



## Request for Proposal Contracted Ambulance Services

### General:

The City of Claremont, NH (hereafter referred to as the "CITY") invites qualified firms to submit proposals for contracted ambulance services (hereafter referred to as the "CONTRACTOR"), to begin July 1, 2021. Details of the project will be covered in the scope of work section of this document.

### Instructions:

Proposals must be submitted in a sealed envelope no later than 3:00 P.M. EST on Monday, April 19, 2021, c/o City Manager's Office, City Hall, 58 Opera House Square, Claremont NH 03743. Envelope must be clearly marked "Contracted Ambulance Services." Proposals will be opened publicly at that time. **Unsealed, late, emailed, or faxed proposals will not be accepted.**

CONTRACTORS submitting proposals are responsible for being totally familiar with the City of Claremont and required services. The contact person for this project is:

Fire Chief Bryan Burr  
Central Fire Station, 100 Broad St, Claremont, NH 03743  
Phone: (603) 542-7012  
firechief@claremontnh.com

### Guidelines:

All Proposals become the property of the CITY and will therefore be considered a public document which will be open to public viewing, after the bid opening. This Proposal, if accepted, will become a legally binding addendum to the eventual contractual agreement with the CITY. This request for Proposal in no way commits the CITY to make an award or reimburse any CONTRACTOR for any expense incurred in responding to this request.

The successful CONTRACTOR will be required to provide proof of General Liability, Motor Vehicle, Worker's Compensation, and Excess Liability (an "umbrella" policy) insurance, identifying the CITY as an additional insured, and must be submitted to the CITY upon signing of a contract for services. The policy must be issued by a carrier that is duly licensed to do

business in the State of New Hampshire. Any subcontractors will be subject to the same insurance requirements (which will be detailed as a part of the SCOPE OF WORK).

## Evaluation Criteria:

All proposals received in response to this RFP will be evaluated to determine if they are complete and meet the requirements specified in this RFP. The vendor will be chosen based on who will provide the “best value” taking into consideration the most beneficial combination of qualifications, services and cost and who has met the requirements of this RFP. Only proposals judged to be responsive to the submission requirements set forth in this RFP will be evaluated.

Staff will review, analyze and evaluate all proposals and score them in accordance with the criteria described below. If needed, additional information may be requested from one or more CONTRACTORS.

The CITY reserves the right:

- to accept or reject any or all bids in whole or in part and to accept other than the lowest price proposal;
- to waive any technical defect, qualification, omission, informality, or irregularity in any proposal received;
- to amend, modify, or withdraw this Request for Proposal;
- to require supplemental statements or information from a CONTRACTOR;
- to extend the deadline for responses to this Request for Proposal;
- to waive or correct any irregularities in proposals received;

The CITY may award a contract based upon the proposals received without discussion of such proposals with proposers. Each proposal should therefore be submitted with the most favorable terms the proposer can make to the CITY.

The Request for Proposal documents and Notice of Award shall be the agreement between the CITY and successful proposer with respect to the matters dealt with herein, and such shall supersede all other oral and written proposals, representations, understandings, and agreements previously made or existing with respect to any such matter.

## Qualification of Bidders:

Each CONTRACTOR must be prepared to present satisfactory proof of their capacity and ability to successfully complete the requirements of this solicitation.

Proposals shall include a brief summary of similar services provided to municipalities (at least 3), including:

- The date (s) of service provided to municipalities
- The point of contact with name and telephone number of such clients.

The CITY reserves the right to make whatever investigations or inquiries necessary to determine the competency and ability of any CONTRACTOR to complete the requirements of this solicitation. A review may include, but not be limited to, inspection of the CONTRACTOR’s facilities and equipment, references or previous contract performance.

Award will not be made solely on the basis of the cost of services. Evaluation factors to be considered in addition to cost shall be:

- The CONTRACTOR’s reputation based on past work experience with the CITY and other references.
- Quality of service provided to similar municipalities.
- Adequate financial resources or the ability to obtain such resources as required to complete the performance of the project.
- Adequate experience, organization, technical and professional qualifications, personnel, skill, equipment, and ability.
- The ability to comply with the time frames proposed.

### Scope of Work:

The CITY is requesting proposals for a three-year contract (with a two-year extension clause) for ambulance services, to begin July 1, 2021.

The City’s Emergency Medical Response call volume for the past three years is listed below:

Year	Total Responses	Actual Transports
2018	2271	1201
2019	2155	997
2020	2015	911
<b>3 Year Average</b>	<b>2147</b>	<b>1036</b>

The contracted ambulance service will meet or exceed the following requirements:

1. Shall be a licensed ambulance service as required to operate in the State of New Hampshire and provide Advanced Life Support (ALS) emergency medical care and transport at the Emergency Medical Technician (EMT) Advanced level, 24/7, and adhere to New Hampshire statewide protocols.
2. Shall provide this transport emergency medical service with a primary and back-up ambulance both based in the CITY.
3. The two ambulances shall meet all applicable State of NH licensing requirements and maintain appropriate motor vehicle and EMS State inspection status.
4. The two ambulances shall be emergency response ready, maintained in good order, kept clean according to OSHA standards, and carry all functional equipment and supplies necessary to operate at the ALS level, as identified by the State of NH.
5. Should either ambulance be out of service or unavailable for more than three hours, a similarly equipped replacement shall be provided for City coverage at the contracted ambulance’s expense.
6. Both ambulances shall be less than ten years old.
7. Both ambulances shall have mobile and portable radio equipment capable of communicating with the local hospital, Claremont Police Department’s Communication Center, and Fire Department response personnel.

8. The primary ambulance shall be staffed with a minimum of one EMT Advanced and one EMT.
9. The secondary ambulance shall be staffed:
  - a. when the primary ambulance is committed to an emergency call for more than thirty minutes
  - b. when there are two ambulance requests in the City at the same time
  - c. when the primary ambulance responds outside the City limits
10. The secondary ambulance shall be staffed within fifteen minutes of dispatch request by a crew of at least one EMT Advanced and one EMT.
11. CONTRACTOR shall be capable of bringing into the City mutual aid ambulances to handle applicable major emergency EMS incidents.
12. CONTRACTOR will provide at least one ambulance response to any call as directed by the Claremont Communications Center, to requested police and fire incidents and operate under the local Incident Management System.
13. CONTRACTOR will be responsible to train and certify an appropriate number of CITY fire and police personnel in CPR so they may maintain acceptable credentials.
14. CONTRACTOR will keep fire department personnel informed as to location and type of equipment maintained on both ambulances.
15. CONTRACTOR will be responsible to provide emergency medical personnel that are capable of efficiently locating emergency response addresses in the CITY within six minutes for seventy percent of emergency responses.
16. Neither the primary nor secondary ambulance will engage in non-emergency transports outside of the CITY.
17. CONTRACTOR may provide EMS services outside of the CITY under mutual aid as long as a primary and secondary ambulance remain in the City.
18. CONTRACTOR shall be responsible to provide a suitable facility for on duty personnel and equipment (two ambulances) centrally located within the CITY.
19. CONTRACTOR shall indemnify the CITY from all liability loss or damage including, but not limited to: bodily injury, illness, death or property damage that the CITY becomes legally obligated to pay, including reasonable attorney's fees, investigative and discovery costs, and courts costs as a result of claims, demands, costs or judgments, against the CITY arising out of the subject matter of a formal ambulance service contract, caused by or arising out of the negligence, fault, breach of warranty, products liability or strict liability of the CONTRACTOR. The CONTRACTOR shall not be obligated to indemnify the CITY for liability for the negligence strict liability, or products warranty of the CITY or its agents.
20. CONTRACTOR agrees to maintain during the performance of the contract, at least the kinds and minimum amounts of insurance as follows, with an insurer licensed to do business in New Hampshire:

Comprehensive General Liability, including Completed Operations Coverage - \$1,000,000 per occurrence/ \$2,000,000 Aggregate – CITY must be named as an additional insured.

Motor Vehicle Liability - \$1,000,000 combined single limit – CITY must be named as an additional insured. Coverage must include all owned, non-owned and hired vehicles.

Worker's Compensation on all workers providing services under this Agreement;  
Employer's Liability with limits in an amount no less than statutory limits.

All Subcontractors, as agents of CONTRACTOR under this Agreement, are subject to the same insurance requirements as the CONTRACTOR.

Excess Liability in the minimum amount of \$3,000,000 each occurrence – CITY must be named as an additional insured.

21. All other insurance required to operate a full-time ambulance service in the State of NH, including workers compensation, is the responsibility of the CONTRACTOR.
22. CONTRACTOR will provide disposable equipment and medications that fire department personnel use for treatments as a result of first response medical calls.
23. CONTRACTOR may be required to provide a staffed ambulance for several annual community events sponsored by city agencies.

The CITY will provide, at no cost to the CONTRACTOR, a full-time dispatch service for emergency ambulance calls and emergency support personnel necessary to mitigate emergency medical calls that initially exceed the capability of the two-person contracted ambulance crew (i.e. cardia arrests).

Under the CITY's current contract for ambulance services, payments are made monthly based on an annual cost, but payment methods can be negotiated with the chosen CONTRACTOR.

**Proposals will be accepted that deviate from the Scope of Work, but all such submissions must specifically state exceptions to the Scope of Work on their own page labeled "Exceptions."**

### **Revisions:**

Any questions or inquiries must be submitted in writing and received by 3:00 P.M. on Monday April 12, 2021, no later than 7 calendar days prior to the proposal due date. Answers to all questions or information given to a CONTRACTOR in response to a formal request of a substantive nature will be posted on the CITY's Procurement Opportunities page on the City of Claremont, NH website (<https://www.claremontnh.com/procurement>) no later than five (5) days prior to the due date.

Only such amendments, when issued by the CITY, will be considered as being binding on the CITY. Verbal explanations or instructions given by a CITY employee to a CONTRACTOR in regard to this solicitation shall not be binding on the CITY, and shall be considered informal unless confirmed in writing by the CITY. CONTRACTORS should note that all clarifications and exceptions, including those relating to the terms and conditions of the contract, are to be resolved prior to the submission of a proposal.

### **Contract:**

The final contract will involve, at a minimum, the terms and conditions set forth in this Request for Proposal including the general conditions, and may include those reflected in the specific proposal submitted. The content shall be the exclusive source of the CONTRACTOR'S rights

and remedies and shall supersede any and all prior writings, negotiations or agreements of any kind.

The CITY is exempt of all taxes.

All CONTRACTORS must comply with all applicable Equal Employment Opportunity laws and regulations.

## **Deadlines:**

Option 1- Three copies of your proposal can be delivered or mailed in, and must be received by the CITY by no later than 3:00 P.M. EST on Monday April 19, 2021. Proposals received after this deadline will not be eligible for consideration.

Proposals should be delivered to:  
Claremont City Manager  
RE: Contracted Ambulance Services  
58 Opera House Square  
Claremont, NH 03743  
(603)542-7002

Option 2- 1 copy of the proposal can be uploaded to:  
<https://www.dropbox.com/sh/c9yu4lvg7wnyv0d/AACb8L-zvQwcJ-4rjQy0vGeJa?dl=0>

# Proposal Form

Project Title: **Contracted Ambulance Services**

Proposal from \_\_\_\_\_ (hereinafter called "CONTRACTOR") a corporation organized and existing under the laws of the State of \_\_\_\_\_, as a partnership or an individual doing business as \_\_\_\_\_.

To the: City of Claremont (hereinafter called "CITY").

Year 1 Price \$ \_\_\_\_\_

Year 2 Price \$ \_\_\_\_\_

Year 3 Price \$ \_\_\_\_\_

Total Cost: \$ \_\_\_\_\_

The CONTRACTOR understands that the cost of a two-year extension will be negotiated, and agreed to by both parties, prior to any agreement being extended.

The CONTRACTOR understands that the CITY reserves the right to reject any or all proposals and to waive any informality in the proposals.

The CONTRACTOR agrees that this proposal shall be good and may not be withdrawn for a period of thirty (30) calendar days after the scheduled closing time for receiving proposals.

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

Submitted by: \_\_\_\_\_ Title: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
(Business Address)

\_\_\_\_\_  
(Phone #)

\_\_\_\_\_  
(Email Address)

***Please list any exceptions to the Bid Specifications separately.***

***Please supply three (3) references including a name, contact information, type of job completed, and date of job completion.***