



# Douglass Township, Montgomery County

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## REQUEST FOR PROPOSALS (RFP) EMERGENCY MEDICAL SERVICES PROVIDER

### SUPPLEMENT TO RFP

The following questions were asked in reference to the RFP. In an effort to keep submitted proposals consistent, The Township would like to share the questions and answers in the event that you may have had the same questions.

Answers will be in Red.

Question 1: Page 1 of the proposal states that “The Provider must be able to provide both Advanced Life Support (ALS) and Basic Life Support (BLS within the Township on a twenty-four (24) hour per day, seven (7) days per week (“24/7”) Basis.” This is inconsistent with paragraph 3 of Provider Requirements, where “there shall be no less than one (1) ALS crew on-duty in the Township on a 24/7 basis for primary emergency 9-1-1 response...” Is the Township requesting 1 duty crew on 24-7 basis or 2 duty crews, one being ALS & second being BLS.

Answer 1: Douglass Township is requesting one (1) ALS duty crew to be available to respond to 911 emergencies on a 24/7/365 basis in the municipality.

Question 2. Is the requirement of Township to have the crew restricted to Douglass Township only, unless pulled by 911 dispatch for mutual aid, or is the same vehicle permitted to respond to other PDA’s adjacent to Township?

Answer 2: The requirement of Douglass Township is to have an ambulance available and staffed to handle 911 emergencies within our municipal borders. The Township understands that an ambulance may be requested as mutual aid to handle a call in another municipality. Douglass Township has no interest in supplementing Ambulance Service for any other municipality.

Question 3: Why is Montgomery County unit required to follow restocking requirements as defined by the Eastern PA EMS Council, as outlined in paragraph 7?

Answer 3: All 13 Regional EMS Offices across the commonwealth must adhere to Title 28 & PA DOH Bureaus of EMS State-Wide BLS, IALS, and ALS Protocols <https://www.pa.gov/en/agencies/health/healthcare-and-public-health-professionals/ems/ems-regulations.html> . Restocking requirements shall fall under the PA DOH Bureau of EMS.

Question 4: Paragraph 3 states that “additional crews may need to be added based on actual call volume and at the request of the Township after meeting with the service Provider.” What are the benchmarks for request of additional resources: timing, number of resources. Is reimbursement for said resources calculated as a la carte or must be included in the original contract price?

Answer 4: This question is intended for future growth. Currently, there was 831 calls for service in 2023 within the municipal borders of Douglass Township. As our community continues to grow, so are the expected calls for service for EMS. If a second ambulance would be required to handle calls in Douglass Township, the cost of that second ambulance can be negotiated at time of implementation.

Question 5: Paragraph 8 states that "Provider must guarantee, in writing, that there will always be a minimum of one (1) emergency crew physically located in the PDA..." What are the performance benchmarks (100%, 95%, 90%, 85%, etc.)?

Answer 5: 100% of the time. The Township wants an ambulance in the Township at all times unless they are responding to an emergency.

Question 6: Paragraph 10 states that "The Township will provide a fixed location..." Does it mean that the Township will provide, free of charge, housing quarters for the duty crew, including garage for the vehicle(s) with the shoreline, showers, decontamination & laundry facilities, kitchen/kitchenette, resting quarters able to house multiple crews for inclement weather and disaster response, day quarters, and charting quarters compliant with HIPAA guidelines?

Answer 6: As stated in the RFP document, this location will be determined by the Township. After the location is determined, a lease agreement would need to be executed with further details, including rent. If the Provider has an existing location, there would be no need for the Township to provide a location.

Question 7: Paragraph 14 requests "a list of responsible individuals... capable of and authorized by the Provider to make immediate decisions on behalf of the Provider." What decisions are those? Is the Township looking for operational decisions? Is OIC contact sufficient?

Answer 7: As stated in the RFP, a responsible individual is defined as an individual capable of and authorized by the Provider to make immediate decisions on behalf of the provider. That could be the Ambulance Chief, Line Officers, Officer in Charge or whomever your organization approves to make such decisions.

Question 8: Paragraph 22: What is the expected effective date of the contract?

Answer 8: The Township is in the process of exploring the costs associated with providing this service, therefore an effective date has not been chosen yet.

Question 9: Paragraph 23 requests that "any and all subcontractors must be identified and are subject to the prior review and approval of the Township." Please define "any and all." Does this include subcontractors related to EMS operations only, or the mechanics, janitorial staff, lawn mowers, etc.?

Answer 9: Subcontractors requiring prior review and approval of the Township would be any EMS entity other than the entity awarded the contract to provide Emergency Medical Services in Douglass Township.

Question 10. Paragraph 25e & 25f, should total cost reflect crew & vehicle cost only or operational overhead as well, including maintenance, etc.?

Answer 10: Your total cost shall include all costs associated with the operation of one (1) ALS ambulance to operate in Douglass Township 24/7/365.

11. Paragraph 26 needs clarification of comingling. If an off-duty 911 employee performs routine transport in an additional vehicle, is this a violation of the contract. If LVHN Gilbertsville calls Montgomery County PSAP for an emergency upgrade in care, and Montgomery County dispatches the unit, is this a violation of the contract.

Answer 11: If your company provides other services such as individual transports, you are free to provide those services as long as it does not take the ALS Ambulance or its crew assigned to Douglass Township out of service. If your unit is dispatched by Montgomery County to LVHN for an emergency upgrade in care, then it is no longer considered a transport, it is considered an emergency if the care has been upgraded.