NM 87020
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4. Receipt of Proposals

Upon receipt by the City, all proposals will be time and date stamped with the initials of the receiving party. All proposals received prior to the deadline shall be kept unopened in a secure place. Opening of the proposals will occur on September 20, 2023 at 3:30 PM. MDT Late proposals may be returned to the Proposer unopened or destroyed. All proposals shall remain firm for at least 180 days from the date specified for opening the proposals.

5. Awarding Authority

Review of the proposal will be done with a committee designated to review all proposals and either request in person interviews for clarification or score each proposal with a final recommendation to the City Council for vote. The City reserves the right to investigate, request clarification of, and verify any and all proposals, to waive any and all irregularities, and/or to reject any and all proposals as the City deems necessary and/or in the best interests of the City.

6. Rejection or Disqualification of Proposals

The City reserves the right, at its sole discretion, to reject any and all proposals for any reason, including, but not limited to, failure to adhere to the proposed requirements, or inaccuracy of any information supplied within a proposal. The City shall notify the Proposer of a rejected proposal. Furnishing of false or misleading information during the proposal process may result in the City rejecting the Proposer's submission. The City reserves the right to waive any RFP requirement(s) it deems in the best interest of the City, so long as that requirement is waived for all proposals. The City reserves the right to waive minor irregularities in proposals received.

Proposers may be disqualified if deficient in any of the following areas in a manner the City deems relevant to the process. Qualifications of a proposer, including the following, will be considered:

- Any contract for provision of ambulance terminated for cause within the past ten (10) years.
- Insufficient experience in successful operations. Sufficient experience is defined as having a minimum of five (5) years of experience providing ambulance to at least one community with a population similar to the City of Grants.
- Any current, undischarged bankruptcy of the Proposer or their parent organization, and/or history of past bankruptcies that have negatively affected the provision of ambulance to a community.
- Failure to show evidence of access to enough capital to meet the requirements of this RFP.
- The Proposer is found to be on any federal, state, or local debarment list.

Proposers may also be disqualified if deficient in any of the following:

- History of major regulatory actions or sanctions against the Proposer including suspension or revocation of any operating license or permit
- Any sanctions under Medicare or Medicaid programs
- Revocation of a business permit, or any sanctions by other third-party payers, whether public, private, or non-profit.
- History of contract terminations

- Failure to show that key personnel have past experiences in the implementation and operation of emergency medical services. For the purpose of this section, “key personnel” includes:
 - The individual who will be in charge locally within the City’s service area
 - The person to whom that person reports highly licensed individual.
 - Personnel highly licensed assigned to meet monthly with oversight staff.
 - The person responsible for clinical oversight and quality improvement
 - The person responsible for medical records/health information exchange.
- History of litigation in the past five (5) years involving Proposer or any principal officers in connection with any contract for similar services where the Proposer or principal officer was found to be at fault

7. Evaluation of Proposals

The City may conduct investigations of Proposers’ submissions and claims, as it deems necessary. Each proposal will be reviewed to determine if the Proposer can meet the City’s requirements as set forth in this RFP. The Proposer must demonstrate that each requirement is met.

The City may request further clarification from individual Proposers in the event of incomplete or missing information. Proposers shall respond in writing to any requests for clarification. If all proposers do not meet one or more of the requirements of this RFP, the City reserves the right to continue to the evaluation of proposals and may select the proposal that most closely meets the requirements specified in the RFP.

Proposers may be expected to give presentations and answer questions on their proposals to City staff or representatives. Presentations will be limited to a maximum of one (1) hour, although the proposal itself should include all elements required.

8. Proposal Withdrawal

A proposing firm may withdraw its proposal by submitting a written request for withdrawal, with such a request having the signature of an authorized company representative, to the City Administrator, at any time prior to the submission deadline. The firm may thereafter submit a new proposal prior to the deadline. Modifications offered after the deadline will not be considered.

9. Post Deadline Submissions

The City shall not accept any amendments, revisions, or alterations to proposals after the deadline for submittal unless such is formally requested in writing by the City.

10. Ambiguity, Conflict, or Errors in the RFP

Due care and diligence have been used in the preparation of this information, and it is believed to be substantially correct. However, the responsibility for verification of all information presented herein shall rest solely with the Proposer.

If a Proposer discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, it shall immediately notify the City CPO of such an error in writing and request modification or clarification of the document. Any modification made to this RFP will be issued as an addendum. Written notice will be given to all parties who have been furnished with the RFP without divulging the source of the request.

If a Proposer fails to notify the City CPO prior to the date and time fixed for submission of offers of an error or ambiguity in the RFP known to her/him, or an error or ambiguity that reasonably should have been known to her/him, then she/he shall not be entitled to additional time by reason of the error/ ambiguity or its late resolution.

The City may also modify the RFP prior to the date and time fixed for submission of offers by issuance/posting of an addendum. All addenda will be numbered consecutively, beginning with #1.

11. Proposal Acceptance Period

Each proposal shall be valid for a period of one hundred and eighty (180) days after the RFP submission deadline date to allow time for evaluation, selection, and any unforeseen delays. The one hundred and eighty (180) days may be extended by mutual agreement of the parties.

12. Disclosure of Proposal Contents

All submitted proposals become the property of the City and shall be subject to any applicable open records statutes. The content of all RFPs submitted shall remain in effect for a minimum period of 180 days.

Information requested in the RFP deemed by the responding firm to be privileged and confidential must be marked "Privileged & Confidential." Pricing information is not considered confidential. Trade secrets or confidential information MUST be placed in a separate envelope marked "CONFIDENTIAL" and EACH PAGE of the information within must also be marked "CONFIDENTIAL." The City will endeavor to protect such information from disclosure to competitors to the extent allowable by law.

Responding firms are advised that responses are subject to New Mexico Open Records Laws All proposal information shall be held in confidence until a contract is formally executed and/or the RFP is cancelled. Upon award, the proposals and associated materials shall be open for review by the public in accordance with New Mexico Open Records Law. By submitting a proposal, the proposing firm acknowledges and accepts the full contents of the proposal and associated documents shall become on to public inspection. They City will attempt to uphold the confidentiality of vendor trade secrets to the extent allotted by law. All confidential information and trade secrets must be clearly identified and separated by the firm prior to submission of the proposal, as specified above.

13. On Site Inspections

After opening of proposals and prior to award, the City reserved the right to make a pre-award site visit to any or all Proposer's facilities to be used in the performance of work under this solicitation. Proposer agrees to allow all reasonable requests for inspection of such facilities with two (2) full business days advance notice. Failure to allow such an inspection shall be causer for rejection of proposals as non-responsive. The City reserves the right to reject facilities as unacceptable for performance under this solicitation as a result of such a site visit survey.

14. Implied Requirements

Products and services not specifically mentioned in this RFP, but which are necessary to provide the service described by this RFP, shall be included in the proposal. It is intended that this RFP describe the requirements and response format in enough details to secure comparable proposals.

15. Proposal of Additional Services

If a Proposer indicated an offer of services in addition to those required by and described in this RFP, these additional services may be added to the original contract at the sole discretion of the City.

16. Indemnification

The Proposer agrees that pursuant to any proposed agreement based on this RFP, the awarded Proposer will protect, defend, indemnify, and save whole and harmless the City officials, officers, agents, and employees from and against all claims, demands, causes of action, damages, judgments, loss and expenses, including attorney's fees, of whatsoever nature, character, of description that any person or entity has or may have arising from or on account of any injuries or damages (including, but not restricted to death) received or sustained by an person, persons, or property, on account of, arising out of, or in connection with the performance of the work, including without limiting the generality of the foregoing, any negligent act or omission of the contract or any agent, servant, employee, or subcontractor of the contractor in the execution or performance of a contract. Proposer further agrees to protect, indemnify, and hold the City harmless against and from any and all loss, cost, damage, judgments, or expense, including attorney's fees, arising out of the breach of any of the requirements and provisions of this contract, of any failure of contractor, its employee, officers, agents, contractors, invitees, or assigns in any respect to comply with and perform all requirements and provisions hereof.

17. Collusion

Proposer may be required to provide an affidavit affirming that it has not conspired with other potential suppliers in any manner to attempt to control competitive pricing or otherwise influence the outcome of the selection process. This paragraph does not, however, preclude two or more suppliers for certain parts of this requirements from presenting a combined or joint proposal for the purpose of providing a complete proposal.

18. Monetary Restitution

In the event that any future contract is prematurely terminated due to non-performance and/or withdrawal by the contractor, the City reserves the right to seek monetary restitution (to include, but not be limited to, withholding of monies owed) from the Contractor to cover costs for interim services and/or to cover the difference of a higher cost (difference between contractor's rate and new provider's rate) beginning on the date of the Contractor's termination through the contract expiration date. In the event civil suit is filed to enforce this provision, the City will seek attorney's fees and cost of suit from the Contractor.

19. Liquidated Damages

Any contract that results from this RFP will contain provisions for liquidated damages to reimburse the City for the cost of operating the system and securing a new provider. The liquidated damages will include a total cash payment, through irrevocable letter of credit with a bank approved by the City. Additionally, it will include full access and user of all vehicles, equipment, supplies, facilities, and any other resources deemed necessary by the City for a period of no less than sixty (60) days without reimbursement to the terminated contractor.

20. Gratuities, Kickbacks, or Conflicts of Interest

- *Gratuities:* It shall be unethical for any person to offer, give, or agree to give any employee or former employee, or for any employee or former employee to solicit,

demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation, or any part of the program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim, or controversy, or other particular matter, pertaining to any program requirement, or to any solicitation or proposal therefore.

- *Kickbacks*: It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.
- *Conflict of Interest*: No official or employee shall have any financial interest, direct or indirect, in any contract with the City of be financially interested, directly or indirectly, in the sale to the City of any land, materials, supplies, or services, except on behalf of the City, as an official or employee.
- Any violation of this section, with knowledge, express or implied, of the person or corporation contracting with the City, shall render and contract involved voidable by the City. It is the responsibility of the Proposer during all phases of the contract process to notify the City, in writing, of any potential conflict of interest.

21. Governing Law and Venue

The laws of the State of New Mexico shall govern any proposed agreement, and all obligations of the parties created hereunder are performable in the City of Grants, New Mexico. In any legal action arising from this Agreement, the laws of New Mexico shall apply, and exclusive venue shall lie in Cibola County.

22. Litigation

In the best interest if the City, any Proposer who is currently involved, either directly or indirectly, with any litigation against or involving the City, may be disqualified and/or not considered for an award.

23. Rights of Data

The City shall have the rights to the use of data and reports resulting from this RFP without additional cost or other restriction except as may be established by law or applicable regulation.

Each party shall supply to the other party, upon written request, any available information that is relevant to this contract and to the performance hereunder.

24. Addition/ Deletion of Services

The City reserves the right to add and /or delete services to this RFP. Financial impacts for such service additions or deletions will be negotiated between they Proposer/Contractor and the City. All amendments to a contract based on this RFP must be in writing and signed by all parties.

25. Proposer Responsibility for Expenses

The Proposer shall be responsible for payment of expenses associated with any response to this RFP and any future contract, including but not limited to: wages, salaries, materials, supplies, transportations, communications, licensing and inspection, fees, taxes, insurance, bonds, etc.

26. Proposal Instructions and Format

Proposals shall be typewritten. Proposals must include page numbers and have major sections tabbed. Each should have a table of contents that outlines the proposal content and should be sequenced and numbered consistent with the requirements of this RFP. Any information that does not fit logically into one of the labeled sections should be included in an appended section.

II. RFP Response Format

The Proposer is to respond to this RFP with materials provided in the following order:

- A. Introductory letter signed by an authorized agent of the organization.
- B. Summary of why the Proposer would be the best option for the City of Grants.
- C. Responses to the required information in Section III.A 1-13 D
- F. Responses to items A through D in Section IV.
- G. Responses to items A in Section V.

III. Required Response Information, Minimum Requirements, and Preferences

The proposer is to provide the pertinent background information about their organization. In addition, the Proposer should provide an acknowledgement that they can meet minimum requirements with details of how they would do so. The proposer should also review the preferred criteria and indicate whether they can meet these, and if so, provide the relevant information.

A. Required Information to Provide

Information about the following should be submitted:

1. Organizational Structure

This includes information about the type of organization (i.e. nonprofit, subsidiary, etc.) and identifies any healthcare system affiliation, if applicable.

2. Management team profile.

This will include information about who will oversee the City of Grants operation(s) and who that person will report to.

3. Staffing

Information about the total number and types of staff within the ambulance organization. Include any information about different supervisory levels, chain-of-command and how ambulances are typically staffed (i.e. EMT/Paramedic, Paramedic/Paramedic, etc.)

4. Medical Direction

Describe the role of your Medical Director(s), whether they are directly employed by your organization as an employee, and how they are involved in continuous quality improvement initiatives and protocol development.

5. **Dispatching**

Is this provided by the Proposer, a third-party or will they wish to be dispatched by Cibola County (CRCC) directly? The Proposer must provide a detailed explanation of how they will interface with the public safety answering points in the City of Grants. If an emergency medical dispatching program is used, provide that information as well.
6. **Operations**

Description of all service areas currently or previously services, within the most recent five (5) years. Any areas that are similar to the City of Grants should be noted as such. Provide overview information of these operations.
7. **Quality of Patient Care**

Describe your quality of assurance/ quality improvement programs and with information about how these are administered and by whom. Provide details about patient care related metrics, benchmarks, and performance. Provide information about any related statistics at the national level.
8. **Rate Structure**

Describe patient rate structure and administration of billing programs. Describe the rate setting policy and review process. Provide detailed information about financial hardship programs, if utilized.
9. **Community Involvement**

Describe community activities that your organization is actively involved with and/or that you would envision being a part of in Grants.
10. **Hospital Relationships**

Provide information about relationships and integration with the Grants Cibola General Hospital and other hospitals in the surrounding region.
11. **Financial Stability**

The Proposer shall provide evidence that clearly documents the financial history of the organization. All financial information should be reported for the operational unit responsible for the proposal. If the organization is a multi-site operator, joint venture, or subsidiary operation, it may report consolidated financial information provided that a letter guaranteeing the Proposer's performance with the full faith and credit of the parent organization is included with the financial data and is signed by an official with the authority to bind the parent organization. The provider will also provide and document the following:

 - Enough capital to provide for the implementations and start-up of the contract
 - Financial reserves or net worth sufficient to sustain the operation in case the Proposer has incorrectly estimated expenses or profits from the operation
 - Any facts, issues, or potential event that may have a material bearing on the financial condition, solvency, or credit worthiness of the organization. These should include any material contingent liabilities or uninsured potential losses.

12. References

The Proposer will provide references, which will include those that can attest to existing contracts, quality of patient care, community involvement and relationships with hospitals and clinics.

13. Transition

The Proposer will provide a timeline and plan for transition of services from our current Ambulance provider to the successful Contractor. The response should include a proposed timeline that allows contractual service to begin on date to be determined and should include any pertinent information and details that the City should consider and/or plan for.

B. Minimum Service Requirements

It is the intention of the City that the successful Proposer would contractually agree to the minimum requirements as described below; it is likely that these requirements would subsequently be incorporated into a service contract. As part of the RFP submittal, the Proposer will affirm their commitment to meeting (or exceeding) minimum requirements and describe any pertinent information relative to the minimum requirements.

1. Licensing

The Ambulance Company will be New Mexico licensed ambulance provider able to provide part-time paramedic level advanced life support (ALS) ambulance transport services for 9-1-1 incidents and full-time basic life support (BLS). As such the Contractor will adhere to all applicable Federal and State regulations. Provide a copy of current Public Regulatory Commission Licensure, (PRC)

2. Dispatching Services

The Contractor will be financially and functionally responsible for dispatching service whether it is provided by its own organization, a third-party provider, or the county dispatch centers. The Proposer will be able to work with the Cibola County dispatch centers to ensure that calls-for service is either dispatched directly to the Proposer's ambulances or transferred to the Proposer's dispatch center.

3. Staffing

The Contractor will provide staffing and resources to ensure pre-scheduled availability to respond to 9-1-1 emergency incidents within the service area at all times, including weekends, holidays, and overnight shifts. Barring any disaster or catastrophic incident, a paramedic staffed ambulance should be available in, or near the City, ready to respond to calls-for-service, at least 90% of the time. The Proposer should provide details about staffing and deployment for service to the City of Grants.

4. Advanced Life Support

The Contractor will staff at least one EMT-P for fifty percent (50%) of all calls.

5. Concurrent Incidents

The Contractor can respond simultaneously to at least two concurrent ambulance incidents, with two different ambulances, within the contracted service areas. The City would like to have two (2) staffed ambulances on duty at all times within the City of Grants. Each ambulance should be prepared with a gurney, medical bag and monitor, blood pressure gauges, stethoscopes,

thermometers, medical tapes, flashlights, blankets, pulse oximeter, suction apparatus with regulator and other such equipment that makes it fully functional at each scene.

6. Reports

The Contractor will provide performance reports and related metric information to the City on a recurring schedule, to be agreed upon by the Contractor and the City. The contractor will also agree to have monthly meetings with the Fire and Rescue staff and the administration to discuss problems and or methodology to make the operation smoother and more beneficial for the proposer as well as the City.

7. Protocols

The Contractor will ensure that appropriate policies and protocols are in place to:

- Provide clinically appropriate care as required by New Mexico Department of Health standards
- Ensure equal access to emergency treatment and transport for all community members regardless of their ability to pay
- Ensure transport to the closest appropriate medical facility, as determined by Physician or protocol, regardless of healthcare system affiliation.
- Provide clinically appropriate care and transport City of Grants employees as a part of the contract.

8. Interfacility Transfers

The Contractor will ensure that interfacility transfers do not interfere with an ambulance service to meet the obligation to the City for 9-1-1 ambulance services.

9. Response Times

The Contractor will meet or exceed contractual response time requirements. Contractual response time requirements being at the point that the Contractor's dispatch center received the call-for service until the point that a fully staffed ambulance arrives on the scene. The Proposer should provide proposed 90th percentile response time requirements for consideration by the City. The City would require a contractual commitment to response times that is at least the same as, or better than, response times achieved by Grants Fire and Rescue.

The Proposer may differentiate response call requirements based on different geographical portions of the service area, and for different types of calls based upon priority dispatching. However, the ambulance service base of operations must be located in the City of Grants.

The response to the RFP should provide details about daily staffing and deployment in terms of meeting this requirement.

10. Special Event Standby Ambulances

The Contractor can provide, as needed, a standby ambulance and/or other related standby resources to official City or Chamber of Commerce events, as part of this contract.

11. Contract Term

The contract will likely be for an initial 1-year term with renewal options built in. The Proposer should be willing to commit to an initial contract term that is at least five years. The City is

willing to consider a longer initial contract term if there is cause, or incentive, to do so. The Proposer should provide recommended contract terms for consideration and any pertinent details and/or variables to consider regarding a longer initial contract term.

12. Billing and Collections

The Contractor will be solely responsible for patient billing and collection services

13. Patient Rates

The Contractor will submit the patient rate structure to the City on an annual basis for review. The Contractor will notify the City at least sixty (60) days prior to any proposed rate increase. In response to the RFP, the Proposer will include a proposed patient rate structure. City of Grants Employees will be transported without cost to them as part of the contracted service.

14. Medical Director

The Contractor will be solely functionally and financially responsible for providing a Medical Director as required by New Mexico State Statute.

15. Non-Discrimination

The Contractor will make ambulance services available to members of the community without regard to race, color, creed, religion, national origin, gender, age, disability, public assistance status, sexual orientation, except as may be necessary as a genuine requirement of a specific service.

The Contractor will comply with employment practices whereby no applicant for employment or employee hired shall be discriminated against with respect to that person's hire, tenure, compensation, terms, upgrading conditions, facilities, or privileges of employment by reason of race, color, creed, religion, national origin, age, gender, disability, public assistance status, or sexual orientation, except as may be based upon genuine occupational qualifications.

16. Insurance

The Contractor shall furnish and maintain during the project such public liability and property damage insurance shall protect the Contractor and any subcontractors performing work covered by this contract from claims for damages by Worker's Compensation Statute, and from claims for property damages or other personal injury which may arise from operations under this contract, whether such operations are by Contractor or by any subcontractor or anyone directly or indirectly employed by either of them, and the amounts of such insurance shall be as follows:

- Workers' Compensation → as provided in applicable law
- Employer's Liability → as provided in applicable law
- Comprehensive Public Liability- Personal Injury → \$1,000,000.00
- Comprehensive Public Liability- Property Damage → \$1,000,000.00
- Comprehensive Automobile Insurance- Personal Injury → \$1,000,000.00
- Comprehensive Automobile Insurance- Property Damage → \$1,000,000.00

The successful Proposer must submit, prior to awarding of a contract, evidence of insurability in the amounts provided above.

17. Indemnification

The Contractor shall indemnify and save the City of Grants, its officers, affiliates, and employees from any and all claims, suits, losses, damages, sustained and caused by an act, omission, neglect, or misconduct of said Contractor.

C. Preferences

The Proposer should indicate if they can meet or fulfill the additional preferred criteria, as follows:

The Contractor would be able to demonstrate the highest standards of patient care and high-quality outcomes through comprehensive quality assurance and/ or quality improvement initiatives.

The Contractor can make special event ambulance standby coverage available to individuals, groups, organizations, or entities within the service area. The City would not be party to such arrangement and the terms of the coverage would be for the Contractor to establish with the event organizer(s).

The Contractor would be interested, willing, and able to provide ambulance services to those other municipalities currently receiving ambulance services from the contracted Ambulance provider.

Neighboring Townships

The Proposer should indicate that they are interested and willing to provide ambulance services to the neighboring Town and Villages that are currently serviced by the Grants contractor.

This service has been provided from the current Ambulance facility at 1213 Peel Street as part of the regular daily staffing and response plan. This property is not owned by the City and any use of this facility would have to be negotiated with the current owners. The use of the Peel address is for reference purposes only.

Ideally, the general terms and requirements for any subsequent contract for ambulance services by the City of Grants could extend to these Townships for their consideration. It is understood that response time expectations may need to be modified given the rural nature of portions of these townships and their distance from 1213 Peel Street if chosen to house ambulance service.

In response to this RFP, the Proposer is asked to confirm that they are interested in being considered to provide similar services to these Townships. The Proposer should include any pertinent details or information regarding service to these Townships. The Proposer should indicate if service to the Townships will require additional staffing and/or resources and provide details on any financial related impacts.

Alternatives to Consider

The Proposer may provide alternative ideas or considerations for the City to consider regarding the base contract for ambulance Services.

V. Pricing Submission

The Proposer is asked to provide pricing information for the following scenario:

REQUEST FOR PROPOSALS: FY 2024 Ambulance

A. Ambulance Services for the Entire Grants Ambulance Service area.

- Would there be a direct cost for the Provision of ambulance services within the service area?

This includes services to the aforementioned Townships, and the daily staffing of at least one ambulance in the City of Grants.

- If so, what are the anticipated yearly costs?

The Proposer should provide any background on assumptions or service delivery that they deem pertinent.

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