



TOWN OF PARADISE VALLEY REQUEST FOR PROPOSAL

SOLICITATION NUMBER:

RFP No. 20-098-TMG

TITLE:

EMERGENCY MEDICAL TRANSPORTATION

PUBLISHED DATE:

**PRE-SUBMITTAL
CONFERENCE**

_____, **2020 10:00 AM Local Time**
_____, Room, Town of Paradise Valley, Town Hall,
6401 East Lincoln Drive, Paradise Valley, AZ 85253

**PROPOSAL DUE DATE AND
TIME:**

_____, **2020, 2:00 PM Local Time**
Town of Paradise Valley, Town Hall, 6401 East Lincoln Drive,
Paradise Valley, AZ 85253: _____ Counter

NOTE: This is a sealed proposal process requiring proposals to be delivered in a sealed envelope or box before the date/time shown above with the solicitation number and title and submitting company's name marked on the outside. All proposals will be date/time stamped upon receipt. LATE SUBMITTALS WILL NOT BE ACCEPTED.

SUBMITTAL HOURS:

7:00 AM TO 4:00 PM Local Time
Monday through Friday (except observed holidays)

CONTACT:

Peggy Ferrin,
Procurement Coordinator
480-348-3594
purchasing@paradisevalleyaz.gov

Proposals shall be opened publicly at the time, date, and location identified herein; and, the name of each Offeror shall be publicly read and recorded. All other information contained in the proposals shall be confidential to avoid disclosure of contents prejudicial to competing Offerors.

OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION

Table of Contents

INTRODUCTION.....	4
BACKGROUND INFORMATION.....	4
1. PRIMARY SERVICE AREA	4
2. CALL VOLUME.....	5
INSTRUCTIONS TO OFFERORS/PROPOSERS.....	5
1. SUBMITTAL RECEIPT AND OPENING.....	5
2. PRE-SUBMITTAL CONFERENCE.....	6
3. SOLICITATION AND ADDENDA AVAILABILITY	6
4. SUBMITTAL PROCEDURE	6
5. SOLICITATION QUESTIONS	6
6. ADDENDUM.....	7
7. PROPOSER'S PRESENTATION.....	7
8. INELIGIBLE PROPOSER	8
9. PUBLIC RECORD AND CONFIDENTIAL INFORMATION.....	8
10. COST OF RFP RESPONSE PREPARATION.....	8
11. NON-COLLUSION AFFIDAVIT	8
12. IMMIGRATION LAW COMPLIANCE.....	8
13. AWARD DETERMINATION	9
14. OFFER TO CONTRACT	9
15. CONTRACT AWARD NOTIFICATION.....	9
16. PROTESTS	9
17. PERSONS WITH DISABILITIES.....	10
18. TOWN OF PARADISE VALLEY PROCUREMENT CODE AND POLICY.....	10
19. LAWFUL PRESENCE IN THE UNITED STATES FOR PERSONS.....	10
20. NON-DISCRIMINATION.....	11
21. TAXES.....	11
23. LITIGATION.....	11
DEFINITIONS.....	11
SCOPE OF WORK.....	15
1. INTENT.....	15
2. COMMENCEMENT OF SERVICE	16
3. EMS SYSTEM	16
6. MINIMUM CONTRACTOR QUALIFICATIONS	16
7. CONTRACTOR'S FUNCTIONAL RESPONSIBILITIES.....	17
8. PERFORMANCE VS. LEVEL OF EFFORT	17
9. RESPONSE TIME PERFORMANCE	18

9.1 RESPONSE TIME REQUIREMENTS.....	18
9.2. RESPONSE TIME MEASUREMENT.....	19
9.3. DEVIATIONS FROM RESPONSE TIME, PERFORMANCE OR OTHER STANDARDS	21
10. NON-PERFORMANCE LIQUIDATED DAMAGES	21
11. REPORTING REQUIREMENTS	22
13. PHOENIX FIRE DEPARTMENT REGIONAL DISPATCH SYSTEM/REQUIRED EQUIPMENT AND FEES.....	22
15. TRAFFIC SIGNAL PRE-EMPTION SYSTEM.....	23
16. CONTRACTOR PROVIDED EQUIPMENT, MATERIALS AND SUPPLIES.....	23
17. CONTRACTOR PROVIDED AMBULANCES	24
18. MINIMUM CLINICAL LEVELS AND STAFFING REQUIREMENTS	24
19. SUPPLIES FOR BASIC AND ADVANCED LIFE SUPPORT SERVICES.....	25
20. EQUIPMENT AND MEDICAL SUPPLIES REPLENISHMENT	25
21. SCENE CONTROL AND INCIDENT COMMAND STRUCTURE.....	25
22. COST OF SERVICE	25
23. ALS SERVICE COMPENSATION.....	25
24. OSHA AND OTHER REGULATORY REQUIREMENTS	26
25. SOLICITATION OF PATIENT INFORMATION.....	26
26. RATES, FARES, OR CHARGES FOR AMBULANCE SERVICES	26
27. ISRAEL BOYCOTT	26
PROPOSAL EVALUATION	26
1. GENERAL	26
2. EVALUATION CRITERIA.....	27
SUBMITTAL REQUIREMENTS CHECKLIST	28
PROPOSAL SIGNATURE PAGE	32
PRICING PROPOSAL FORM	33
PROPOSER QUESTIONNAIRE.....	34
SUBCONTRACTOR'S LIST	35
REFERENCES.....	36
AFFIDAVIT OF NON-COLLUSION.....	37
PROPOSER GENERAL DISCLOSURE FORM.....	38
LITIGATION DISCLOSURE FORM	39
Addendum 1 – Performance Quality Standards.....	40
Exhibit 1 – Performance Dashboard	42
ATTACHMENT 1 - AFFIDAVIT OF ISRAEL BOYCOTT	44
ATTACHMENT 2 - DISPATCH AND TECHNICAL FEE SCHEDULES	45
TOWN OF PARADISE VALLEY SAMPLE CONTRACT	46

INTRODUCTION

The Town of Paradise Valley (Town) is soliciting Proposals from qualified Service providers for 9-1-1 Advanced Life Support (ALS) Emergency Medical Services (EMS) to meet the needs of the Town and its Fire Service Provider (currently the City of Phoenix Fire Department) within the boundaries of the Town of Paradise Valley (including two County islands).

Historically, the Town has contracted for a dedicated ambulance stationed within the Town's geographic boundaries, and the current provider leases a Town-owned residential property located at 6157 East Lincoln Drive as a station for its Ambulance and crews at a monthly fee of \$3,000.

The result of this procurement will be the award of a performance-based contract. The Contract will require the Contractor to achieve and maintain high levels of performance and reliability. The demonstration of effort, even diligent and well-intended effort will not suffice to meet the requirements of the Contract with respect to prescribed performance requirements. Failure to meet specified service standards will result in financial consequences and may lead to termination of the Contract.

The essential areas where performance must be achieved:

- Ambulance Response Times
- Ambulance equipment and supplies
- Ambulance staffing levels including personnel with current and appropriate levels of certification/licensure
- Clinical performance consistent with approved medical standards and protocols
- Management and field supervision
- On-going training and continuing education
- Collaboration with other emergency responders and medical personnel
- Comprehensive quality improvement and compliance activities and results
- Accurate and timely reporting; and
- Patient satisfaction with services provided

The Town currently does, and prefers to continue to, obtain 911 emergency medical transportation Services without any financial subsidy or payment of any kind from the Town.

Proposers may submit alternative proposals in the event different Service levels or deployment plans/Ambulance Fleet configurations present different financial considerations.

BACKGROUND INFORMATION

1. PRIMARY SERVICE AREA

The Town consists of approximately 16.5 square miles and has a population of approximately 14,502 (2018 estimate). The Town is predominantly zoned single-family residential (4 approx. 6,200 residences) but is also home to 10 resorts (with an additional resort planned to open within next year), 14 religious institutions, 7 public and private schools, 3 golf courses, and 5 medical centers. Service is also expected for the Clearwater Hills County Island Fire District, as well as

the Franciscan Renewal Center (located at 5802 East E. Lincoln Drive), a portion of which is located in Maricopa County.

2. CALL VOLUME

The following table provides service call statistics as reported by City of Phoenix. The Town makes no representation as to the accuracy of the following information and it is provided to the Offerors/Proposers for such use in the preparation of Proposals as each Proposer determines is appropriate under the circumstances. The Town guarantees no minimum number of instances requiring emergency medical transportation services or dispatches for Services within or for any period of time.

<u>FY Year</u>	<u>Incidents</u>	<u>No. Transports</u>
2017	810	488
2018	846	452
2019 (thru 9-15-19)	565	317

INSTRUCTIONS TO OFFERORS/PROPOSERS

1. SUBMITTAL RECEIPT AND OPENING

Proposal Due Date and Time. Sealed Offers/Proposals must be received by Town of Paradise Valley (Town), Town Clerk, 6401 East Lincoln Drive, Paradise Valley, Arizona 85253, on or before on _____, **2020 at 2:00 p.m. local Arizona time.**

Late Offers/Proposals. Late submittals and/or unsigned Offers/Proposals will not be considered under any circumstances. Envelopes containing Offers/Proposals with insufficient postage will not be accepted by the Town. It is the sole responsibility of the Offeror/Proposer to assure that the Offer/Proposal is delivered and received by the proper time and at the proper place.

Duty to Examine. It is the responsibility of each Offeror/Proposer to examine the entire Solicitation, seek clarification (inquiries), and examine its RFP response for accuracy before submitting the RFP response. Lack of care in preparing an RFP response shall not be grounds for modifying or withdrawing the RFP response after the RFP response due date and time, nor shall it give rise to any Contract claim.

Sealed Envelope or Package. Each RFP response shall be submitted in a sealed envelope or package. The envelope or package should be clearly marked with the Solicitation number. The Town may open envelopes or packages to identify contents if the envelope or package is not clearly identified as an RFP response.

No Facsimile or Electronic Mail Offers/Proposals. Offers/Proposals may not be submitted by facsimile or electronically. A facsimile or electronic mail RFP response shall be rejected.

Amendment or Withdrawal. An RFP response may be withdrawn any time before the Offer/Proposal Due Date and Time. An RFP response may not be amended or withdrawn after the due date and time, except as otherwise provided by applicable law.

Offer/Proposal Acceptance Period. All Offers/Proposals shall remain open for 90 days after the day of the opening of RFP response(s). No Offeror/Proposer may withdraw his/her RFP response during this period.

RFP Response Opening. Offers/Proposals shall be opened and the name of the offeror shall be read on the Offer/Proposal Due Date, at the place and within a half hour of the time designated on the cover page of this solicitation, unless amended in writing by the Town.

2. PRE-SUBMITTAL CONFERENCE

A pre-submittal conference will be held on _____, 2020 at 10:00 AM local time, _____ Room, Town of Paradise Valley, Town Hall, 6401 East Lincoln Drive, Paradise Valley, AZ 85253. **Proposers are highly encouraged to attend the pre-submittal conference.**

3. SOLICITATION AND ADDENDA AVAILABILITY

All solicitation documents and addenda are available for download in .pdf format. Solicitation documents will NOT be available to pick-up in person. You must download the solicitation from the following: <https://www.paradisevalleyaz.gov/bids.aspx>

4. SUBMITTAL PROCEDURE

No submittal will be considered unless it is submitted on the forms contained herein (or as otherwise specified). Offerors/Proposers shall submit their RFP response with an original and seven (7) copies, and one (1) complete PDF file of Offer on flash drive. THE ORIGINAL SUBMITTAL SHALL BE BOUND BY BINDER CLIP AND SHOULD CONSIST OF PAPER ONLY. All binders, plastic separators, etc. are prohibited. Submittals will not be evaluated on the aesthetic of the package. The submittal copies may be bound.

The RFP response shall be typed or in ink. Erasures, interlineations or other modifications in the submittal shall be initialed by the Authorized Representative signing the Offer & Acceptance/Proposal Signature Page document.

Faxed or emailed submittals will not be considered. If you wish to mail your submittal, it is the Offeror/Proposer's responsibility to ensure it is received by the contact listed on the front page with enough time to have it date stamped on or before the due date. **LATE SUBMITTALS WILL NOT BE CONSIDERED.**

The Pricing Proposal page (if applicable) containing pricing must be completed. The name of the Contractor/Company must be listed on the page.

To be considered a Responsive Proposal, the Offer and Acceptance Form/Proposal Signature page must be signed and dated by an Authorized Representative(s) eligible to sign contract documents for the party and is part of the original bid/proposal submittal due at the stated due date and time indicated in the solicitation.

5. SOLICITATION QUESTIONS

Contact with Town Personnel. Any inquiry related to a Solicitation, including any requests for or inquiries regarding standards referenced in the Solicitation, should be directed solely to the Procurement Administrator (Town contact) listed on the cover page of the solicitation. **During pendency of this Solicitation, contact with other Town Staff, elected or appointed officials, or selection committee members concerning this Solicitation at any time, in any venue, is strictly prohibited and will be grounds for disqualification.**

Solicitation Questions. All questions, requests for clarification, and inquiries regarding this solicitation shall be submitted no less than eight (8) days prior to the original solicitation opening date. All inquiries and questions, except those at the Pre-submittal conference, if any, shall be submitted in writing by email to:

Town of Paradise Valley

Attn: Peggy Ferrin

Purchasing@paradisevalleyaz.gov

It is your responsibility to give notice, in the form of written questions before the RFP response opening on any item or issue in this solicitation that you believe should not be included or contained in any amendment to this solicitation or that the Town failed to include in this solicitation that should have been included, and by your notice the Town could have cured the problem if the item or issue had been timely raised or objected to. Failure to give notice may constitute a waiver of your right to object to the inclusion or lack of inclusion of the item or issue in this solicitation in any subsequent protest you file.

Town shall consider the relevancy of the inquiry, but is not required to respond. Verbal inquiries, in person or by telephone, will not be answered. All solicitation questions **MUST** be received by the Procurement Administrator no later than _____ **LOCAL TIME**, _____, **2020**, so that adequate time is available to post any response as an Addendum to the Solicitation. Any inquiries received after the specified time will be reviewed on an individual basis to determine if a response would be advantageous to the Town.

6. ADDENDUM

This RFP may only be modified by a written Addendum. An Offeror/Proposer shall not rely on verbal responses to inquiries. A verbal reply to an inquiry does not constitute a modification of the Solicitation.

Potential Offerors/Proposers are responsible for obtaining all Addendums via the Town's website at: <https://www.paradisevalleyaz.gov/bids.aspx>. You must download the solicitation from this website in order to be automatically notified of associated Addenda.

Any Addenda shall become part of the resulting contract. By signing and submitting an offer or proposal, the Offeror/Proposer is acknowledging that it will abide by all Addenda issued prior to the opening of the Offers/Proposals and agreeing that all pricing takes into account all such Addenda. The Offeror/Proposer is responsible to be aware of ALL addenda before submitting its final bid/proposal. The Town takes no responsibility for any Addenda that an Offeror/Proposer has failed to address in its submittal, and will hold the Offeror/Proposer responsible that its Offer and all pricing encompasses all issued Addenda.

THE TOWN WILL NOT BE RESPONSIBLE FOR OFFERORS/PROPOSERS MAKING ADJUSTMENTS TO PROPOSALS BASED ON ORAL REPRESENTATIONS OR INSTRUCTIONS BY ANY MEMBER OF THE TOWN STAFF OR ANY AGENT. SUBMITTALS DEVIATING FROM THE REQUIREMENTS CONTAINED IN THIS SOLICITATION BY ANY MEANS OTHER THAN AN AUTHORIZED ADDENDUM ISSUED BY THE TOWN ARE SUBJECT TO REJECTION.

7. PROPOSER'S PRESENTATION

Proposers may be invited to make a presentation. If invited, Offerors/Proposers will be notified of the date and time of the presentation by the Town.

8. INELIGIBLE PROPOSER

The preparer of the Specifications is not eligible to submit a bid or proposal on the solicitation for which they prepared the specification, nor is the preparer eligible to supply any product to an Offeror/Proposer on the solicitation for which they prepared the specification.

9. PUBLIC RECORD AND CONFIDENTIAL INFORMATION

All Offers/Proposals submitted in response to this Solicitation shall become property of the Town and shall become a matter of public record for review after Contract Award or at the discretion of the Procurement Officer, except to the extent withholding information is permitted or required by law.

Request for nondisclosure of confidential information such as trade secrets and other proprietary data must be made known to Town in the RFP Response. Offerors/Proposers are instructed to clearly identify any information deemed confidential that may be submitted and, if feasible, the proprietary information should be packaged in a separate, sealed envelope labeled "Confidential" or "Proprietary."

Town is subject to Arizona statutes that permit inspection of public records. The Town cannot ensure confidentiality of any portion of the submittal document in the event a public inspection request is made.

If a public records request is made, Town will provide a written determination whether the information will be withheld and inform the Offeror/Proposer of such determination prior to its being made publicly available in order for the Offeror/Proposer to apply for a court order blocking the release of the information.

10. COST OF RFP RESPONSE PREPARATION

The issuance of this solicitation shall not obligate the Town to pay any costs incurred in the preparation and/or submission of proposals. Town will not reimburse any Offeror/Proposer the cost of responding to this RFP.

11. NON-COLLUSION AFFIDAVIT

By signing the Offer Form/Signature Page of the solicitation, or other official contract form, the Offeror/Proposer certifies that:

In connection with this solicitation or any resulting Contract, the contractor/company has not either directly, or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive proposing in connection with the preparation or submission of its submittal in response to this solicitation or any potential resulting contract.

12. IMMIGRATION LAW COMPLIANCE

By signing the Offer Form/Signature Page of the solicitation or other official contract form, the Offeror/Proposer certifies and warrants that for all solicitations for services (including construction services) it has complied with the E-Verify Program as required by ARS § 23-214(A) or will have complied with the requirements of the E-Verify Program before award. Failure to comply with the E-Verify Program may result in the automatic disqualification of the submittal as being a non-Responsive Proposal or the termination of any contract awarded and the possible forfeiture of any applicable bond.

The Town will include specific compliance with federal and State immigration laws language in any contract it enters into with the successful bidder or Offeror/Proposer. In addition, this

language must be included in any subcontracts that the successful Offeror/Proposer enters into with its subcontractors.

13. AWARD DETERMINATION

Responsive proposals will be evaluated based on the evaluation criteria established within the solicitation document. There may or may not be a requested presentation from the top proposal(s) to further understand their proposal and how it responds to the solicitation requirements. Offerors/Proposers should not assume there will be an opportunity for presentations and should therefore make their proposal submittals comprehensive in response to the solicitation requirements.

Upon conclusion of all of the evaluations, a recommendation is made to award to the Offeror/Proposer that is Responsive and Responsible and determined to be the most advantageous to the Town.

Notwithstanding any other provision of the Request for Proposal, the Town expressly reserves the right to:

- (1). Waive any immaterial defect or informality; or
- (2). Reject any or all Proposals, or portions thereof; or
- (3). Cancel and/or Reissue a Request for Proposal.
- (4). To award by individual line item, by group of line items, or as a total, whichever is deemed most advantageous to the Town.

14. OFFER TO CONTRACT

A signed response to a Request for Proposal is an offer to contract with the Town based on the Terms, Conditions, Scope of Work and Specifications contained in the Town's Request for Proposal and the attached sample Ambulance Services Contract (PLEASE DO NOT FILL IN OR SIGN THE SAMPLE CONTRACT), subject to any exceptions noted by Offeror/Proposer.

15. CONTRACT AWARD NOTIFICATION

A Notice of Intent to Award shall be posted on the Town's website for at least seven (7) days prior to award or completion of negotiations. Notices and award information can be found at the link provided below:

<https://www.paradisevalleyaz.gov/bids.aspx>

It is the Offeror/Proposer's responsibility to access this information from the Town of Paradise Valley website. This is the only notification you will receive regarding the posting of Notices of Intent to Award.

To be effective, the Town Council must approve the Contract. Any contract going to Town Council for approval is not binding on the Town until after approval by the Town Council, even if previously signed by the Contractor and a Town representative.

16. PROTESTS

A Protest must be in writing and be filed with the Procurement Officer, c/o Town Clerk, within seven (7) days after the Offeror/Proposer knows or should have known the facts and circumstances upon which the protest is based but in no event shall the protest be filed later than seven (7) days after issuance of the Notice of Intent to Award. Firms wishing to

respond to a disqualification or a procurement outcome may refer to Town Code, Article 3-8 (Procurement and Materials Management) and the Town of Paradise Valley Administrative Policy 14 (AP14 – Procurement), Section 2.3.19, which governs protest procedures utilized throughout the selection process.

A protest must include:

- The name, address, telephone number and email of the protester;
- The signature of the protester or its representative;
- Identification of the solicitation or contract number;
- A detailed statement of the legal and factual grounds of the protest, including copies of relevant documents; and
- The form of relief requested.

17. PERSONS WITH DISABILITIES

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Procurement Administrator (Town contact) listed on the cover page of the solicitation. Requests shall be made as early as possible to allow time to arrange the accommodation.

18. TOWN OF PARADISE VALLEY PROCUREMENT CODE AND POLICY

All procurement activities shall be pursuant to the requirements of the Town Procurement Code (Art. 3-8 Procurement and Materials Management) and the Town's Procurement Policy, (Administrative Policy, AP 14).

Town Code can be found at:

<http://paradisevalleyaz.gov/DocumentCenter/Home/Index/30>

Administrative Policy 14 can be found at:

<http://www.paradisevalleyaz.gov/DocumentCenter/View/5172>

or obtained as a hard copy by request to the Purchasing department for a fee of 10 cents per page for copying.

19. LAWFUL PRESENCE IN THE UNITED STATES FOR PERSONS

Arizona State law A.R.S. §1-502 (H.B. 2008) requires that all PERSONS who will be awarded a Contract and apply for public benefit, must demonstrate through a signed affidavit and the presentation of a copy of documentation, that they are lawfully present in the United States.

For purposes of this section, "PERSON" is defined as all NATURAL PERSONS/INDIVIDUALS/SOLE PROPRIETORSHIPS as indicated by your W-9 Filing.

(This law does not apply to LLP's, LLC's, PLLC's, Corporations, Limited Partnerships or General Partnerships)

By submitting your quote, bid or proposal to the Town, you are agreeing that if you are selected as the awardee and meet the criteria as a PERSON, you will abide by this law and sign and submit an AFFIDAVIT DEMONSTRATING LAWFUL PRESENCE IN THE UNITED STATES and attach the appropriate copy of your documentation in proof of that statement. Types of acceptable documentation copies are an Arizona Driver's License issued after 1996, Arizona non-operating identification license, U.S. Birth Certificate, U.S. Passport, I-94 Form with photograph and several others that are all listed on the Affidavit Form that the Town will send to you for your completion prior to issuing any Contract.

If you fail to provide a completed Affidavit and accompanying acceptable copy of your documentation, or not advise the Town of your prior filing within 10 calendar days of being requested, then you may be considered nonresponsive and disqualified from award consideration.

20. NON-DISCRIMINATION

By signing and submitting the RFP response, the Offeror/Proposer certifies that: The Offeror/Proposer does not discriminate against any employee or applicant for employment or person to whom it provides services because of race, color, religion, age, sex, national origin, or disability, and that it complies with all applicable Federal, state and local laws and executive orders regarding employment.

21. TAXES

The Offeror/Proposer understands that the Offeror/Proposer will be responsible for and shall pay all sales, consumer, use, and other taxes. When equipment, materials or supplies generally taxable to the Offeror/Proposer are eligible for a tax exemption due to the nature of the item, Offeror/Proposer shall assist TOWN in applying for and obtaining such tax credits and exemptions which shall be paid or credited to TOWN.

22. HEALTH AND SAFETY

All items to be supplied hereunder by Offeror/Proposer shall conform in all respects to the requirements of applicable insurance and governmental health and safety regulations, including regulations administered by OSHA, the FDA, and Arizona DHS. Requirements in this solicitation may exceed requirements of insurance or governmental regulations.

23. LITIGATION

The Offeror/Proposer shall disclose with the RFP response any issue or potential issue that may have a material bearing on the financial condition, solvency or credit worthiness of the organization. Disclosure includes any material contingent liabilities or uninsured potential losses, involuntary contract terminations in other jurisdictions and any voluntary or involuntary bankruptcy filings over the past 7 years. The Offeror/Proposer shall also disclose any litigation in which the Offeror/Proposer has been involved in, either as a plaintiff or defendant, within the past 3 years, and the Offeror/Proposer shall agree to notify the Town within 20 days of any litigation or significant potential for litigation of which the Offeror/Proposer becomes aware. Further, the Offeror/Proposer shall warrant that it will disclose in writing to the Town all litigation involving the Offeror/Proposer, the Offeror/Proposer's related organization(s), owners and Key Personnel.

DEFINITIONS

As used in the Request for Proposal, the following terms shall have the meaning as set forth below:

Advanced Life Support (ALS) means those medical treatments, procedures (including assessment), and techniques, established by A.R.S. §36-2205, which may be administered or performed by ALS paramedics.

ALS Services means a 911 response situation in which an ALS paramedic must accompany a patient to the hospital as he/she is being transported by the Contractor.

Addendum or Addenda shall mean a change to the RFP which the Town determines requires the issuance of a written description of the change.

Ambulance means a vehicle providing emergency transportation services to the Town's Primary Service Area, and, at a minimum, meeting the requirements of A.R.S. §36-2201.

Ambulance Fleet means all Ambulances the Contractor will provide that will provide Services contemplated by this RFP.

Ambulance Response means the Response of an Ambulance pursuant to a dispatch issued by PFDRDC in connection with a services request that is a Code 3 Call and/or Code 2 Call.

Arizona Department of Health Services or ADHS means the department of the State of Arizona responsible for regulating health services.

Authorized Representative means the representative of a Proposer (and his or her duly authorized successor) authorized to legally bind the Proposer and sign the Proposal Offer Form on behalf of such Proposer.

AVL mean automatic vehicle locator.

Basic Life Support (BLS) means those medical treatments, procedures (including assessment), and techniques, established pursuant to A.R.S. § 36-2205, which may be administered or performed by BLS Emergency Medical Technicians.

CAD means computer assisted dispatch.

Certificate of Necessity (CON) shall have the meaning set forth in A.R.S. § 36-2201.

Code 3 Call means a call for which the use of red lights and sirens are requested by PFDRDC for Ambulance Response to the scene of an incident.

Code 2 Call means:

A call for which the use of red lights and sirens is not requested by PFDRDC for Ambulance Response to the scene of an incident.

A call in which the initial request by PFDRDC was for a Code 3 Call, but was downgraded by PFDRDC to a Code 2 Call prior to arrival on the scene of an incident.

A call in which the initial request by PFDRDC was for a Code 2 Call, but was upgraded by PFDRDC to a Code 3 Call prior to arrival on the scene of an incident.

Commencement Date means the date designated as the date performance of service is set to begin.

Contract shall mean a Contract to be entered into between a Contractor (or Contractors) and Town through the RFP Process.

Contract Administrator means the Town Manager or designee, who will assure that the Town and Contractor jointly carry out the terms and conditions of this Contract.

Contract Award means the award of a Contract (or Contracts) by the Town Council to a Proposer or Proposers, subject to each selected Proposer signing a Contract by the Town.

Contractor means the entity awarded this Contract.

Control of Scene means the Fire Department current protocol for control of the scene (including incident scene command structure and patient transfer process) to which an Ambulance has been dispatched and is known as the current Volume II of the Phoenix Fire Department Regional Operations Manual.

Day means calendar day, without regard to whether it is a Saturday, Sunday or holiday.

Department of Health Services or DHS means the Arizona Department of Health Services.

Director means the Director of the Arizona Department of Health Services.

EMS or Emergency Medical Services means emergency medical services as described in A.R.S. § 36-2201.

EMS System means the system, in which the Town participates, describing certain emergency medical services and ambulance transportation services for the Town and other participating cities, agencies, etc. in the Greater Metropolitan Phoenix Area or Areas.

Emergency Medical Technician (EMT) means a person who has been trained in an emergency medical technician basic training program and who is certified by the Director of DHS to render Basic Life Support (BLS) pursuant to A.R.S. §36-2205 and Arizona Administrative Code Title 9, Chapter 25, Article 4 EMCT Certification – Initial & Renewal and Article 5 Medical Director Protocols.

Emergency Paramedic or Paramedic means a person who has been trained in an emergency paramedic-training program and who is certified by the Director to render Advanced Life Support (ALS) pursuant to A.R.S. §36-2205 and Arizona Administrative Code Title 9, Chapter 25, Article 4 EMCT Certification – Initial & Renewal and Article 5 Medical Director Protocols.

Exception Report means a report from Contractor to the Town containing an explanation for Ambulance Responses that fail to meet the Response Time standards of the Town.

EPCR means Electronic Patient Care Reporting.

Evaluator means a member of the Proposal Evaluation Committee.

Fire Chief shall mean the department head for the Town Fire Department.

Fire Department means the Town's Fire Service Provider (currently City of Phoenix Fire Department).

Firefighter means a member of the Fire Department with the firefighter employment designation.

Firefighter Paramedic means a Firefighter with the employment designation of Firefighter Paramedic.

Inter-facility Transfers means non-911 Emergency Medical Services based ambulance transports between medical facilities.

Key Personnel means the personnel of Contractor identified by job position and personal information in the Scope of Work part of this RFP.

Medical Director means the physician established by the Contractor who may provide authorized medical direction in accordance with Arizona Administrative Code Title 9, Chapter 25, Article 2.

Mobile Computer Terminal (MCT) means the mobile computer located on response vehicles that are part of the PFDRDC dispatch system. “Payor” shall mean those billed for services by Contractor.

Notice means a written document delivered to the Contract Administrator either by hand delivery or certified mail, return receipt requested. Facsimile or electronic e-mail notice shall not be considered Notice.

Offeror/Proposer shall mean the entity or person submitting a proposal in response to this RFP. Where used herein, the term “proposer”, “offeror”, or “contractor” shall be deemed to be one and the same.

Performance Standards means the clinical, operational and experiential measures established by the Town for the ambulance contractor and outlined in this RFP.

Phoenix Fire Department Regional Dispatch Center (PFDRDC or the Dispatch Center) means the Dispatch Center at the City of Phoenix Fire Department.

Procurement Administrator means the Town employee designated to administer this solicitation and any other procurement aspects of the Contract and who is identified as the Town contact on the first page of this solicitation.

Procurement Code means the Procurement Code of the Town (Town Code, Article 3-8 (Procurement and Materials Management)).

Procurement Policy means the Town’s Administrative Policy, AP 14.

Proposal means a complete proposal submitted pursuant to and in accordance with this RFP, including any and all attachments, addenda, if necessary and applicable, and a proposal submitted as a Best and Final Offer, if invited by the Town.

Proposal Evaluation means the process for evaluation of Proposals by the Proposal Evaluation Committee.

Proposal Evaluation Committee means a committee of Evaluators selected and approved by the Town that conduct the Proposal Evaluation .

Proposal Due Date and Time means the date and time set forth for the delivery of Proposals as set forth herein and as otherwise specified in writing by the Procurement Administrator.

Response Time Means the calculation of time beginning when the contractor's ambulance has been notified of the response by the PFDRDC until the Contractor's Ambulance arrives at the incident location and stops the response time clock.

Responsible Proposer means a Proposer who has the capability to perform the Services described in this RFP and who has the integrity and reliability required by the Town.

Responsive Proposer means a Proposer who submits a Proposal which appropriately responds, in the judgment of the Town, to this RFP.

RFP means this request for proposal (Town of Paradise Valley RFP No. 20-098-TMG), together with any Addenda thereto.

Services means the work and services provided to meet the requirements set forth in this RFP in order to deliver 911 emergency medical transportation services.

Standard of Care within the EMS System means the level at which the prudent Contractor/Contractor employee would provide pre-hospital emergency medical care to the sick and injured. The community standard guidelines adopted and approved by Arizona Emergency Medical Services, Inc., (AEMS), the Arizona Department of Health Services, ALS Base Station and/or similar bodies.

Town shall mean the municipal corporation now existing and known as the Town of Paradise Valley, Arizona.

Town Council means the governing body for the Town (the Town Council includes the Mayor of the Town).

SCOPE OF WORK

1. INTENT

The Town wishes to contract with a single exclusive provider of emergency ground ambulance services within the Town's Primary Service Area. The Contractor will provide all emergency (911) ground ambulance service for Town's legally adopted jurisdictional boundaries, including County islands and the Clearwater Hills County Island Fire District (collectively "Primary Service Area"). The use of the Town-owned residential property located at 6157 East Lincoln Drive is available to station an Ambulance and crews. RFP Responses should set forth in detail the Contractor's plan to provide Services, including compliance with Performance Standards and should include the number and deployment plan for Ambulance(s) (including whether the Town's residential property will be used and the proposed rental rate, if any), and any cost for providing Services.

The Town currently does, and prefers to continue to, obtain 911 emergency medical transportation Services without any financial subsidy or payment of any kind.

Offerors/Proposers may submit alternative proposals in the event different Service levels require different financial considerations.

2. COMMENCEMENT OF SERVICE

The existing contract with the Town's current provider expires on September 30, 2020 (or earlier with 60 days' notice). Services to commence following approval of the Contract by the Paradise Valley Town Council, approval of the Contract by DHS, and expiration of at least 60 days' notice to current service provider but no later than .

3. EMS SYSTEM

The Town and the Town's Fire Service Provider (City of Phoenix Fire Department) participate with other cities and their fire departments in the greater metropolitan Phoenix area in the EMS System. Through their participation, they have agreed to the roles assigned to the Town and the Town's Fire Service Provider within such EMS System. In accordance with the EMS System, the Town contracts for Services pursuant to an exclusive contract with a single emergency medical ground transportation provider.

6. MINIMUM CONTRACTOR QUALIFICATIONS

Organization – Offeror/Proposer shall describe its legal structure including type of organization, its date, and state of formation; shall provide organization's background and number of years under present business name, as well as prior business names

Licenses and permits. Prior to Contract Award, Contractor must possess Certificate of Necessity (CON) (or other authorization compliant with applicable laws, rules and regulations) authorizing the provision of 9-1-1 ALS emergency transportation services for the Primary Service Area and Contractor must maintain such CON or other authorization throughout the term of the Contract, including any extensions.

Prior to Contract Award, Contractor and all employees shall have all necessary licenses, certifications, permits and accreditations required to serve as a 9-1-1 ALS service provider in the State of Arizona and Primary Service Area, including but not limited to compliance with all applicable Federal, State, Local, ANSI and OSHA laws, rules and regulations and all other applicable regulations for the term of the Contract.

Offeror/Proposer shall provide documentation of compliance.

Experience. Contractor shall have at least one-year experience as an ALS 9-1-1 emergency transportation services provider in an organized EMS System. Providers with greater experience will receive higher points in the applicable scoring category based on such demonstrated experience.

Contractor shall have the ability to timely hire and effectively train and supervise Contractor's personnel required for the Services.

Financial Stability. Contractor must demonstrate their financial stability and ability to maintain the financial strength to fulfill the obligations under a resultant contract.

Operations. Contractor shall provide and maintain an Ambulance Fleet and the equipment, materials and supplies required and necessary to provide the Services. At a minimum, Contractor shall be in compliance with all vehicle repair and maintenance of their fleet, in accordance with the laws of the State of Arizona.

Contractor must assign one person to be available to the Town's Contract Administrator for purposes of administering all aspects of the Contract and to provide responses to inquiries within 24 hours.

Contractor may not subcontract any segment or Services, without prior approval of the Town Manager. All subcontractors used under the scope of the Contract shall meet all requirements, terms and conditions set forth therein. All subcontracted services shall be warranted by and be the responsibility of the Contractor. The subcontractor will be required to maintain their own insurance or be covered under the Contractor's insurance.

7. CONTRACTOR'S FUNCTIONAL RESPONSIBILITIES

Under the EMS system, the Contractor will possess and maintain throughout the Contract term including any extensions a valid CON for the Primary Service Area (or other authorization compliant with applicable laws, rules and regulations) and have the following responsibilities:

1. Employment of qualified and properly licensed personnel required to provide Services.
2. Administrative supervision, training, and management of Contractor's employees.
3. Provision and maintenance of the vehicles and equipment, materials and supplies required and necessary to provide the specified Services.
4. Accurate completion and timely submission of all data required by Town and reports of any kind, including notices and billing related data.
5. Meeting contractual response times and other performance requirements in compliance with all applicable law, including but not limited to: Federal laws and regulations, State laws and regulations, and the resulting .
6. Participate and cooperative with Town representatives in audits, inspections and investigations, with timely responses and completion requirements.
7. Report Contract compliance information on a monthly basis, while providing a verifiable audit trail of documentation of that performance.
8. Provide patient billing and accounts receivable system.
9. Timely notification of any change in staffing, in-service availability of ambulances and/or equipment.

8. PERFORMANCE VS. LEVEL OF EFFORT

The resulting Contract is a performance contract rather than a level of effort contract. The Town requires Contractor to employ whatever level of effort is necessary to achieve the Response Time and other performance results required by the terms of the Contract. Acceptance by the Town of the Contract shall not be construed as acceptance of the Contractor's proposed level of effort, rather that the Contractor shall meet the stated performance requirements in the Contract regardless of the level of effort required. The Contract requirements may be over and above the Certification of Necessity minimum requirements.

9. RESPONSE TIME PERFORMANCE

The Town does not limit the Contractor's flexibility in providing and improving EMS services. Performance that meets or exceeds the Response Time requirements is solely the Contractor's responsibility. An error or failure in one portion of the Contractor's operation does not excuse performance in other areas of operation.

Response times will be evaluated monthly on an individual basis and will not be averaged. Superior Response Time performance early in a month is not justification to allow inferior Response Time performance late in the month. Therefore, the Contractor will use its best effort to minimize variations or fluctuations in Response Time performance according to the day of the week, or week of the month, or time of the year.

Since the Contractor is the only provider of 9-1-1 emergency ambulance services, patients and healthcare facilities rely on the Contractor to provide timely ambulance services. The clinical impact of poor emergency performance is enormous. Therefore, the Contractor will be required to meet or exceed the following criteria at all times.

9.1 RESPONSE TIME REQUIREMENTS

Each Proposer will demonstrate that it will provide the Services within the Primary Service Area and within the EMS System in order to achieve compliance with the requirements of this RFP.

Compliance is achieved when 90% or more of responses for Code 3 Calls and Code 2 Calls meet the specified Response Time requirements Town-wide. For example, to be in compliance for Code 3 Calls, the Contractor must be able to place an Ambulance on the scene of each presumptively life-threatening emergency within eight minutes and fifty-nine seconds (9:59) on not less than 90% of all Code 3 Calls.

Each Proposer will be required to show that it can meet the following Response Time requirements Town-wide.

Priority	90% Fractile Response Time	Definition
Code 3 Calls-First Priority	9:59 minutes	Life Threatening Emergencies
Code 2 Calls-Secondary Priority	14:59 minutes	Non-Life-Threatening Emergencies

Response priorities are defined according to a priority dispatch protocol approved by the Fire Chief, consistent with Arizona Department of Health Services guidelines and PFDRDC's protocols. Currently all dispatches of Ambulances in the Town are Code 3 Calls or Code 2 Calls. The Town, in conjunction with the Fire Department, may adopt additional priorities and associated Response Times as circumstances require and Contractor shall be required to comply.

Contractor shall furnish written explanation for each Code 3 response that exceeds nine minutes and fifty-nine seconds (9:59) and each Code 2 response that exceeds fourteen minutes and fifty-nine seconds (14:59) to the Town's Contract Administrator.

9.2. RESPONSE TIME MEASUREMENT

The following methodology shall be used throughout the Contract to measure Response Time:

Time Intervals. For the purposes of the Contract, Response Time will be measured from the time the contractor's ambulance has been notified of the response by the PFDRDC until the Contractor's Ambulance arrives at the incident location and stops the response time clock.

For all dispatches for Services, arrival of the Ambulance (staffed as required) shall be signaled by a Contractor's transmission to the Dispatch Center. Such transmission shall not be made until the Ambulance actually arrives and is stopped at the specific location to which it has been dispatched. In the case of apartment or business complexes, such transmission shall not be made until the Ambulance actually arrives at the point closest to the apartment or business to which it has been dispatched and to which its Ambulance can be driven.

Arrival on Scene means the moment an Ambulance crew member notifies the PFDRDC either via radio or MCT that the Ambulance is fully stopped at the location where it is required to be stopped while Ambulance personnel exit to attend those in need of service. In situations where the Ambulance has been requested to respond to a location other than the scene (e.g. staging areas for hazardous scenes), Arrival on Scene shall be the time the Ambulance arrives at the designated location.

In instances when an Ambulance crew fails to timely report Arrival on Scene, the time of the next communication by the Ambulance crew with PFDRDC will be used as the Arrival on Scene time. However, a Contractor may appeal such instances when it can document the actual arrival time through other means, such as Fire Department personnel or PFDRDC CAD system Automated Vehicle Locator (AVL) position reporting.

Upgrades, Downgrades and Reassignments

Upgrades:

- If a dispatch is upgraded, prior to the arrival on scene of the first Contractor's Ambulance (e.g. a Code 2 Call is upgraded to a Code 3 Call), Contractor's compliance with Contract standards and responsibility for liquidated damages will be calculated based on the shorter of: (i) time elapsed from call receipt to time of upgrade plus the higher priority Response Time standard; or (ii) the lower priority Response Time standard.
 - For example, an Ambulance is dispatched on a Code 2 Call (required Response Time of 14:59) and is upgraded to a Code 3 Call (required Response Time of 9:59) after two (2) minutes have elapsed from dispatch. Because $9:59 + 2:00 = 11:59$ is shorter than 14:59, the response is subject to the Response Time requirement set forth in (i) above, and is considered a Code 3 Call response.
 - By way of further example, an Ambulance is dispatched by Code 2 Call and is upgraded to Code 3 Call after four (4) minutes have elapsed. Because $14:59$ is shorter than $9:59 + 4:00 = 13:59$, the response is subject to the Response Time requirement set forth in (ii) above and is considered a Code 2 Call response.

Downgrades:

- Downgrades may be initiated by medically trained Fire Department personnel as authorized by the Medical Director, or by PFDRDC, if additional information from the caller reconfigures the response to a lower priority. If a dispatch is downgraded, prior to the arrival on scene of the Ambulance, Contractor's compliance with Contract standards will be calculated based on (i) the lower priority Response Time requirement, if the Ambulance response is downgraded before it would have been judged late under the higher priority Response Time requirement; or (ii) the higher priority Response Time requirement, if the Ambulance response when downgraded would have been judged late under the higher priority Response Time requirement.

Reassignment Enroute:

- If an Ambulance is reassigned enroute prior to arrival at the scene (e.g. to respond to a higher priority request), Contractor's compliance will be calculated based on the Response Time requirement applicable to the assigned priority of the initial dispatch. The Response Time will be measured to the arrival of another of Contractor's Ambulance on the scene from which the enroute Ambulance was diverted.

Cancelled Enroute:

- If an Ambulance is cancelled by an authorized agency, after an assignment has been made but prior to the arrival of the Ambulance at the scene (and no ambulance is required at the scene), the Response Time clock will stop at the moment of cancellation. If the elapsed Response Time at the moment of cancellation exceeds the Response Time requirement for the assigned priority of the call, the unit will be determined to be late.

Response Time Outside Primary Service Area:

- Contractor will not be held accountable for Response Time compliance for any response dispatched to a location outside the Primary Service Area or Areas. Responses to requests for service outside of the Primary Service Area or Areas will not be counted in the total number of responses used to determine compliance.

Each Incident A Single Response:

- Each incident requiring response will be counted as a single response regardless of the number of Ambulances that respond. The dispatch time of the first ambulance dispatched and on scene time of the first arriving Contractor's ambulance will be used to compute response time for the incident.

Response Time Exceptions and Exemption Requests

Contractor shall maintain mechanisms for reserve service capacity in order to increase service should temporary EMS System or dispatch overload occur. However, it is understood that from time to time unusual factors beyond Contractor's reasonable control may affect the achievement of the specified Response Time requirement. Unusual factors are limited to unusually severe weather conditions, declared disasters or periods of unusually high demand for emergency

Services. Unusually high demand for emergency Services is a response volume within three (3) hours that is at least two times the standard deviation of the average response volume. Equipment failures, traffic congestion, Ambulance failures, dispatch errors, inability to staff Ambulances and other similar causes will not be grounds for granting an exception to compliance with the Response Time requirements. **Proposer shall describe the process that will be utilized for compliance with reserve service capacity.**

If Contractor believes that any response or group of responses should be excluded from the compliance calculations due to “unusual factors beyond Contractor’s reasonable control,” Contractor may provide detailed supporting information in writing to the Contract Administrator. Contractor may request that the Town exclude a response or group of responses from Response Time calculations and responsibility for liquidated damages. Any such request must be made in writing and be received by the Contract Administrator within five (5) business days after the end of each month. The Contract Administrator will review the request and issue a written determination. Should Contractor dispute the determination, Contractor may make a written appeal to the Town Attorney for a definitive written ruling within five (5) business days of receiving the response time calculations summary. The Town Attorney’s decision will be final and binding.

Response Time Audit Trail

Contractor will provide (and each Proposer will describe) a system to assure a complete audit trail for all Response Times and assure the Town access to the response time data upon notice of at least three (3) business days to assure compliance and to calculate liquidated damages.

9.3. DEVIATIONS FROM RESPONSE TIME, PERFORMANCE OR OTHER STANDARDS

The Town has determined that the Response Times contained herein are vital to the health, safety, and welfare of its citizens.

The Contractor understands and agrees that the failure to comply with any time, performance or other requirements in this Contract will result in damage to the Town and its citizens and that it is and will be impracticable to determine the actual amount of such damage whether in the event of delay, nonperformance, failure to meet standards, or any other deviation; therefore, the Contractor and Town agree to the liquidated damages specified in Non-Performance Liquidated Damages below.

It is expressly understood and agreed that the liquidated damages amounts are not to be considered a penalty, but shall be deemed, taken and treated as reasonable liquidated damages. It is also expressly understood and agreed that the Town’s remedies in the event of the Contractor’s default, minor or major breach or any noncompliance, are not limited to the Contract liquidated damages provisions. All liquidated damage amounts will be billed first to the Contractor, and if not paid within thirty (30) days from the date of invoice, then may be subject to be withdrawn from the Performance Surety Bond.

10. NON-PERFORMANCE LIQUIDATED DAMAGES

The following liquidated damages will be assessed when the Town-wide Response Time compliance for Code 3 Calls-First Priority or Code 2 Calls-Second Priority falls below 90% for any given month:

87.0 – 89.9%	\$ 7,000
85.0% - 86.9%	\$ 9,000
83.0% - 84.9%	\$ 10,000
81.0% - 82.9%	\$ 11,000
80% - 80.9%	\$ 12,000

Additionally, each Code 3 Call-First Priority Response Time exceeding 19:59 minutes will be assessed a non-performance liquidated damage of one thousand dollars (\$1,000).

Each Code 2 Call-Second Priority Response Time exceeding 24:59 minutes will be assessed a non-performance liquidated damage of five hundred dollars (\$500).

Failure to meet Code 3 Call-First Priority or Code 2 Call-Second Priority Response Time requirements for at least 90% of responses each month for 3 consecutive months or for 4 months in any contract year will be additionally defined as a major breach and may result in removal of the Contractor and forfeiture of the Performance Surety Bond.

The Town will submit invoices to the Contractor, who will be required to submit payment to the Town within thirty (30) calendar days.

11. REPORTING REQUIREMENTS

Contractor will provide, by the fifteenth (15th) day of each calendar month, reports, in a form acceptable to the Town, detailing its performance during the preceding month as it relates to every performance requirement stipulated herein. Without limiting the forgoing, for every call not meeting the specified Response Time requirement, the Contractor shall submit a written report, in a format approved by the Town, documenting the cause of each late response and Contractor's efforts to eliminate recurrence.

13. PHOENIX FIRE DEPARTMENT REGIONAL DISPATCH SYSTEM/REQUIRED EQUIPMENT AND FEES

Medical/ambulance dispatch services are provided by the Phoenix Fire Regional Dispatch Center (PFDRDC). Contractor agrees, at its sole cost, to provide equipment to allow emergency ambulance dispatch and communication through the PFDRDC and agrees to conform to the Phoenix Fire Department protocols for communication and incident management.

Priority Dispatch Protocols and Pre-Arrival Instructions. Phoenix Fire Department Regional Dispatch System will be responsible for emergency medical dispatch procedures and call prioritization.

Equipment. Contractor will provide equipment necessary to interface with PFDRDC. Contractor must provide base, mobile and portable radios that enable voice interoperability by allowing the Contractor's ambulances and supervisors, if applicable, to communicate directly with Fire Department units and Phoenix Fire Regional Dispatch Center on appropriate radio channels and according to procedures established by the Fire Department. Field unit radios (mobile and

portable) and Mobile Computer Terminals are to be acquired by the Contractor. Failure to comply will result in liquidated damages of \$1,000 per incident where the responding ambulance does not have communication capabilities as described in this section. The Town will submit invoices to the Contractor, who will be required to submit payment within thirty (30) calendar days.

The Proposer is advised that during the term of any awarded contract the Dispatch Center may change the radio system and Contractor will be required to change to such a radio system at no cost to the Town.

Fees. Contractor agrees to pay the City of Phoenix' PFDRDC fees attributed by the PFDRDC to Contractor for use of the system. Fees are payable either to the City of Phoenix or to the Town as a pass-through reimbursement, at the Town's discretion, in quarterly installments. Such fees include Dispatch, Technical Service, Maintenance, and other fees attributable to Contractor's use of the PFDRDC. Dispatch fees are based on the total number of ambulance dispatches for the previous year. The Technical Service Fee consists of Maintenance and General Maintenance assessments. Representative statements for fees attributable to ambulance service for 2018-19 and projected fees for 2019-20 are included in **Attachment 2**.

Each Proposer shall detail its abilities to meet these requirements prior to commencement of Services. A Proposer's failure to establish to the Town's satisfaction that the Proposer will be able to reimburse, install, maintain and operate the ability to interface with the PFDRDC shall be found to be non-Responsible.

15. TRAFFIC SIGNAL PRE-EMPTION SYSTEM

For services rendered to the community, the Town will provide access to its Traffic Signal Pre-emption System for the Contractor contracted ambulances, including back-up ambulances. This System (currently Opticom Traffic Signal Pre-emption System) shall be used only for 911 responses or transports within the Town's Primary Service Area. Should the Contractor choose to use this system, the Contractor shall be responsible for the purchase of equipment necessary to install and activate the system in all its contracted Ambulances. All equipment specifications must be approved by the Town.

In addition, an AVL system provided by the Contractor for its ambulances shall be made available for integration with the Dispatch Center.

Each Proposer shall detail its abilities to integrate with the Traffic Signal Pre-emption System. .

16. CONTRACTOR PROVIDED EQUIPMENT, MATERIALS AND SUPPLIES

The Contractor shall provide the Ambulances, clinical equipment and supplies to provide Services and meet all performance criteria of the Contract. Each Proposer must specify in its Proposal what equipment, materials and supplies it will provide for performing the Services. At a minimum, equipment, materials and supplies required by DHS must be provided. Proposers should detail all equipment and supplies, and identify any that are in addition to the minimum DHS requirements. Each Proposer must provide a detailed description of and plan for the management of its equipment, materials and supplies, including its Ambulance fleet, support vehicles and equipment, together with Contractor's preventative maintenance plan.

The Town reserves the right to require Contractor at Contractor's expense to carry additional equipment during the term of the Contract if reasonably necessary and will give Contractor ninety (90) days' notice of intent to require such additional equipment.

17. CONTRACTOR PROVIDED AMBULANCES

Each Contractor must provide Ambulances for ALS Service in the Primary Service Area to meet required Response Times. Each Ambulance must meet or exceed ADHS requirements for Ambulances providing ALS Services, and Proposers should provide a detailed description of Ambulance(s) that will be used to provide Services pursuant to the Contract, including, the year, model and make, mileage, equipment (with an indication if any equipment is in addition to the minimum required pursuant to DHS requirements).

Each Ambulance shall have a dedicated cell phone pre-programmed with all phone numbers needed for medical communications. Programming shall be updated from time to time to reflect the needs of the Town and Contractor, at Contractor's expense.

Ambulances must meet all applicable Federal, State and local requirements and it shall be the responsibility of the Contractor to assure appropriate certifications from ambulance manufacturers and to assure that all Ambulances are operated within Federal (U.S. Department of Transportation), State (Arizona Department of Health Services and other State of Arizona agencies imposing requirements) and local guidelines (Town, Fire Department and all other applicable local guidelines and requirements). Guidelines include all applicable limitations on gross vehicle weight.

Contractor shall monitor and be responsible for, through their established maintenance program, the condition, safety and reliability of all Ambulances providing Services. Contractor shall be responsible for maintaining current maintenance records and such records shall be available to the Town upon request. Town prefers that Ambulances that accumulate two-hundred fifty thousand (250,000) miles or reach sixty (60) months in total service time shall be replaced within 90 days of mileage or age occurrence by new ambulances at Contractor's expense. Proposers shall provide details of their maintenance and other programs to assure safety and reliability of Ambulances.

18. MINIMUM CLINICAL LEVELS AND STAFFING REQUIREMENTS

The Contractor shall staff Ambulance(s) with at least one (1) EMT- Qualified Driver and one (1) Emergency Paramedic.

All Contractor's personnel must maintain all current certifications and required training to ensure continued certification at all times throughout their deployment on Contractor's ambulances.

Contractor shall be responsible for the permits, licenses and certifications of its Ambulance personnel as required by all agencies having authority in such matters. Each Proposer shall describe in detail its training plan for assuring the training of its EMT's, Paramedics, and drivers of Ambulances as required by, or exceeding, all agencies having authority in such matters, and assure continued compliance with all permits, licenses and certification requirements.

Contractor shall demonstrate a quality management program that incorporates assuring compliance with Contract, minimum performance standards, rules and regulations.

Contractor is required to comply with Arizona requirements for Administrative Medical Director, Medical Director and Base Hospital providers, as applicable.

19. SUPPLIES FOR BASIC AND ADVANCED LIFE SUPPORT SERVICES

It shall be the Contractor's sole responsibility and at the Contractor's sole expense to provide all disposable supplies and pharmaceuticals necessary and/or required to perform basic and advanced life support services. The Contractor will provide as a minimum, all equipment and supplies in compliance with DHS guidelines, and Proposers shall provide a detailed list of all equipment and supplies, identifying any that vary from the DHS guidelines. Contractor shall cooperate with the Fire Department to modify this list as may be reasonably requested or to reflect changing practices within the EMS System. The Contractor will comply with the required number, type and in some cases brand (including name brand only), of each item that shall be carried on every ambulance.

For each instance in which a Contractor's unit fails to meet the minimum equipment requirement, the Town will assess liquidated damages of \$500. Failure to meet the minimum equipment requirement may be determined as the result of an incident related to a response or as a result of an ambulance inspection. The Town will submit an invoice to the Contractor, who will be required to submit payment within thirty (30) calendar days.

20. EQUIPMENT AND MEDICAL SUPPLIES REPLENISHMENT

As authorized by the Arizona Department of Health Services, the Contractor may charge for Disposable Medical Supplies and pharmaceuticals. Whenever the Fire Department uses disposable medical supplies and/or pharmaceuticals at a medical incident, and the Contractor transports the patient, the Contractor shall replenish such disposable medical supplies and pharmaceuticals used by the Fire Department. Proposers should describe its process for replacement of disposable medical supplies and pharmaceuticals.

21. SCENE CONTROL AND INCIDENT COMMAND STRUCTURE

The Fire Department has the responsibility for overall scene safety and management of all responders and patients. The Contractor will require its employees, including EMT's, Paramedics, Supervisors, and Management personnel to adhere to and participate in the Fire Department's Incident Command procedures.

22. COST OF SERVICE

All billing and collection of fees for Services will also be the responsibility of Contractor. Fees may only be charged as established by the Arizona Department of Health Services and in accordance with arrangements applicable to each Payer (including federal, state and local government Payers). Town is not responsible for non-payment of bills by individuals or other responsible parties to whom patient care and transportation services have been rendered by Contractor.

23. ALS SERVICE COMPENSATION

Without considering any amounts collected for Services, Contractor agrees to pay Town a fee equal to the difference between the ADHS-approved ALS Base Rate and the ADHS-approved Basic Life Support (BLS) Base Rate in effect at the time of the transport for each completed Ambulance transport for which a Firefighter Paramedic employed by or contracted for by Town provides ALS services on the transport by accompanying the patient with continuation of care and treatment to the destination.

24. OSHA AND OTHER REGULATORY REQUIREMENTS

During the term of this Contract, certain regulatory requirements for occupational safety and health, including but not limited to infection control and blood borne pathogens may be increased. The Contractor will adopt procedures that meet or exceed all requirements for dealing with these and any other regulatory changes.

25. SOLICITATION OF PATIENT INFORMATION

Contractor shall have the right to solicit information about a patient's accident and/or hospitalization insurance. No attempt shall be made to collect any fee from the patient, patient's relatives, or any responsible party until the patient has been accepted at the receiving hospital. However, this shall not prohibit Contractor from soliciting authorization for transport from a prepaid medical plan such as AHCCS, etc., as long as the solicitation of such authorization does not compromise or detrimentally affect patient care.

26. RATES, FARES, OR CHARGES FOR AMBULANCE SERVICES

Nothing herein shall be construed to govern, alter, or amend the Contractor's rates, fares, or charges. All such rates, fares, or charges of the Contractor shall be in accordance with and shall not be greater or lesser than or different from the Contractor's rates, fares, or charges as may be approved, fixed, determined, established, and/or authorized by the Arizona Department of Health Services (or any successor governmental entity) regulating such rates, fares, or charges for the service provided.

27. ISRAEL BOYCOTT

Offeror/Proposer acknowledges that any contract is subject to A.R.S. § 35-393.01, which prohibits the Town from contracting with any person who is currently, or during the Term or any renewal term, participating in a boycott of Israel. Offeror/Proposer warrants that it is not and will not participate in such prohibited activity in contravention of A.R.S. § 35-393.01 and submits an executed affidavit, attached as **Attachment 1**, as assurance to the Town.

PROPOSAL EVALUATION

1. GENERAL

After receipt of all proposals, each submittal shall be screened to determine if any shall be deemed a non-Responsive Proposal. Unsigned proposals, incomplete proposals, non-conformance with mandatory requirements, etc., may result in the determination of a non-Responsive Proposal.

Subsequent to the initial review, all remaining proposals shall be reviewed by the Proposal Evaluation Committee.

Disqualification. A Proposer (including each of its principals) who is currently debarred, suspended or otherwise lawfully prohibited from any public procurement activity may have its RFP response rejected.

Clarifications. Town reserves the right to obtain Offeror/Proposer clarifications where necessary to arrive at full and complete understanding of Offeror/Proposer's product, service, and/or Solicitation response. Clarification means a communication with an Offeror/proposer for the sole purpose of eliminating ambiguities in the RFP response and does not give Offeror/Proposer an opportunity to revise or modify its RFP response.

Waiver and Rejection of Proposals. The Town reserves the right to reject any or all Offers/Proposals or to cancel the Solicitation altogether, to waive any informality or irregularity in any RFP response received, and to be the sole judge of the merits of the respective Offers/Proposals received.

2. EVALUATION CRITERIA

All Responsive Proposals shall be evaluated by the Proposal Evaluation Committee using the weighting and criteria listed below. The recommendation for Contract Award will be made to the Responsive and Responsible Proposer whose proposal is determined to be the most advantageous to the Town when applying the following criteria and weighting.

The following is the weighting of criteria that will be used to review the Proposals:

PROPOSAL EVALUATION CRITERIA	WEIGHT (100 POINTS)
Quality/Methodology / Deployment Model	50
Financial Considerations/Cost of Services to the Town	30
Firm Experience & Qualifications	20

Each Proposal will be reviewed in entirety and assigned a score with respect to each of the criteria. The Proposals will be ranked by the evaluation committee according to their total weighted ranking.

The Proposal Evaluation Committee may establish a short list of those Proposals considered most advantageous to the Town.

- Short-listed Proposers may be invited to make a presentation. At the presentation, the Proposal Evaluation Committee will score each Proposer.
- At the conclusion of all presentations, an overall ranking of Proposals will be performed, combining the results of the Proposal Evaluations and the presentations.

Should negotiations with the top ranked Proposer fail to reach a satisfactory conclusion, the Town may at its sole discretion enter into negotiations with the second ranked vendor, or the Town may determine that no further negotiations will be conducted.

SUBMITTAL REQUIREMENTS CHECKLIST

NOTICE: Proposers are **not** required to return a copy of the solicitation and/or any Addenda issued by the Town, with your submittal. Please review the submittal requirements below for the list of information to be included with your submittal.

It is preferred that all submittals be prepared on 8½" X 11" paper and the Original be printed on one (1) side only (copies may be printed on 2 sides). Foldout pages should be kept to a minimum. Proposers are reminded that the Proposal Evaluation Committee's ability to evaluate the proposals is dependent upon the organization, detail and readability of the submittal documents. A clear, complete and adequate response is very important. Please format your response to correspond with the areas listed below in the order they are listed below.

To constitute a valid Responsive Proposal by the Proposer to this solicitation, the Proposer's submittal **MUST** include a **MINIMUM** of the following items:

- ☐ **Proposal Signature Page (Form)** - Fully completed Proposal Signature Page, signed in ink.
 - Solicitation Addendum Acknowledgement. Each Solicitation Addendum shall be acknowledged in Proposer's document. Failure to note a Solicitation Addendum may result in rejection of the RFP response.
- ☐ **Pricing Proposal (Form)** – Fully completed Pricing Proposal Form(s).
- ☐ **Proposer Questionnaire** – Fully completed Proposer Questionnaire
- ☐ **Subcontractor's List (Form)** – Fully completed Subcontractor's List
- ☐ **Reference List (Form)** – Fully completed Reference List. List minimum of three (3) customers/organizations/public entity, excluding the Town of Paradise Valley, for whom your company has provided emergency ambulance services under a similar scope as this Request for Proposal, during the past three years. Include the length of any contracts listed.
- ☐ **Commitment to Quality Metrics (Addendum 1)** – Fully complete the proposers offered goals for the clinical and patient satisfaction goals by completing the "Goal Offered by Proposer" column of Addendum 1.
- ☐ **Affidavit of Non-Collusion (Form)** - Fully completed Affidavit of Non-Collusion, signed in ink.
- ☐ **General Disclosure Form (Form)** – Fully completed General Disclosure Form, signed in ink.
- ☐ **Litigation Disclosure Form (Form)** – Fully completed Litigation Disclosure Form, signed in ink.
- ☐ **Firm Experience and Qualifications** – The Proposer shall submit Firm Experience and Qualifications that illustrates the Proposer's understanding of the objectives of this Solicitation, as well as the qualifications, experience, training and other credentials that illustrate the company's ability to successfully complete the Services and scope of work represented in this Solicitation. The Firm Experience and Qualifications document should include, at a **MINIMUM**, the following items:

- Proposer's document shall contain company name, main office business address, local office business address (if different), office telephone number, facsimile number, company email address and company web page address (as applicable).
- Proposer's document shall contain a synopsis of the firm's history, including a statement indicating the length of time the Proposer has been doing business under the services being requested herein.
 - Identify the current legal name of the company, individuals responsible for the company and the number of years it has operated under this name. (If less than 5 years, list all other legal names under which the firm operated within the past 5 years).
- Proposer's document shall contain an organizational chart that identifies Key Personnel by name, title and contact information.
 - Include relevant experience and expertise for the last two (2) years for Key Personnel related to the performance of this solicitation, in accordance with all rules and regulations, and the Arizona Department of Health Services Bureau.
- Proposer's document shall demonstrate previous experience performing work similar to the size and scope of the work identified herein.
- Proposer's document shall provide evidence of sound financial position. The Proposer shall provide evidence that clearly documents the financial history of the organization and demonstrates that it has the financial capability to handle the expansion (including implementation and start-up costs) necessitated by the award of the Contract.
- Proposers document shall provide evidence of regulatory compliance, including :
 - CON and Registered/licensed (or such other authorization recognized and acceptable to DHS). Must present CON or other authorization compliant with applicable laws, rules and regulations for the Town's Primary Service Area.
- Proposers document should provide evidence of collaborative engagement by leadership with Fire Service agencies.
- Proposers document shall describe compliance with requirements for Administrative Medical Director, Medical Director and Base Hospital services, including qualifications of same and contractual term, if applicable.
- Litigation - The Proposer shall include disclosure of any issue or potential issue that may have a material bearing on the financial condition, solvency or credit worthiness of the organization. Disclosure shall include any material contingent liabilities or uninsured potential losses, involuntary contract terminations in other jurisdictions and any voluntary or involuntary bankruptcy filings over the past seven (7) years. The Contractor will also disclose any litigation in which the Contractor has been involved in, either as a plaintiff or defendant, within the past three (3) years.
- References -
- Administrative – Provisions of Insurance, Method of Performance Securitys

☐ **Offerors Methodology / Fleet Summary** – Offeror/Proposer’s document shall demonstrate an understanding of the goals identified herein, and provide a basic overview for the accomplishment of these goals. Offeror’s proposal shall identify the key project areas, issues and potential obstacles with respect to the scope of work identified herein. Offeror/Proposer’s documents should provide a basic methodology to address each project area and overcome all identified issues and obstacles.

- Proposer’s document shall demonstrate an understanding of the goals identified herein for this contract, and provide a basic overview for the accomplishment of these goals.
- **Clinical Performance Measures** – Credential of Field Personnel, Quality Improvement Processes, In-Service Training, Employee Recruitment (including Screening and Orientation), Preceptor Qualifications/Status.
- **Deployment Plan** – Description of ambulance coverage plan, location/staging of ambulance(s) (including whether and terms of use of Town residential property) system status management and deployment model / evidence of ability to comply with Response Time Requirements.
- **Control Center Operations** - Provide description of radio communication system and CAD.
- **Fleet and Equipment** – Provide detailed description of Ambulances (including year, make, model, and mileage) and itemization of equipment, including safety features, of owned or leased Ambulances that will be used to complete work under the scope of the Contract.
- **Ambulance & Equipment Maintenance Practices** - Detailed description of and plan for the management of equipment, materials and supplies, including ambulance fleet, support vehicles and equipment, including preventative maintenance plan. Include replacement schedule for the ambulances that will be used to complete work under the scope of the Contract.
- **Medical Supplies and Price Lists** - Proposer shall provide itemization of all medical supplies to be available on Ambulances, indicating any that are in addition to those required by DHS.
- **Implementation Plan** - Explain Proposer’s implementation and transition plan. What steps will be taken to ensure the Town will have continual Services. Include timeline with major milestones listing what steps Proposer will take and what will be need from the Town and when it will need.

☐ **Litigation** – Proposer shall complete the Litigation Disclosure Form and make disclosure consistent with “Instructions to Offerors/Proposers,” Paragraph 23

☐ **Financial Considerations / Cost of Services to Town** - Proposer’s document shall describe availability of ALS Compensation, disposable medical supplies and pharmaceutical restock, and any cost or charges to the Town for Services.

- ☐ **Exceptions** – Proposer shall identify any exceptions taken to the terms and conditions as specified in this solicitation document, any award documents, or attached contracts. All exceptions taken by the Proposer shall be clearly defined and the changes requested clearly identified in their submittal document. The proposed Form of Contract is included as part of this Solicitation. In your Proposal document you must include a statement that you have reviewed the contract and list any exceptions.

Exceptions taken by the Proposer shall be used in the evaluation process. If the Proposer does not indicate exceptions in their submittal document this will signify to the Town that the Proposer is in full agreement with all areas of the solicitation document, attached award documents and contracts, and agree to all terms as stated. An RFP response that takes exception to a material requirement of any part of the Solicitation, Specifications or proposed Form of Contract, may be rejected as non-responsive.

- ☐ **Proposal Copies** – Identify and submit one (1) **unbound original (binder clip only)** and seven (7) copies of the Proposer's proposal (Proposal copies can be bound if the Proposer so desires).

In addition, Proposer is requested to provide an electronic copy of the Proposer's complete proposal. This electronic copy shall be one (1) file, on [REDACTED], in Adobe® Acrobat format (PDF), and be an electronic representation of the Proposer's complete proposal document (signature page, quotation page, sample documents, all attachments, brochures, pamphlets, etc.).

NOTE:

Please **do not** return a copy of the solicitation/addenda(s) with your proposal/submittal. Return only the required documents as referenced on the Submittal Checklist.

PROPOSAL SIGNATURE PAGE

The undersigned hereby offers and agrees to furnish the material, or service, in compliance with all the terms and conditions, instructions, , and any amendments contained in this Request for Proposal document and attached Ambulance Services Contract and any written exceptions in the offer accepted by the Town.

The Offeror also certifies it is in compliance with the Non-Collusion and the Immigration Compliance and Federal and Arizona State Immigration Laws requirements of the solicitation.

Company Name

Signature of Authorized Person

Address

Printed Name

City State Zip

Title

Telephone Number

Fax Number

Date

E-Mail Address

If Applicable, Contractor's License Number and Classification:

The Offeror hereby acknowledges that the proposal, including pricing, is based on the addenda that were issued by the Town prior to opening of this proposal, as follows (Itemize Addenda, if Any):

Addendum No(s). ____, ____, ____, ____, ____, ____, ____, ____, ____, ____, ____

Proposal must be signed by a duly authorized representative eligible to sign contract documents for the firm. Consortiums, joint ventures, or teams submitting proposals will not be considered Responsive Proposal(s) unless it is established that all contractual responsibility rests solely with one contractor or one legal entity. The Proposal must indicate the responsible entity.

Offerors should be aware that joint responsibility and liability will attach to any resulting contract and failure of one party in a joint venture to perform will not relieve the other party or parties of total responsibility for performance.

PRICING PROPOSAL FORM

COMPANY NAME: _____

Include information re: 1) ALS Compensation; 2) Cost to Town for Services, if any; and 3) disposable medical supplies and pharmaceutical restock

PROPOSER QUESTIONNAIRE

COMPANY INFORMATION

Company Local Office Physical Address

Office Daytime Phone Number

Office Fax Number

Telephone Ordering Phone Number(s)

Company email Address

Company Operating Hours (Monday – Friday)

Company Hours (Saturday)

NAME OF MAIN CONTACT

(assigned to this contract)

Office Phone Number of Main Contract

Cellular Phone Number of Main Contact

Email of Main Contact

NAME OF COMPANY MANAGER

Office Phone Number of Company Manager

Email of Company Manager

After Hour/Emergency Phone Number(s)

Signature _____

Printed Name: _____

Title _____

Company _____

SUBCONTRACTOR'S LIST

T

COMPANY NAME: _____

If any Proposer intends to subcontract any portion of this contract, the Proposer must submit the name, address, license number (if applicable) of each subcontractor including the extent of such subcontracting and include with bid submittal documents. (Proposer may supply additional pages as needed to identify all subcontractors).

NAME: _____ LICENSE: _____

ADDRESS: _____

CONTACT PERSON/TELEPHONE#: _____

EMAIL ADDRESS: _____

EXTENT OF WORK: _____

NAME: _____ LICENSE: _____

ADDRESS: _____

CONTACT PERSON/TELEPHONE#: _____

EMAIL ADDRESS: _____

EXTENT OF WORK: _____

NAME: _____ LICENSE: _____

ADDRESS: _____

CONTACT PERSON/TELEPHONE#: _____

EMAIL ADDRESS: _____

EXTENT OF WORK: _____

REFERENCES

List minimum of three (3) customers/organizations/public entity, excluding the Town of Paradise Valley, for whom your company has provided **AMBULANCE SERVICES** under a similar scope as this Request for Proposal, during the past three years. Include the length of any contracts listed. *Proposers may make multiple copies of this document as needed.*

Company Name: _____

Company Address: _____

City/State/Zip: _____

Contact Person: _____ Telephone #: _____

Email: _____ Date of Service: _____

Type of Service Provided: _____

Company Name: _____

Company Address: _____

City/State/Zip: _____

Contact Person: _____ Telephone #: _____

Email: _____ Date of Service: _____

Type of Service Provided: _____

Company Name: _____

Company Address: _____

City/State/Zip: _____

Contact Person: _____ Telephone #: _____

Email: _____ Date of Service: _____

Type of Service Provided: _____

YOUR COMPANY NAME: _____

AFFIDAVIT OF NON-COLLUSION

_____, being first duly sworn, deposes and says:

That he/she is _____ of _____
(Title) (Name of Business)

submitting an Offer/Proposal in response to Request for Proposal No. 20-098-TMG for
Emergency Ambulance Transportation Services in the Town of Paradise Valley, Arizona.

That, in connection with the above-mentioned project, neither the affiant, nor anyone associated
with the aforesaid business has, directly or indirectly, participated in any collusion, entered into
any contract, combination, conspiracy or other act in restraint of trade or commerce in violation of
the provisions of A.R.S. § 34-251, Article 4, as amended.

Signature of Authorized Representative

Printed Name and Title of Authorized Representative

STATE OF ARIZONA)
) ss
COUNTY OF MARICOPA)

The foregoing instrument was acknowledged before me this _____ day of _____, 20____,
by _____ for the purposes contained herein.

Notary Public

My Commission Expires: _____

PROPOSER GENERAL DISCLOSURE FORM

Proposer shall respond to each of the questions below by checking the appropriate box and provide supplemental information as needed. Failure to fully and truthfully disclose the information required by this disclosure form may result in the disqualification of your submittal from consideration or termination of the contract, once awarded.

Debarment / Suspension Information – Has the Respondent or any of its principals been debarred or suspended from contracting with any public entity?

☐ YES

☐ NO

If “YES”, in an attachment to this form identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension.

Surety Information – Has the Respondent or any of its principals ever had a bond or surety cancelled or forfeited?

☐ YES

☐ NO

If “YES”, in an attachment to this form identify the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture.

Bankruptcy Information – Has the Respondent or any of its principals ever been declared bankrupt or filed for protection from creditors under State or Federal proceeding in the last seven (7) years?

☐ YES

☐ NO

If “YES”, in an attachment to this form identify the date, court, jurisdiction, case number, amount of liabilities and amount of assets.

Signature

Title

Printed Name

Date

COMPANY NAME: _____

LITIGATION DISCLOSURE FORM

The Proposer shall include disclosure of any issue or potential issue that may have a material bearing on the financial condition, solvency or credit worthiness of the organization. Disclosure shall include any material contingent liabilities or uninsured potential losses, involuntary contract terminations in other jurisdictions and any voluntary or involuntary bankruptcy filings over the past seven (7) years. The Contractor will also disclose any litigation in which the Contractor has been involved in, either as a plaintiff or defendant, within the past three (3) years.

Signature

Title

Printed Name

Date

COMPANY NAME: _____

Addendum 1 – Performance Quality Standards

Clinical

The Town is a strong proponent of the Institute for Health Improvement (IHI) focus on the “Triple Aim” – 1) improving the patient experience of care (including quality and satisfaction); 2) improving the health of populations; and 3) reducing the per capita cost of health care. As such, there is significant importance on providing a high level of patient care beyond arriving at the patient’s side in a timely manner. Clinical research indicates this may be more important than the speed of the response. Therefore, the Town has identified certain criteria that impact the patient’s probability of a positive outcome and benchmarks that indicate a well-functioning EMS transport provider. These criteria and benchmarks based on standards set by data-driven research and/or respected EMS organizations. Each criterion must meet three factors to be included; it shall be 1) measurable, 2) improvable, and 3) reflect value to the patient.

This section contains the proposed Contractor report card criteria. The Proposer shall indicate in this format its proposed target benchmarks for each category. These criteria and related target benchmarks may be revised by mutual agreement between the Town and Contractor as clinical research and other factors determine the optimal care path and customer-service experience for EMS patients.

Comprehensive electronic patient care report (ePCR) review is expected to identify individual and overall opportunities for clinical treatment improvement. All high acuity calls (e.g., cardiac arrest, advanced airway management, ST-elevation myocardial infarction [STEMI] alert, stroke alert, trauma alert and sepsis alert) will have mandatory chart review. Similarly, 20-30 percent of non-transports resulting against medical advice (AMA) or Release At Scene (RAS), shall be reviewed. Five percent (5%) of remaining charts shall be randomly audited. The expected number of ePCRs to be reviewed shall be at least 20 per month; this number may be adjusted if the review process can be automated. Between ePCR review and related training/education opportunities identified, this review is expected to drive training and education and improve overall patient care. All of the clinical performance standards should be overseen by the Medical Director, preferably with experience working with EMS crews as a local ED physician.

Patient Satisfaction

The Town desires a patient satisfaction scoring mechanism that is independent, objective and measures the customer service related to the care and transport services provided by the Contractor. The Proposer shall offer a third-party survey tool (e.g., EMS Survey Team) approved by the Town to survey patients about their experience. The Proposer shall follow Health Insurance Portability and Accountability Act (HIPAA) guidelines to protect patient privacy. Each month, the survey tool provider will provide completed surveys to at least 20 percent of patients transported and 10 percent of patients not transported (AMA/RAS). The selected questions will be standardized to provide comparison and approved by the Town.

If the Contractor provides high levels of clinical and patient satisfaction , a credit is available towards response time liquidated damages described within this section. The proposed performance dashboards are available in Exhibit 1.

These may be adjusted based on clinical research, contemporary EMS benchmarking standards, and other factors; however, all criteria must be 1) measurable, 2) improvable (by the Contractor), and 3) reflect value to the patient and the Town. The liquidated damage relief is based on a sliding scale to reward positive movement. Table 1 summarizes the credit available.

Table 1: Response Time Liquidated Damage Relief

Report Card Score	Relief
90 – 99.9	100%
80 – 89.9	75%
70 – 79.9	50%
60 – 69.9	25%

Exhibit 1 – Performance Dashboard

<u>Cardiac Arrest</u>	Goal Offered by Proposer
% of cases with Chest Compression Fraction (CCF) \geq 90%	
% of cases with compression rate 100-120 cpm 90% of the time	
% of cases with compression depth that meet appropriate depth benchmark 90% of the time	
% of cases with mechanical CPR device placement with < 10 sec pause in chest compression	
% of cases with Pre-shock pause < 10 sec	

<u>Ventilation Management</u>	Goal Offered by Proposer
% of cases with etCO2 use for non-invasive ventilation management (CPAP, BVM) when equipped	
% of cases with etCO2 use for advanced ventilation management	
% of successful ventilation management as evidenced by etCO2 waveform throughout the case	
% of successful supraglottic airway placement	
% of successful endotracheal tube placement	

<u>STEMI</u>	Goal Offered by Proposer
% of suspected STEMI patients correctly identified by the Contractor and confirmed at the hospital	
% STEMI identified at the hospital, but not by Contractor	
% of suspected STEMI patients w/ASA admin (<i>in the absence of contraindications</i>)	
% of suspected STEMI patients w/NTG admin (<i>in the absence of contraindications</i>)	
% of suspected STEMI patients with 12L acquisition within 10 minutes of ambulance patient contact	
% of suspected STEMI patients with 12L transmitted within 5 minutes of ambulance transport initiation	
% of suspected STEMI patients with PCI facility notified of suspected STEMI within 10 minutes of ambulance patient contact	
% of patients with Suspected STEMI Transported to PCI Center	
% of suspected STEMI patients with MedStar PSAP time to Cath Lab intervention time < 90 minutes	

<u>Trauma</u>	Goal Offered by Proposer
% of patients meeting Trauma Alert criteria correctly identified by the Contractor	
% of suspected Trauma Alert patients with trauma facility notified of trauma alert within 5 minutes of EMS patient contact	
% of suspected Trauma Alert patients with scene time < 10 minutes (<i>in the absence of extrication delay</i>)	

<u>Stroke</u>	Goal Offered by Proposer
% of suspected Stroke patients correctly identified by the Contractor	
% of suspected Stroke patients w/BGL measured	
% of suspected Stroke patients w/CSS measured	
% of suspected Stroke patients w/positive CSS scores receiving Los Angeles Motor Score (LAMS) measured	
% of suspected stroke patients with stroke facility notified of suspected stroke within 10 minutes of EMS patient contact	
% of suspected stroke patients w/LAMS scores 4 - 5 transported to Comprehensive Stroke Center	

<u>Patient Satisfaction</u> (<i>Survey conducted by an outside agency required</i>)	Goal Offered by Proposer
Communication by medics (patient and family)	
Care shown by the ambulance crew	
Skill and professionalism of the ambulance crew	
Cleanliness of ambulance	
Professionalism of the staff in the billing office	

ATTACHMENT 1 - AFFIDAVIT OF ISRAEL BOYCOTT

The Arizona legislature enacted legislation to prohibit public entities from contracting with companies currently engaged in a boycott of Israel. To ensure compliance with A.R.S. §35-393.01, this form must be completed and returned with the Bid in order that the Town may determine compliance.

As defined by A.R.S. §35-393.01:

1. "Boycott" means engaging in a refusal to deal, terminating business activities or performing other actions that are intended to limit commercial relations with Israel or with persons or entities doing business in Israel or in territories controlled by Israel, if those actions are taken either:

(a) In compliance with or adherence to calls for a boycott of Israel other than those boycotts to which 50 United States Code section 4607(c) applies.

(b) In a manner that discriminates on the basis of nationality, national origin or religion and that is not based on a valid business reason.

2. "Company" means a sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company or other entity or business association, and includes a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate.

3. "Direct holdings" means all publicly traded securities of a company that are held directly by the state treasurer or a retirement system in an actively managed account or fund in which the retirement system owns all shares or interests.

4. "Indirect holdings" means all securities of a company that are held in an account or fund, including a mutual fund, that is managed by one or more persons who are not employed by the state treasurer or a retirement system, if the State treasurer or retirement system owns shares or interests either:

(a) together with other investors that are not subject to this section.

(b) that are held in an index fund.

5. "Public entity" means this State, a political subdivision of this STATE or an agency, board, commission or department of this state or a political subdivision of this state.

6. "Public fund" means the state treasurer or a retirement system.

7. "Restricted companies" means companies that boycott Israel.

8. "Retirement system" means a retirement plan or system that is established by or pursuant to title 38.

You must select one of the following:

_____ My company **does not** participate in, and agrees not to participate in during the term of the contract a boycott of Israel in accordance with A.R.S. §35-393.01. I understand that my response will become public record.

_____ My company **does** participate in a boycott of Israel as defined by A.R.S. §35-393.01.

By submitting this affidavit, the undersigned person or entity with whom the Town of Paradise Valley is contracting agrees to indemnify and hold the Town of Paradise Valley, its officials, officers, directors, employees, volunteers and agents, harmless from any claims or causes of action relating to the Town of Paradise Valley's action based upon reliance on the above representations, including the payment of all costs and attorney fees incurred by the Town of Paradise Valley in defending such an action.

Signature of persons Authorized to Sign

Printed Name and Title

Company Name

Address

City

State

Zip

ATTACHMENT 2 - DISPATCH AND TECHNICAL FEE SCHEDULES

2018-19, 2019-20 and Proposed 2020-21 as Examples

City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Annual Amortized Equipment & Dispatch Cost Estimates
Fiscal Year 2018/2019
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
119327

Town of Paradise Valley

I. Dispatch Service Fee*

	<u>Dispatch Count</u>	<u>Per Dispatch Fee</u>	<u>Total</u>
\$21.65 - Paradise Valley - FD	651	\$21.65	\$14,092.14
\$14.54 - Paradise Valley - PMT	401	\$14.54	\$5,831.63
Total Dispatch Service Fees:			<u>\$19,923.77</u>

II. General Maintenance Service Fee

	<u>\$ / Unit</u>	<u># Units</u>	<u>Ext \$</u>
Station Pack Maint. - Paradise Valley - FD	\$4,600	2	\$9,200.00
Station Pack Maint. - Paradise Valley - AMR	\$9,200	1	\$9,200.00
MCT/AVL Maint. - Paradise Valley - FD	\$2,000	3	\$6,000.00
MCT/AVL Maint. - Paradise Valley - AMR	\$4,000	2	\$8,000.00
Airmobile Maint. - Paradise Valley - FD	\$2,000	1	\$2,000.00
Total Specific Maintenance Service Fees:			<u>\$34,400.00</u>

III. Network System Fees

	<u>\$ / Unit</u>	<u># Units</u>	<u>Ext \$</u>
WAN/LAN System Fee - Paradise Valley - FD	\$8,650	2	\$17,300.00
Total Network System Fees:			<u>\$17,300.00</u>

IV. CAD System Fees

	<u>Dispatch Count</u>	<u>Per Dispatch Fee</u>	<u>Total</u>
CAD Modernization Service Fee - Paradise Valley - FD	651	\$5.00	\$3,255.00
CAD Maintenance Service Fee - Paradise Valley - FD	651	\$1.00	\$651.00
Total CAD System Fees:			<u>\$3,906.00</u>

Total Schedule A: \$75,529.77

The Dispatch Service, Specific Maintenance, Network System, and CAD System Fees for the Town of Paradise Valley are \$75,529.77. The City of Phoenix will invoice the Town of Paradise Valley on a quarterly basis in the amount of \$18,882.44.

* The Dispatch Service Fee calculation is the dispatch rate multiplied by the total number of dispatches for the previous calendar year.

City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Annual Amortized Equipment & Dispatch Cost Estimates
Fiscal Year 2018/2019
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
119327

Town of Paradise Valley - Private Ambulances (subset)

I. Dispatch Service Fee*

	<u>Dispatch Count</u>	<u>Per Dispatch Fee</u>	<u>Total</u>
\$14.54 - Paradise Valley - PMT	401	\$14.54	\$5,831.63
Total Dispatch Service Fees:			<u>\$5,831.63</u>

II. General Maintenance Service Fee

	<u>\$ / Unit</u>	<u># Units</u>	<u>Ext \$</u>
Station Pack Maint. - Paradise Valley - AMR	\$9,200	1	\$9,200.00
MCT/AVL Maint. - Paradise Valley - AMR	\$4,000	2	\$8,000.00
Total Specific Maintenance Service Fees:			<u>\$17,200.00</u>

III. Network System Fees

<u>\$ / Unit</u>	<u># Units</u>	<u>Ext \$</u>
Total Network System Fees:		<u>\$0.00</u>

IV. CAD System Fees

<u>Dispatch Count</u>	<u>Per Dispatch Fee</u>	<u>Total</u>
Total CAD System Fees:		<u>\$0.00</u>

Total Schedule A: \$23,031.63

FINAL

City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Annual Amortized Equipment & Dispatch Cost Estimates
Fiscal Year 2019/2020
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
119327

Town of Paradise Valley

I. Dispatch Service Fee

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
\$22.47 - Paradise Valley - FD	\$22.47	658	\$14,785.26
\$13.64 - Paradise Valley - PMT	\$13.64	382	\$5,210.48
\$13.64 - Paradise Valley - AMR	\$13.64	10	\$136.40
\$13.64 - Paradise Valley - MAC	\$13.64	2	\$27.28
Total Dispatch Service Fees:			<u>\$20,159.42</u>

II. General Maintenance Service Fee

	<u>\$ / Unit</u>	<u># Units</u>	<u>Ext \$</u>
Station Pack Maint. - Paradise Valley - FD	\$9,300	2	\$9,300.00
Station Pack Maint. - Paradise Valley - PMT	\$9,300	1	\$9,300.00
MCT Maint - Paradise Valley - FD	\$4,100	5	\$10,250.00
MCT Maint - Paradise Valley - PMT	\$4,100	1	\$4,100.00
Airmobile Maint - Paradise Valley - FD	\$4,100	1	\$2,050.00
Total Specific Maintenance Service Fees:			<u>\$35,000.00</u>

III. Network System Fees

	<u>\$ / Unit</u>	<u># Units</u>	<u>Ext \$</u>
WAN/LAN System Fee - Paradise Valley - FD	\$17,400	2	\$17,400.00
Total Network System Fees:			<u>\$17,400.00</u>

IV. CAD System Fees

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
CAD Modernization Service Fee - Paradise Valley - FD	\$5.00	658	\$3,290.00
CAD Maintenance Service Fee - Paradise Valley - FD	\$1.00	658	\$658.00
Total CAD System Fees:			<u>\$3,948.00</u>

V. GIS & Data Analytics Fees

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
GIS & Data Analytics Fee - Paradise Valley - FD	\$0.00	658	\$0.00
Total GIS & Data Analytics Fees:			<u>\$0.00</u>

Total Schedule A: **\$76,507.42**

The Dispatch Service, Specific Maintenance, Network System, and CAD System Fees for the Town of Paradise Valley are \$76,507.42. The City of Phoenix will invoice the Town of Paradise Valley on a quarterly basis in the amount of \$19,126.86.

Fees based on dispatch counts are calculated from the number of dispatches that have occurred during fiscal year ending June 30, 2018.

FINAL

City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Annual Amortized Equipment & Dispatch Cost Estimates
Fiscal Year 2019/2020
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
119327

Town of Paradise Valley - Private Ambulances (subset)

I. Dispatch Service Fee

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
\$13.64 - Paradise Valley - PMT	\$13.64	382	\$5,210.48
\$13.64 - Paradise Valley - AMR	\$13.64	10	\$136.40
\$13.64 - Paradise Valley - MAC	\$13.64	2	\$27.28
Total Dispatch Service Fees:			<u>\$5,374.16</u>

II. General Maintenance Service Fee

	<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
Station Pack Maint. - Paradise Valley - PMT	\$9,300	1	\$9,300.00
MCT Maint - Paradise Valley - PMT	\$4,100	1	\$4,100.00
Total Specific Maintenance Service Fees:			<u>\$13,400.00</u>

III. Network System Fees

<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
Total Network System Fees:		<u>\$0.00</u>

IV. CAD System Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
Total CAD System Fees:		<u>\$0.00</u>

V. GIS & Data Analytics Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
Total GIS & Data Analytics Fees:		<u>\$0.00</u>

Total Schedule A: **\$18,774.16**

FINAL

City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Annual Amortized Equipment & Dispatch Cost Estimates
Fiscal Year 2019/2020
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
119327

Town of Paradise Valley - Helicopter Transports (subset)

I. Dispatch Service Fee

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
<u>Total Dispatch Service Fees:</u>		<u>\$0.00</u>

II. General Maintenance Service Fee

<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
<u>Total Specific Maintenance Service Fees:</u>		<u>\$0.00</u>

III. Network System Fees

<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
<u>Total Network System Fees:</u>		<u>\$0.00</u>

IV. CAD System Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
<u>Total CAD System Fees:</u>		<u>\$0.00</u>

V. GIS & Data Analytics Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
<u>Total GIS & Data Analytics Fees:</u>		<u>\$0.00</u>

<u>Total Schedule A:</u>	<u>\$0.00</u>
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City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Equipment Maintenance & Dispatch Cost Estimates
Fiscal Year 2020/2021
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
PENDING

Town of Paradise Valley

I. Dispatch Service Fee

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
\$24.46 - Paradise Valley - FD	\$24.46	648	\$15,850.73
\$17.17 - Paradise Valley - AMR	\$17.17	47	\$806.96
\$17.17 - Paradise Valley - MAC	\$17.17	1	\$17.17
\$17.17 - Paradise Valley - PMT	\$17.17	368	\$6,318.36

Total Dispatch Service Fees: \$22,993.23

II. General Maintenance Service Fee

	<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
Station Pack Maint. - Paradise Valley - FD	\$4,650	2	\$9,300.00
Station Pack Maint. - Paradise Valley - PMT	\$9,300	1	\$9,300.00
MCT Maint - Paradise Valley - FD	\$2,050	4	\$8,200.00
MCT Maint - Paradise Valley - PMT	\$4,100	1	\$4,100.00
Airmobile Maint - Paradise Valley - FD	\$2,050	1	\$2,050.00

Total Specific Maintenance Service Fees: \$32,950.00

III. Network System Fees

	<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
WAN/LAN System Fee - Paradise Valley - FD	\$8,700	2	\$17,400.00

Total Network System Fees: \$17,400.00

IV. CAD System Fees

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
CAD Modernization Service Fee - Paradise Valley - FD	\$5.00	648	\$3,240.00
CAD Maintenance Service Fee - Paradise Valley - FD	\$1.00	648	\$648.00

Total CAD System Fees: \$3,888.00

V. GIS & Data Analytics Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
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Total GIS & Data Analytics Fees: \$0.00

Total Schedule A: \$77,231.23

The Dispatch Service, Specific Maintenance, Network System, and CAD System Fees for the Town of Paradise Valley are \$77,231.23. The City of Phoenix will invoice the Town of Paradise Valley on a quarterly basis in the amount of \$19,307.81.

Fees based on dispatch counts are calculated from the number of dispatches that have occurred from July 1, 2018 through June 30, 2019.

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City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Equipment Maintenance & Dispatch Cost Estimates
Fiscal Year 2020/2021
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
PENDING

Town of Paradise Valley Town of Paradise Valley - FD (Subset)

I. Dispatch Service Fee

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
\$24.46 - Paradise Valley - FD	\$24.46	648	\$15,850.73

Total Dispatch Service Fees: \$15,850.73

II. General Maintenance Service Fee

	<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
Station Pack Maint. - Paradise Valley - FD	\$4,650	2	\$9,300.00
MCT Maint - Paradise Valley - FD	\$2,050	4	\$8,200.00
Airmobile Maint - Paradise Valley - FD	\$2,050	1	\$2,050.00

Total Specific Maintenance Service Fees: \$19,550.00

III. Network System Fees

	<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
WAN/LAN System Fee - Paradise Valley - FD	\$8,700	2	\$17,400.00

Total Network System Fees: \$17,400.00

IV. CAD System Fees

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
CAD Modernization Service Fee - Paradise Valley - FD	\$5.00	648	\$3,240.00
CAD Maintenance Service Fee - Paradise Valley - FD	\$1.00	648	\$648.00

Total CAD System Fees: \$3,888.00

V. GIS & Data Analytics Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
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Total GIS & Data Analytics Fees: \$0.00

Total Schedule A: \$56,688.73

Fees based on dispatch counts are calculated from the number of dispatches that have occurred from July 1, 2018 through June 30, 2019.

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City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Equipment Maintenance & Dispatch Cost Estimates
Fiscal Year 2020/2021
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
PENDING

Town of Paradise Valley

Town of Paradise Valley - AMR Ambulance (Subset)

I. Dispatch Service Fee

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
\$17.17 - Paradise Valley - AMR	\$17.17	47	\$806.96

Total Dispatch Service Fees: \$806.96

II. General Maintenance Service Fee

<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
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Total Specific Maintenance Service Fees: \$0.00

III. Network System Fees

<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
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Total Network System Fees: \$0.00

IV. CAD System Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
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Total CAD System Fees: \$0.00

V. GIS & Data Analytics Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
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Total GIS & Data Analytics Fees: \$0.00

Total Schedule A: \$806.96

Fees based on dispatch counts are calculated from the number of dispatches that have occurred from July 1, 2018 through June 30, 2019.

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City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Equipment Maintenance & Dispatch Cost Estimates
Fiscal Year 2020/2021
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
PENDING

Town of Paradise Valley

Town of Paradise Valley - Maricopa Ambulance (Subset)

I. Dispatch Service Fee

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
\$17.17 - Paradise Valley - MAC	\$17.17	1	\$17.17

Total Dispatch Service Fees: \$17.17

II. General Maintenance Service Fee

<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
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Total Specific Maintenance Service Fees: \$0.00

III. Network System Fees

<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
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Total Network System Fees: \$0.00

IV. CAD System Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
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Total CAD System Fees: \$0.00

V. GIS & Data Analytics Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
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Total GIS & Data Analytics Fees: \$0.00

Total Schedule A: \$17.17

Fees based on dispatch counts are calculated from the number of dispatches that have occurred from July 1, 2018 through June 30, 2019.

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City of Phoenix Fire Department
Regional Dispatch Center Partners
Computer Aided Dispatch Consortium
Equipment Maintenance & Dispatch Cost Estimates
Fiscal Year 2020/2021
EXHIBIT A
INTERGOVERNMENTAL AGREEMENT
PENDING

Town of Paradise Valley

Town of Paradise Valley - PMT Ambulance (Subset)

I. Dispatch Service Fee

	<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
\$17.17 - Paradise Valley - PMT	\$17.17	368	\$6,318.36

Total Dispatch Service Fees: **\$6,318.36**

II. General Maintenance Service Fee

	<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
Station Pack Maint. - Paradise Valley - PMT	\$9,300	1	\$9,300.00
MCT Maint - Paradise Valley - PMT	\$4,100	1	\$4,100.00

Total Specific Maintenance Service Fees: **\$13,400.00**

III. Network System Fees

<u>\$ / Unit</u>	<u># Units</u>	<u>Total</u>
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Total Network System Fees: **\$0.00**

IV. CAD System Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
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Total CAD System Fees: **\$0.00**

V. GIS & Data Analytics Fees

<u>\$ / Dispatch</u>	<u>Dispatch Count</u>	<u>Total</u>
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Total GIS & Data Analytics Fees: **\$0.00**

Total Schedule A: **\$19,718.36**

Fees based on dispatch counts are calculated from the number of dispatches that have occurred from July 1, 2018 through June 30, 2019.

TOWN OF PARADISE VALLEY SAMPLE CONTRACT

Emergency Medical Transport Services Contract

INSERT SAMPLE CONTRACT