



**NOTICE - CITY OF NOVI
REQUEST FOR PROPOSALS**

EMERGENCY MEDICAL SERVICES

The City of Novi will receive sealed proposals for **Emergency Medical Services** according to the specifications of the City of Novi.

A mandatory pre-proposal meeting will be held Thursday, October 12, 2017, at 10:00 A.M. at the Novi Civic Center, 45175 Ten Mile Rd., Novi, MI 48375.

Sealed proposals will be received until **2:00 P.M.** prevailing Eastern Time, **Thursday, October 26, 2017** at which time proposals will be opened and read. Proposals shall be addressed as follows and delivered to:

**CITY OF NOVI
CITY CLERK'S OFFICE**
45175 Ten Mile Rd.
Novi, MI 48375-3024

OUTSIDE OF MAILING ENVELOPES/PACKAGES MUST BE PLAINLY MARKED "**EMERGENCY MEDICAL SERVICES RFP**" AND MUST BEAR THE NAME OF THE PROPOSER.

The City reserves the right to accept any or all alternative proposals and award the contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City.

Sue Morianti
Purchasing Manager

Notice dated: October 5, 2017

NOTICE TO PROPOSERS:

The City of Novi officially distributes RFP documents through the Michigan Intergovernmental Trade Network (MITN). **Copies of RFP documents obtained from any other source are not considered official copies.** The City of Novi cannot guarantee the accuracy of any information not obtained from the MITN website and is not responsible for any errors contained by any information received from alternate sources. Only those vendors who obtain RFP documents from the MITN system are guaranteed access to receive addendum information, if such information is issued. If you obtained this document from a source other than the source indicated, it is recommended that you register on the MITN site, www.mitn.info and obtain an official copy.



CITY OF NOVI
EMERGENCY MEDICAL SERVICES
INSTRUCTIONS TO PROPOSERS

This RFP is issued by the Purchasing Office of the City of Novi.

IMPORTANT DATES

RFP Issue Date	October 5, 2017
Mandatory Pre-proposal Meeting	Thursday, October 12, 2017 at 10:00 A.M. Novi Civic Center 45175 Ten Mile Rd. Novi, MI 48375
Last Date for Questions	Thursday, October 19, 2017 by 12:00 P.M. Submit questions via email to: Sue Morianti, Purchasing Manager smorianti@cityofnovi.org
Response Due Date	Thursday, October 26, 2017 by 2:00 P.M.
Potential Interview Dates	November 27, 2017 at 6 P.M.
Anticipated Award Date	December 4, 2017
Anticipated Effective Date of Contract	January 22, 2018

QUESTIONS

Please email all questions to the staff member listed above. Please write the name of the RFP in the subject line. If you write anything else in the subject line, your email may be deleted as spam.

PROPOSAL SUBMITTALS

Provide **eight (8)** copies (total) of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL, **six (6)** copies of the original proposal, clearly marked as COPY, and **one (1)** digital copy of your proposal on a CD or flash drive. Original proposal may be clipped but should not be stapled or bound. Copies may be stapled and bound. The original and copies should be identical, excluding the obvious difference in labeling. No other distribution of the proposal will be made by the Contractor. Proposal must be signed by an official authorized to bind the Contractor to its provisions.

FAILURE TO SUBMIT PRICING ON THE PROPOSAL FORM PROVIDED BY THE CITY OF NOVI MAY CAUSE THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND INELIGIBLE FOR AWARD.

CHANGES TO THE RFP/ADDENDUM

Should any prospective Proposer be in doubt as to the true meaning of any portion of the Request for Proposal, or should the Proposer find any patent ambiguity, inconsistency, or omission therein, the Proposer shall make a written request (via email) for official interpretation or correction. Such request shall be submitted to the specified person by the date listed above. The individual making the request shall be held responsible for its prompt delivery.

Such interpretation or correction, as well as any additional RFP provisions that the City may decide to include, will be made as an addendum, which will be posted on the MITN website at www.mitn.info. Any addendum issued by the City shall become part of the RFP and shall be taken into account by each proposer in preparing their proposal. Only written addenda are binding. It is the Proposer's responsibility to be sure they have obtained all addenda. Receipt of all addenda must be acknowledged on proposal form.

SUBMISSION OF PROPOSALS

Proposals must be submitted in a sealed envelope. Outside of mailing envelope must be labeled with name of contractor and name of RFP. Failure to do so may result in a premature opening or failure to open such proposal.

To be considered, sealed proposals must arrive at the Novi City Clerk's Office, on or before the specified time and date. There will be no exceptions to this requirement. Proposal is considered received when in the possession of the City Clerk. Contractors mailing proposals should allow ample time to ensure the timely delivery of their proposal. Proposals received after the closing date and time will not be accepted or considered. Faxed, emailed, or telephone proposals are not acceptable. The City of Novi shall not be held responsible for lost or misdirected proposals. The City reserves the right to postpone an RFP opening for its own convenience.

Proposals must be clearly prepared and legible and must be signed by an Authorized Representative of the submitting Company on the enclosed form. Proposals must show unit and total prices. **ANY CHANGES MADE ON PROPOSAL FORMS MUST BE INITIALED OR YOUR PROPOSAL MAY BE CONSIDERED NON-RESPONSIVE.**

A proposal may be withdrawn by giving written notice to the Purchasing Manager before the stated due date/closing time. After the stated closing time, the proposal may not be withdrawn or canceled for a period of One Hundred and Twenty (120) days from closing time.

Proposers are expected to examine all specifications and instructions. Failure to do so will be at the proposer's risk.

Failure to include in the proposal all information requested may be cause for rejection of the proposal.

Any samples, CDs, DVDs or any other items submitted with your proposal will not be returned to the contractor.

No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the City Novi upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the City.

USE OF THE CITY OF NOVI LOGO IN YOUR PROPOSAL IS PROHIBITED.

RESPONSIVE PROPOSALS

All pages and the information requested herein shall be furnished completely in compliance with instructions. The manner and format of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Unit prices shall be submitted if space is provided on proposal form. In cases of mistakes in extension, the unit price shall govern. Accordingly, the City reserves the right to declare as non-responsive, and reject an incomplete proposal if material information requested is not furnished, or where indirect or incomplete answers or information is not provided.

EXCEPTIONS

The City will not accept changes or exceptions to the RFP documents/specifications unless Contractor indicates the change or exception in the "Exceptions" section of the proposal form. If Contractor neglects to make the notation on the proposal form but writes it somewhere else within the RFP documents and is awarded the contract, the change or exception will not be included as part of the contract. The original terms, conditions and specifications of the RFP documents will be applicable during the term of the contract.

CONTRACT AWARD

The contract that will be entered into will be that which is most advantageous to the City, prices and other factors considered. The City reserves the right to accept any or all alternative proposals and to award the contract to other than the lowest proposer, waive any irregularities or informalities or both, to reject any or all proposals, and in general, to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interests of the City.

After contract award, notification will be posted on the MITN website at www.mitn.info.

SELECTION PROCESS

This document is a Request for Proposals. It differs from an Invitation to Bid in that the City is seeking a solution as described herein, and not a bid meeting firm specifications for the lowest price. As such the lowest price will not guarantee an award recommendation. Competitive sealed proposals will be evaluated based on criteria formulated around the most important features of the service, of which qualifications, experience, capacity and methodology, may be overriding factors, and price may not be determinative in the issuance of a contract or award. The proposal evaluation criteria should be viewed as standards that measure how well a contractor's approach meets the desired requirements of the city. Those criteria that will be used and considered in evaluation for award are set forth in this document. The City will thoroughly review all proposals received. A contract will be awarded to a qualified contractor submitting the best proposal.

EVALUATION

The City reserves the right to require proposers to meet all specified requirements. The initial pass/fail evaluation will be made by City representatives.

A team of staff members will evaluate targeted items of the proposals to determine the best level of service to be provided.

The evaluation and award of this proposal shall be a combination of factors including, but not limited to, professional competence, references, and the correlation of the proposal submitted to the needs of the City and any other factors considered to be in the best interest of the City.

The City reserves the right to award the proposal to one master contract provider who can provide the highest level of service at the lowest cost to the City. The City reserves the right to reject proposals which contain major deviations from specified requirements; to accept a proposal which has only minor deviations from specified requirements.

AWARD

Prices quoted shall remain firm for One Hundred Twenty (120) days or proposal award, whichever comes first except the successful provider whose prices shall remain firm for the entire contract period.

The contract shall commence within 45 days of the City's award date. The 45 day interval shall be used by the successful provider as the "start-up" period. The City and the recommended service provider will mutually agree upon the exact date.

GENERAL CONDITIONS

TAX EXEMPT STATUS

It is understood that the City is a governmental unit, and as such, is exempt from the payment of all Michigan State Sales and Federal Excise taxes. Do not include such taxes in the proposal prices. The City will furnish the successful proposer with tax exemption certificates when requested.

TRANSFER OF CONTRACT/SUBCONTRACTING

The successful proposer will be prohibited from assigning, transferring, converting or otherwise disposing of the contract agreement to any other person, company or corporation without the expressed written consent of the City. Any subcontractor, so approved, shall be bound by the terms and conditions of the contract. The contractor shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the City for such acts or omissions.

CONTRACT RENEWAL

No contract shall be automatically renewed at the end of any contract term.

NON-DISCRIMINATION

In the hiring of employees for the performance of work under this contract, neither the contractor, subcontractor, nor any person acting in their behalf shall by reason of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status discriminate against any person qualified to perform the work required in the execution of the contract.

ACCEPTANCE OF PROPOSAL CONTENT

Should a contract ensue, the contents of the proposal of the successful Proposer may become contractual obligations. Failure of a contractor to accept these obligations may result in cancellation of the award.

DISCLOSURE

All documents, specifications, and correspondence submitted to the City of Novi become the property of the City of Novi and are subject to disclosure under the provisions of Public Act No. 442 of 1976 known as the "Freedom of Information Act". This Act also provides for the complete disclosure of contracts and attachments hereto. This means that any informational material submitted as part of this RFP is available without redaction to any individual or organization upon request.

ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straightforward and concise description of the contractor's ability to meet the requirements of the RFP. Emphasis should be on completeness and clarity of content. Included in the response must be a point by point response to the Requirements and other sections of the RFP.

The City is not liable for any costs incurred by proposers prior to issuance of a contract.

MATERIAL SAFETY DATA SHEETS (MSDS)

All City purchases require a Material Safety Data Sheet, ("MSDS"), where applicable, in compliance with MIOSHA "Right To Know" law. The MSDS must include the following information:

1. The chemical name and the common name of the toxic substance.
2. The hazards or other risks in the use of the toxic substance, including:
 - a) The potential for fire, explosion, corrosive, and reactivity;
 - b) The known acute and chronic health effects of risks from exposure, including the medical conditions which are generally recognized as being aggravated by exposure to the toxic substance; and
 - c) The primary routes of entry and symptoms of overexposure.
3. The proper precautions, handling practices, necessary personal protective equipment, and other safety precautions in the use of or exposure to the toxic substances, including appropriate emergency treatment in case of overexposure.
4. The emergency procedure for spills, fire, disposal, and first aid.
5. A description in lay terms of the known specific potential health risks posed by the toxic substance intended to alert any person reading this information.
6. The year and month, if available, that the information was compiled and the name, address, and emergency telephone number of the manufacturer responsible for preparing the information.

INDEPENDENT PRICE DETERMINATION

By submission of a proposal, the proposer certifies, and in case of a joint proposal, each party hereto certifies as to its own organization, that in connection with the proposal:

- (a) The prices in the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any other Competitor; and
- (b) No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

Each person signing the proposal certifies that:

- (c) He is the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal and that he has not participated and will not participate in any action contrary to (a) and (b) above; or
- (d) He is not the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal but that he has been authorized in writing to act as agent for the persons responsible for such decisions in verifying that such persons have not participated, and will not participate, in any action contrary to (a) and (b) above, and that as their agent, does hereby so certify; and that he has not participated, and will not participate in any action contrary to (a) and (b) above.

A proposal will not be considered for award if the sense of the statements required in the proposal has been altered so as to delete or modify the above.



CITY OF NOVI
EMERGENCY MEDICAL SERVICES
SPECIFICATIONS

SECTION I: OVERVIEW

Anticipated Services: The City of Novi is soliciting proposals from qualified providers for the provision of advanced life support ambulance and related services for the City of Novi. Proposals shall encompass, at a minimum, advanced life support ambulance service for the City.

Explanation of Proposal Alternates:

Alternate 1 - Seven and one-half (7.5) minute response time

The Company will provide three (3) ambulances at all times, dedicated for service within, and located within, the City of Novi limits at all times. **The Company guarantees Priority I service, emergency response by an ALS ambulance in seven and one-half (7.5) minutes or less 90% of the time**, twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year **for the City of Novi**. Except for extenuating circumstances, no response (Priority I) shall exceed twelve (12) minutes. Response time to non-emergency (Priority 3), or downgraded calls, shall be less than twelve (12) minutes, 90% of the time and shall not exceed fifteen (15) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this Agreement.

Alternate 2 – Seven (7) minute response time

The Company will provide three (3) ambulances at all times, dedicated for service within, and located within, the City of Novi limits at all times. **The Company guarantees Priority I service, emergency response by an ALS ambulance in seven minutes or less 90% of the time**, twenty-four (24) hours a day, seven (7) days a week, three-hundred sixty-five (365) days a year **for the City of Novi**. Except for extenuating circumstances, no response (Priority I) shall exceed ten (10) minutes. Response time to non-emergency (Priority 3), or downgraded calls, shall be less than ten (10) minutes, 90% of the time and shall not exceed twelve (12) minutes, except for extenuating circumstances. The Company shall notify the City within five (5) business days, in writing, of those responses that exceed the parameters of this Agreement.

Definitions: Priority 1 and Priority 3 definitions can be found in Oakland County Medical Control Authority Policy.

Contract: A sample contract is included as part of these specifications. It may be necessary to modify some language regarding the number of ambulances and the associated response times depending upon which Alternate is chosen by the City.

Contract Term: It is the intent of the City of Novi to enter into a contract with the provider that can provide the highest level of service at the lowest cost to the municipality. The contract award shall be for a period of two (2) years with an option to renew for an additional three (3) years in one (1) year increments. **The proposal shall include an implementation schedule, which shall not exceed 45 days after award of contract.**

Contract Termination: The City may terminate this Agreement without cause and for any reason by providing written notice to the other party **ninety (90)** days prior to the date of termination.

Desired System: The desired system will consist of advanced life support ambulances for transportation that will be assigned to and operate from the City. In order to assure continuity of care, it is anticipated that one provider will be chosen to provide advanced life support ambulance service.

Historical Call Volume: Historical Call Volumes (emergency & non-emergencies) will be provided at the mandatory pre-bid meeting.

Other Considerations: The successful provider **may** use a portion of the building located at 25804 Beck Road, known as Old Fire Station #4 for a monthly cost of \$1,000 per month plus utilities. The provider shall service the snow removal. The provider shall pay any damages to the property that is caused by the Company. Provider may use the vehicle bay area and the interior living area of the building. All use is subject to the terms and conditions as outlined in the attached contract.

The successful provider may use designated space within the City of Novi's current Fire Station No. 3, located at 42785 Nine Mile Road. Provider may have temporary access to a designated area within the vehicle bay and the interior living areas at night and on weekends when the building is not staffed by City fire personnel. All use is subject to the terms and conditions as outlined in the attached contract. These locations will be available for a walk-through on the date of the Pre-Proposal Meeting.

SECTION II: OPERATIONAL REQUIREMENTS – AMBULANCE SERVICE

The following are the operation requirements for the ambulance service component of the system.

The proposal response must include an answer to each individual item below. Your response should be concise and complete and use the lettering system & section title

as provided. The City reserves the right to eliminate from consideration any proposal incomplete or not organized as required.

- A. Response time** – The City standard will be seven and one-half (7.5) minutes for 90% of Priority 1 responses or seven (7) minutes for 90% of Priority 1 responses depending upon the Alternate that is chosen.

Response time criteria shall not apply to incidents that are dispatched as non-emergency (Priority 3) or downgraded to non-emergency prior to the arrival of the ambulance. There shall also be consideration given for area wide weather emergencies including but not limited to: snowstorms, ice storms, high winds, etc.

- B. Deployment plan** – The provider shall include in its initial proposal a proposed deployment plan for each Alternate, indicating the number of units required to meet the response time standard and the backfill (move up) strategy. The deployment plan shall specify the required unit coverage by hour and day of the week. A data prediction for service to incorporate into the deployment model is preferred.
- C. Licensure** – The provider's service area, vehicles, and personnel shall be appropriately licensed including those specifically required by the Michigan Department of Consumer and Industry Services. **A copy of your company's State of Michigan license to provide services in Michigan is required.**
- D. Advanced Life Support** – All ambulances utilized by the provider shall be capable of providing advanced life support in accordance with the Oakland County Medical Control Authority and Health Emergency Medical Services, Inc.
- E. Vehicles** – Providers shall include in their proposal the specific information for the vehicles they propose to utilize including age, type, and mileage. All vehicles shall be maintained in safe operating condition. Vehicle chassis over 5 years old are not acceptable. Maintenance logs shall be maintained for each vehicle and be available for inspection. Providers shall indicate what preventative maintenance programs are in place and shall indicate the number of "critical vehicle failures" per 100,000 miles driven for the last three years. Providers shall include the procedure their company uses to maintain and repair their vehicles including how, when, and where the vehicles are serviced.
- F. Reports** – Response time summaries, by participating entity and by other geographic zones as may be designated, including the listing of all response time exceptions, shall be reported at least monthly. These reports shall include: compliance with response time standards in a format prescribed by the City including the ability to sort by entity, and other geographic zones as may be designated; incidents of unit breakdowns, listing of calls referred to other agencies, "Level-O" time, mutual aid response times, call downgrades and other reports used to determine contract compliance. These reports may vary from month to month depending on specific issues that need to be addressed. In addition to hard copies as required, data shall be submitted to the City in primarily electronic

format. The provider shall also submit required information to the City in a manner and format prescribed by the City (i.e. compatibility with an information system prescribed by the City). Non-compliance with this provision will be subject to contract termination based upon the 90 day notice provision.

- G. Monthly meetings** – A supervisory member of the provider's staff shall participate in a monthly in-person meeting with the Director of EMS/Fire Operations or designee to assess the effectiveness of the program and jointly review and address any issues or concerns.
- H. Personnel** – The provider shall perform a CCH (Complete Criminal History) on all of its Paramedics and Emergency Medical Technicians. Employees with a conviction for Criminal Sexual Conduct (CSC) or violation of the Controlled Substances Act shall not be allowed to work in the City area. Employees with a conviction for theft or larceny within the last five (5) years shall not be allowed to work in the City area.

The provider shall perform a Complete Driving History on all of its Paramedics and Emergency Medical Technicians in the beginning of the contract and continually through the engagement period, in advance of any new employee working in the City. Employees with two or more convictions for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Intoxicated (OWI), Operating While Visibly Impaired (OWVI), Operating While Under the Influence of Narcotic (OUIN), or any two or more convictions of any combination thereof, shall not be allowed to work in this area. Employees with a conviction for Operating Under Influence of Liquor (OUIL), Unlawful Blood Alcohol Level (UBAL), Operating While Intoxicated, Operating While Visibly Impaired (OWVI), Operating While Under the Influence of Narcotic (OUIN), in the last five years shall not work in this area.

The provider shall indicate how personnel are screened for motor vehicle operator records and what additional criteria are used for qualification and/or disqualification in the screening. All vehicle operators shall be required to attend a nationally recognized driver training program.

The provider shall notify the Oakland County Medical Control Board, Health Emergency Medical Services, Inc. and the State Division of Emergency Medical Services if any of its Paramedics or Emergency Medical Technicians are criminally charged with any felony, or terminated from employment for any narcotic larceny or narcotic/alcohol use problem.

The provider shall agree to remove for cause an employee from the City operating area upon written request of the fire or police chief of one of the City member communities.

- I. Drug Testing** – The provider shall have a random and probable cause drug testing program for all personnel operating in the City area.

- J. **Quality Assurance Program** – The provider shall provide a description of the quality assurance program in place to continually assess the quality of treatment by EMS personnel.
- K. **Complaint Resolution** – In the event a complaint arises over the provision of emergency medical care, the procedure shall be as follows:
- (1) The complaint shall be referred to the City staff for investigation and review.
 - (2) In the event the complaint is not resolved, it shall be referred to the Quality Improvement committee of the Oakland County Medical Control Authority.
- L. **Incident Command System** – The provider shall provide training on at least an annual basis for ambulance personnel operating in the City area on their role and responsibilities within the framework of the Incident Command System.
- M. **Hazardous Materials Training** – All ambulance personnel shall be trained to the hazmat first responder awareness level as designated by the Michigan Firefighters Training Council. The provider shall submit documentation of this training.
- N. **Insurance** - A certificate of insurance naming the City as an additional insured must be provided by the successful proposer prior to commencement of work. A current certificate of insurance meeting the requirements as specified in the attached Agreement is to be provided to the City and remain in force during the entire contract period.

The cost of the additional insurance coverage must be included in the prices quoted for the services to be provided. No additional cost for insurance will be accepted by the City.

A Certificate of Insurance on an ACORD Form showing present coverage must be included with your proposal.

PLEASE HAVE YOUR INSURANCE COMPANY VERIFY BY MEANS OF A LETTER THAT YOUR COMPANY WILL MEET INSURANCE SPECIFICATIONS IF AWARDED A CONTRACT. YOUR COMPANY SHOULD SUBMIT THIS LETTER WITH YOUR PROPOSAL DOCUMENT.

Failure on the part of any proposer to contact his/her insurance carrier to verify that the insurance carried by the proposer meets City specifications may result in this proposal being completed incorrectly.

All coverage shall be with insurance carriers licensed and admitted to do business in Michigan and acceptable to the City.

The "Service Provider" does warrant that by signing the proposal document, the "additional insured endorsement" will be included in the insurance coverage supplied to the City as part of the specified requirements.

- O. **Resource for Public Safety Agency Training** – The provider shall serve as a resource for EMS training for the fire and police departments of the City. This shall include MFR, EMT, CPR, first aid, and other related training.
- P. **Mutual Aid and Mass Casualty Preparedness** – The provider shall submit a mutual aid resource plan showing the average number of Advanced ambulances that could be provided for **a back to back or multi-casualty incident, life-threatening disaster, or major emergency as determined by the City**. This shall include typical response times based on average activity. The plan should include contingency planning for multiple back-to-back-incidents across the City's geographic area.
- Q. **Incident Standby** – The provider shall provide ambulance units as requested to standby at the scenes of fires, hazardous materials incidents, and fire training incidents as requested. These units shall not leave the incident unless released by the incident commander. The ambulance units shall assist in medical evaluation of emergency personnel as required.
- R. **Communications** – The Advanced Life Support ambulances shall be equipped with mobile and portable communications equipment allowing them to communicate with; provider's dispatch, local medical first responder, and fire units. The providers shall indicate what backup systems exist to facilitate dispatch communications in the event of a failure of the primary radio transmitter. Oakland County is currently using the County 800 MHz radio system for ALS units to hospital communications. The Company will provide five (5) alpha-numeric pagers or other alternative method to the City to communicate "priority" or "non-priority" status.

The Company will provide the City's Communication Center with access to Automatic Vehicle Locator (AVL) Systems to track their ambulances. Global Positioning System (GPS) Technology will increase accountability and promote greater awareness of the level of service provided by service areas throughout the City. The AVL systems may be used to review vehicle positioning histories, identify locations of existing assets to improve dispatch efficiency, monitor appropriate vehicle usage, and report vehicle movements to pass on information to our Public Safety Team. The AVL technology will be used to improve the efficiency of emergency medical service delivery in the City.

- S. **Recording Capability** – The provider shall record all telephone and radio communications and retain the recordings for a minimum of one year.
- T. **E-911 Interface** – The provider shall operate an Enhanced 911 (E-911) secondary PSAP capable of interfacing with all of the E-911 systems utilized by the City to allow the transfer of E-911 calls including ANI/ALI information to minimize the time required to initiate a response.
- U. **Emergency Medical Dispatch** – The provider shall utilize a nationally accepted telephone triage system and all dispatch personnel shall be certified in the

program in use. Dispatchers shall provide pre-arrival emergency care instructions to the calling party when appropriate.

- V. Blood Borne Pathogen Decontamination Facility** – The provider shall make available a decontamination facility for City police and fire personnel. This facility may be located at the provider's location and shall provide shower and laundry equipment in compliance with the applicable requirements. This facility shall be available on a 24 hour – 7 day a week basis with a 15 minute advance notification. Proposers shall specify the location and capability of their contamination facility.
- W. Disposal of Bio-Hazard Contaminated Waste** – The provider shall provide disposal service for any contaminated materials generated by the police or fire departments. Waste will be bagged and tagged with appropriate labels by City personnel and forwarded to the provider for disposal.
- X. Base of Operations** – The provider shall identify the location(s) which are to serve as the base of operations for this program, including dispatch, administration, and fleet maintenance.
- Y. Restocking of Medical Supplies** – The provider shall provide a plan for restocking expendable medical supplies utilized by medical first responders that complies with Medicare/Medicaid reimbursement regulations and guidelines.
- Z. Charges** – The provider shall specify what ambulance user charges are to be assessed and include a current schedule of charges. The City shall not be billed, nor will they be financially responsible for medical services rendered by the provider. A request for increased rates must be made at least thirty (30) days prior to the proposal effective date of the rate change.
- AA. Staffing Coverage** – Deployment plans specifying staffing coverage to meet the performance requirements for advanced life support (ALS) ambulance shall be included in the proposal.
- BB. Novi Police Department Requested Blood Draws** – The service provider will provide this service upon request by the Novi Police Department. The cost for this service will be paid by the Police Department. Service provider will provide a cost on the Fee Proposal Form.

EMS TRAINING/MATERIALS

As a specified requirement, the service provider shall serve as a resource for EMS training of City employees. The provider will be able to pass the cost of mandated instructor fees, course cost, books and training materials to the City.

CONTRACT CANCELLATION DUE TO POOR PERFORMANCE

Due to the emergency nature of the services to be provided, and in the event that the service provider does not or cannot perform to mutually decided criteria, the City reserves the right, at their sole discretion, to cancel the contract and/or employ as

necessary other companies or additional companies and/or municipal personnel as necessary.

FINANCIAL REPORT

The City, at their discretion, may require the service provider to supply a Financial Report from an impartial Financial Credit Reporting Service before award of contract.



CITY OF NOVI
EMERGENCY MEDICAL SERVICES
FEE PROPOSAL FORM

We the undersigned, as proposer, propose to furnish to the City of Novi according to the specifications, terms, conditions and instructions attached hereto and made a part thereof:

ADVANCED LIFE SUPPORT/AMBULANCE/PARAMEDIC

Prices listed will be the **monthly subsidy** required by the service provider to maintain the required service level at the response time indicated.

ALTERNATE #1 –Required Response Time Standard: 7 minutes 30 seconds for 90% of Priority 1 Service

Initial Contract	Number of Ambulances Proposed	Cost per month
Year 1		\$
Year 2		\$
Renewal Options		
Year 3		\$
Year 4		\$
Year 5		\$

ALTERNATE #2 – Required Response Time Standard: 7 minutes 00 seconds for 90% of Priority 1 Service

Initial Contract	Number of Ambulances Proposed	Cost per month
Year 1		\$
Year 2		\$
Renewal Options		
Year 3		\$

Year 4		\$
Year 5		\$

ADDITIONAL CHARGES:

Description	Fee
Novi Police Department Requested Blood Draws	\$

IMPORTANT: The service provider must include an *Ambulance User Charge Schedule* with their proposal document to be considered for award.

Does the Company plan to utilize the two City of Novi facilities (25804 Beck Road and 42785 Nine Mile Road)?

INSURANCE:

- ☐ We can meet the specified insurance requirements.
- ☐ We cannot meet the specified insurance requirements.
- ☐ We do not carry the specified limits but can obtain the additional insurance coverage.
- ☐ We have included the required copy of our current insurance certificate with our proposal submission.

REFERENCES:

Providers shall submit a complete reference list consisting of agencies to which your company has provided services similar to those requested by the City of Novi (attach and mark REFERENCES for identification). List the three largest clients (by volume of runs) below.

AGENCY:			
ADDRESS:			
PHONE:		CONTACT:	
	Ambulance Service: () Yes () No MFR: () Yes () No		

AGENCY:			
ADDRESS:			
PHONE:		CONTACT:	
	Ambulance Service: () Yes () No MFR: () Yes () No		

AGENCY:			
ADDRESS:			
PHONE:		CONTACT:	
	Ambulance Service: () Yes () No MFR: () Yes () No		

EXCEPTIONS TO SPECIFICATIONS (all exceptions must be noted here or included on an additional sheet:

COMMENTS: _____

We acknowledge receipt of the following Addenda: _____
(please list addenda numbers)

NON-IRAN LINKED BUSINESS:

By signing below, I certify and agree on behalf of myself and the company submitting this proposal the following: (1)that I am duly authorized to legally bind the company

submitting this proposal; and (2) that the company submitting this proposal is not an "Iran linked business," as that term is defined in Section 2(e) of the Iran Economic Sanctions Act, being Michigan Public Act No. 517 of 2012; and (3) That I and the company submitting this proposal will immediately comply with any further certifications or information submissions requested by the City in this regard.

THIS PROPOSAL SUBMITTED BY:

Company (Legal Registration) _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

Authorized Representative's Name _____

Authorized Representative's Title _____

Signature _____

E-mail _____

Date _____

HOLD HARMLESS CLAUSE

To the fullest extent permitted by law, the _____
(Name of service provider)

agrees to defend, pay in behalf of, indemnify and hold harmless the City of Novi, its City Council, all elected and appointed officials, employees, volunteers, and others working on behalf of the City of Novi against any and all claims, demands, suits, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed or recovered against or from the City of Novi, its elected and appointed officials, employees, volunteers or others working in behalf of the City of Novi members by reason of personal injury, including bodily injury and death and/or property damage, including loss of use thereof, which arises out of or is in any way connected or associated with this contract.

Signature of Authorized Representative _____