

# IMPORTANT NOTICE!!

If you download these materials and wish to be added to the proposer contact list send an email to:

[purchasing@springfield-or.gov](mailto:purchasing@springfield-or.gov)

Information to be provided:

- “RFP# **FILL IN # and NAME**” in the subject line
- Company name
- Primary contact name
- Primary contact title
- Primary contact direct phone #
- Primary contact email

It will be the responsibility of each participating supplier to refer daily to the City of Springfield – Purchasing/Contracts website <http://www.springfield-or.gov/city/finance/itbrfp> to check for any available addendum to current opportunities, cancellations or intents to award posted.

**CITY OF SPRINGFIELD  
OREGON**

**Request for Proposal #3306  
Finance Department  
Non-Emergency Ambulance Transport Services**

Sealed proposals will be received by the Finance Department, City of Springfield, 225 5<sup>th</sup> Street. Springfield OR, 97477, Attn: Neil Obringer until 2:00 p.m. local time, the 14 of April, 2023 and opened at 2:00 p.m. local time the same day. Sealed proposals must be marked “**RFP#3306: Non-Emergency Ambulance Transport Services**”.

The City of Springfield is seeking proposals for inter-hospital, inter-facility, non-emergent ambulance services 24 hours per day, 365 days per year, within the corporate limits of the City of Springfield, the City of Eugene, their contractual jurisdictions, and within the boundaries of Ambulance Service Areas 4 & 5 assigned to the Cities of Eugene and Springfield, respectively, under the Lane County Area Service Plan.

Proposal packets are available on the City’s website at [www.springfield-or.gov](http://www.springfield-or.gov) (City > Finance > Purchasing and Contracts then Request for Proposal #3306 or by contacting Neil Obringer at (541)736-1032 or by email: [nobringer@springfield-or.gov](mailto:nobringer@springfield-or.gov) .

The City of Springfield reserves the right to accept or reject any or all proposals or to waive any specifications or requirements, or to negotiate with any vendor submitting a proposal regarding any aspect of this Request for Proposals when doing so is deemed to be in the best interest of the City.

The City of Springfield encourages proposers or sub-contractors who are minority, woman-owned and emerging small businesses to participate in City projects.

If any respondent requires special assistance or auxiliary aids during the proposal, evaluation or award process, please contact Neil Obringer at (541)736-1032 at least two (2) business days prior to the required assistance. TTY users dial Oregon Relay Services at 711.



# **Request for Proposal**

## **#3306**

### **NON-EMERGENCY AMBULANCE TRANSPORT SERIVCES**

City of Springfield  
Fire and Life Safety Department  
Springfield, Oregon 97477

**March 10, 2023**

## **I. Project Overview**

The City of Springfield seeks qualified proposers to provide inter-hospital, inter-facility, non-emergent ambulance services 24 hours per day, 365 days per year, within the corporate limits of the City of Springfield, the City of Eugene, their contractual jurisdictions, and within the boundaries of Ambulance Service Areas 4 & 5 assigned to the Cities of Eugene and Springfield, respectively, under the Lane County Area Service Plan. The medically appropriate level of service must be provided without regard to the patient's status or ability to pay costs.

As a joint cooperative agreement, the cities of Eugene and Springfield, Oregon are seeking to establish agreement(s) with a qualified provider(s) for certain non-emergency medical service calls in the Ambulance Service Areas of the Eugene Springfield Fire Department. Eugene Springfield Fire is a functionally and operationally merged organization of the fire departments of the cities of Eugene and Springfield Oregon, but they are not currently administratively and financially merged. Eugene Springfield Fire has 338 employees with 287-licensed Emergency Services Personnel. The organization has two assigned ambulance services areas in Lane County (#4 and #5), and a small portion of Linn County and covers 1,960 square miles, serving a population of 295,278. Both cities intend to enter into a contractual agreement with the successful proposer(s) for a period of three (3) years with an option to renew for two (2) additional one-year terms.

Either City may expand the role of the successful provider during the contract period. An analysis of call volume, call types, quality review and adherence to parameters of contract, and City's needs will be considered when determining whether or not to expand the provider's role. Any changes in service will be documented in a written contract amendment.

## **II. Overall Project Description and Scope of Work**

The City of Springfield's purpose for issuing this RFP is to establish a contract with an ambulance service provider for non-emergent ambulance transport services originating in Lane County ASA #4 and #5. The scope of ambulance transport services is described in Attachment 1 - Scope of Work.

## **III. Proposal Submission Requirements**

Your response to the Request for Proposal must contain all the information requested in the Request for Proposal along with acknowledgement of all addenda. A completeness check will be conducted for each submission. Incomplete submissions will not be accepted. Submissions must include the items organized and numbered to correspond to each requirement below:

## Content requirements

1. **General** – Proposals will be clear and concise. The City encourages green options and discourages the use of materials that cannot be recycled such as PVC and spiral binders, plastic or glossy covers and dividers. Further, the City encourages Proposers to print on both sides of a sheet of paper whenever possible.
2. **Cover Letter** – All Proposals must be accompanied by a cover letter signed by an individual who is legally authorized to enter into a contract on behalf of the proposing individual/firm.
  - a. The letter must introduce the Proposal, provide an overview of your representation according to the Attachment 1 Statement of Work.
  - b. Affirm that the Proposer accepts all terms and conditions of the Request for Proposals, including the Attachment 2 Sample Contract terms and conditions.
  - c. The letter must designate the Proposer’s contact person during the Proposal review process.
  - d. Identify whether you qualify as resident bidder as described in ORS279A.120 (1) (b) and if you are licensed to do business in the State of Oregon.
  - e. Include a statement of the firm’s ability to begin work July 1, 2023 and a statement that the submission is a firm offer for a 90-day period.
  - f. Pending Litigation: Identify any past, pending or threatened litigation or administrative or state ethics board or similar body proceedings to which you or any of your partners are a party and which would either materially impair your ability to perform the services enumerated herein, or, if decided in an adverse manner, materially adversely affect the financial condition of your firm. Any firm selected pursuant to this RFP will be required to advise the city of any developments during the term of this appointment with respect to existing and/or any new civil or criminal legal investigations, pertinent litigation and/or regulatory action involving the firm or its employees which could impact the firm’s role or ability to perform the consulting services.
3. **Qualifications-** Include a detailed statement of the qualifications of the firm. This should include organizational history, clients presently served, and extent of experience with ambulance transportation services at varying levels of patient care.
4. **Resumes-** Include a resume for the primary contract manager assigned to this engagement.
5. **Approach** - The proposal should set forth a work plan, including an explanation of the ambulance service deployment methodology, to perform the services required in this request for proposal.

Proposers will be required to provide the following information on their ambulance transportation services approach:

- a. Intended deployment plan
  - b. Intended staffing and training plan
  - c. Current medical direction and proposed standing orders
  - d. Organizational chart
6. **Quality Improvement Program** - The proposal should include the provider’s current quality improvement program and performance measures. The proposer should include an example of the following reports that will be expected on an ongoing basis:
    - a. Monthly report disclosing call volumes, response times, and unit hour utilization by unit
    - b. Monthly report disclosing non-confidential operations, clinical, customer service complaints at the summary level
    - c. Copy of annual ambulance service license
    - d.

7. **Finance and Administration** - The proposal should include an example of the following reports that will be expected by the City on an ongoing basis (see Attachment 2 for example):
  - a. Monthly report disclosing total number of calls and total revenue by service level
  - b. Quarterly summary report disclosing total number of calls and total revenue by service level
  - c. Financial history
  - d. Operating budget
  - e. Projected revenue
  - f. Organizational chart
  - g. Capital resources
  
8. **Additional Services** - If it should become necessary for the City of Springfield to request the ambulance services provider(s) to render any additional services to either supplement the services requested in this RFP or to perform additional work as a result of the specific recommendations included in any report issued on this engagement, then such additional work shall be performed only if set forth in an addendum to the contract between the City of Springfield and the firm.
  
9. **References** - Provide a minimum of three (3) references for Ambulance Transport Services for organizations for whom you have provided similar services. The references should include, at a minimum, the name of the organization, the address, the contact person, title, email address and a telephone number. References cannot include current City Staff.
  
10. **Attachment #2** – Sample Contract – in your cover letter acceptance of terms and conditions.
  
11. **Signed Attachment #3** – Authorization to Legally Bind Bidder
  
12. **Signed Attachment #4** – Minority Women Emerging Small Business Form (MWESB)

## **IV. Evaluation and Selection Criteria**

A committee comprised of representatives from the City will review the Proposals for conformance with the requirements of the Request for Proposals. Conforming Proposals will be evaluated according to the criteria listed below.

### **1. Proposal Review**

- a. The proposals will be examined to determine that the firm satisfies the mandatory elements as identified in section III. Firms who do not meet the mandatory elements will be eliminated from further consideration.
  
- b. Next the committee will use the evaluation criteria as identified in section 2 to score each proposal. Based on the strength of the Proposals received, the committee may elect to identify finalists and schedule appointments for presentations and/or interviews. Following the presentations and/or interviews, if any, the committee will make a final selection based on the best overall interests of the City of Springfield. The committee will rely on information provided in the Proposals and during interviews, if any, as well as information provided by references.

### **2. Evaluation Criteria**

Proposals will be evaluated using two sets of criteria. Firms meeting the mandatory criteria will have their proposals evaluated and scored. The following represent the criteria which will be considered during the evaluation process.

a. Proposal Evaluation Criteria

<b>Criteria</b>	<b>Possible Points</b>
Deployment plan and reporting	50
Personnel, clinical training, and medical direction	30
Quality improvement, performance, and audit program	10
Finance and Administration	25
References	5
Completeness of RFP	5
<b>Total</b>	<b>125</b>
Oral Presentation for selected firms (if any)	20
<b>Grand Total</b>	<b>145</b>

b. Oral Presentations (if any) and Final Scoring

- i. After the technical proposals have been evaluated and finalist firms have been identified, those firms will be invited to make an oral presentation to the committee.
- ii. Presentations provide the firms an opportunity to answer any questions or provide clarifications to the committee; however, no changes are allowed to be made to the originally submitted cost.
- iii. The committee will score the firm's presentations in the context of the criteria listed in section above of this document and whether the presentation and responses enhance the scoring of the written proposals. Firms may receive up to an additional 20 points on the presentation.
- iv. Based upon the addition of the presentation scores to the written proposal scores, a final cumulative score for each finalist will be compiled, from which the selection of a firm will be made.

c. Tie Breaker

In the event of a tie during the evaluation process, the tie will be broken by taking the highest scoring proposer based on the deployment plan and reporting.

## V. Schedule for Selection Process

<b>RFP Package Available</b>	<b>March 10, 2023</b>
<b>Request for Clarification Due (if applicable)</b>	<b>March 31, 2023, noon local time</b>
<b>Solicitation Protests Due</b>	<b>March 31, 2023, noon local time</b>
<b>Response to Clarification Due (if applicable)</b>	<b>April 7, 2023</b>
<b>Proposals Due</b>	<b>April 14, 2023, 2pm local time</b>
<b>Public Opening (Springfield City Hall)</b>	<b>April 14, 2023, 2pm local time</b>
<b>Review &amp; Interview (if applicable)</b>	<b>April 21, 2023</b>
<b>Intent to Award Notice (approximate)</b>	<b>May 5, 2023</b>
<b>Contract Award (approximate)</b>	<b>May 26, 2023</b>

Prospective Proposers may contact Neil Obringer by email at [purchasing@springfield-or.gov](mailto:purchasing@springfield-or.gov) for further information regarding this process or to request clarification. **Contact with other City officials may be grounds for disqualification.** Please note that the City of Springfield has implemented this policy to ensure fairness and transparency in the selection process. Upon receipt of an inquiry from a prospective proposer, the message is promptly relayed to the project's lead staff person, who then prepares a written reply. Neil Obringer, in turn, posts the questions and responses in an Addendum. Follow-up questions and/or clarifications may continue to be submitted in this fashion until noon local time March 31, 2023, noon local time.

## **VI. Instructions to Proposers**

The Request for Proposals may be found on the City of Springfield website at [www.springfield-or.gov](http://www.springfield-or.gov) (<http://www.springfield-or.gov/city/finance/itbrfp> select the document titled **RFP#3306 NON-EMERGENCY AMBULANCE TRANSPORT SERVICES**). Solicitation documents may be scheduled to be viewed at Springfield City Hall Finance Department with Neil Obringer.

Each Proposal must include one (1) original signed submission, marked "**RFP#3306 NON-EMERGENCY AMBULANCE TRANSPORT SERVICES**" and (1) electronic copy (PDF format) on a CD or thumb-drive. Each original Proposal and required materials must be contained in a sealed envelope or box and must be received no later than 2pm, local time, April 12, 2023 at the following address:

City of Springfield  
Finance Department  
Attention: Neil Obringer  
225 Fifth Street,  
Springfield, Oregon 97477

## **VII. Late Proposals Not Considered**

Proposals must be received by the time specified at the address listed above. Any Proposal received after the deadline will not be considered. Faxed or emailed submissions will not be accepted.

## **VIII. Addenda to RFP**

In the event that it is necessary to amend, revise, or supplement any part of the Request for Proposal, addenda will be posted on Springfield's website at [www.springfield-or.gov](http://www.springfield-or.gov) (<http://www.springfield-or.gov/city/finance/itbrfp> select the document titled **RFP#3306 NON-EMERGENCY AMBULANCE TRANSPORT SERVICES**). The City will make a reasonable effort to provide the addenda to all Proposers to whom the City provided the initial Proposal. This includes the amendment of dates in the Schedule for Selection Process. Any addenda so issued are to be considered part of the specifications of the Proposal. The City is not responsible for any explanation, clarification, interpretation or approval made or given in any manner except by written addenda issued by City.



In case of any doubt or differences of opinion as to the services to be furnished hereunder, or the interpretation of the provisions of the Proposal, the decision of the City shall be final and binding upon all parties.

## **IX. Contract**

The successful Proposer will be expected to enter into a professional services contract with the City. The contract will specify the extent of services to be rendered, the means and methods of providing the services, and the amount of compensation. A sample contract is included as Attachment 2.

## **X. Negotiation of Price Agreement**

Springfield reserves the right to negotiate a final contract which is in the best interest of the City considering cost effectiveness and quality central control. Once a tentative selection has been made by the evaluation committee, City staff will attempt to negotiate a contract with the preferred Proposer. If the negotiations are not successful, City staff will negotiate with other qualified Proposers in the order of their respective qualifications until an agreement is reached or City staff decides to terminate the selection process.

## **XI. City Selection Discretion**

Springfield reserves the right to reject any or all bids and to waive irregularities and informalities in the selection process. Springfield further reserves the right to negotiate, amend, and refine bids in consultation with one or more of the prospective Proposers.

## **XII. Proposal Ownership**

All material submitted by the Proposers shall be considered property of Springfield, and the City will not be required to return same to any Proposer. The material submitted by Proposer will be treated in the same manner as the City's own records.

After opening, all Proposals become part of the public record unless exempt under Oregon Public Records Law. Proposers wishing to exempt appropriate portions of their Proposals from disclosure as public records are encouraged to discuss their concerns with City's Finance Director (address listed below) prior to the submissions of their Proposals.

Nathan Bell Finance Director  
City of Springfield Finance Department  
225 Fifth Street  
Springfield, OR 97477

### **XIII. Exceptions to Request for Proposal**

If, for any reason, a Proposer should find fault with the structure of this Request for Proposal or with the evaluation process, concerns may be submitted in writing to:

Neil Obringer  
Springfield Finance Department  
225 Fifth Street  
Springfield, OR 97477  
Phone: (541) 726-3709  
[purchasing@springfield-or.gov](mailto:purchasing@springfield-or.gov)

The City will make every effort to answer questions and, if warranted, to amend the Request for Proposal. Responses to questions and amendments to the Proposal will be posted on the Springfield website [www.springfield-or.gov](http://www.springfield-or.gov) (<http://www.springfield-or.gov/city/finance/itbrfp> select the document titled **RFP# 3306 NON-EMERGENCY AMBULANCE TRANSPORT SERVICES**). Proposers who are unable or unwilling to meet any of the requirements of this Request for Proposal must include, as part of their response, written exceptions to those requirements. Such request shall be delivered on or before noon local time **March 31, 2023**.

### **XIV. Solicitation Protest Procedure**

A prospective Proposer may submit formal protests to this Request for Proposal or any addenda to [purchasing@springfield-or.gov](mailto:purchasing@springfield-or.gov). This request must be delivered no later than noon local time March 31, 2023, or the close of the next business day following issuance of an addenda, whichever occurs later. A written protest of this Request for Proposals must include:

- Sufficient information to identify the solicitation being protested, such as including “RFP # 3306 Protest” in the email subject line;
- The grounds that demonstrate how the procurement process is contrary to law or how the solicitation document is unnecessarily restrictive, legally flawed, or improperly specifies a brand name;
- Evidence or supporting documentation that supports the grounds on which the protest is based; and

The relief sought, including a statement of the desired changes to this RFP or the procurement process the prospective Proposer believes will remedy the conditions that form the basis for the protest. The City will review protests to the solicitation that are timely filed, and notify the prospective Proposers of the decision in writing no fewer than three business days before the closing date, unless the City finds that circumstances warrant a shorter time period. In response to a valid Protest, the City may issue an addendum to this RFP. An adversely affected Proposer must exhaust all avenues of administrative relief and review before seeking judicial review of this RFP.

## **XV. Award Protest Procedure**

Any Proposer who has submitted a Proposal to the City and who is adversely affected by the City's award of the Contract to another Proposer has seven (7) days after issuance of the Notice of Intent to Award the Contract, to submit a written protest of the award to the City. This right to protest shall conform to the written requirements of OAR 137-047-0740 and specify the grounds upon which the protest is based.

An adversely affected Proposer must exhaust all avenues of administrative relief and review before seeking judicial review of City's Contract award. Concerns must be submitted to:

Nathan Bell  
Finance Director  
City of Springfield  
225 Fifth Street  
Springfield, OR 97477

## **XVI. Cost of Proposal**

The City is not liable for any costs incurred by vendors for the preparation and presentation of their Request for Proposals. This includes any costs in the submission of a Proposal or in making necessary studies or designs for the preparation thereof.

## **XVII. AMERICANS WITH DISABILITIES ACT COMPLIANCE**

If any respondent requires special assistance or auxiliary aids during the proposal, evaluation or award process, please contact Neil Obringer, 541.726.3709 at least two (2) business days prior to the required assistance. TTY users dial Oregon Relay Services at 711.