

OSCEOLA COUNTY
Reed City, Michigan

REQUEST FOR PROPOSALS

EMERGENCY MEDICAL SERVICES
COMPREHENSIVE REVIEW

Osceola County
301 West Upton Avenue
Reed City, Michigan
49677
(231) 832-6196

Susan M. Vander Pol
Osceola County Coordinator

July 11, 2018

OSCEOLA COUNTY
Reed City, Michigan
Emergency Medical Services
Comprehensive Review

I. INTRODUCTION:

Osceola County is one of 83 counties in the State of Michigan and is located in Northern Michigan. The County has a total land area of 573 square miles with a population of 23,528 residents as of the 2010 Federal census. The population fluctuates greatly during the summer months due to the many summer residents, parks and camp facilities within the County. The County was established in 1869.

Osceola County continues to be proactive in recognizing the potential for this county to be confronted by a broad range of emergencies. The County operates an Advanced Life Support (ALS) service from four base locations, with three ambulances operating 24 hours a day and one ambulance operating twelve hours per day. The service has an average call volume of 3,000 and average annual budget of \$2.3 million. The County desires to maintain this service level recognizing the need for current operation efficiencies and the attraction and retention of staff. We recognize there is a shortage of paramedic medical personnel in the State.

Our Emergency Medical Services (E.M.S.) department's current work force consists of a director, assistant director, three non-union paramedic lieutenants, nine full-time unionized paramedics and one full-time unionized EMT-Basic. We have a pool group of part-time paramedics and emergency medical technicians that augment staffing and scheduled work shifts for the County. The County works with local fire departments who provide first responder services. The governing body consists of an elected seven-member Board of Commissioners serving two-year terms.

The County desires to have an outside source conduct a comprehensive assessment of the delivery model of the emergency medical services department to evaluate the service delivery effectiveness. There is a need to provide a comprehensive emergency medical services overview based upon relevant national standards and the current state of the county's ability to respond to emergency and non-emergency needs of the county.

There is no expressed or implied obligation for Osceola County to reimburse responding firms (Proponents) for any expenses incurred in preparing proposals in response to this request.

Questions about this Request for Proposals may be directed to Susan M. Vander Pol, County Coordinator, Monday through Friday from 8:30 a.m. to 5:00 p.m.

To be considered, Osceola County must receive three (3) copies of a proposal no later than **3:30 P.M. on Friday, August 10, 2018**, at which time they will be publicly opened. Proposals not received prior to the due date and time will be returned to the proponent unopened. Osceola County reserves the right to reject any or all proposals submitted in whole or in part.

The proposal should be mailed or delivered in a sealed envelope marked "Proposal for Emergency Medical Services Comprehensive Review" directly to:

**Susan M. Vander Pol
Osceola County Coordinator
301 West Upton Avenue
Reed City, MI 49677**

II. SCOPE OF WORK:

Osceola County (County) is soliciting proposals from prospective consultants (Proponents) to analyze and assess all aspects of the County's emergency medical services department in order to assess the efficiency and effectiveness with which such services are rendered. This project may include, but is not limited to, the designated medical service response agencies within the municipality and the Osceola County law enforcement departments.

The Project includes performing a complete and comprehensive review of the County's emergency medical services department, along with applicable legislation and standards and local municipal goals and providing the County with recommendations to increase and improve efficiencies, enhance coordination of services provided, reduce costs and avoid unnecessary duplication of services and costs. The successful completion and delivery of this review will require a thorough understanding of the County, its emergency services, various federal, state and local regulations and standards, and oversight organizations such as the North Central Michigan Medical Control Authority.

III. OBJECTIVES:

The Project will result in a report to the Osceola County Board of Commissioners that includes a comprehensive review and analysis of emergency medical services to address the following objectives:

1. To provide an optimal and efficient level of service greater than is currently provided.
2. To review County organizational needs for overall public safety and continuity of services and identify strategies to improve service and/or facilitate economic efficiencies.
3. To assess current leadership structure and ascertain municipal oversight for appropriate chain of command.
4. To assess the ability to successfully manage a major conceivable incident through proper communication within and through affected departments.
5. To review ability to successfully implement plans and procedures for obtaining assistance from and coordinating with local government and regional entities.
6. To confirm the response capabilities versus the needs, such as:
 - a. Calls for service versus response delivery
 - b. Types of service required versus capability
 - c. Staffing requirement versus available staffing
7. To review and/or audit the use of municipal funds and billing procedures utilized for services rendered.

8. To evaluate the below components of the emergency medical services against applicable legislation and standards for compliance:
 - a. Training requirements
 - b. Financial status of organizations
 - c. Vehicles, Apparatus, and Personal Protective Equipment requirements
 - d. Facilities suitability and need
 - e. Standardization of Operating Guidelines and Policies
 - f. Response time evaluation

IV. LOGISTICS:

The following will be executed in an efficient, complete and timely manner:

1. Interviews and surveys of all emergency services responders, management staff and designated elected officials
2. Complete review of all agency policies and procedures
3. Individual meetings:
 - a. Organize and facilitate all meetings
 - b. Bi-weekly progress updates to the County's designee
4. Develop and distribute all forms/documents and reports
5. Conduct critiques/de-briefs after interviews and meetings
6. Maintain open lines of communication with all agencies

V. DELIVERABLES:

Proponents will provide a complete comprehensive review with conclusion, report and recommendation for the delivery of Emergency Medical Services.

1. DELIVERABLES DATES:

Please provide a proposed timeline of scheduled meetings and reporting with County leadership and elected officials, planning meeting dates with the employees and management, survey and interview completion dates, when the complete review of all policies, procedures and guidelines will be completed, deliverance of a draft of the findings, and delivery of the finished report to the County designee.

VI. PROPONENT'S RESPONSIBILITIES:

If a Proponent finds discrepancies, omissions, irregularities or is in doubt as to any meaning, the Proponent shall contact Susan M. Vander Pol, Osceola County Coordinator, at oscadmin@osceolacountymi.com, who may issue an addendum in writing and distribute it to registered Proponents. The County cannot be held liable for any oral explanation or interpretation provided. No negotiations, decisions or actions shall be executed by any company as a result of any oral discussions with any Osceola County employee or volunteer under the umbrella of Osceola County. Only those transactions that are in writing shall be considered valid. Proponents may register by sending their name of company, name of contact person, phone number and email address to Susan M. Vander Pol at oscadmin@osceolacountymi.com. It is the responsibility of the Proponent to include all addenda issued and to acknowledge receipt of all addenda issued.

Acknowledgement of Addenda on the Form of Proposal (Appendix A) is mandatory.

VII. INQUIRIES:

Inquiries concerning this RFP must be submitted no later than **3 P.M. Friday, August 3, 2018.**

Answers to Proponent inquiries will be sent by email to all registered RFP recipients by **5 P.M. Tuesday, August 7, 2018.**

VIII. INSTRUCTIONS FOR SUBMISSION:

All proposal submissions should be mailed or hand-delivered no later than **3:30 PM Friday, AUGUST 10, 2018,** in a sealed envelope marked "**Proposal for Emergency Medical Services Comprehensive Review**" directly to:

SUSAN M. VANDER POL
OSCEOLA COUNTY COORDINATOR
301 WEST UPTON AVENUE
REED CITY MICHIGAN 49677

The proposal submission shall consist of both a **Detailed Work Plan and Cost Estimate,** along with the Form of Proposal (Appendix A). The submission shall include three (3) hard copies, with one (1) copy being an original document with original signature(s). The Detailed Work Plan should include, at a minimum:

1. An indication of why you are interested in the Project and the Proponent's understanding of the nature of the issue;
2. A description of experience in projects of this nature;
3. An identification of the principal Proponent and any others that may be involved with a description of qualifications, relevant experience and references;
4. A sample copy of a similar report completed for a previous client, if available;
5. Summary of proposed costs based on the Proponent's proposal. Please note any estimated travel or lodging expenses separately.

IX. ADDENDA AND CHANGES:

Osceola County may issue addenda and changes to the RFP from time to time prior to the proposal submission deadline. No such addenda or changes shall be issued later than three (3) days prior to the proposal submission deadline. All addenda and changes shall become part of the contract between Osceola County and the Proponent and shall be binding upon the Proponent submitting its proposal, evaluating and awarding the contract to the successful Proponent, and in the subsequent performance of that Contract. All Proponents shall acknowledge receipt and compliance with any addenda and changes that the County may make to any Contract Documents, Contract, Specifications, or the Instructions to the Proponents, in the manner specified by the County.

X. DELIVERY OF RESPONSES:

All responses must be submitted in a sealed envelope by mail or hand-delivered by the due date.

Fax transmissions or emailed submissions are not acceptable. Responses submitted or received after the due date will not be accepted or considered. Proponents may submit changes or addenda to their response, cross-referenced clearly to the relevant proposal section, prior to, but not after the due date. Such changes must meet all requirements of this RFP solicitation. Additionally, Proponents may withdraw and resubmit their proposals prior to the response deadline. No changes or withdrawals are permitted after the RFP response due date. It is the Proponent's responsibility to ensure the timely delivery of its response to the appropriate address. Osceola County will not be responsible for delays in or errors with delivery.

XI. REJECTION OF RESPONSES:

Osceola County reserves the right to:

1. Make all decisions regarding this RFP, including the right to decide whether a response to this RFP does or does not substantially comply with the requirements.
2. Accept, reject or negotiate modifications in any terms of Proponent's answers in whole or any parts thereof.
3. Reject any and all Proposals received to this RFP.

XII. PREPARATION OF RESPONSE:

Osceola County shall not be responsible for any costs incurred by Proponent in the preparation of their response. It must be specifically understood that this RFP does not create any obligation on the part of Osceola County to enter into any contract or undertake any financial obligation with respect to the program referred to herein. The Proponent understands that, if selected, Osceola County reserves the right to provide its opinion publicly and privately regarding Proponent's performance

XIII. PUBLIC RECORD REQUESTS:

1. Under the Freedom of Information Act, PA 442 of 1976 and the Michigan Freedom of Information Act, P.A. 563 of 2014, all documents created or received by Osceola County unless specifically exempt, are presumed to be public and available for inspection and duplication.
2. A record in the possession of a party with whom the County contracts to perform a governmental function for the County, and which directly relates to the governmental function and is not exempt under the Act, is a public record.
3. All requests for public records under the Freedom of Information Act must be made to the County Coordinator's Office at 301 W. Upton Avenue, Reed City, Michigan, 49677 or by email to oscadmin@osceolacountymi.com.

XIV. OWNERSHIP OF RECORDS:

All submitted documents and/or material become the property of Osceola County and may be reviewed and evaluated by any person at the County's discretion regardless of statements contained within Proponent's response to the contrary. Osceola County reserves the right to use

any or all concepts presented in any response to the RFP. Selection or rejection of this response does not affect this right. Information provided by Osceola County to the requesting Proponent for the purpose of providing a response to the RFP is the property of Osceola County.

XV. RESPONSE VALIDITY:

Responses must be valid for at least 120 days from submission deadline. Proponent's responses to this RFP shall become part of the final contract negotiated between the County and Proponent.

REQUEST FOR PROPOSALS (RFP)
FOR THE COMPREHENSIVE REVIEW OF OSCEOLA COUNTY
EMERGENCY MEDICAL SERVICES.

Proponents must complete this Form and include with the Proposal Submission.

I/We the undersigned authorized signing officer of the Proponent, hereby declare that no person, firm or Corporation other than the one represented by the signature (or signatures) of proper officers as provided below, has any interest in the Proposal.

I/We further declare that all statements, schedules and other information provided in this Proposal are true, complete and accurate in all respects to the best knowledge and belief of the Proponent.

I/We declare that this Proposal is made without connection, knowledge, comparison of figures or arrangement with any other company, firm or persons making a Proposal and is in all respects fair and without collusion for fraud.

I/We further declare that no employee of Osceola County is or will become interested, directly or indirectly as a contracting party or otherwise in the supplies, work or business to which it relates or in any portion of the profits thereof, or in any such supplies to be therein or in any of the monies to be derived therefrom.

I/We further declare that if awarded the Contract, I/We will agree and adhere to the following:

- a) That submission of a proposal indicates acceptance by the Proponent of the conditions contained in the RFP, unless clearly and specifically noted in the proposal submitted and confirmed in a subsequent contract between the County and the Proponent selected.
- b) That the Proponent acknowledges and agrees that the findings and finished materials provided under the terms of the Contract have been specially ordered or commissioned for use by the County and that the County shall own the right, title and interest thereto.
- c) That the Proponent agrees that the County has unlimited use of the materials and ideas generated by the Proponent throughout the course of the project.
- d) That the materials or information developed by the Proponent and/or its employees and/or agents will not be designed in such a way as to bind the County to the Proponent either directly or indirectly for the supply of future materials or services.
- e) That, upon termination of the Contract, the Proponent will deliver to the County, all copies of available working papers, files, and other documentation in its possession and any other materials belonging together with all copies thereof and which are applicable to this agreement, wherever located without demand or notice.
- f) That the proposal and all prices contained within are valid for 120 days from the RFP submission deadline.

I/We further declare that the undersigned is empowered by the Proponent to negotiate all matters with the representatives, relative to this Proposal.

I/We further declare that the agent listed below is hereby authorized by the Proponent to submit this Proposal and is authorized to negotiate on behalf of the Proponent.

1	Company Name	
2	Bidder's Contact	
3	Address (including Postal Code)	
4	Office Phone #	
5	Office Fax #	
6	Email address	
7	Website	

ACKNOWLEDGEMENT OF ADDENDA

The following Addenda are acknowledged _____ for a total of _____

(eg. 1, 2, 3, or 4 or 1 - 4 for a total of 4 Addenda)

_____ Check here if NO addendum received.

Proposal submitted by:

Bidder Signature	
Name and Position	
Date	
Proposal Total	\$

NOTE: Failure to sign and return Appendix A: Form of Proposal will result in non-acceptance of this Proposal.