



## **TOWN OF CANTON**

# **REQUEST FOR PROPOSALS TO PROVIDE DAYTIME EMS STAFFING SERVICE**

RESPONSES DUE: June 11, 2024 at 2:00pm

## **GENERAL INFORMATION**

The Town of Canton, Connecticut, (hereafter referred to as “The Town” or “Town”), seeks an appropriate and qualified company to provide staffing for Emergency Medical Services (hereafter referred to as “EMS”) for a period from 7/1/2024 to 6/30/27. Staffing requirements will be as follows:

- (1) Paramedic 24 hours per day, 365 days per year
- (1) EMT weekdays, 6am-6pm and weekends from 6:00am Saturday to 6:00am Monday

Additionally, the selected respondent shall provide the Town with Paramedic and/or EMT staffing on an on-call basis, 24 hours per day, 365 days per year. All personnel assigned shifts in Canton shall have and maintain medical control from the sponsor hospital of the Town of Canton Fire and EMS Department, which is the University of Connecticut Health Center.

The Town of Canton Fire and EMS Department is a fire-based volunteer system that performs ALS and BLS levels of EMS service. The department receives about one thousand three hundred calls for service each year. No “routine transfers” are provided, as the EMS service is dedicated exclusively to emergency transport.

## **RFP RESPONSE**

The RFP response shall consist of a comprehensive narrative demonstrating the respondent’s overall ability to deliver daytime EMS staffing services. Any marketing materials may be a part of the narrative but should be kept to a minimum. Specifically, the narrative shall consist of the following sections:

**Section 1:** A complete description of the proposed EMS staffing service to be provided to The Town.

**Section 2:** A detailed history of the respondent’s experience providing EMS staffing services:

- (a) The names and contact information for each of the EMS agencies serviced by the respondent in the last five years.
- (b) A list of the duties performed for each EMS agency.
- (c) A listing of the professional training maintained by the respondent’s employees that will be servicing the Town pursuant to this RFP.

**Section 3:** A complete list of all applicable up -to-date licenses, certifications and permits held by the respondent.

**Section 4:** Proposed Fee Schedule for Town of Canton for EMS Staffing Services.

**Section 5:** Provide a history (up to five years) of the company’s experience modification rate (EMR), lost work days, recordable and reportable incidents.

**Section 6:** Copy of the company’s safety manual.

**Section 7:** Copy of company’s Drug and Alcohol policy

**Fees for 7/1/2024 – 6/30/2025**

\$ \_\_\_\_\_ per day for EMT regular staff hours (M-F 6am – 6pm and weekends Sat 6:00am to Monday 6:00am)

\$ \_\_\_\_\_ per day for Paramedic Services regular staff hours (24 hours 7 days a week)

\$ \_\_\_\_\_ total daily rate for EMT and Paramedic Services for regular staff hours.

\$ \_\_\_\_\_ per hour for additional EMT staffing hours outside of regular staffing hours.

\$ \_\_\_\_\_ per hour for additional Paramedic staffing hours beyond regular staffing hours.

\$ \_\_\_\_\_ per hour for additional premium time (holidays, etc.) for EMT staffing hours. You must specifically state the holidays or other dates and times that the premium time would apply to and whether the premium rate would apply to regular staff hours.

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\$ \_\_\_\_\_ per hour for additional premium time (holidays, etc.) for Paramedic staffing hours. You must specifically state the holidays or other dates and times that the premium time would apply to and whether the premium rate would apply to regular staff hours.

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**Fees for 7/1/2025 – 6/30/2026**

\$ \_\_\_\_\_ per day for EMT regular staff hours (M-F 6am – 6pm and weekends Sat 6:00am to Monday 6:00am))

\$ \_\_\_\_\_ per day for Paramedic Services regular staff hours (24 hours 7 days a week)

\$ \_\_\_\_\_ total daily rate for EMT and Paramedic Services for regular staff hours.

\$ \_\_\_\_\_ per hour for additional EMT staffing hours outside of regular staffing hours.

\$ \_\_\_\_\_ per hour for additional Paramedic staffing hours beyond regular staffing hours.

\$ \_\_\_\_\_ per hour for additional premium time (holidays, etc.) for EMT staffing hours. You must specifically state the holidays or other dates and times that the premium time would apply to and whether the premium rate would apply to regular staff hours.

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\$ \_\_\_\_\_ per hour for additional premium time (holidays, etc.) for Paramedic staffing hours. You must specifically state the holidays or other dates and times that the premium time would apply to and whether the premium rate would apply to regular staff hours.

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Fees for 7/1/2026 – 6/30/2027

\$ \_\_\_\_\_ per day for EMT regular staff hours (M-F 6am – 6pm and weekends Sat 6:00am to Monday 6:00am))

\$ \_\_\_\_\_ per day for Paramedic Services regular staff hours (24 hours 7 days a week)

\$ \_\_\_\_\_ total daily rate for EMT and Paramedic Services for regular staff hours.

\$ \_\_\_\_\_ per hour for additional EMT staffing hours outside of regular staffing hours.

\$ \_\_\_\_\_ per hour for additional Paramedic staffing hours beyond regular staffing hours.

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## **ADDITIONAL REQUIREMENTS/RESPONSIBILITIES**

1. Request for staffing other than the regularly scheduled shifts cannot require more than 7 days prior notice.
2. Staff will have a daily chore list, which generally will consist of light housekeeping and maintaining the cleanliness and readiness of EMS apparatus and facilities.
3. The respondent shall appoint a Paramedic to act as a site supervisor who will work primarily in Canton. This individual will serve as the primary contact between the respondent and the Town for scheduling and training activities.
4. The site supervisor will have additional responsibilities during their normal shift, which may include assisting with managing supplies and equipment, run form Q/A, and other tasks as assigned.
5. In the event of protocol or equipment changes, the Town will provide training to the site supervisor. It is the responsibility of the respondent to ensure all other staff receive the required training.
6. All staff shall receive site specific training from the respondent to ensure familiarity with town roads, routes to hospitals utilized by The Town of Canton Fire & EMS, and department SOG's.
7. All staff must be proficient in the use of ESO Electronic Health Records (EHR).
8. All staff must have and maintain University of Connecticut Health Center medical control.
9. All staff working in Canton must be at least 21 years of age.
10. All staff must follow Town of Canton Fire & EMS directives, rules, and regulations.
11. The Town reserves the right to request re-assignment of staff for any reason.
12. Approved vendor shall reimburse The Town of Canton Fire & EMS the ALS flat rate if staff fails to complete charts and or forms which results in loss of billing revenue.
13. Approved vendor shall be fined the current flat rate for ALS service if staff tardiness results in calls being missed.
14. Approved vendor shall provide The Town of Canton Fire & EMS with a list of employees who will be working as staff in Canton, and their applicable professional experience.
15. The Town of Canton Fire & EMS shall be notified of any change in permanent staffing at least one week in advance.
16. All invoices shall be detailed. Any charges which are additional to the above specified shifts must include specific hours, reason, and if applicable run number which caused the overage.
17. Use of an electronic, online scheduling system by the vendor is preferred. The Town shall have access to view the current and previous staff schedules for all Canton shifts.
18. Uniforms will consist of black boots, EMS style pants, and a shirt which is agreed upon by the respondent and the Town. The Town is not responsible for providing uniforms to staff.

## **SELECTION CRITERIA**

Proposals will be reviewed and analyzed based on the following criteria:

- Respondent's completion of all RFP requirements.
- Respondent's experience providing EMS staffing services in the State of Connecticut.
- Respondent's professional references from prior serviced Connecticut municipalities.
- Respondent's ability to meet The Town of Canton Fire & EMS' staffing needs.
- Respondent's Fee for Services.
- Respondent's performance in possible interviews.

## RFP TIMELINE

The projected timeline for this RFP is listed below and is subject to change.

<b>EVENT</b>	<b>DATE</b>
RFP issued	May 21, 2024
Deadline for RFP submission	June 11, 2024 at 2:00PM
Service Begins	July 1, 2024

## GENERAL CONDITIONS AND INSTRUCTIONS

Disclaimer: This Request for Proposals (hereinafter, "RFP") is not a contract offer.

Proposal Submittals: Proposals must be received at the Office of the Chief Administrative Officer no later than June 11, 2024 at 2:00pm. Respondents must submit one original and one copy. Proposals may not be provided by electronic mail or facsimile. Proposals must be in a sealed envelope and hand delivered or mailed to:

TOWN OF CANTON  
Office of the CAO  
"DAYTIME EMS STAFFING SERVICE RFP"  
4 Market Street  
P.O. Box 168  
Collinsville, CT 06022-0168

Questions about Proposal Requirements: Respondents with questions regarding this RFP may contact either of the following individuals by email only:

Robert Skinner  
Chief Administrative Officer  
[rskinner@townofcantonct.org](mailto:rskinner@townofcantonct.org)

John Bunnell  
EMS Assistant Chief  
[jbunnell@townofcantonct.org](mailto:jbunnell@townofcantonct.org)

Addendum: Addendum(s) to the RFP may be issued by The Town. When issued, addendum(s) will be posted on The Town's website under the "Request for Proposals" link. It is the respondent's responsibility to check to see if RFP addendum(s) have been issued by The Town and to ensure that its proposal addresses all addendum(s).

Proposal Package Form: Mistakes must be crossed out and corrections typewritten or written in ink adjacent thereto and initialed in ink by the party signing the proposal, or the party's authorized representative.

Late Proposals: Proposals received after the deadline for submission will not be considered.

Exceptions to RFP: Any and all exceptions of the respondent(s) to the terms and specifications of this RFP shall be made in writing and submitted in full with the proposal. For all other terms and specifications, submission of a proposal constitutes acceptance by the respondent. The Town reserves the right to reject proposals which contain exceptions that The Town deems to be unacceptable.

Review of Proposals: The Town reserves the right to waive informalities, non-material defects, or clerical errors in any proposal. The Town also reserves the right to reject any and all proposals, or any part of a proposal, when said action is deemed to be in the best interest of The Town. The Town reserves the right to negotiate with one or more respondents as it sees fit. Proposals will be

evaluated based on what is in the best interests of The Town. Cost will not be the sole factor in evaluating proposals. No contract rights shall accrue to a respondent unless and until The Town and the respondent execute a binding contract.

Proposal Costs: All costs incurred in the preparation of the proposals will be borne entirely by the individual/ firm submitter.

Ownership of Proposals: All proposals submitted become property of The Town.

Freedom of Information: All proposals submitted and information contained therein and attached thereto shall be subject to disclosure under the Freedom of Information Act.

Period Commitment: Proposals shall be final and binding and may not be withdrawn or amended for 90 days from the date and time when proposals are due.

Irrevocability of Proposals: Respondent(s) may amend or withdraw their Proposals prior to this RFP's due date and time by submitting a clear and detailed written notice to The Town. Subject to the Period Commitment provision detailed herein, all Proposals become irrevocable after the date and time they are due.

Assignment and/or Subcontracting by Selected Respondents: Assignment and/or subcontracting by successful respondent(s) to third party of any contract based on the Request for Proposal or any monies due is prohibited and shall not be recognized by The Town unless approved by The Town in writing.

Collusion: Any act or acts of misrepresentation or collusion shall be a basis for disqualification of any proposal or proposals submitted by such person responsible for said misrepresentation or collusion. In the event that The Town enters into a contract with any respondent who is responsible for a misrepresentation or collusion and such conduct is discovered after the execution of said contract, the Town may cancel said contract without incurring liability, penalty, or damages.

Workers' Compensation Insurance: In accordance with the State of Connecticut Workers' Compensation laws, selected respondent shall carry Workers' Compensation and Employers' Liability Insurance for all persons employed in the performance of services under this RFP

Commercial General Liability Insurance: Selected respondent shall carry Commercial General Liability Insurance (Bodily Injury, Property Damage, Products and Completed Operations) in an amount of not less than one million dollars (\$1,000,000) per occurrence with a two million dollar (\$2,000,000) aggregate, combined single limits. Such coverage shall also include coverage for operations, completed operations, products and contractual liability insurance. In addition, such coverage shall include the loading and unloading of clients into and from the respondent's vehicles. Such policy shall name The Town of Canton as additional insured and shall be primary and noncontributory to any valid and collectible insurance carried by The Town.

Commercial Automobile Insurance: Selected respondent shall provide commercial automobile insurance in the amount of \$1,000,000 for each accident covering bodily injury and property damage on a combined single limit basis. Such coverage shall also include hired and non-owned automobile coverage.

Professional Liability Insurance: Selected respondent shall provide professional liability insurance covering the respondent and its employees for medical malpractice with limits of \$1,000,000 each negligent act and \$1,000,000 in the aggregate.



**Umbrella Liability Insurance:** Selected respondent shall provide an umbrella liability policy in excess (without restriction or limitation) of those limits described in workers compensation, commercial general liability, commercial automobile insurance and professional liability insurance as described above. Such policy shall contain limits of liability in the amount of \$5,000,000 each occurrence and \$5,000,000 in the aggregate which may be amended during the term of the contract if deemed reasonable and customary by the Town at the sole cost and expense of the bidder.

**Proof of Insurance:** Selected respondent shall provide The Town with a certificate verifying such coverage before commencing services under this RFP. Such policy shall require thirty (30) days notice to The Town in writing prior to alteration, cancellation, termination or expiration of any kind.

**Records Checks Of Employees Driving Town Motor Vehicles:** Selected respondent shall be required to provide motor vehicle records checks to The Town for all of selected respondent's employees assigned to The Town and before any new employee is assigned to The Town. NOTE: The Selected Respondent shall provide ambulance drivers twenty-one years of age or older.

**Defense and Indemnification:** Any person contracting with The Town must, to the fullest extent permitted by law, indemnify, defend, and hold harmless The Town and its agents and employees from and against all claims, damage, loss or expense including reasonable attorney's fees arising out of or resulting from the performance of the contract. Selected respondents shall pay any and all attorneys' fees incurred by The Town, its agents, or its employees, in enforcing any of The selected respondent's defense or indemnification obligations. In any and all claims against The Town, or any of its agents or employees, by any employee of a selected respondent, or anyone directly or indirectly employed by a selected respondent, or anyone for whose acts a selected respondent is liable, the indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or a selected respondent under Workers' Compensation Acts, disability benefits acts, or other employee benefits acts.

**Conflict of Interest:** By submitting a proposal the respondent certifies that no officer, agent or employee of The Town who has a pecuniary interest in this request for proposal neither has nor shall participate in the contract negotiations on the part of The Town, that the proposal is made in good faith without fraud, collusion or connection of any kind with any other respondent of the same call for proposals, and that the respondent is competing solely in its own behalf without connection with or obligation to, any undisclosed person or firm. Respondents must fully disclose, in writing to The Town on or before the closing date of this RFP, the circumstances of any possible conflict of interest or what could be perceived as a possible conflict of interest if the respondent were to become a contracting party pursuant to this RFP. The Town shall review any submissions by respondents under this provision and may reject any Proposals where, in the opinion of The Town, the respondent could be in a conflict of interest or could be perceived to be in a possible conflict of interest position if the respondent were to become a contracting party pursuant to this RFP.

**NIMS Compliance:** All employees assigned by the contractor must complete at minimum IS-700 National Incident Management System and IS-100 Basic Incident Command prior to assignment in Canton.

**Uniforms:** Uniforms will not be provided by the Town of Canton. Employees of the contractor may not wear other services uniforms or all-weather gear when on duty as defined in the contract. Uniform shirts must have a collar.

**Continued Funding:** Continuation of any final agreement shall be contingent upon funding by the Town of Canton.