

On Behalf of Participating Zone 1 Agencies
REQUEST FOR PROPOSALS (RFP)
REGIONAL AMBULANCE SERVICES

RFP Preliminary Schedule	DATE
RFP Release	May 8, 2024
Meet and Confer Period	May 13 – 17, 2024
All Q/A Posted	May 24, 2024
Proposal Responses/Submittals Due	May 31, 2024
Proposal Evaluation Complete	June 7, 2024
Contract Negotiations Complete	June 28, 2024

The following dates are estimates and subject to change by the Shoreline Fire Department

Responding agency submittals shall be submitted on or before May 31, 2024.

**Late submittals or bids will not be accepted. Responding agencies accept all risks of late delivery of submittals, regardless of fault. The Shoreline Fire Department assumes no responsibility for any circumstances resulting in late submittals.*

Submittals must be sent electronically in PDF format via email to both RFP Coordinators:

- Andres Orams: aorams@shorelinefire.com
- Rachel Garlini: rgarlini@shorelinefire.com

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1. PURPOSE OF REQUEST

On behalf of Participating Zone 1 Agencies, the Shoreline Fire Department is seeking proposals from interested Licensed Ambulance Service Contractors in King County to provide Regional Ambulance Services to the Participating Zone 1 Agencies as described in this Request for Proposal (RFP).

The information included in this RFP is intended to guide the development of a proposal by responding contractor agencies with the understanding that final terms will be negotiated when an agency is selected.

Proposals submitted in response to this RFP must contain a response to all aspects of the Scope of Work to be considered.

The Shoreline Fire Department will receive proposals for the RFP – REGIONAL AMBULANCE SERVICES **by May 31, 2024**. Proposals submitted after the due date and time shall not be considered.

The Shoreline Fire Department reserves the right to:

- Reject all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not oblige the Shoreline Fire Department to pay any costs incurred by responding agencies in the preparation and submission of a proposal. Furthermore, the RFP does not oblige the Shoreline Fire Department to accept or contract for any expressed or implied services.
- Accept only the parts of a proposal deemed most advantageous to the Participating Zone 1 Agencies.
- Amend, cancel, or reissue the RFP in any manner prior to beginning negotiations with a responding agency.
- Obtain clarification of any proposal. Such clarifications can be in any form such as but not limited to conference calls, email communications, or responding to agency visits.
- Share the RFP, proposals, and subsequent provided information with Participating Zone 1 Agencies consultant(s) to secure expert opinions.
- The issuance of this RFP does not obligate the Shoreline Fire Department to contract for the services requested in this RFP.

2. GENERAL INFORMATION

“**Participating Zone 1 Agencies**” consists of eight (8) Fire Departments operating in north and east King County and portions of Snohomish County and the City of Seattle.

These agencies are:

1. Shoreline Fire Department
2. Bothell Fire Department
3. Kirkland Fire Department
4. Redmond Fire Department
5. Eastside Fire and Rescue
6. Duvall Fire Department
7. Snoqualmie Fire Department
8. King County Fire District 27 (Fall City)

3. SCOPE OF WORK

The following Scope of Work is intended to inform the development of a proposal, with final terms to be negotiated between the Shoreline Fire Department and the responding Contractor. Responding Contractors are expected to address all aspects of the Scope of Work below in their response.

BLS Transport Services

The participating Zone 1 Agencies provide initial BLS response, not including interfacility transports, to all requests within their jurisdictions. ALS responses are the responsibility of the participating Departments, or other ALS providers within the King County Medic One system. Except and only with written authorization by the Shoreline Fire Department, the Contractor shall not provide initial BLS services within the jurisdiction of participating Departments.

- The Contractor will provide BLS Transport Services including Bariatric Transport Services when requested by Fire Department units at the scenes of emergency responses.
- Each ambulance unit responding to BLS requests shall have a minimum of two (2) personnel who are certified and accredited Emergency Medical Technicians-B (EMT-B). Advanced life support vehicles shall have a minimum of at least one (1) CCR Registered Nurse or Physician, in addition to one EMT.
- The Contractor shall continuously meet or exceed the patient care standards provided by the State of Washington and the most current King County Patient Care Guidelines for Basic and Advanced (if applicable) Life Support.
- The Contractor shall maintain, for periodic review, complete patient care documentation so that Participating Zone 1 Agencies can ensure that the best patient care and transport options possible are being provided to patients being transported by the Contractor.
- The Contractor shall maintain, for periodic review, comprehensive fleet maintenance and personnel training records to ensure that patients are being transported in high-quality ambulances by certified Washington State/King County Certified EMTs.
- The Contractor shall meet or exceed a set of agreed-upon response time standards for the Participating Zone 1 Agencies. The Contractor shall respond to all calls in accordance with the response time criteria. The Contractor's response time performance will be monitored by the Participating Zone 1 Agencies' designated department, and failure to meet the response time criteria shall result in the imposition of penalties as agreed upon.
- The Contractors will be expected to meet with the Shoreline Fire Department at or near the one (1) year anniversary of the Agreement to determine if the penalty structure is fair and equitable and adjust as mutually agreed to by the Parties.
- The Contractor shall furnish, operate, and maintain its dispatch and communications equipment, radios, telephones etc., and any hardware or software necessary for its provision of services. The Contractor shall have and maintain an Automatic Vehicle Locator/Global Positioning Satellite System that tracks the locations and status of all its ambulance units. All dispatch communications shall meet or exceed State, Federal, and Local requirements.

- If the Country, State, County, or any local jurisdiction served by a Participating Agency declares a major emergency or disaster requiring more resources than anticipated, including Multiple Casualty Incident, is declared in any participating jurisdiction, the participating departments reserve the right to notify the Contractor that the agreed upon terms of this contract may be temporarily modified. If MCI protocol is implemented the Contractor shall provide and have a supervisor respond to the scene and report to the incident commander.
- The Contractor will provide resources to assist in multi-company and MCI drills. The Participating Zone 1 Agencies will communicate with the Contractor to facilitate training dates.
- The Contractor shall provide resources to reduce the impact of Hospital Emergency Department “Wall Times” of the Participating Zone 1 Agencies’ BLS transport units when “Wall Times” exceed a threshold to be defined in the Agreement.
- The Contractor and participating Departments shall negotiate a monthly fee, specific to each Department’s needs, to be paid by the Contractor, by the 10th day of every month to cover the costs of administering this Agreement. Such costs include, but are not limited to, cost associated with monitoring Contractor’s compliance with this Agreement. This payment shall be annually adjusted, using the Consumer Price Index (CPI) in the Seattle-Tacoma-Bremerton area, determined by the U.S. Department of Labor.
- The Contractor shall provide weekly medical equipment pick up from all applicable Emergency rooms and deliver to all participating Zone 1 agencies. The specific hospital locations will be identified during the negotiation of the contract.

4. SUBMITTAL REQUIREMENTS

Responding agency submittals shall be submitted **on or before May 31, 2024**. Late submittals or bids will not be accepted. Responding agencies accept all risks of late delivery of submittals, regardless of fault. The Shoreline Fire Department assumes no responsibility for any circumstances resulting in late submittals.

Submittals must be sent electronically in PDF format via email to both RFP Coordinators:

- Andres Orams: aorams@shorelinefire.com
- Rachel Garlini: rgarlini@shorelinefire.com

Submittals must include the following information to be considered complete:

- a. Section 2, Scope of Work of this RFP is sufficiently addressed.
- b. Responding Contractor information, including the Contractor’s name, proof of licensing and certification, address, telephone number, website, and name and contact information for an identified representative for purposes of this RFP.
- c. Any exceptions to this RFP. If no exceptions are listed, the responding Contractor agrees to comply with all the terms and conditions of this RFP.

- d. Responding Contractors shall submit proposals on Contractor letterhead and be signed by a person authorized to bind the agency to the proposal specifications and pricing. By signing the proposal, the undersigned hereby acknowledges that they are authorized and duly bound to execute the submittal on behalf of the Contractor.

Tips to submit successfully:

- Do not use hyperlinks to provide information, and do not refer to other sections with similar information.
- Send the proposal in PDF format.

5. RFP PRELIMINARY SCHEDULE

The following dates are estimates and subject to change by the Shoreline Fire Department:

- Release RFP: **May 8, 2024**
- Meet and Confer Period: **May 13 to May 17, 2024**
- All Q/A posted by: **May 24, 2024**
- Proposal Responses/Submittals Due: **May 31, 2024**
- Proposal Evaluation Complete: **June 7, 2024**
- Contract Negotiations Complete: **June 28, 2024**

6. RFP COORDINATORS/COMMUNICATIONS

Upon release of this RFP, all communications and/or questions should be directed in writing to both RFP Coordinators listed below. Unauthorized contact regarding this RFP with other Participating Zone 1 Agencies employees may result in disqualification. Any oral communications will be considered unofficial and non-binding to the Shoreline Fire Department.

The RFP Coordinators are:

- Andres Orams: aorams@shorelinefire.com
- Rachel Garlini: rgarlini@shorelinefire.com

7. EVALUATION PROCEDURES AND CRITERIA

The RFP Coordinators and other Participating Zone 1 Agency staff, as determined by the Shoreline Fire Department, will evaluate the submitted proposals. As part of the evaluation, the Shoreline Fire Department reserves the right to request additional information. The Shoreline Fire Department also reserves the right to conduct conference calls to review a response or take any other action it deems necessary to do a thorough and objective evaluation of each response. This evaluation includes checking references.

8. EXCEPTIONS

Proposals must clearly identify all exceptions that a responding agency takes to this RFP including but not limited to, any terms and conditions listed in the RFP document.

9. CONTRACT NEGOTIATION AND AWARD

The Shoreline Fire Department reserves the right to negotiate with the selected responding agency that, in the opinion of the Shoreline Fire Department, has submitted a proposal that is the best value and is not obligated to contract with the responding agency that has submitted the absolute lowest cost proposal. It is the intent of the Shoreline Fire Department to ensure it has the flexibility it needs to arrive at a mutually acceptable agreement. Negotiations may include, but not be limited to, matters such as: minor changes to scope of work, contract details, contract payment details, and service requirements.

The Shoreline Fire Department shall not be bound, nor in any way be obligated, until both parties have executed a contract. No party may incur any chargeable costs prior to the execution of the final contract.

10. EQUAL OPPORTUNITY EMPLOYMENT

A successful Contractor must comply with Shoreline Fire Department equal opportunity requirements. Participating Zone 1 Agencies are committed to a program of equal employment opportunity regardless of race, color, creed, sex, age, nationality, disability, or sexual orientation.

11. TITLE VI

It is the Shoreline Fire Department's policy to assure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities.

12. COMPLIANCE WITH LAWS AND REGULATIONS

In addition to nondiscrimination compliance requirements previously listed, a successful Contractor shall comply with applicable federal, state, and local laws, statutes, and ordinances.