



TOWN OF WINCHESTER – CITY OF WINSTED

Town Hall – 338 Main Street

WINSTED, CONNECTICUT 06098

REQUEST FOR PROPOSALS (RFP)

For Regional Emergency Medical & Ambulance Services

On behalf of the Northwest Region Paramedic Program

Date Issued:	Tuesday, February 7, 2023
Questions Deadline:	Monday, February 20, 2023
Answers Issued by:	Monday, February 27, 2023
Submission Deadline:	9:00 AM EST on Monday, March 13, 2023
Primary Contact:	Joshua Steele Kelly, Town Manager townmanager@townofwinchester.org
Send Proposals To:	Winchester Town Hall
(Sealed and marked as RFP submission)	338 Main Street Winsted, CT 06098

I. Introduction & Background

On behalf of the Northwest Region Paramedic Program, which includes member towns Sandisfield, MA and Winchester, Norfolk, New Hartford, Colebrook, Barkhamsted, and Hartland, CT, the Town of Winchester/City of Winsted is requesting sealed proposals for the funding and operation of a non-transport paramedic intercept service within the aforementioned towns. This request for proposals reflects a continuing desire for the member towns of this program to continue their mission to deliver high-quality emergency medical services to their residents in a manner that is logistically and financially sound as well as reliable. The previous iteration of this contract was held by Campion Ambulance Service and later by Trinity Health of New England Emergency Medical Services, roughly between 2013 and June 30, 2023. The Town of Winchester has fielded this request for proposals on behalf of the member towns. Proposals will be evaluated both for quality of the services offered and for proposed cost.

II. Description of Towns

As noted above, the Northwest Region Paramedic Program includes six towns in the greater northwestern Connecticut area and one town just over the border in southwestern Massachusetts. All towns are relatively rural in character, with some towns, such as the Town of Winchester, being home to modern medical facilities such as the Winsted Hartford Healthcare center located at 80 S Main Street, Winsted, CT 06098. Here are some quick facts about each of the towns, as reported by the 2020 census data:

Name	Population*	Area (in sq miles)	Population Density
Winchester, CT	10,217	33.8	314/sq mile
Norfolk, CT	1,587	46.4	35/sq mile
Barkhamsted, CT	3,647	38.8	100/sq mile
New Hartford, CT	6,668	38.2	180/sq mile
Colebrook, CT	1,357	32.9	41/sq mile
Hartland, CT	1,891	34.6	55/sq mile
Sandisfield, MA	989**	53.0	19/sq mile
TOTAL	26,356	277.7	95/sq mile

*CT population estimates are taken from the 2021 CT Department of Public Health estimates.

**MA population estimate is derived from the 2020 Census data.

III. Proposal Process & Schedule

**An asterisk denotes estimated dates.*

RFP Public Release/Posting	Monday, February 6, 2023
Deadline for submission of written questions about the RFP (sent by email to townmanager@townofwinchester.org)	Monday, February 20, 2023
Answers issued by	Monday, February 27, 2023
Deadline for Proposal Submission/Opening & Preliminary Review of Proposals	9:00 AM EST on Monday, March 13, 2023
Interview Submitting Firms (optional)*	By March 31, 2023
Completion of Evaluation/Scoring of Proposals*	By April 15, 2023
Select Winning Proposal & Public Announcement of Proposal Selection*	By April 30, 2023
Signing of Contract*	By June 15, 2023

Notices of the availability of this RFP will be placed on the Town website, in an advertisement in a locally-circulating newspaper, and in the Town's usual posting locations, both online and in print. A paper copy may be obtained during normal business hours by stopping into the Town Manager's Office at Winchester Town Hall, 338 Main Street, Winsted, CT 06098.

Proposal scope:

This request for proposals is seeking proposals for the funding and operation of a non-transport paramedic intercept service within the Towns of Sandisfield, MA and Winchester, Norfolk, New Hartford, Colebrook, Barkhamsted, and Hartland, CT. Submitters must be certain that

their proposal will provide equal or greater paramedic intercept services to the Northwest Region Paramedic Program and its member towns from July 2015 through June 2023. The proposal should cover at least a period of time ranging from July 1, 2023 through June 30, 2026, with a price proposal specified for each fiscal year.

The scope of services must include, at a minimum, the following:

- A. The provision and maintenance of a safe non-transport advanced life support paramedic response vehicle that is equipped according to all federal and state laws and regulations governing the provision of emergency medical services at both basic life support and advanced life support paramedic levels.
- B. Such vehicle shall have its primary location in or around the Town of Winchester/City of Winsted and therefore centrally positioned to respond to all member towns.
- C. Provisions shall be made that any equipment/medications are always stored at their proper temperature.
- D. The ability, following a response, to return the vehicle and its equipment to full-service status in a reasonable time frame.
- E. The provision of this service 24 hours per day, 365 days per year with no exceptions during the term of this agreement and certification that it shall be continuously staffed by a Connecticut licensed paramedic with current medical control from the hospital and who has no less than one continuous year of active street experience as a licensed paramedic in a busy 911 system.
- F. The ability to provide back up to the primary response vehicle in a reasonable time frame should the primary vehicle response vehicle be assigned to an emergency response or otherwise unavailable.
- G. The provision of full equipment for the ambulance, including all that is needed for required radio communications and required paging/cellular equipment so that the on-duty paramedic can be immediately activated by radio and/or pager/cellular by the Litchfield Counter Dispatch Center and communicate with the dispatch center throughout the response. The provider agrees to budget and ensure that dispatching services are provided for service through fees assessed by the Litchfield County Dispatch Center.
- H. Timely updates to equipment assuring the ability to provide care at the current standards or above.
- I. Provide the ambulance services of the member towns with assistance in training and education and participate in workshops that improve the BLS crew and intercept medic interface.
- J. Provide timely access to the paramedic patient care report (PCR) in electronic format to the respective member town ambulance service for the purpose of facilitating bundle billing and review.
- K. An agreement that all changes to equipment, training, and/or staffing needed to fulfill a contract with the member towns will be made.

Questions concerning this RFP:

Questions concerning this RFP must be submitted in writing to the Town Manager at townmanager@townofwinchester.org or mailed to the Town Manager's Office at 338 Main Street, Winsted, CT 06098. All questions must be received by the Town Manager's Office as indicated above. Written responses will then be posted as an appendix on the RFP document on the Town's website.

Proposal submission deadline:

Sealed proposals are due in writing or via digital/electronic copy saved on a USB (jump/thumb) drive at the Town Manager's Office, 338 Main Street, Winsted, CT 06098 by the time and date detailed above. Faxed or emailed submissions WILL NOT be accepted.

Proposals may be corrected, modified, or withdrawn prior to the deadline for submission of proposals by submitting the required number of copies of such correction, modification, withdrawal or a new submission, clearly marked on the outside envelope with the appropriate heading, by the submission deadline listed above.

No proposer may withdraw its proposal for a period of one hundred twenty (120) days after the due date for submission of the proposals to the Town.

The Town reserves the right to conduct background checks of each proposer which may include but is not limited to: contacting contractual business associates and practices, researching employment histories, conducting background checks with former colleagues or customers, and verifying a bidder's financial wherewithal. By submitting qualifications to the Town of Winchester, the submitter consents to such an inquiry and agrees to make available to the Town financial books, records, and references as the Town deems necessary to conduct the inquiry.

The Town may, at its option, interview submitters as part of this selection process. However, selection may take place without such interviews. Therefore, proposals should be complete as initially submitted.

The Town reserves the right to reject any and all proposals, to negotiate any and all nonmandatory contract terms with the successful proposer, or to cancel this process at any time if it is in the Town's best interest to do so.

IV. Goals of the Northwest Region Paramedic Program

A contract entered into by the Northwest Region Paramedic Program shall aim to accomplish the following goals:

- 1. Provide continued emergency medical and ambulance services to residents of the represented communities.**

Member towns of this program have, since 2015, worked together to ensure that emergency medical and ambulance services are provided to residents in a consistent manner. The first goal of any contract to be signed by this group is to, at a minimum, continue providing the same coverage as was provided previously.

2. Provide high-quality emergency medical services.

With times being what they are, we know that there is a shortage of EMS personnel, which can impact call response times and the ability for service to be offered consistently and dependably. The Northwest Region Paramedic Program seeks to contract with a firm that can deliver the highest quality of care for residents in need.

3. Keep cost burdens on member towns low.

Costs are rising for everyone, and municipalities are the first line of defense for taxpayers who are currently facing greatly increased burdens on their wallets. Program members will look favorably on contracts that are able to deliver quality services at an efficient price.

4. Select a bidder who has experience with similar service offerings, provides solid references, and is able to meet the terms of the contract consistently, reliably, and without failure.

V. Submission Requirements

Parties interested in responding to this RFP are invited to submit a proposal in accordance with the following terms and conditions. With submission of a response to this RFP, the proposer acknowledges that they have read and understand the requirements and conditions herein.

Each proposer shall submit three (3) paper copies of the proposal (one of which shall be the original) OR a digital/electronic copy saved on a USB (jump/thumb) drive, complete with all supporting materials, to the Office of the Town Manager, 338 Main St, Winsted, CT 06098, no later than the date and time as marked at the beginning of this RFP. The sealed proposal shall be marked "Proposal for Regional Emergency Medical Services."

Responses to the RFP must include all required documents, completed, and signed per the instructions and attached forms included in this RFP package. Emailed and faxed proposals will not be accepted and will be deemed non-responsive and will not be evaluated. No proposals submitted after the above-referenced deadline will be accepted.

All proposals must include the following materials:

1. **Cover Letter.** A letter signed by the proposer, or, if the proposer is an entity, principal(s) of the proposer who is authorized to submit its RFP response, including a statement of

interest, the identity of the proposer, and the name, address and contact information of all interested parties.

2. **Scope of Services.** Proposers must articulate, in great detail, the emergency medic services that they will provide to the Northwest Region Paramedic Program towns under the proposed contract.
3. **Price Proposal.** Proposers must state the price they propose be paid in each fiscal year (July 1 through June 30) by the Northwest Region Paramedic Program member towns for the services they will provide.
4. **References.** Each proposer shall include the names, telephone numbers and email addresses of three to six (3 - 6) professional references who have either worked for or worked with the proposer to offer or receive emergency medical and ambulance services who can speak to the quality of the services provided by said firm. Please state the relationship with each reference.
5. **Certifications.** Proposers are required to certify, in their submission, that they have not colluded with any other person submitting a proposal, including a Certificate of Legal Existence from the Secretary of the State's Office.
6. **Other.** The proposer should include in this section any other information which the proposer believes the Town should know in order to fully evaluate the proposal, or any special conditions to the proposal. If a proposal is missing any of the required materials, or the required materials are combined, the Town reserves the right to evaluate the proposal if, in the sole discretion of the Town, the overall proposal is responsive to the evaluation criteria and required material.

Additional Instructions:

- If any changes are made to this RFP, an addendum will be issued. Each addendum will be emailed to all persons on record as having requested the RFP. Failure of any proposer to receive any such addendum or interpretation shall not relieve such proposer from the obligation to comply with the terms of such addenda. All addenda so issued shall become part of this RFP.
- At the time of the opening of bids each proposer will be presumed to have inspected the Premises and to have read and be thoroughly familiar with the RFP (including all addenda). The failure or omission of any proposer to examine any form, instrument, or document shall in no way relieve any proposer from any obligation to comply with the RFP.
- Proposers are cautioned that it is the responsibility of each individual proposer to assure that his/her proposal is in the possession of the responsible official or a designated

alternate prior to the stated time and at the place of proposal by the due date. The Town is not responsible for proposals delayed by mail and/or delivery service of any nature. Late responses will not be accepted, nor will additional time be granted to individual respondents unless the Town extends the required submittal date for all proposers.

- All signatures must be handwritten and in ink by the person(s) seeking to purchase the Premises. All other words and figures submitted on the proposal shall be neatly written in ink or typed. Proposals that are conditional, obscure, or which contain additions not called for in the specifications, erasures, alteration, or irregularities may be rejected.
- All proposals become the property of the Town of Winchester and other member towns of the Northwest Region Paramedic Program. All proposals are deemed to be public records, excluding financial supporting documentation, under Connecticut General Statutes.
- The Town will not be liable for any costs incurred by any respondents in the preparation and presentation of responses to this RFP, or in the participation in views, interviews, negotiations, or any other aspect of this RFP process.
- Failure to meet the submittal requirements may be sufficient cause to reject a proposal. Proposers are solely responsible for reviewing all the provisions of this RFP and any attachments prior to submitting the proposal. Proposals that are incomplete, not properly endorsed, or are otherwise in conflict with the requirements of this RFP, may be rejected.

VI. Evaluation Criteria & Selection Process

The Town may, but is not required to, select a list of responders to invite to an interview. The use of an interview is dependent on the number and scope of the proposals submitted.

A. Evaluation Criteria:

CRITERION 1: Experience (of proposer)

- Has the proposer been in business for a reasonable period and had actual experience with similar service offerings?
- Does the proposer have examples of similar work and related materials?
- Has the proposer included at least 3 references for past offerings?
- Has the proposer demonstrated that they have a solid understanding of the technical and logistical aspects of the offering?

CRITERION 2: Quality of the Proposed Service Offering

- Has the proposer demonstrated an understanding of the emergency medical service needs of the member towns?
- Do they have sufficient staff and contractors/sub-contractors to carry out the terms of the contract for the full duration of the contract without additional changes to the terms thereof?

- Is the proposer committed to providing reliable service for all member towns?
- Is the proposer committed to providing this service for a minimum of three fiscal years (July 1, 2023 through June 30, 2026)?

CRITERION 3: Financial Costs

- Is the proposed cost of the service reasonable?
 - Will the member towns be able to afford the proposed costs?
- B. All proposals submitted by the proposal filing deadline set forth at the top of this RFP will be opened in public and recorded. All information contained in the proposals is public.
- C. Each proposer must include sufficient supporting material to allow a meaningful and comprehensive evaluation of its proposal. The Town of Winchester reserves the right to disqualify any proposal or response due to insufficient supporting or explanatory information, or to request additional supporting information. The Town may request additional information of one or more respondents relative to a proposal or qualifications. Requests shall be in writing with the expectation of a written response within a specified time.
- D. Following the receipt of any additional information requested of the proposers by the Town, if any, proposals will be evaluated and rated by the Town according to the comparative evaluation criteria set forth in this RFP. The Town and its partners will select the most advantageous proposal, taking into consideration all of the evaluation criteria set forth in this RFP.
- E. The proposer selected by the Town will be given exclusive rights to negotiate with the Town the terms of the contract. If, at any time, such negotiations are not proceeding to the satisfaction of the Town, in its reasonable discretion, then the Town and its partners may choose to terminate said negotiations. The Town may select another proposer with whom to initiate negotiations.

VII. Reservations & Disclaimers by the Town

- This RFP does not represent any obligation or agreement whatsoever on the part of the Town to sell the Premises described in this RFP.
- The Town reserves the right, in its sole discretion, to reject at any time any or all proposals, to withdraw the RFP, to select finalists to submit and negotiate a more fully developed response, to negotiate with one or more applicants, and/or negotiate and dispose of the Premises on terms that are not materially different from those set forth herein.
- The Town also reserves the right, at any time, to waive strict compliance with the terms and conditions of this RFP or to entertain reasonable modifications or additions to

selected proposals provided the same are not materially different from the terms set forth herein.

- While the Town of Winchester believes that the information provided in this RFP, including all information and addenda, are accurate, the Town makes no representations or warranties, express or implied, as to the accuracy and/or completeness of the information provided in this RFP. This RFP (including all attachments, supplements and website links) is made subject to errors, omissions, withdrawal without prior notice, and changes to, additions to, and different interpretations of laws and regulations. Neither the Town nor any of its agents or representatives is responsible for representations made regarding the premises during the site visit or when answering questions.
- All determinations as to the completeness or compliance of any proposals, or as to the eligibility or qualification of any proposer, will be within the sole discretion of the Town.



TOWN OF WINCHESTER – CITY OF WINSTED

Town Hall – 338 Main Street

WINSTED, CONNECTICUT 06098

OFFICE OF THE TOWN MANAGER

RFP: Northwest Region Paramedic Program
SUBJECT: Answers to Questions
DATE: Monday, February 27, 2023

The following questions and answers were issued as part of the Town's RFP process for the RFP listed above:

1. **Scope of Services section, bullet E states "...who has no less than one continuous year of active street experience as a licensed paramedic in a busy 911 system". Is there a definition of busy 911 system?**
 - a. There is no definition of a busy 911 system – please describe what environment your organization has operated in before now and convince us that it has provided you with relevant experience to provide services for our towns.
2. **Scope of Services section, bullet F states "The ability to provide back up to the primary response vehicle in a reasonable time frame should the primary vehicle response vehicle be assigned to an emergency response or otherwise unavailable." Is the intent of this language to have a second unit immediately available (Paramedic staff and vehicle) when the original Paramedic becomes unavailable (this is not current state)? Or is the intent to have a backup vehicle only, in the event the primary vehicle is down for maintenance, etc. (this is current state)**
 - a. The intent is to have a backup vehicle, so that a breakdown in one vehicle does not prevent service from being provided.
3. **Scope of Services section, bullet I states "Prove the ambulance services of the member towns with assistance in training and education and participate in workshops that improve the BLS crew and intercept medic interface". Is there an estimate number of annual hours for this programming?**
 - a. There is no estimate; please feel free to make a recommendation or suggestion in your RFP response.
4. **Scope of Services section, bullet J states "Provide timely access to the Paramedic patient care report in electronic format to the respective member town ambulance service for the purpose of facilitating bundle billing and review". Please confirm, the respective member town ambulance service conducting the bundle billing will retain all revenues received from the fee for service.**
 - a. That is my understanding, yes.

5. **Scope of Service section, bullet K states “An agreement that all changes to equipment, training and/or staffing needed to fulfill a contract with the member towns will be made.” Can you please clarify the intent of this language.**
 - a. The intent of this line is to have any vendor provide a guarantee that they will make changes needed to their equipment, training, and/or staffing in order to meet the terms of the contract that will be signed. So, if staffing is too low to run the ambulance, Trinity would take action to correct the adverse condition in order to fulfill the contract.
6. **Additional Instructions section (pg. 6) states “At the time of the opening of bids each proposer will be presumed to have inspected the premises and to have read and be thoroughly familiar with the RFP”. Can you please clarify that the language “presumed to have inspected the premises” was inadvertently inserted and that there is no premises to inspect?**
 - a. This document was retrofitted from another RFP, that line was included as a mistake.
7. **Additional Instructions section (pg. 7) states “All signatures must be handwritten and in ink by the person(s) seeking to purchase the Premises”. Can you please clarify that the language “seeking to purchase the Premises” was inadvertently inserted.**
 - a. This document was retrofitted from another RFP, that line was included as a mistake.
8. **While the RFP indicates under the Proposal Scope... “is seeking funding and operation of non-transport paramedic intercept service”. We have noted on pages 1, 4 and 5 it references “emergency medical and ambulance services”. We are respectfully seeking clarification on the scope of the proposal.**
 - a. We are seeking a non-transport paramedic intercept service, as is currently provided to our several towns through Trinity.