



**TOWN OF TRUMBULL, CONNECTICUT  
REQUEST FOR PROPOSAL (RFP)  
ASSESSMENT OF TOWN EMS**

**RFP # 5927**

**DUE: MAY 9, 2012 12:00 Noon**

The Town of Trumbull (hereinafter referred to as Town) is seeking proposals from qualified firms (hereinafter referred to as respondent, company, or organization) to perform a detailed assessment of the EMS provision to the Town, and provide recommendations for improvements to maximize efficiencies, the service provision, and quality assurance for EMS delivery.

**BACKGROUND**

The Town of Trumbull (Town) meets its obligation to provide Emergency Medical Services to its residents and visitors through a relationship with Trumbull Emergency Medical Services, Inc. (TEMS), a not-for-profit corporation formed specifically to provide such services. TEMS was formed in 1976 as a volunteer service, and like many similar organizations now serves the community with a combination of volunteer and paid staff. TEMS is supplemented by contracted paramedic level staff from a commercial ambulance company, and mutual aid from area ambulance services as needed.

TEMS receives operational funding from the Town of Trumbull. Revenue from billing users of this service is obtained by billing patients through a contracted billing service vendor. This revenue goes to the Town. The billing revenue does not fully cover the cost of TEMS's operational costs and as such, the Town subsidizes the difference between operational costs and billing revenue received.

Respondents are encouraged to visit the Town's website [www.trumbullct.gov](http://www.trumbullct.gov) for additional general information regarding the Town of Trumbull.

**SCOPE OF SERVICES**

The project scope shall not be limited to, but at a minimum must include the following:

1. A detailed assessment of available information for service provision including:
  - a. Response time statistics;
  - b. Request/Response analysis by time of day, and day of week;
  - c. Call analysis by geographic sector of community;
  - d. Passed calls, including reason for passed calls and impact on response times;
  
2. Review of TEMS organizational structure to include assessment of:
  - a. Quality Assurance/Quality Improvement programs and outcomes;
  - b. Management/leadership structure and effectiveness;
  - c. Volunteer component and volunteer recruitment and retention strategies;
  - d. Paid staff structure and scheduling;

- e. Adequacy of resources to meet demand needs;
3. Assessment of billing function to include:
    - a. Controls to ensure each dispatched call has PCR completed and forwarded for billing as appropriate;
    - b. Determination of collection percentages, (net of allowances);
    - c. Average days in receivables (by primary payer);
    - d. Billing practices (i.e. billing for ALS Assessments, period between service provision and call being billed out)
    - e. Percentage of bills denied and reasons for denials;
  4. Interviews with Key Stakeholders and allied Emergency Service providers including:
    - a. TEMS volunteer staff;
    - b. TEMS paid staff;
    - c. Trumbull Police Department;
    - d. Trumbull Fire Department;
    - e. Trumbull Dispatch and C-MED;
    - f. Sponsor Hospital
  5. Identification of areas for improvements and recommendations for making such improvements, to include the cost/benefit of each recommendation.
  6. Development of an action plan for implementation of improvements with key deliverables and timeline for implementation.

**The proposal shall include:**

1. A description of methods to be employed to accomplish the above;
2. A detailed list of the project deliverables;
3. The experience and credentials of the individual(s) who will be conducting the review;
4. All costs to the Town for the project;
5. The timeline for completion of the project;
6. Ability of the selected firm to assist in implementation and facilitation of recommendations as well as any associated costs for such assistance should the Town choose to do so.

**GENERAL INQUIRIES**

All inquiries regarding the technical nature of this request may be directed to Ms. Maria Pires, Director of Finance at 203-452-5013, [mpires@trumbull-ct.gov](mailto:mpires@trumbull-ct.gov) ; all other questions may be directed to Robert J. Chimini, Purchasing Agent 203-452-5042 [rchimini@trumbull-ct.gov](mailto:rchimini@trumbull-ct.gov) .

**No questions will be responded to after May 4, 2012.** To ensure consistent interpretation of certain items, answers to questions the Town deems to be in the interest of all proposers will be made available in writing or by Fax as appropriate to all responders. Additionally, after proposals are received, the Town reserves the right to communicate with any or all of the responders to clarify the provisions of this request. The Town further reserves the right to request additional information at any time after proposals are opened.

### **ISSUANCE OF ADDENDA**

The Town of Trumbull reserves the right to amend this solicitation by an addendum. Addenda will be posted to the Town's website ([www.trumbull-ct.gov](http://www.trumbull-ct.gov)) up to 48 hours in advance of the proposal's due date and time for reference by the responders. It is the responder's responsibility to check the Town's website for addenda. If in the Town's opinion revisions are of such a magnitude, the deadline for this solicitation may be extended in an addendum.

### **PREPARATION OF PROPOSALS**

One (1) ORIGINAL and **four (4)** EXACT COPIES of your proposal shall be submitted. All proposals should be submitted in a clear, concise and legible manner to permit proper evaluation. Proposers may also submit, under separate cover with their proposal, any additional reports and documents that are necessary to meet the requirements of this request. If a proposal does not meet or better the required specifications on all points that must be outlined in a letter otherwise it will be presumed that a proposal is in accordance with the required specifications.

### **PROPOSAL SUBMISSION**

Proposals shall be received at the office of the Purchasing Agent, Trumbull Town Hall, prior to the advertised hour of opening.

Proposals are to be submitted in a sealed envelope and addressed as follows:

**RFP #5927      DUE:    MAY 9, 2012 @ 12:00 Noon**  
Town of Trumbull  
Attn: Robert J. Chimini, Purchasing Agent  
**5866 Main Street, Trumbull, CT 06611**

Please be advised that the person(s) signing the formal proposal must be authorized to contractually bind your firm with regard to prices and related contractual obligations.

### **WITHDRAWAL OF PROPOSALS PRIOR TO DEADLINE**

A respondent wishing to withdraw a proposal prior to the deadline may do so by preparing a formal written request on company letterhead. The person who signs the letter must be the same person who signs the reply sheets.

### **TOWN OPTIONS**

The Town reserves the right to reject any or all proposals and to waive any requirements, irregularities, technical defects or service therein when it is deemed to be in the best interest of the Town.

### **TAXES**

All purchases made by the Town, and associated with the award of this requirement shall be tax exempt. Any taxes must not be included in proposal prices. A Town Tax Exemption Certificate shall be furnished upon request.

### **PROPOSAL COSTS**

The respondent shall be responsible for all costs incurred in the development and submission of this proposal. The Town assumes no contractual obligation as a result of the issuance of this RFP, the preparation or submission of a proposal by a respondent, the evaluation of an accepted proposal, or the selection of finalists. The Town shall not be contractually bound until the Town

and the successful respondent have executed a written agreement for the performance of the work.

### **PRESENTATIONS**

Selected respondents identified as finalists may be required to present their proposals to the Town. The costs of such presentations and interviews shall be borne solely by the respondents.

### **ACCEPTANCE OF REQUEST FOR PROPOSAL CONTENT**

The RFP document and the contents of the successful proposal will be used to establish final contractual obligations. The Town retains the option of canceling the award if the successful respondent fails to accept such obligations. The Town and the successful respondent shall enter into a written agreement for the work to be performed.

### **STATE, LOCAL AND FEDERAL LAWS**

The respondent shall acknowledge and agree that, should it be awarded the Contract, it shall be solely responsible for strict compliance with all federal, state and local statutes, laws, codes, rules, regulations and ordinances, and for the procurement and maintenance of all necessary licenses and permits relating to contractor's performance of services.

### **INDEMNIFICATION**

The Contractor shall indemnify and save harmless the Town and its officers, agents, servants and employees, from and against any and all claims, demands, suits, proceedings, liabilities, judgments, awards, losses, damages, costs and expenses, including attorneys' fees, on account of bodily injury, sickness, disease, death or other damages sustained by any person or persons injury or damage to or destruction of any property, directly or indirectly arising out of, relating to, or in connection with the work called for in the Contract, whether or not due or claimed to be due in whole or in part to the active, passive or concurrent negligence, fault or contractual default of the Contractor, its officers, agents, servants or employees, any of its subcontractors, the Town, any of its respective officers, agents, servants, or employees and/or any other person or persons, and whether or not such claims, demands, suits or proceedings are just, unjust, groundless, false, or fraudulent, and the Contractor shall and does hereby assume and agrees to pay for the defense of all such claims, demands, suits and proceedings, provided, however, that the Contractor shall not be required to indemnify the Town, its officers, agents, servants, or employees, against any such damages occasioned solely by acts or omissions of the Town, its officers, agents, servants or employees, other than supervisory acts or omissions of the Town, its officers, agents, servants, or employees, in connection with the work called for in the Contract.

### **EXECUTION OF AGREEMENT**

The selected respondent will be required to and agrees to execute a mutually agreed to contract.

### **CANCELLATION OF AWARD/CONTRACT**

If the selected firm fails to perform or observe any material term or condition of the agreement and such failure continues, The Town of Trumbull may cancel the contract without liability for cancellation/termination charges.

### **PROPOSAL FORMAT AND REQUIREMENTS**

At the very beginning of the proposal, the respondent should include a letter of transmittal signed by an individual authorized to bind the respondent.

The following questions and RFP form requirements are designed to solicit information critical to the Town's evaluation of the respondent's capabilities. The respondent should repeat each question, followed by the answer and/or form. Answers should be concise and complete. Respondents are expected to respond specifically to each question in this section. Failure to respond to all applicable questions and form requirements in this section may result in rejection of the proposal.

**Company Background**

1. Provide a brief background of your company.
2. Describe how your company is organized to provide the services requested.
3. What is your methodology for determining an assessment of EMS services for the Town.
4. Describe the structure of the team or staff that would provide the analysis of EMS Services and provide biographical sketches of the individuals that would be assigned including title, authority level and experience.
5. Please list three companies, which we may contact for references. Provide company name, contact name, address, services provided, and telephone number.
6. Describe your organization, activities and any other relevant factors that demonstrate your firm's abilities to provide the requested service.

**FEES FOR SERVICES**

The respondent shall provide all of the pricing information specified below. Failure to provide information below may result in disqualification.

1. Town Charges.
2. Management fees.
3. Administrative fees.
4. Hourly Rates (if any)

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**RESPONDER'S INFORMATION & SIGNATORY FORM**

Company Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Web Site: \_\_\_\_\_

Type of Entity:    Corporation: \_\_\_\_\_    Type of Corp.: \_\_\_\_\_    LLC: \_\_\_\_\_  
                         Partnership: \_\_\_\_\_    Joint Venture: \_\_\_\_\_  
                         Sole Proprietorship: \_\_\_\_\_  
                         Other (please describe): \_\_\_\_\_

1. CT State Business License Number (if applicable): \_\_\_\_\_  
State Agency issuing license: \_\_\_\_\_

2. Number of years in business under entity name: \_\_\_\_\_

3. Name and title of person completing / responsible for submission of this RFP or contract and the responses to this questionnaire:

\_\_\_\_\_

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
By (Signature)

\_\_\_\_\_  
Address

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Telephone/Fax