



**REQUEST FOR PROPOSAL FOR NO. 24-01
AMBULANCE SERVICE**

INTRODUCTION

This Request for Proposal (“RFP”) is issued by the City of Sand Springs Fire Department (“COSSFD” or the “City”) to establish an exclusive contract for the provision of Advanced Life Support (ALS) emergency ambulance response for 911 emergency calls and related services within the City of Sand Springs and surrounding area. COSSFD invites experienced and qualified persons (hereinafter, “Proposers”) to submit proposals in response to this RFP. Any costs incurred in submitting a proposal shall be the Proposer’s sole responsibility.

1. Requests for Clarifications

Written questions and requests for clarification regarding this RFP must be submitted in writing no later than 5:00 p.m. on June 24, 2024 to:

Jeremy D Wade, Fire Chief
602 W Morrow Road
Sand Springs, OK 74063
jdwade@sand springsok.org

Please use reference “COSSFD Ambulance RFP” on all correspondence to the City. Any oral communications shall be considered unofficial and non-binding. Only written responses to written communications shall be considered official and binding. COSSFD reserves the right, at its sole discretion, to determine appropriate and adequate responses to the written questions and requests for clarification.

2. Deadline to Submit RFP

Proposers are directed to submit an original and four (4) copies of their proposal, signed by a person authorized to bind the Proposer as well as one (1) electronic submission included with the original submission. All proposals must be sealed and labeled on the outside of the sealed container “COSSFD Ambulance Proposal” and submitted in writing no later than 4:30 p.m. on June 28, 2024 to:

Janice Almy, City Clerk
100 E Broadway
Sand Springs, OK 74063
jalmy@sand springsok.org

It is the Proposer’s sole responsibility to assure the proposal is delivered to the City by the designated date and time. The City will not evaluate proposals received after the deadline.

3. Evaluation

Proposers shall provide proposals that will be evaluated in compliance with this RFP, the quality of service, the financial impact or potential financial implications to both the residents and the City, and performance thresholds, with the City Council having the final determination on selection of an ambulance provider. The first priority is that of public safety of the residents, visitors and employees of the City of Sand Springs.

This RFP should not be interpreted as a low-bid process, although price will play a critical role. It is the intent of the City to award the contract to the lowest and best Proposer who can provide the best and most reliable

services to the City, its residents and its visitors at the best value. The contract, if awarded, will be negotiated with the Proposer who can best meet the City's needs as identified in this RFP.

4. Final Contract

It is the City's intent to offer a three-year (3) contract, subject to City Council approval, satisfactory performance, and debt limitations. The primary source of contract revenue is user fees and is dependent on the Proposer's ability to reliably collect appropriate compensation in a manner compliant with all State and Federal rules and regulations. If the terms of the RFP are not being met, the contract may be terminated with 90 days written notice. The final contract terms will be negotiated between the City of Sand Springs and the successful Proposer, which contract shall conform to the requirements of this RFP and to the proposal of the successful Proposer.

5. Disqualification/Reservation of Rights

The issuance of the RFP, the submission of a response by any Proposer, and the receipt of such response by the City does not obligate the City in any manner. The City shall not be responsible for work done, even in good faith, prior to execution of a final contract.

The City may (i) amend, modify, or withdraw this RFP, (ii) revise the requirements of this RFP, (iii) require supplemental statements or information from any Proposer, (iv) accept or reject any or all proposal hereto, (v) extend the deadline for submission of proposals hereto, (vi) negotiate or hold discussions with any respondents and waive defects and allow corrections if deficient proposals do not completely conform to the instructions contained herein, and (vii) cancel this RFP, in whole or in part, if the City deems it in its best interest to do so. The City may exercise the foregoing rights at any time without notice and without liability to any Proposer or any other party for its expenses incurred in the preparation of the responses hereto or otherwise.

Background

1. Background & Service Area Summary

The City of Sand Springs is located within Tulsa and Osage Counties in Oklahoma. The estimated population for 2020 was 19,874, which is a 5.1% increase from the 2010 census of 18,906 individuals. At approximately 21 square miles, Sand Springs serves a population of 946 per square mile. The service area includes Sand Springs and surrounding areas currently serviced by ambulance provider. See map for service area.

The Sand Springs Police Department facilitates the City's Public Safety Answering Point (PSAP) and is part of the Indian Nation Council of Governments (INCOG) 911 Region. Fire and Police responses are dispatched from the City's PSAP, and ambulance services will be transferred to the Proposer's PSAP once information is obtained to appropriately dispatch Fire Medical Response Units.

In 2023, there were 3,755 incident responses for the fire department, with 2,271 (60.5%) identified as being Emergency Medical/Rescue related incidents.

2. Objectives

The City is seeking an ambulance service provider to provide ambulance response, pre-hospital care, transportation to an appropriate medical facility in the metro area, and related services within the COSSFD designated area (see map). Long-distance transfers/transportations should also be a consideration in the proposal. The primary goal is to provide quality ambulance services to City's residents and visitors.

In this procurement process, the City desires clinical excellence, superb response time performance, cost containment and a professional and courteous image. Under the Ambulance Service Agreement, the relationship between the City and the selected Ambulance Service Provider must always be one of cooperation and integration without conflict.

3. Estimated Business Volumes and Payer Guarantee

The City specifically makes no representations or warranties regarding the number of requests for ambulance service, ambulance transports, payer mixes or frequency of special events coverage that may be required within the City.

General Requirements

1. Compliance With All Laws

Each Respondent must be familiar with and agrees to observe and comply with all federal, state, and local laws, statutes, ordinances and regulations in any manner affecting its response to this RFP, and the provision of services, if awarded the Ambulance Service Agreement.

2. Expectations of Proposer

While the Proposer employees will not be employees of the City of Sand Springs Fire Department, they will represent the emergency responders of the community and must act in a professional manner and maintain the standards of care set out under Oklahoma law. The expectations of the successful Proposer shall be:

- The successful Proposer shall provide licensed, trained paramedics and EMTs to meet the demand of a growing, high-traffic suburb.
- Accountability: Performance requirements, including response times, reliability, and staffing outlined in this RFP define the expectations of the successful Proposer and internal accountability of such is a requirement. COSSFD will monitor the criteria to make certain the services are being provided as requested in this RFP.
- Apply for, secure, and renew all licenses, permits, certificates or similar governmental approvals which are or may be required by applicable law. The selected Ambulance Service Provider will be required to provide copies of all licenses to the City Administrator.
- The contractor must provide mutual aid agreements/contingency plans in the event the proposer becomes overwhelmed by calls for emergency service, this will include agreements with ground and air medical transport services.
- All 911 ambulance services will be provided at the Advanced Life Support (ALS)- Paramedic level. Additionally, the contractor must furnish stand-by coverage for special events as requested by City. It is estimated that special events occur approximately twice per month.
- Primary ambulances utilized to fulfill this RFP must be housed or stationed within the city limits of Sand Springs. The successful bidder shall explain and demonstrate their logic in quantity and placement of resources to provide coverage for the City.
- Currently, first responder support is available in the City via the Sand Springs Fire Department and surrounding fire departments (Keystone Volunteer, Green Country and Rock Volunteer fire departments). The proposer will be expected throughout the life of this agreement to work with local officials in assisting in the on-going training and medical direction.
- Contractor must explain and identify an *automated* system by which emergency dispatch notification (911 center to 911 center) can take place to summon COSSFD resources. While calls are screened at the City 911 center, additional information may become available during the course of the 911 call that requires COSSFD response. A system to provide notification in the quickest way possible must be provided. Telephone notification may not be a primary means of notification.
- Contractor must provide monthly performance and activity reports as specified and requested by the City.
- Contractor should provide four (4) portable radios (or access to talk groups if utilizing similar radio system) for utilization by the COSSFD in monitoring real-time responses.

3. Past Experience of Services Provided

The City will, in part, base its award on the experience of the Proposer and key staff personnel in administering, managing, and operating a 911 emergency ambulance program. The following data should be included:

- Current Ambulance Service coverage area.
- Current Level of Care and Staffing Levels/In-service ambulances averaged over a 12- month period.
- Current minimum staffing levels averaged over a 12-month period.
- Current response times averaged over a 12-month period (Provider can provide data pertinent to their current dispatch/response model).
- Response times for emergency medicals (classified as EMD/ProQA Delta and Echo) at the 90th-percentile.
- Current mutual aid given and mutual aid received over the past 12 months.

4. Key Personnel Expectations

The Proposer will explain its strategy for employing EMT's, paramedics and staff with a reasonable level of local knowledge and experience. All reasonable efforts to employ medical personnel with experience, knowledge and history of EMS should be undertaken.

- The Proposer understands and acknowledges that the City requires professional and courteous conduct at all times from the Ambulance Service Provider's medical and non-medical staff and personnel located in City boundaries. The Proposer shall agree, if selected, to employ highly trained paramedics, EMT's, and support staff to provide patient care and to operate EMS vehicles and equipment.
- Additional training or certification is to be provided by the Ambulance Service Provider's own expense. This includes new protocols and medical treatments approved by the Oklahoma Department of Health.
- Utilize reasonable work schedules and shift assignments that allow personnel to work at their optimum level of efficiency and provide reasonable rest periods. The Ambulance Service Provider shall provide working conditions that assist in attracting and retaining highly qualified personnel, while prioritizing sleep deprivation for staff members.
- Should complaints arise which are directed at level of care, response or employee action or inaction, such complaints must be reported to the City Administrator and addressed by appropriate Ambulance Service Provider personnel within 48 hours. A final report must include actions taken or courses of action or investigations undertaken.

5. Ambulance Fees and Guidelines for Rate Increases

The successful Proposer shall be entitled to charge patients for the services rendered according to the patient fee schedules included and proposed by the successful Proposer as part of this procurement process. The proposed rate schedule shall be in effect for the initial 12 months of operations and shall not be increased during this timeframe. All emergency transport rates shall be based on the patient condition, or the services rendered.

The successful Proposer shall provide as part of their proposal a comprehensive rate schedule for all services, materials, medications, and other actions or items that may be billed to a patient in the course of their treatment and transport. The contents and description of the "Proposed Rate Schedule" shall include, but not be limited to the following:

- I. Whether a “bundled or unbundled” rate structure is being proposed.
- II. Single Base Rate Charge and what items are included and excluded from the base charge.
- III. If “unbundled,” a complete schedule of charges for medical supplies, equipment, procedures or other services that may be charged to the patient.
- IV. Oxygen and/or Mileage charges
- V. Emergency stand-by charge at special events

Disclosure of Fee schedule: It is the City’s desire to provide complete disclosure of all charges and fees associated with the delivery of ambulance services. As such the successful Proposer shall establish as part of this proposal its full and complete rate schedule for all services and charges. These charges shall be posted at the successful Proposer’s business office, be made available as a handout to all patients and/or family members and be posted on the successful Proposer’s web page. The successful Proposer may not deviate from or alter the established fee schedule without prior written authorization by the City.

Rate Increases: The successful Proposer may request a rate increase after the initial 12 months of operations and base this request on market factors, collection rates, and inflationary impacts in the Sand Springs area. Requests for rate increases are to be made in writing to the City. Rate increases shall be limited to the lesser of the Consumer Price Index for all Urban Consumers for the Southern Region or Four Percent (4%). Any contract rate structure increase shall be in effect for a minimum of 12 months. In no instance may the contractor request more than one rate increase within any consecutive 12-month period.

6. Fee Proposal Form – Ambulance Rate Schedule

Charges are to be based on the rate schedule submitted in this proposal. If an item is included in the base rate, or if there is no charge for an item, indicate this on the form. Identify additional specific charges (i.e., charges to perform any of the identified skills) or routine charges (i.e., infection control charge) in the blanks provided. The total shall reflect all specific and routine charges that a patient would be billed.

Transport Type	\$
Advanced Life Support (ALS)-1	
Advanced Life Support (ALS)-2	
Basic Life Support (BLS)	
Advanced Life Support (ALS)- Special Care Transport (SCT)	
*Mileage (Per Loaded Mile)	
Treated Onsite and No Transport	

7. Compensation/Subsidy

The City agrees to compensate the selected Ambulance Service Provider for services as will be negotiated and provided within the terms and conditions of the Ambulance Service Agreement. No additional charges by the Ambulance Service Provider will be allowed unless so specified in a separate written agreement. A monthly subsidy arrangement will be agreed to between the parties. Any penalty provisions referenced in this RFP may be implemented as a reduction of the monthly subsidy.

8. Performance Requirements

The successful Proposer will meet or exceed the response time requirements for all requests for services within the City. This also includes sending an ambulance to all structure fires in the City. The Ambulance Service will meet or exceed the following response time requirements, regardless of EMD interpretation:

- **Response Time Standards.** A service response time of 10 minutes 59 seconds or less with 90% reliability for all emergency calls within all portions of the City of Sand Springs city limits.
- **Secondary Response Time Standards.** The Ambulance Service Provider will agree to maintain a service response time of 20 minutes or less with 90% reliability for any emergency call with an out-of-Service Area location, or as a secondary ambulance or mutual aid response within the Service Area. A secondary ambulance response is defined as an additional ambulance responding to a request for ambulance service while the primary (first called) ambulance is assisting another patient or a second ambulance responding to assist the primary ambulance. A mutual aid response is defined as an ambulance in the Service Area responding to the request of another ambulance service provider in the surrounding area. Mutual aid responses performed by the Ambulance Service Provider outside of the Service Area, are exempt from required response times.
- **Exceptions to Response Time Standards:**
 - Requests during a disaster (state or federally declared), locally or in a neighboring jurisdiction, to which the Provider's ambulance(s) is/are dispatched.
 - An inclement weather condition exists of sufficient severity to cause a delay in response time. An inclement weather condition requires the issuance of a warning or advisory from the National Weather Service for the particular geographic area.
 - The required response time for an emergency request may also be waived when determined there is other good cause for an exception. Examples of situations appropriate for this exception include incorrect location information or circumstances in which a patient is a significant distance from the dispatched location (e.g., Arkansas River, along a trail system or remote area, etc)

9. Medical Director

The Proposer must furnish a Medical Director at its expense. The Medical Director must be on staff with (or contracted for services by) the selected Ambulance Service Provider and, for purposes of establishing protocols and certification of First Responders, will be required to perform those functions by the Ambulance Service Agreement, without any indicia of employment by the City. The Medical Director will always be an employee (or independent contractor) of the licensed Ambulance Service Provider so designated by the selection process.

- Be Board Certified in emergency, family, internal, or surgical medicine or possess and maintain current certification in Advanced Cardiac Life Support and advanced Trauma Life Support.
- Be familiar with the design and operation of pre-hospital emergency medical service systems
- Have experience in the emergency department management of acutely ill or injured patient(s) in an urban setting.
- Be knowledgeable in and actively involved with quality assurance and the education activities of the ambulance service and first responder agencies.
- Maintain Oklahoma State Department of Health, Emergency Medical Services Division certification/approval as a Medical Director
- Develop medical protocols for patient care techniques, both online and offline, and present said protocols for approval by OSDH-EMS. Protocols shall include medications to be utilized, treatment modalities for patient care procedures, and appropriate security procedures for controlled and dangerous drugs.

- Supervise a quality assurance (QA) program.
- Work together with Ambulance Service Provider staff to offer optimal care to all ambulance patients in the most efficient manner available within the City 's Service Area
- Agree to provide Medical Direction to the Emergency Medical Response Agency (First Responders) duly authorized by the City.
- The City also has the right to obtain their own separate medical director at their own expense.

10. Communications Equipment & Notification

Qualified Respondents shall supply and maintain fully operational vehicle and portable radios as required to perform in accordance with prevailing EMS communications standards.

The Chief of the Sand Springs Police Department, the Chief of the Sand Springs Fire Department and the City Administrator shall be notified immediately whenever a motor vehicle accident involving an ambulance operated by the Ambulance Service Provider has occurred.

The City Administrator, or his/her designee, must be notified in writing within 48 hours whenever either one or more of the following occurs:

- Any changes in supervisory or ambulance service personnel or staffing or scheduling full-time operations that may reasonably be expected to affect adversely the ability of the Respondent to meet its obligations under the Ambulance Service Agreement.
- The Ambulance Service Provider shall notify the Dispatch Center of the names of personnel and their unit assignment at the start of each shift. This will include shift supervisors.

11. Ambulance Specifications

All ambulances used for emergency patient transport shall be in good working condition, physical appearance, operational and mechanical performance for the patients and crew members. Each ambulance used in the emergency transport of patients must be equipped with all items required by the Oklahoma Department of Health.

All ambulances must be specified and constructed to transport two (2) patients, one (1) paramedic, one (1) Fire Department First Responder in the patient compartment, and one (1) family member in the front passenger seat as well as the successful Proposer's driver, without exceeding the Original Equipment Manufacturer's specified Maximum Gross Vehicle Weight while fully equipped and fueled.

Any ambulance used by the Ambulance Service Provider for transporting patients shall conform to all standards promulgated and defined by the Medical Director, and all rules and regulations promulgated and set forth in any Oklahoma statute or City of Sand Springs local ordinance.

12. Insurance Requirements

Before, and as a condition of, entering into the Ambulance Service Agreement, the selected Proposer shall purchase and provide, by way of a company or companies licensed to do business in the State of Oklahoma, such insurance as will protect the City from claims which may arise or result from the Proposer's operations under the Ambulance Service Agreement, whether such operations are performed by Proposer, or by anyone directly or indirectly employed by Proposer, or by anyone for whose acts the Respondent may be liable.

The insurance required shall be written for not less than any limits of liability specified required by law or as specified within the forthcoming Ambulance Service Agreement, whichever is greater. All policies shall name the City of Sand Springs as an additional insured and shall provide for 30-day notice to the City of cancellation or alteration in coverage.

13. Indemnification

The Proposer shall release, hold harmless, and indemnify the City, its officers, elected officials, and employees from all claims, suits, actions, proceedings, judgments, demands, losses, damages, liabilities, costs, and expenses, including attorneys' fees, of any kind arising directly or indirectly out of any act or omission of the contractor, its employees, subcontractors, or agents in connection with the contract. Proposer's indemnification obligations shall not apply to the extent any liability for loss or damage is caused by the sole negligence, gross negligence, or willful misconduct of the City, its officers, or employees.

If a claim or legal action covered by these provisions is asserted or brought against the City, the Proposer shall pay any and all reasonable legal expenses that the City shall incur in connection with such claim or action. Except as may be otherwise set forth in the Ambulance Service Agreement, the selected Ambulance Service Provider shall acknowledge that the City has no obligation for the payment of any judgment or the settlement of any claims as a result of or relating to obligations of the Ambulance Service Provider under the Ambulance Service Agreement.

If selected to enter the Ambulance Service Agreement, Proposer shall immediately notify the City of any claim or suit made or filed against Proposer regarding any matter resulting from or relating to Proposer's obligations under the Ambulance Service Agreement, and will cooperate, assist and consult with the City in the defense or investigation thereof.

14. Required Meetings & Reports

A responsible officer representing the selected Ambulance Service Provider will be required to present a monthly report of the foregoing and any other activities requested by the fire department on a monthly basis. The Provider will present to Sand Springs City Council on a quarterly basis.

The following details are to be included in the monthly and city council report:

- Response Time Compliance
- Total Responses
- Total patient refusals
- Distribution of responses by time of day and day of week
- Summary of patient complaints (situation found) and listing disposition of all patient complaints
- Response time summary for all response by priority
- Call Volume within the City
- Breakdown of ALS, BLS, Inter-hospital transfers and Intercept Services
- Copies of any MVA investigations involving an EMS vehicle
- Mutual Aid into or out of the City

15. Supplies Requirement

It is the successful Proposer's responsibility to provide supplies in the ambulance in accordance with local, state, and federal standards, regulations, and requirements. The successful Proposer shall, at no cost to the City, replace any medical equipment and supplies used by the Sand Springs Fire Department after making a transport (except for PPE and expired items).

16. Limitation of Damages

In no event shall the City be liable to contractor or to any third party for any incidental, indirect, consequential, special, or punitive damages arising out of or relating to the contract, including but not be limited to any claims for lost business or profit, regardless of whether the city had been advised of the possibility of such damages. By way of example and not limitation, the City shall not be liable to Proposer for any claims of lost business or profit arising out of any finding of breach or declaration of default by the City, even if it is later determined that such finding or declaration was made in error.

Additional Information

1. Ambulance Service Agreement

The end goal of this RFP process and selection of the most qualified Ambulance Service Provider is the negotiation and implementation of the Ambulance Service Agreement. The parties to the Ambulance Service Agreement will participate in establishing minimum performance standards and penalties will be assessed for failure to achieve minimum standards agreed upon by the parties. The Ambulance Service Agreement will require the highest levels of performance and reliability.

- Ambulance response times must meet the response standards set forth in the Ambulance Service Agreement.
- The City's (or the Provider's, as applicable) Dispatch Center will be responsible for dispatch of ambulances under the Agreement.
- Every ambulance unit must at all times be equipped and staffed to operate at the Paramedic level (at a minimum), on all emergency and non-emergency calls received under the Agreement.
- Clinical performance must be consistent with approved medical standards, protocols, guidelines and regulations set forth by the State of Oklahoma Department of Health.
- The conduct of personnel must be always professional and courteous.
- There must be an unrelenting effort to detect and correct performance deficiencies and continuously upgrade the performance and reliability of the entire EMS system.
- Clinical and response time performance must be extremely reliable, with equipment failure and human error held to a minimum through constant attention to performance, protocol, procedure, performance auditing, and prompt and definitive corrective action as needed.
- An Ambulance Service Provider who consistently fails to perform in accordance with standards set forth in the Agreement or any other authority incorporated therein, must and shall be replaced. The City of Sand Springs reserves discretion to evaluate the performance of the Ambulance Service Provider and to make any determination with respect to the need for replacement.

2. Expertise & Judgement

Respondents are specifically advised to use their own best expertise and professional judgment in deciding upon the methods to be employed to achieve and maintain the high performance required under the proposed Agreement. By "methods", the City means compensation programs, shift schedules, personnel policies, supervisory structures, and other internal matters which, taken together, comprise each Respondent's own strategies and tactics for achieving the best program at the lowest cost.

3. Costs Incurred in Responding

The City will not pay any costs incurred in preparation, presentation, demonstration or negotiation of a Request for Proposal, nor does it commit to procure or contract for any services. All costs of Response preparation will be encumbered by the Respondent.

It is understood that all proposals, inquiries and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation submitted in response will become the property of the City when received by the City and may be considered public information under the Oklahoma Open Records Act.

4. Performance Review

If selected as the City's Ambulance Service Provider, the Respondent shall provide monthly performance data utilizing criteria the City determines to be relevant. In addition, the Respondent will provide to the City data conferring compliance with the terms of the Ambulance Service Agreement. The selected Ambulance Service Provider's performance should exceed the minimum requirements of the Agreement whenever possible.

5. Renewal Option

The Ambulance Service Agreement may be renewed as set out by and approved in accordance with the terms of the Ambulance Service Agreement and upon written agreement between the Ambulance Service Provider and the City. This option shall be exercised only if the Respondent is successful in completing the Performance Reviews outlined above and in the Ambulance Service Agreement. Upon renewal of the Ambulance Service Agreement, if any, compensation may be adjusted as provided within the Agreement.

6. Remedies for Non-Performance

Breach of Duty. Respondents are advised that, if selected as the City's Ambulance Service Provider, they will be held accountable for fulfilling their obligations under the Agreement in a manner that is consistent with the qualifications stated in response to this RFP. If selected as Ambulance Service Provider, each Respondent assumes full responsibility for failure to meet performance standards and specifications set forth in this RFP and in the Ambulance Service Agreement and will assume full financial liability that accrues from failing to meet such standards and specifications. The Provider's failure to provide available Emergency Medical Services as required in the Agreement, and as a response to this RFP, may result in a deduction from compensation for services.

Any failure to meet the performance standards articulated in the Agreement that is susceptible to remedy in a

reasonable period of time, in the judgment of the City of Sand Springs, following notice of the deficiency shall be cured within 15 days following such notice.

Failure to cure a noticed deficiency within that period of time, and/or failures to meet performance standards that are sufficiently severe as to present potential hazards to the well-being of residents of the City, as determined in the judgment of the City of Sand Springs may result in declaration of breach and immediate termination of the Ambulance Service Agreement.

Proposal Format

To facilitate the review process, the following guidelines shall be adhered to:

1. Introduction to the Proposal

Respondents should provide a brief understanding and acknowledgement of the City 's needs and the requirements imposed for evaluation of a prospective Ambulance Service Provider's capability to perform the services described in this RFP.

2. Signed Statement Authorizing Submission of the Proposal

The individual submitting a Proposal should provide evidence of his/her being authorized to do so by the controlling person(s) or entity of the Respondent.

3. Respondent Information

Please be sure to include the Proposer's name, address, contact person, telephone number, email address and federal tax ID number (FEIN).

4. Company Information

Include information pertaining to the history of the Proposer, including:

- Years in business; key personnel; scope of services offered by business; locations of business; location of headquarters; number of employees; nature of business plan (in relation to continued growth); detailed history of experience providing the type and scope of services related to this RFP.

The Proposer should also include information and history relating to public/private partnerships; training processes (including new employee training and in-service training), employee education and development; experience with creating innovative programs; community involvement; public relations and media experience; and log of all certifications/licenses pertinent to its response to this RFP.

5. Financial Information

Proposers shall include with their Proposal an audited or reviewed set of financial statements for each of the preceding three years. Proposer shall also include any contracts or agreements currently in effect with employees or labor groups that may have an impact on its capacity to perform up to standard during the period of the Ambulance Service Agreement or possible renewal of the Agreement.

6. Cost Proposal

The Proposer's cost proposal shall include the total estimated cost of providing all services identified and included in the RFP response. The Respondent shall provide a breakdown of the anticipated cost of all components of its Proposal.

