



CITY OF TORRINGTON
REQUEST FOR PROPOSAL

**RFP # EMA-125-082410 EMERGENCY MEDICAL SERVICES-
AMBULANCE PERSONNEL**

Due date of proposal: August 24, 2010 Time: 11:00AM Location: City Hall, Room 206, Torrington

Bid Bond or Certified Check required with bid: N/A

Performance Bond required if awarded bid: N/A

SUBMIT ONE (1) ORIGINAL & EIGHT (8) COPIES OF YOUR PROPOSAL

The City of Torrington reserves the right to accept or reject any or all proposals or any portion thereof, to waive technicalities, and to award the contract as will best serve the public interest.

Omit State and Federal Taxes.

All prices must be F.O.B.: Destination (Torrington) unless otherwise requested.

Dated in Torrington: August 3, 2010 Purchasing Agent _____
Pennie Zucco

Item
EMERGENCY MEDICAL SERVICES – AMBULANCE PERSONNEL

The Purchasing Agent is authorized to offer City based bidders that exceed the lowest bid by up to 6%, the opportunity to match the lowest bid. A City based bidder within the 6% differential who agrees to accept the amount of the lowest bid will be awarded the bid. When multiple City based bidders agree to accept the amount of the low bid then the City based bidders will be invited to submit a new bid, not to exceed the low bid. The bid will then be awarded to the lowest responsive, responsible bidder.

Proposal Submitted By: _____
 Name of Company _____
 Address _____
 Phone _____ Fax _____ Date _____
 E-mail address: _____

Signature _____
 Title _____

Comments: _____

INSTRUCTIONS TO PROPOSERS

Sealed proposals will be received by the Purchasing Agent, Room 206 140 Main St., Torrington, CT until the time and date specified on the cover sheet. The RFP opening is NOT a public opening. The results will not be made available until after the RFP is awarded. Proposals received later than the time specified will not be accepted. Amendments to or withdrawal of any section of the submitted proposal received later than the time & date set for the opening will not be considered. Proposals must remain in effect for a minimum of 60 days unless otherwise noted elsewhere in the RFP documents.

BID DOCUMENTS: are available upon receipt of this invitation over the Internet web site: www.Torringtonct.org. Adobe Acrobat reader is required to view this document. If you do not have this software you may download it for free from Adobe at www.adobe.com. Businesses without Internet Access may contact the Purchasing Department at 860-489-2224 for this information.

REPLIES: whether bid or no bid, must have the RFP number clearly identified on the outside of the envelope. Proposers not marking the envelopes with the RFP number and due date/time on the envelope will have no recourse against the City of Torrington or its employees. Such proposals run the risk of the RFP being opened prior to the scheduled due date & time.

Any alleged oral agreement made by a bidder or contractor with any agency or employee of the City of Torrington will be disregarded.

FREIGHT: Prices quoted shall be net delivery **F.O.B. Torrington, CT**. All prices must include prepaid delivery, assembly, and/or installation (ready for operation and/or use) of all equipment and/ or materials to the individual locations(s) as designated by the Purchasing Agent. All prices are to be submitted on the sheets provided on this RFP. Quantities and pricing are to be listed in accordance with these sheets.

QUESTIONS: Request for interpretation of any portion of the RFP may be made by telephone to the Purchasing Agent at (860)489-2225. All replies will be given through an addendum and a copy of any such inquiry and advice (if deemed vital to the RFP by the Purchasing Agent) will be made available on the City's web site as an addendum. Bidders should check the website for addendums/updates 48 hours prior to the bid opening.

In the event of receipt of identical offerings, delivery, service, content, price, etc., the RFP will be awarded in accordance with the information contained in the documents, based on first received as to date and time of receipt of the proposal.

EXPARTE COMMUNICATION: Please note that to insure the proper and fair evaluation of a bid, the City of Torrington prohibits exparte communication (i.e., unsolicited) initiated by the Bidder to a City Official or Employee evaluating or considering the bids prior to the time a bid decision has been made. Communication between Bidder and the City will be directed in writing to the Purchasing Agent only. The Purchasing Agent will obtain the information or clarification needed. Exparte communication may be grounds for disqualifying the offending Bidder from consideration or award of the bid and repeat offenders may be disqualified from future bids.

NON-COLLUSION STATEMENTS: In order for proposals to be considered, a non-collusive statement must be submitted with the proposal. A sample non-collusive bid statement is attached. Proposers may elect to submit their own notarized non-collusion statement. NOTE: Documents must be signed before and sealed by a Notary Public. Only documents bearing a notary seal will be accepted.

CONDITIONAL, QUALIFIED OR NON-RESPONSIVE PROPOSALS: All proposals shall be submitted in the form and manner as indicated by the documents and forms. Any proposal which is not submitted in the form and manner indicated by the RFP documents or which contains information, statements, conditions, or qualifications which place conditions or qualifications on the proposal submittal for purposes of making an award, or which alter any proposal terms, conditions, specifications, or forms, which has not been previously approved by written addendum from the Purchasing Agent, or which does not meet legal requirements, shall be declared as a qualified, conditional, or non-responsive proposal and shall be rejected without further consideration. Any proposal response that does not fully respond to and comply with all detailed specifications or requests for information including execution of proposal forms, may be declared non-responsive and recommended for rejection. The City of Torrington shall not be responsible for any errors or omissions of the Offeror.

TAXES: Omit all State and Federal taxes. The City of Torrington is exempt from the payment of taxes imposed by Federal government and/or the State of Connecticut.

OWNERSHIP OF DOCUMENTS: All documents, including drawings, plans, specifications, videotapes, or other documents or maps prepared by a contractor pursuant to any agreement arising from this RFP shall become the property of the City of Torrington upon completion of the project or any termination of the project prior to the completion of the project.

LEGALITY: All bid offers for commodities, work, materials, or equipment hereunder shall comply in every respect with the laws, specifications and requirements of the State of Connecticut and the Federal government. Contractor will comply with the provisions of the Connecticut Fair Employment Practices Law.

LANGUAGE DISPUTES: Any disputes over the interpretation and/or meaning of any individual terms, conditions, and/or language within this Request for Bid/Proposal document shall be resolved by and at the sole discretion of the City Purchasing Agent in a

manner that is in the best interest of, and best advantage to, the City of Torrington, provided any such interpretation shall be reasonable. In the event that an individual term, condition, and/or language/wording is determined at any time, including after award, by the City Purchasing Agent to be not applicable at all to this contract, then the term, condition, and or language/wording may be disregarded, even though an addendum is not issued. However, if the Purchasing Agent determines that the term, condition, and/or language/wording is applicable in part, then the term, condition, and/or language/wording will apply to the degree applicable, even though an addendum is not issued.

RESPONSIBILITY: The Contractor shall save the City of Torrington, its agents or employees, harmless from liability of any kind for all claims of labor payments and materials furnished for this work, and for use of any copyrighted or uncopyrighted composition, secret process patented or unpatented invention, article or application furnished or used in the performance of the contract of which the Contractor is not the patentee, assignee, or licensee. The successful bidder agrees to indemnify and hold harmless the City of Torrington, its agents and employees from any and all liability arising out of the successful bidders' operations, functions and/or supplied items.

The successful bidder, vendor, and/or contractor must protect all property of the City of Torrington (i.e. all floors, furniture, grass, land, etc.) and homeowners from injury or other damage. Any damage so caused must be repaired by contractor/vendor at his/her own expense. At the completion of work, the vendor and/or contractor must remove from the premises all surplus materials and all debris created by same. The premises must be left in a broom-clean and finished condition acceptable to the owner or its agents. Successful bidder will furnish adequate protection from damage for all work and to repair damage of any kind; for which he or his workers are responsible, to the premises or equipment to his own work or to the work of other contractors.

DEFAULT: It shall be understood that a bidder supplying equipment and/or supplies will be considered to be in default if/when they have not delivered the item(s) within the time constraints listed in this document or subsequent purchase orders and/or contract. Bidders providing a service and/or construction will be considered to be in default if/when they have failed to meet the completion date set forth in this document or its subsequent contract and/ or purchase orders and/ or they have ceased work on the project for a period of fifteen (15) working days, cumulative or consecutive.

TRADE NAME REFERENCES: Any and all references to trade names, types, styles, model numbers, stock numbers or catalogs are intended to be descriptive only and not restrictive. The intention is to indicate to bidders the type and quality of the articles and or materials that will be satisfactory. When reviewing the information, it is the responsibility of the prospective bidder to inform the City of Torrington of any discrepancy that is found (i.e. number listed does not fit item description) Bids received on other makes or models with reference to other catalogs will be considered. The bidder is to clearly state in his bid exactly what he intends to furnish and to furnish with his bid a cut or illustration or other descriptive matter that will clearly indicate and give specification as to the product he/she proposes to furnish. Where a bid is offered on an item other than the trade standard used in the specification the item should be identified on the bid form by entering the MAKE, TRADE NAME AND MODEL NUMBER. It is understood that any substitutes and/or alternates that might be offered are guaranteed by the bidder to be of equal or better quality than is reference in the bid. The item(s) must be equivalent as to function, basic design, type and quality of material, method of construction and any required dimensions. It shall be further understood that during original as well as subsequent shipments spot checks will be performed to insure that the items received are in fact the items offered in the bid. When received, should items/materials prove to be different from what was bid in any way, the bidder agrees to the return of the items and agrees to supply correct items (per bid specifications) at the bidders expense. In the event this return action is required, it is understood the bidder may be subject to removal from the city's approved bidder's list. Bidders are cautioned that surplus, seconds, factory rejects, floor samples, close outs or distressed items are not acceptable and shipments of substitutions, defective or shop-worn equipment will be returned for a full refund at the vendor's expense.

QUANTITY: The quantities and/or materials listed in the specifications/bid sheets may be increased or decreased by the City of Torrington or its designated representative based on actual need at the time the purchase orders are placed.

QUALITY: The City of Torrington reserves the right to reject any proposal in whole or in part offering equipment and/or materials and/or services that in its or its agents opinion does not meet the quality standards desired. Such decision is final and not subject to further recourse by the bidder.

SAMPLES: forwarded by the bidder will be returned to the bidder at his request and expense. Requests for return of samples must be submitted in writing at the time the sample is given to the City of Torrington or its representative. Samples not returned to the bidder will be disposed of at the discretion of the City of Torrington or its designated representative. Large pieces of equipment submitted for evaluation and inspection are to be picked up by the bidder within 30 days of the bid opening date. Items not picked up within 30 days will be disposed of by the City of Torrington or its designated agent.

AWARD: It is the intent to award this bid in its entirety to one bidder, however, the City reserves the right to award the bid line item by line item if it is deemed in its best interest to do so. In addition, bidders are advised that should budgetary constraints dictate, part, and/or all the items in this bid may be rejected. This decision shall be considered final and not subject to recourse by the bidder.

In determining the lowest or highest responsible bidder, the City reserves the right to consider, in addition to price, the compatibility, quality, cost of maintenance and availability of parts, experience and/or past performance of the bidder, sufficiency of the financial resources of the bidder as relates to the offerings as well as the ability of the bidder to provide future maintenance and service.

Documents previously submitted to the city of Torrington will not be considered as satisfying submission requirements for this bid.

No bidder can claim any contract rights by virtue of bidding alone. Awarding of the contract means actual written notice by letter and a properly executed purchase order to the bidder or bidders to whom the bid has been awarded.

BONDS:

Performance Bond: The Contractor, when awarded the Bid, must submit within 10 days of the bid award, and before beginning the work or signing a contract, a Performance Bond amounting to one hundred percent (100%) of the total amount of the bid. Said performance bond must be in favor of the City of Torrington and executed by a surety company authorized to do business in the State of Connecticut. The City of Torrington reserves the right to retain the Bid Bond or Certified Check on bids below \$25,000.00 as a Performance Bond. On bids of \$25,000.00 or more the Performance Bond may be furnished in the following manner: Performance Bond, Surety Bond, Certified Check, Bank Check, Savings Account in both the City & Vendors name or Letter of Credit

Maintenance Bond: The contractor, upon signing a contract and before beginning the work, must submit to the Purchasing Agent a Maintenance Bond to guarantee that if defects in either labor or materials becomes evident within one year after completion and acceptance of work will be fixed at no cost to the City of Torrington. The maintenance bond may be included as a portion of the Performance bond or as a separate bond. If it is issued as a separate bond said maintenance bond must be in favor of the City of Torrington and issued by a surety company licensed and authorized to do business in the State of Connecticut.

Labor and Material Bonds: Per Section 49-41 of the Conn General Statutes, on Public Works projects where the estimate is in excess of \$25,000.00, a labor (payment) and material bond must be furnished to the City. Said bonds must be filed with the Purchasing Agent prior to the commencement of work.

Consent for Release of Final Payment: AIA Document G707 & G706, or equivalent, must be signed and returned by the Surety Company before final payment will be released to the contractor.

INSURANCE:

Certificate of Insurance: All insurers must have an AM Best rating of A-V11 or better and admitted to do business in the State of Connecticut. All insurance policies must include a Waiver of Subrogation whereby the insured waives its right to subrogated against the City, its subsidiaries, employees, volunteers, directors and officers. Proof of proper insurance coverage, Workers Compensation Insurance, Liability and Property damage, and Vehicle Insurance shall be filed with the City of Torrington Purchasing Agent within 10 days after the award of the bid. The Certificate of Insurance must name the City of Torrington, 140 Main St., Torrington, CT, its subsidiaries, employees, volunteers, directors & officers as the additional insured and filed with the Purchasing Agent prior to commencement of work. Renewal Certificates of Insurance must be mailed to the Purchasing Agent 10 days prior to the expiration of the required coverage.

Workman's Compensation Insurance: The Contractor shall take out and maintain during the life of the contract adequate Workman's compensation Insurance for all the employees employed on said work. In case any class of employees or subcontractors is engaged in hazardous work under the contract at the site of the work is not protected under the Workman's Compensation statute, the contractor shall provide Workman's Compensation Insurance for the protection of employees not otherwise protected.

Liability Insurance: The Contractor shall take out and maintain for the life of the contract, adequate public liability insurance insuring against liability to persons not employed by him in an amount of not less than \$1,000,000.00 for injuries, wrongful death to any one person and subject to the limit for each person in an amount of not less than \$2,000,000.00 on account of one accident and property damage insurance in an amount of not less than \$1,000,000.00.

Vehicle Insurance: The Contractor shall take out and maintain for the life of the contract, adequate automotive/truck or other vehicle insurance with minimum coverages of \$1,000,000.00 each for both liability and under insured and uninsured motorist as well as any other coverages required by the State of Connecticut or requested by an official of the City of Torrington as relates to the contract.

Additional Security: The City of Torrington reserves the right to require successful bidders to enter into and such security arrangements as are deemed necessary to protect the City of Torrington, its property and goods.

PERMITS: The successful bidder agrees to obtain all work/building permits as might be required. The cost of obtaining such permits is the responsibility of the bidder. The City of Torrington reserves the right to waive local permit fees. In addition, it shall be understood that where property lines are to be considered, bidders are to verify said lines and measurements with proper City Officials prior to commencement of work. It is to be understood that any/all specifications and/or plans or drawings contained in or developed as a result of the bid process are and shall be presented subject to the approval of the City of Torrington planning, zoning and building officials and that awards made prior to said approval are subject to cancellation.

PREVAILING WAGE: When the State of Connecticut Prevailing Wage Rate is applicable to the bid, the successful bidder must submit a Certified Payroll Record prior to any request and/or invoice for payment.

SAFETY:

Machine and/or Equipment Hazard Assessment and Safety Training: Upon delivery of machines and/or equipment, suppliers are required to provide to the end-user employees, at no additional charge, a training session that will emphasize hazard awareness and assessment and the safe use of such machinery/equipment.

Occupational Safety and Health Act of 1970: Seller shall warrant that the machinery, equipment or other materials covered hereby shall upon delivery to the City of Torrington, be in compliance with the standards required by said Act and any updates as pertain to or reference said Act as well as the standards required by comparable State and local laws, if any, for such machinery, equipment or other materials in effect at the time of delivery.

Machines and/or Equipment Lockout/Tagout: In an effort to comply with OSHA's final rule on the control of hazardous energy sources, vendors must warrant that any and all machines and/or equipment as is covered under this bid will be supplied and/or installed equipped with lockout/tagout devices as prescribed by OSHA.

Toxic Substance Control Act (PL94-469): Seller warrants that each and every chemical substance constituting or contained in the products sold or otherwise transferred to the City of Torrington under this bid and subsequent purchase orders is not on the list of prohibited chemical substances compiled and published by the Administrator of the Environmental Protection Agency pursuant to Act PL94-469 and are otherwise in compliance with said Act.

Hazardous Materials: Any materials required by this bid and subsequent purchase orders that are hazardous under federal, state, or local statute, ordinance, regulation, or agency order will be packaged, labeled, marked and shipped by the seller to comply with all federal, state and local regulations then in effect including but limited to the provisions of the Hazardous Materials Transportation Act and Regulations promulgated thereunder and will further comply with any special requirements and any policies and procedures of the City of Torrington relating to the purchase of hazardous materials as might be noted on subsequent purchase orders or otherwise communicated to seller in writing.

Material Safety Data Sheets: Shall be provided by the Seller upon delivery to the City of Torrington of any goods having constituents listed in the following references - OSHA 1910, ACHIG Current Threshold Values, DOT HazMat Table 49, IARC Carcinogen List, National Toxicology Program Carcinogen List, and/or Radioactive Materials. These Material Safety Data Sheets must be consistent with and include information required by the OSHA Hazard Communication Standard published as 29 CFR 1910.1200, as the same may be amended or supplemented from time to time.

Asbestos: Bidders are advised that asbestos-containing material may be located in the boiler rooms, pipe tunnels, storage areas and various portions of City buildings. Before proceeding on any contractual work on City buildings or their interiors, it is mandatory that bidders familiarize themselves with the asbestos-containing material and that said material be considered as a health hazard and all precautionary measures according to the Ahera Rules & Regulations be observed. It is the bidder's responsibility to notify all employees and/or subcontractors of this notification.

SUBCONTRACTORS: The successful bidder shall not employ any subcontractor to fulfill any of the duties herein specified without express, prior written approval of the City of Torrington or its designated agent.

EEO: The successful bidder shall provide any/all additionally required, affirmative action statements, fair employment plans and non-discrimination programs and statement as might be required by the City of Torrington. In connection with the execution of this bid, subsequent purchase orders and/or contracts, the seller shall not discriminate against any employee or applicant for employment because of age, race, religion, color, sex or national origin. Bidders must comply with all rules & regulations of the Department of Labor with regard to Equal Employment Opportunities as pertains to municipalities.

TERMINATION OF CONTRACT: Any contract entered into by the City and the successful bidder shall provide that the City may terminate the contract upon thirty (30) days notice to the bidder.

The City of Torrington reserves the right to award or reject any or all bids, or any portion thereof, to waive technicalities, and to award the bid and/or contracts to one or more bidders submitting essentially identical proposals and, that in the city's judgment, will best serve the public interest.

The terms and conditions of these "Instructions To Proposers" are made a part of this RFP.

SAMPLE FORM

Bid # _____

NON-COLLUSION AFFIDAVIT

STATE OF _____ COUNTY OF _____

I, _____, being first duly sworn, deposes and says that:

1. I am _____ of _____, the bidder that has submitted the attached request for proposal for _____;
2. I am fully informed respecting the preparation and contents of the attached RFP and of all pertinent circumstances respecting such bid;
3. Such Bid is genuine and is not a collusive or sham Bid;
4. Neither the Bidder nor any of its officers, partners, owners, agents, representatives, employees or parties of interest, including this affiant, has in any way colluded, conspired, connived or agreed directly or indirectly with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the work for which the attached Bid has been submitted nor has it in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm or person to fix the price or prices in the attached Bid or of any other Bidder, or to fix any overhead, profit or cost element of the Bid price or the price of any Bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Torrington or any person interested in the proposed Bid; and
5. The price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of it agents, representatives, owners, employees, or parties in interest, including this affiant.

igned _____

Title _____

Subscribed and sworn to before this _____ day of _____, 20____.

Notary Public

My commission expires _____

NOTE: Documents must be signed before and sealed by a Notary Public. Only documents bearing a notary seal will be accepted.

SAMPLE FORM

BID # _____

**CONSENT OF SURETY COMPANY
TO RELEASE FINAL PAYMENT**

- City
- Architect
- Contractor
- Surety
- Other

PROJECT/BID NUMBER:

TO: City of Torrington
Attn: Purchasing Agent
140 Main Street
Torrington, CT 06790

CONTRACTOR: _____

In accordance with the provisions of the Contract between the City of Torrington and the Contractor as indicated above, the (insert name & address of Surety Co.)

_____, SURETY COMPANY on bond of
(insert name & address of Contractor) _____

_____, CONTRACTOR, hereby approves of the final payment to the Contractor, and agrees that final payment to the Contractor shall not relieve the Surety Company of any of its obligations to the CITY OF TORRINGTON as set forth in the Surety Company's bond.

Subscribed and sworn to before this
_____ day of _____, 20__.

Notary Public

Surety Company

Authorized Representative's Signature

My commission expires _____

Title

NOTE: Documents must be signed before and sealed by a Notary Public. Only documents bearing a notary seal will be accepted.

CITY OF TORRINGTON
RFP-EMA-125-082410
EMERGENCY MEDICAL SERVICES, AMBULANCE PERSONNEL

The City of Torrington, is interested in obtaining proposals for the delivery of EMERGENCY MEDICAL SERVICES via an emergency ambulance service personnel contract. The successful proposer will serve the City of Torrington and work cooperatively within the City of Torrington's Public Safety organizational command structure and its first responders. The City of Torrington will maintain ownership of the Office of Emergency Medical Services issued Primary Service Area Responder (PSAR) certificate for the City of Torrington. The City of Torrington Mayor will be the contact person for the City.

Companies wishing to submit proposals should deliver their proposal in a sealed envelope (with cost proposal submitted in a separate sealed envelope) to the Purchasing Department, City Hall, 140 Main Street, Room 206, Torrington, CT 06790 no later than Tuesday, August 24, 2010, 11:00 AM. All envelopes should be marked "**RFP# EMA-125-082410, EMERGENCY MEDICAL SERVICES, AMBULANCE PERSONNEL**". Companies mailing proposals should allow for normal delivery time to ensure timely receipt of their proposals. **Proposals may not be submitted through e-mail.** Companies should check the city's web site for addendums/updates 48 hours prior to the bid opening. **Bids received after the time and date specified will not be accepted.**

Term of the Contract

The term of the contract shall be from Sept. 1, 2010 through June 30, 2015. The City of Torrington and the Company agree that they may extend the term of the contract with potential renewal on the same terms and conditions subject to negotiation and agreement of the committees; provided, however, that the company shall provide the City with written notice of its desire to renew not less than six months prior to the end of the contract term; and provided further that failure of the City and the Company to agree on compensation for the renewal term not less than 120 days prior to the expiration of the contract term shall mean that the contract will terminate at the end of that term.

Section 1 - Scope of Services

If your firm is licensed to provide these services in the State of Connecticut and is interested in providing a written proposal for emergency ambulance service to the City of Torrington, your submission shall describe the following:

An all-inclusive plan on how the Company can provide an effective and efficient emergency medical service for the City of Torrington. At a minimum, the Plan must provide:

- a. A quick response vehicle not equipped for patient transport, or equivalent, but fully equipped as an Advanced Life Service (ALS) vehicle staffed by a minimum of one (1) State of Connecticut certified EMT-P (Paramedic), twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a year;
- b. Two (2) fully equipped ambulances staffed by a minimum one (1) State of Connecticut certified EMT-P (Paramedic) and one (1) State of Connecticut certified EMT-B (Basic Technicians), twenty-four (24) hours a day, seven (7) days a week, fifty-two (52) weeks a year.

Section 2 – Items Required by Company

The contracted Company must agree to the following:

- 1) The Company shall be in full compliance with all State of Connecticut Office of Emergency medical Services (OEMS) and Connecticut Department of Public Health (DPH) regulations.
- 2) The Company shall provide advanced life support service (paramedic service) to the residents of and visitors to the City of Torrington by requiring that lead paramedic vehicles be first responders on all emergency calls, 24 hours per day, 7 days per week, 52 weeks per year unless it is clear to the City's dispatcher that paramedic service is not required. The City shall review with the Company dispatch protocols to minimize the number of dispatches where paramedic is not required.
- 3) The Company shall provide complete housing facilities and guarantee the three (3) primary response resources are located within the City limits to allow an average response time of less than eight (8) minutes in ninety percent (90%) of all request for emergency assistance.
- 4) The Company shall supply necessary communication equipment to facilitate communication among the City of Torrington's Public Safety Dispatch Center, emergency medical service vehicles, medical control hospital, and State EMS Center.
- 5) The Company shall provide personnel who are properly trained and certified, prepared and equipped to render emergency medical care and shall be in conformity with the laws, codes, rules and regulations of the State of Connecticut Department of Public Health – Office of Emergency Medical Services.
- 6) The Company must provide, repair and maintain all of their own emergency medical vehicles. These vehicles must be registered and insured.
- 7) The Company shall provide all necessary equipment including, but not limited to, medical equipment (including defibrillators), safety equipment (light bars, sirens etc.) and medications. All such equipment shall meet the requirements of State statutes, OEMS regulations and requirements of the sponsor hospital(s).
- 8) The Company agrees to work with other City of Torrington public safety agencies (Police and Fire Departments) in the performance of emergency medical services.
 - a. The Torrington Fire Department operates as a Supplemental First Responder at the EMT-B/Epi level as authorized by the Office of Emergency Medical Services (OEMS). The Fire Department will staff all front line apparatus with a minimum one (1) Emergency Medical Technician (EMT) 24 hours a day, 365 days a year. The Fire Department's function at the scene of a medical emergency shall be:
 - i. Implement the incident command system;
 - ii. Initiate patient assessment, treatment, and stabilization;
 - iii. Provide additional resources as needed;
 - iv. Manage all scenes in which patients are injured or ill. Upon arrival of the contracted EMS provider, he/she will assume primary responsibility for patient care as long as the scene has been deemed safe by the Incident Commander
 - b. If available, the Torrington Fire Department shall be dispatched simultaneously with the EMS provider on medical emergencies including, but not limited to;

- i. Designated “Charlie” incidents, in accordance with Medical Priority Dispatch;
- ii. Designated “Delta” incidents, in accordance with Medical Priority Dispatch;
- iii. Designated “Echo” incidents, in accordance with Medical Priority Dispatch;
- iv. Motor vehicle accidents with unknown or known injuries;
- v. Upon notification of a mutual aid ambulance;
- vi. Upon request of the EMS provider.

Incidents designated as “Charlie” “Delta” and “Echo” are considered life threatening medical incidents.

- 9) The Company will provide training for on-duty firefighters to familiarize them with the system, equipment, and ambulances.
- 10) The Company must agree to participate as a member of the City of Torrington EMS Advisory Board. At a minimum, on or about the first Tuesday in April and in November the EMS Advisory Board shall perform a review of the emergency medical system including:
 - a. Investigate inquiries concerning EMS;
 - b. Evaluate the performance of the overall EMS;
 - c. Identify areas of improvement;
 - d. Recommend policy and procedure as it pertains to EMS.

The EMS Oversight Committee shall meet on an as needed basis, other than the two required meetings.

- 11) The Company will work with members of the EMS Advisory Board, the EMS Coordinator, and Medical Control to develop and implement a “quality assurance” program which includes the Torrington Fire Department.
- 12) The Company shall provide upon request full and complete records of all EMS incidents. Proposal shall detail what information will be maintained and how it will be recorded.
- 13) Upon request of the Torrington Police and/or Fire Departments, the Company shall furnish standby coverage at emergency incidents within the City involving a potential danger to the personnel of the requesting agency and/or the general public. Other Community service oriented entities may request standby coverage from the Company. The Company is encouraged to provide the standby coverage for events if possible. If the Company plans on charging for “standby services” then an hourly “standby rate” shall be included within their proposal.
- 14) Upon notification of award notarized copies of all State of Connecticut required certificates, licenses, and/or permits necessary for performance of work shall be submitted to Torrington’s City Clerk. If personnel changes occur during the course of the contract, updated notarized copies of said licenses/permits/certificates, etc. will be submitted prior to new personnel’s start of work.

Section 3 – Items Provided by the City

The City agrees to provide the following:

- 1) Upon implementation of the City of Torrington’s Public Safety Dispatch Center, all EMS calls will be received and dispatched by Torrington Public Safety Dispatch (TPSD). The EMS Dispatching shall utilize

an Emergency Medical Priority Reference System that dispatches aid to emergencies that includes systematized caller interrogation questions, systematized dispatch life support instructions, and systematized coding protocols that matches the dispatcher's evaluation of the injury or illness severity with the vehicle response mode and vehicle response configuration as determined by OEMS.

The City of Torrington Public Safety Dispatch Center will be the sole authority for determining the need for emergency ambulance services, using predetermined response procedures and Emergency Medical Dispatch (EMD) criteria. Standard, NIMS compliant radio etiquette/terminology must also be adhered to for both the City and C-MED communication systems.

Section 4 – Period of Engagement

The City is seeking proposals for emergency medical staffing services for the time period of September 1, 2010 thru June 30, 2015 and thereafter subject to satisfactory completion of work, with potential renewal, to be granted in one-year increments. Both the City and the service provider will have the right under the terms of the proposed contract, to cancel the contract as of June 30, of any year on notice to the other party at least 60 days prior to that June 30.

Section 5 – Format of Proposals

To enable the City to compare the proposals received, we ask that your proposal include the information specified below, in the sequence specified, with each section of your proposal numbered corresponding to the numbers of the items below.

- 1) Affirm that the proposer is a company properly licensed to provide ambulance service personnel in the State of Connecticut. A copy of your current license to provide the services being proposed must be included.
- 2) Indicate whether your company is local, regional or national in the scope of its business.
- 3) Indicate the address of your home office. If applicable please also list your local office.
- 4) Indicate whether your company has been the subject of any disciplinary action by the State Department of Public Health as the licensing authority and, if it has been, describe that disciplinary action.
- 5) Indicate the partners, managers, and specialists who will be assigned to the City of Torrington account. Describe their roles and provide a brief description of their professional experience. Provide the resumes or profiles of principle officers of the company and who will have direct contact with the City of Torrington and their level of authorization to resolve any problems that might arise during the course of the contract.
- 6) Indicate your company's financial capacity to provide the services outlined in this request for proposals.
- 7) Indicate any municipal governments or hospital systems for which your company provides emergency medical personnel staffing services similar to that outlined in this request for proposal. Include a minimum of five references with your proposal, where similar size and scope has been completed. References should include contact name, telephone number and address.
- 8) Indicate the fee your company would charge the City of Torrington for the provision of services outlined in this request for proposal. The fee structure should include a detailed list of all expenses to be included. The

proposed fee schedule should reflect the entire term of the contract. **The fee proposal shall be submitted in a separate sealed envelope.**

9. Provide detail on the implementation of the program you propose to offer the City of Torrington.
10. Statements of organizational affiliations (and proposer's level of participation) that are pertinent to assure continued quality care and emergency medical services planning.
11. Statement of Company's qualifications and background including an organizational chart of company officials, resumes of pertinent officials, other municipalities served, etc. Specifically outline which official(s) will have direct contact with the City of Torrington and their level of authorization to resolve problems that might arise during the course of the contract.
12. Submit contact name, organization name, address, and telephone numbers of at least three (3) State of Connecticut references.
13. Provide any other information that you believe will assist the City of Torrington in making its selection. Such information may be included in the last section of your proposal or may be presented in one or more appendices.
14. Provide copies of insurance policies indicating adequate Workers' Compensation Insurance, per State guideline, for all employees of the proposer as well as proof of insurance noted in **Instructions to Bidders**. Upon execution of a contract, and prior to the service beginning, certificate(s) of stated insurance must be delivered to the Mayor, naming the City of Torrington as the certificate holder/additional insured. The insurance company(s) must be licensed to do business in the State of Connecticut.
15. Provide a draft contract.
16. All proposers should submit one (1) original and eight (8) copies of the proposal.

The City of Torrington reserves the right to accept or reject any and all quotations. The quality of service provided to the citizens of the City of Torrington will be a priority in the awarding of this bid.

Procedural questions regarding this Request for Proposals should be directed to Pennie Zucco, Purchasing Agent, City of Torrington, 140 Main Street, Torrington, CT 06790, or 860-489-2225 or pennie_zucco@torringtonct.org.

Technical questions should be directed to Ryan Bingham, Mayor, 140 Main Street, Torrington, CT 06790 or 860-489-2228 or ryan_bingham@torringtonct.org

REQUEST FOR PROPOSAL
RFP # EMA-125-082410

Emergency Medical Services - Ambulance Personnel

To The Purchasing Agent:

We are submitting Proposal for the above reference Proposal. We have read and understand your General Information and Conditions to Bidders and are submitting our Proposal in full compliance with all of your conditions. The undersigned submits this proposal in good faith and without collusion with any other person, individual or firm.

Name and Address of Firm:

Name, Title and Contact Information (phone, fax, email) of Authorized Representative:

Social Security or Federal ID#

Signature of Authorized Representative:

(Attach additional sheets as necessary)

APPENDIX A FEE

PROPOSAL

My proposal to provide Emergency Medical Services is as follows:

Cost/Year One: _____

Cost/Year Two: _____

Cost/Year Three: _____

Cost/Year Four: _____

Cost/Year Five: _____

Total Cost: _____