City of Rogers, Arkansas

City Hall

301 W. Chestnut Street

Rogers, AR 72756

Phone: 479.621.1117



RFP (REQUEST FOR PROPOSAL)

**REQUEST FOR PROPOSAL: RFP 20-01, Low Acuity and Back-Up Ambulance Services**

**DEADLINE:** **Friday August 28, 2020 before 2:00:00 PM, local time  
RFP DELIVERY LOCATION:** City Hall – 301 W. Chestnut St. Rogers, AR 72756

**CONTACT PERSON:** Tom Jenkins - Chief Rogers Fire Department, [tjenkins@rogersar.gov](file:///\\tegile4600\atty\John\Reviewed%20Agreements\tjenkins@rogersar.gov)

**DATE OF ISSUE AND ADVERTISEMENT:** Sunday, August 9, 2020

**REQUEST FOR PROPOSAL**

**RFP 20-01, Low Acuity and Back-Up Ambulance Services**

No late proposals shall be accepted. RFP’s shall be submitted in sealed envelopes labeled with the project number and name as well as the name and address of the firm.

All proposals shall be submitted in accordance with the attached City of Rogers’ specifications and bid documents attached hereto. Each Proposer is required to fill in every blank and shall supply all information requested; failure to do so may be used as basis of rejection. Any proposal or statement of qualification that violates or conflicts with state, local, or federal laws, ordinances, or policies will be rejected.

The undersigned hereby offers to furnish & deliver the articles or services as specified, at the prices & terms stated herein, and in strict accordance with the specifications and general conditions of submitting, all of which are made a part of this offer. This offer is not subject to withdrawal unless upon mutual written agreement by the Proposer/Bidder and City Purchasing Agent.

Name of Firm: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Zip: \_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**City of Rogers**

**RFP 20-01, Low Acuity and Back-Up Ambulance Services**

**Advertisement**

**City of Rogers, AR**

**Request for Proposal**

**RFP 20-01, Low Acuity and Back-Up Ambulance Services**

The City of Rogers, Arkansas, invites professional and qualified Ambulance Service Providers, who provide Advanced Life Support (ALS) and Basic Life Support (BLS) care to submit proposals for the City of Rogers’ low acuity and back-up ambulance services for a three (3) year contract(s) with an option for two additional three (3) year terms to total for a nine (9) year contract. The City of Rogers plans to award to a single Proposer in order to arrive at the best value and consistency for the City. The successful proposal will serve to provide ambulance service to low acuity calls that originate at the City’s 9-1-1 center and also provide back-up to the fire-based ambulance service provided by the city.

To be considered, proposals shall be received at the City Hall building, City Hall, 301 W. Chestnut St. Rogers, Arkansas 72756, by **Friday August 28, 2020 before 2:00:00 PM,** local time. No late submittals shall be accepted.

Project documents & addendums can be obtained by request from the City of Rogers via request from Tom Jenkins, City Fire Chief at [tjenkins@rogersar.gov](mailto:tjenkins@rogersar.gov) or (479)621-1179. The invitation to bid, notice of, and addenda issued will be made publicly available at <http://rogersar.gov/bids.aspx> . All questions regarding the process should be directed to Fire Chief Tom Jenkins.

Proposals submitted shall be qualified to do business and licensed in accordance with all applicable laws of the state and local governments where the project is located, specifically from the State Department of Health.

Pursuant to Ark. Code Ann. §22-9-203, the City of Rogers encourages all *qualified* small, minority and women business enterprises to bid on and receive contracts for goods, services, and construction. Also, City of Rogers encourages all general contractors to subcontract portions of their contract to *qualified* small, minority and women business enterprises.

The City of Rogers reserves the right to reject any or all proposals and to waive irregularities therein and all Proposers shall agree that such rejection shall be without liability on the part of the City of Rogers for any damage or claim brought by any Proposer because of such rejections, nor shall the Proposers seek any recourse of any kind against the City of Rogers because of such rejections. The filing of any Proposal in response to this invitation shall constitute an agreement of the Proposer to these conditions.

CITY OF ROGERS

By:     Jennifer Moore

Title:  Deputy City Clerk

Publish Dates: August 9, 2020 and August 16, 2020

**City of Rogers**

**RFP 17-01, Ambulance Services**

**Appendix**

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**City of Rogers**

**RFP 17-01, Low Acuity and Back-Up Ambulance Services**

**SECTION A: General Terms & Conditions**

1. **SUBMISSION OF A PROPOSAL SHALL INCLUDE:**

Each proposal shall contain the following at a minimum. Proposer must also address detailed requirements as specified in the Scope of Work.

* 1. A written narrative describing the method or manner in which the Proposer proposes to satisfy requirements of this RFP in the most cost effective manner.
  2. A description of the Proposer’s experience in providing the same or similar services as outlined in the RFP. This description should include the names of the person(s) who will provide the services, their qualifications, and the years of experience in performing this type of work. Also, include the reference information requested in this RFP.
  3. The complete fee and cost to the City for all services outlined in this RFP.
  4. Statement should be no more than twenty-five (25) pages; single sided, standard, readable, print on standard 8.5x11 papers. Proposers shall also submit a three (3) page (maximum) executive summary. The following items will not count toward the page limitations: appendix, cover sheet, 3-page executive summary, resumes (resumes shall be no more than 1 page per person), and forms provided by the City for completion.
  5. All Proposers shall submit two (2) sets of the proposal as well as one (1) electronic copy on a properly labeled CD or other electronic media device. **The electronic copy submitted should be contained on one (1) file.** The use of Adobe PDF documents is strongly recommended. Files contained on the CD or electronic media shall not be restricted against saving or printing. **The electronic copy shall be identical to the original papers submitted inclusive of City forms for completion**. Electronic copies shall not be submitted via e-mail to City employees by the Proposer.
  6. Proposals will be reviewed following the stated deadline, as shown on the cover sheet of this document. Only the names of Proposers will be available after the deadline until a contract has been awarded by the Rogers City Council. All interested parties understand proposal documents will not be available until after a valid contract has been executed.
  7. Proposers shall submit a proposal based on documentation published by the Rogers City Clerk.
  8. Proposals shall be enclosed in sealed envelopes or packages addressed to the City of Rogers, Jessica Rush, 301 W. Chestnut St., Rogers, AR 72756. The name, address of the firm and Bid, RFP, or RFQ number shall be on the outside of the packaging as well as on any packages enclosed in shipping containers or boxes.
  9. Proposals must follow the format of the RFP. Proposers should structure their responses to follow the sequence of the RFP.
  10. Proposers shall have experience in work of the same or similar nature, and must provide references that will satisfy the City of Rogers. Proposer shall furnish a reference list of clients for whom they have performed similar services and must provide information as requested in this document.
  11. Proposer is advised that exceptions to any of the terms contained in this RFP or the attached service agreement must be identified in its response to the RFP. Failure to do so may lead the City to declare any such term non-negotiable. Proposer’s desire to take exception to a non-negotiable term will not disqualify it from consideration for award.

1. **WRITTEN REQUESTS FOR INTERPRETATIONS OR CLARIFICATION:**

No oral interpretations will be made to any firms as to the meaning of specifications or any other contract documents. All questions pertaining to the terms and conditions or scope of work of this proposal must be sent in writing via e-mail to the City Fire Chief Tom Jenkins at [tjenkins@rogersar.gov](mailto:tjenkins@rogersar.gov) . Responses to questions may be handled as an addendum if the response would provide clarification to the requirements of the proposal. All such addenda shall become part of the contract documents. The City will not be responsible for any other explanation or interpretation of the proposed RFP made or given prior to the award of the contract.

**3.** **DESCRIPTION OF SUPPLIES AND SERVICES:**

Any manufacturer’s names, trade name, brand name, catalog number, etc. used in specifications are for the purpose of describing and establishing general quality levels. Such references are NOT intended to be restrictive. Proposals shall be considered for all brands that meet the quality of the specifications listed for any items.

4. **RIGHTS OF CITY OF ROGERS IN REQUEST FOR PROPOSAL PROCESS:**

In addition to all other rights of the City of Rogers, under state law, the City specifically reserves the following:

* 1. The City of Rogers reserves the right to rank firms and negotiate with the highest-ranking firm. Negotiation with an individual Proposer does not require negotiation with others.
  2. The City of Rogers reserves the right to select the proposal it believes will serve the best interest of the City.
  3. The City of Rogers reserves the right to accept or reject any or all proposals.
  4. The City of Rogers reserves the right to cancel the entire request for proposal.
  5. The City of Rogers reserves the right to remedy or waive technical or immaterial errors in the request for proposal or in proposals submitted.
  6. The City of Rogers reserves the right to request any necessary clarifications, additional information or proposal data without changing the terms of the proposal.
  7. The City of Rogers reserves the right to make selection of the Proposer to perform the services required on the basis of the original proposals without negotiation.

1. **EVALUATION CRITERIA:**

The evaluation criterion defines the factors that will be used by the selection committee/person to evaluate and score responsive, responsible, and qualified proposals. Proposers shall include sufficient information to allow the selection committee/person to thoroughly evaluate and score proposals. Each proposal submitted shall be evaluated and ranked by a selection committee/person. The contract will be awarded to the most qualified Proposer, per the evaluation criteria listed in this RFP. Proposers are not guaranteed to be ranked.

1. **COSTS INCURRED BY PROPOSERS:**

All expenses involved with the preparation and submission of proposals to the City, or any work performed in connection therewith, shall be borne solely by the Proposer(s). No payment will be made for any responses received, or for any other effort required of, or made by, the Proposer(s) prior to contract commencement.

1. **ORAL PRESENTATION:**

An oral presentation and/or interview may be requested of any firm, at the selection committee’s/person discretion.

1. **CONFLICT OF INTEREST:**
   1. The Proposer represents that it presently has no interest and shall acquire no interest, either direct or indirect, which would conflict in any manner with the performance or services required hereunder, as provided in City of Rogers Code.
   2. The Proposer shall promptly notify Jessica Rush, City Clerk, in writing, of all potential conflicts of interest for any prospective business association, interest, or other circumstance which may influence or appear to influence the Proposer’s judgment or quality of services being provided. Such written notification shall identify the prospective business association, interest or circumstance, the nature of which the Proposer may undertake and request an opinion to the City as to whether the association, interest or circumstance would, in the opinion of the City; constitute a conflict of interest if entered into by the Proposer. The City agrees to communicate with the Proposer its opinion via e-mail or first-class mail within thirty (30) days of receipt of notification.
2. **WITHDRAWAL OF PROPOSAL:**

A proposal may be withdrawn prior to the time set for the proposal submittal based on a written request from an authorized representative of the firm; however, a proposal shall not be withdrawn after the time set for the proposal.

1. **LATE PROPOSAL OR MODIFICATIONS:**
   1. Proposal and modifications received after the time set for the proposal submittal shall not be considered. Modifications in writing received prior to the deadline will be accepted. The City will not be responsible for misdirected bids. Proposers should call the City Clerk at (479) 621-1117 to insure receipt of their submittal documents prior to opening time and date listed.
   2. The time set for the deadline shall be local time for Rogers, AR on the date listed. All proposals shall be received by the City Clerk **BEFORE** the deadline stated.
2. **LOCAL, STATE, AND FEDERAL COMPLIANCE REQUIREMENTS:**
   1. The laws of the State of Arkansas apply to any purchase made under this request for proposal. Proposers shall comply with all local, state, and federal directives, orders and laws as applicable to this proposal and subsequent contract(s) including but not limited to Equal Employment Opportunity (EEO), Disadvantaged Business Enterprises (DBE), & OSHA as applicable to this contract.
   2. Pursuant to Ark. Code Ann. §22-9-203 The City of Rogers encourages all *qualified* small, minority and women business enterprises to bid on and receive contracts for goods, services, and construction. Also, City of Rogers encourages all general contractors to subcontract portions of their contract to *qualified* small, minority and women business enterprises.
3. **COLLUSION:**

The Proposer, by affixing his or her signature to this proposal, agrees to the following: “Proposer certifies that his proposal is made without previous understanding, agreement, or connection with any person, firm or corporation making a proposal for the same item(s) and/or services and is in all respects fair, without outside control, collusion, fraud, or otherwise illegal action.”

1. **RIGHT TO AUDIT, FOIA, AND JURISDICITON:**
   1. The City of Rogers reserves the privilege of auditing a vendor’s records as such records relate to purchases between the City and said vendor.
   2. Freedom of Information Act (FOIA): City contracts and documents prepared while performing City contractual work are subject to the Arkansas Freedom of Information Act. If a Freedom of Information Act request is presented to the City of Rogers, the (contractor) will do everything possible to provide the documents in a prompt and timely manner as prescribed in the Arkansas Freedom of Information Act (A.C.A. §25-19-101 et. seq.). Only legally authorized photocopying costs pursuant to the FOIA may be assessed for this compliance.
   3. Legal jurisdiction to resolve any disputes shall be Arkansas with Arkansas law applying to the case.
2. **CITY INDEMNIFICATION:**

The successful Proposer(s) agrees to indemnify the City and hold it harmless from and against all claims, liability, loss, damage or expense, including but not limited to counsel fees, arising from or by reason of any actual or claimed trademark, patent or copyright infringement or litigation based thereon, with respect to the services or any part thereof covered by this order, and such obligation shall survive acceptance of the services and payment thereof by the City.

1. **CERTIFICATE OF INSURANCE:**

The successful Proposer shall provide insurance at a minimum to meet the following standards:

The Proposer, at its own cost and expense, shall keep in force during the term of this agreement, with an insurance company or insurance companies authorized to do business in the State of Arkansas, a policy or policies of insurance for the following coverage and amounts:

GENERAL LIABILITY: $1,000,000.00 per occurrence

$3,000,000.00 General Aggregate

Including property coverage including portable equipment

CONTRACTUAL LIABILITY: Included in the above shall be coverage for Contractor’s liability under the indemnification provisions of this Agreement.

AUTOMOBILITY LIABILITY: To cover owned, hired and non-owned automobiles

$1,000,000.00 liability; $1,000,000.00 personal injury protection

WORKERS COMPENSATION: Statutory Coverage

\*All limits shown are combined single limits

1. **CANCELLATION:**
   1. The City reserves the right to cancel this request for proposal without cause.

1. **ASSIGNMENT, SUBCONTRACTING, CORPORATE ACQUISITIONS AND/OR MERGERS:**
   1. The selected contractor shall perform this contract. No assignment of subcontracting shall be allowed without prior written consent of the City. If a Proposer intends to subcontract a portion of this work, the Proposer shall disclose such intent in the proposal submitted as a result of this RFP.
   2. In the event of a corporate acquisition and/or merger, the selected contractor shall provide written notice to the City within thirty (30) calendar days of the selected contractor’s notice of such action or upon the occurrence of said action, whichever occurs first. The right to terminate this contract, which shall not be unreasonably exercised by the City, shall include, but not be limited to, instances in which a corporate acquisition and/or merger represent a conflict of interest or are contrary to any local, state, or federal laws. Action by the City awarding a proposal to a firm that has disclosed its intent to assign or subcontract in its response to the RFP, without exception shall constitute approval for purpose of this Agreement.
2. **LOBBYING:**

Lobbying of selection committee members, City of Rogers’ employees, or elected officials regarding request for proposals, request for qualifications, bids or contracts, during the pendency of bid protest, by the bidder/proposer/protestor or any member of the bidder’s/proposer’s/protestor’s staff, and agent of the bidder/proposer/protestor, or any person employed by any legal entity affiliated with or representing an organization that is responding to the request for proposal, request for qualification, bid or contract, or has a pending bid protest is strictly prohibited either upon advertisement or on a date established by the City of Rogers and shall be prohibited until either an award is final or the protest is finally resolved by the City of Rogers; provided, however, nothing herein shall prohibit a prospective/bidder/proposer from contacting the City Clerk to address situations such as clarification and/or questions related to the procurement process. For purposes of this provision lobbying activities shall include but not be limited to, influencing or attempting to influence action or non-action in connection with any request for proposal, request for qualification, bid or contract through direct or indirect oral or written communication or an attempt to obtain goodwill of persons and/or entities specified in this provision. Such actions may cause any request for proposal, request for qualification, bid or contract to be rejected.

1. **ADDITIONAL REQUIREMENTS:**

The City reserves the right to request additional services relating to this RFP from the Proposer. When approved by the City as an amendment to the contract and authorized in writing prior to work, the selected contractor shall provide such additional requirements as may become necessary.

1. **SERVICES AGREEMENT:**

A written agreement incorporating the RFP and the successful proposal will be prepared by the City, signed by the successful Proposer and presented to the City of Rogers for approval and signature of the Mayor.

1. **INTEGRITY OF REQUEST FOR PROPOSAL (RFP) DOCUMENTS:**

Proposers shall use the original RFP form(s) provided by the City Clerk and enter information only in the spaces where a response is requested. Proposers may use an attachment as an addendum to the RFP form(s) if sufficient space is not available on the original form for the Proposer to enter a complete response. **Any modifications or alterations to the original RFP documents by the Proposer, whether intentional or otherwise, will constitute grounds for rejection of such RFP response.** Any such modifications or alterations a Proposer wishes to propose shall be clearly stated in the Proposer’s RFP response and presented in the form of an addendum to the original RFP documents.

1. **OTHER GENERAL CONDITIONS:**
   1. Proposers must provide the City with their proposals signed by an employee having legal authority to submit proposals on behalf of the Proposer. The entire cost of preparing and providing responses shall be borne by the Proposer.
   2. The City reserves the right to request any additional information it deems necessary from any or all Proposers after the submission deadline.
   3. This solicitation is not to be construed as an offer, a contract, or a commitment of any kind; nor does it commit the City to pay for any costs incurred by Proposer in preparation. It shall be clearly understood that any costs incurred by the Proposer in responding to this request for proposal is at the Proposer's own risk and expense as a cost of doing business. The City of Rogers shall not be liable for reimbursement to the Proposer for any expense so incurred, regardless of whether or not the proposal is accepted.
   4. If products, components, or services other than those described in this solicitation document are proposed, the Proposer must include complete descriptive literature for each. All requests for additional information must be received within five (5) working days following the request.
   5. **Any uncertainties shall be brought to the attention of Jessica Rush immediately via telephone (479.621.1117) or e-mail (**[jrush@rogersar.gov](file:///\\tegile4600\atty\John\Reviewed%20Agreements\jrush@rogersar.gov)**). It is the intent and goal of the City of Rogers to provide documents providing a clear and accurate understanding of the scope of work to be completed and/or goods to be provided. We encourage all interested parties to ask questions to result in all Proposers being on equal terms.**
   6. Any inquiries or requests for explanation in regard to the City's requirements shall be made promptly to Tom Jenkins, City of Rogers, Fire Chief via e-mail ([tjenkins@rogersar.gov](mailto:tjenkins@rogersar.gov)) or telephone (479.621.1179). No oral interpretation or clarifications will be given as to the meaning of any part of this request for proposal. All questions, clarifications, and requests, together with answers, if any, will be provided to all firms via written addendum. Names of firms submitting any questions, clarifications, or requests will not be disclosed until after a contract is in place.
   7. At the discretion of the City, one or more firms may be asked for more detailed information before final ranking of the firms, which may also include oral interviews.
   8. Any information provided herein is intended to assist the Proposer in the preparation of proposals necessary to properly respond to this RFP. The RFP is designed to provide qualified Proposers with sufficient basic information to submit proposals meeting minimum specifications and/or test requirements, but is not intended to limit a RFP’s content or to exclude any relevant or essential data.
   9. Proposers irrevocably consent that any legal action or proceeding against it under, arising out of or in any manner relating to this request for proposals or a resulting contract shall be controlled by Arkansas law in Benton County. Proposer hereby expressly and irrevocably waives any claim or defense in any said action or proceeding based on any alleged lack of jurisdiction or improper venue or any similar basis.
   10. The successful Proposer shall not assign the whole or any part of the resulting contract or any monies due or to become due hereunder without written consent of City of Rogers. In case the successful Proposer assigns all or any part of any monies due or to become due under the resulting Con­tract, the Instrument of assignment shall contain a clause substan­tially to the effect that is agreed that the right of the assignee in and to any monies due or to become due to the successful Proposer shall be subject to prior liens of all persons, firms, and corporations for services rendered or materials supplied for the performance of the services called for in this contract.
   11. The successful Proposer's attention is directed to the fact that all applicable Federal and State laws, municipal ordinances, and the rules and regulations of all authorities having jurisdiction over the services shall apply to the resulting contract throughout, and they will be deemed to be included in the resulting contract as though written out in full herein. The successful Proposer shall keep himself/herself fully informed of all laws, ordinances and regulations of the Federal, State, and municipal governments or authorities in any manner affecting those engaged or employed in providing these services or in any way affecting the conduct of the services and of all orders and decrees of bodies or tribunals having any jurisdiction or authority over same. If any discrepancy or inconsistency should be discovered in the request for proposals or resulting contract documents or in the specifications herein referred to, in relation to any such law, ordinance, regulation, order or decree, s/he shall herewith report the same in writing to the City of Rogers.

**City of Rogers  
RFP 17-01, Low Acuity and Back-Up Ambulance Services**

**SECTION B: References**

The following information is required from all firms so all statements of qualification may be reviewed and properly evaluated:

COMPANY NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NUMBER OF YEARS IN BUSINESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_HOW LONG IN PRESENT LOCATION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TOTAL NUMBER OF CURRENT EMPLOYEES: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ FULL TIME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PART TIME

NUMBER OF EMPLOYEES PLANNED FOR THIS CONTRACT: \_\_\_\_\_ FULL TIME \_\_\_\_\_ PART TIME

PLEASE LIST FOUR (4) REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED CONTRACT SERVICES FOR WITHIN THE PAST FIVE (5) YEARS (All fields must be completed):

**1.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **2**. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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E-MAIL ADDRESS E-MAIL ADDRESS

**3.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **4.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COMPANY NAME COMPANY NAME

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CITY, STATE, ZIP CITY, STATE, ZIP

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CONTACT PERSON CONTACT PERSON

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E-MAIL ADDRESS E-MAIL ADDRESS

**City of Rogers**

**RFP 17-01, Low Acuity and Back-Up Ambulance Services**

**SECTION C: Scope of Work and General Information**

1. **BACKGROUND:**
   1. **General:**

The City of Rogers, Arkansas is seeking proposals from professional and qualified ambulance service provider, licensed in the State of Arkansas, to provide Advanced Life Support and Basic Life Support in a capacity that would serve to provide *back-up* to the primary 9-1-1 ambulance service provided by the City’s fire department, and provide *primary* patient care and transportation for low acuity calls originating at the City’s 9-1-1 center. Proposers are requested to format proposals based on the objectives provided below. The City will determine which Proposer(s) solution best meets their objectives outlined below based on the selection criteria outlined in this RFP.

The primary objective of this RFP is to enable Rogers to obtain proposals for ambulance services to provide back-up and low acuity ambulance transport in the most cost effective and efficient manner for calls that originate at the City’s 9-1-1 center.

* 1. **About Rogers:**

Located in the Northwest corner of Arkansas and surrounded by the Ozark Mountains, Rogers has a residential population of approximately 75,000 citizens locally, but exceeds 100,000 during daytime hours. Rogers has the resources and advantages of a large city, yet has a unique quality of life and heritage. The fire department provides the primary emergency ambulance service for the City through four (4) fulltime advanced life support ambulances and one (1) “peak volume” advanced life support ambulance. The City operates eight (8) fire stations with emergency medical response capability on all fire apparatus.

* 1. **Governance:**

The City utilizes a directly elected Mayoral governance system, where the Mayor is elected once every four (4) years. First elected in November of 2010, C. Greg Hines is serving his second term as Mayor of the City of Rogers.

The City’s [www.rogersar.gov](file:///C:\Users\tjenkins\AppData\Local\Microsoft\Windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\ISHOIC4S\www.rogersar.gov) website contains a wealth of information regarding current activities, meetings and other events. It serves as an information repository for City documents and information related to City planning.

**City of Rogers**

**RFP 17-01, Low Acuity and Back-Up Ambulance Services**

**SECTION C: Scope of Work and General Information**

1. **SCOPE OF SERVICES:**
2. The focus of the proposal is to supplement existing fire-based ambulance services with a low acuity and back-up provider that can respond to low priority requests for service within the City limits within twenty (20) minutes, ninety percent (90%) of the time. The selected Contractor will be responsible for providing any required ambulance services seven (7) days per week, twenty-four (24) hours per day. The resulting contract shall ensure an adequate number of ambulances are available, as defined in Section IV of the Arkansas Department of Health Rules and Regulations, for the purpose of treating and transporting sick or injured persons found within the boundaries of the coverage area to a local area hospital specified by the person, if appropriate, or the appropriate hospital dictated by the Department of Health Protocols.
3. The selected contractor shall be notified of responses using telephone, radio, and iPad notification from the Rogers 9-1-1 center. Unless specifically requested in the proposal, callers (patients) will not be transferred to the selected contractor’s dispatch center. The selected contractor shall install and acquire, at their expense, AWIN radios to communicate with Rogers Fire Department resources and dispatch center during mutual aid circumstances or other extenuating circumstances.
4. When providing back-up to the fire department for ambulance response, the selected contractor will be notified by RFD dispatch using technology compatible with the City’s computer aided dispatch system (CADS). The selected contractor may be expected to fill and move-up to a Rogers Fire Station during times of resource depletion.
5. Low acuity ambulance responses shall be defined using current determinant codes from the National Academy of Emergency Dispatch or dispatched with a RFD Fire Company. Those determinant codes shall include back pain, headaches, sick cases, and requests for inter-facility transfers when the patient does not exhibit priority symptoms. Generally, these will be classified as “Alpha” and “Omega” calls within those complaint categories. Additional determinant codes may be added when mutually agreed upon.

1. The selected contractor shall provide and maintain, at its own cost and expense, State certified ambulances and other equipment necessary to provide Advanced Life Support Ambulance Service. Selected contractor will provide sufficiently trained, experienced, and licensed personnel to maintain, operate and administer the ambulance service required under the proposal. Selected contractor will handle all records and reports separately from the fire department.
2. The proposal shall specify the contractor’s intended response times to be incorporated into the contract, with penalties for non-compliance. The selected contractor is expected to provide service for all areas within the city limits of Rogers and any contracted ambulance territory. Currently the City also provides ambulance service for the City of Little Flock.
3. The proposal shall identify the company’s intended staffing, training and certification of staff and age, condition and replacement periods for machinery and equipment, and resource availability levels.
4. The proposal shall include monthly reporting of response times, transport disposition, quality improvement metrics as specified by the selected contractor, and data such as calls, response types, or availability for calls.
5. All Ambulances shall be equipped with a mechanical CPR device.

**3. TERM AND PRICE:**

1. The initial contract terms shall be for one, three (3) year term, with two (2), three (3) year renewals at the option of the municipality for a total of nine years, if desired by the City.
2. Because the proposal allows the selected contractor to bill patients for service, this opportunity to serve and receive calls from the City comes at no cost to the City. Furthermore, the City agrees to exclusively contract with the selected contractor for the time period specified, thus providing an acceptable revenue opportunity. Proposals with any contract cost paid by the City of Rogers will be rejected.
3. All personnel, supplies, capital equipment and business expenses shall be the responsibility of the selected contractor.
4. Include a schedule of fees for charges for ALS or BLS transports to patients.

**4. REFERENCES:**

The proposal should identify similar municipalities where the contractor has undertaken to perform similar services in the past ten (10) years and list at least three (3) municipal references, if applicable.

**5. MUTUAL AID:**

It is understood that the selected contractor needs to respond to a mutual aid request under the Mutual Aid Agreement. It is acceptable for the selected contractor to provide mutual aid to other entities, but this shall not impact availability for low acuity and Rogers Fire Department back-up below the ninetieth percentile.

**6. ACCEPTANCE OF PROPOSALS:**

The City reserves the right, at its sole discretion, to:

Accept any proposal it chooses and negotiate with one or more applicants to derive a contractual outcome, which may differ from the original RFP.

The City is not bound to accept any proposal.

The City reserves the right to vary the requirement of the RFP or any subsequent communication or correspondence to any or all RFP presents.

**City of Rogers**

**RFP 17-01, Low Acuity and Back-Up Ambulance Services**

**SECTION D: Signature Submittal – Required with all responses**

**Proposers shall include this form completed in its entirety with RFP response. This form shall not count towards page limitations set forth in the RFP.**

**1. DISCLOSURE INFORMATION**

Proposer shall disclose any possible conflict of interest with the City of Rogers, including, but not limited to, any relationship with any City of Rogers employee. Proposer response must disclose if a known relationship exists between any principal or employee of your firm and any City of Rogers employee or elected City of Rogers official.

If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a purchase and/or contract as a result of your response. This form must be completed and returned in order for your bid/proposal to be eligible for consideration.

**PLEASE CHECK ONE OF THE FOLLOWING TWO OPTIONS, AS IT APPROPRIATELY APPLIES TO YOUR FIRM:**

\_\_\_\_\_\_\_\_\_\_\_\_1) NO KNOWN RELATIONSHIP EXISTS

\_\_\_\_\_\_\_\_\_\_\_\_2) RELATIONSHIP EXISTS (Please explain):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I certify that; as an officer of this organization, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true; and my organization shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

**2. PRIMARY CONTACT INFORMATION**

At the discretion of the City, one or more firms may be asked for more detailed information before final ranking of the firms, which may also include oral interviews. **NOTE: Each Proposer shall submit to the City a primary contact name, e-mail address, and phone number (preferably a cell phone number) where the City selection committee can call for clarification or interview via telephone.**

Corporate Name of Firm: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Primary Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title of Primary Contact: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone#1 (cell preferred): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Phone#2: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3. ACKNOWLEDGEMENT OF ADDENDA**

Acknowledge receipt of addenda for this invitation to bid, request for proposal, or request for qualification by signing and dating below. All addendums are hereby made a part of the bid or RFP documents to the same extent as though it were originally included therein. Proposers/Bidders should indicate their receipt of same in the

appropriate blank listed herein. Failure to do so may subject vendor to disqualification.

|  |  |  |
| --- | --- | --- |
| **ADDENDUM NO.** | **SIGNATURE AND PRINTED NAME** | **DATE ACKNOWLEDGED** |
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