

September 8, 2006

To: Phillip L. Nelson, City Manager

From: Jeanette Bennett, Purchasing Director
Charles T. Craft, Chief of Police
William Nelson, Fire Chief

Re: **Agenda Item:** Standard Purchasing Resolution 3: Exercise Renewal Option –
Emergency Medical Services –

RECOMMENDATION

City management recommends approval of the three (3) year option to renew for Emergency Medical Services with Alliance Mobile Health of Rochester Hills, MI, for an estimated annual cost of \$500,000.00 under the current terms and conditions of the original contract.

BACKGROUND

On June 2, 2003, Troy City Council approved a three-year contract to provide for emergency medical services with an option to renew for three additional one-year periods to the low bidder submitting the best value proposal, Alliance Mobile Health at an estimated cost of \$463,623.00 per year {Resolution #2003-06-281}.

In the past three years, Alliance Mobile Health has done an excellent job handling the emergency medical services for the City of Troy. Not only has Alliance meet or exceeded the response time requirements every month, quarterly surveys are conducted on patient satisfaction. On a scale of 1-4, 4 being the best, Alliance Mobile Health averages 3.84.

Alliance Mobile Health is the first and only CAAS (Commission on Accreditation of Ambulance Services) credited EMS provider based in Oakland County. CAAS was formed in 1990, as a not-for-profit agency to be a standard bearer for medical transportation systems. The American Ambulance Association, the American College of Emergency Physicians, the National Association of EMS Physicians, the National Association of State EMS Directors, the National Association of EMTs, and the International Association of Fire Chiefs, with liaison representation from The National Highway Transportation Safety Administration, sponsor this accreditation. CAAS Accreditation signifies that ambulance services have met the "gold standard" determined by the ambulance industry to be essential in a modern emergency medical services provider.

AMH has forged an excellent working relationship with the Troy Police and Fire Departments. AMH has coordinated and conducted many police and fire training sessions, and have been a valued member of the City of Troy Special Response Unit.

AMH is currently planning on purchasing or leasing new office and garage space in Troy. This move should be completed by November 2006.

MARKET SURVEY

Due to the best value process used in evaluating the request for proposal, a market survey was not done; since the City utilizes an evaluation process in which bidders are required to meet minimum specified requirements, along with a weighted score for level of services.

BUDGET

Funding for this service is available in the Police Department Uniform Patrol Account – 1st Responder Service # 315.7802.010.

Prepared by: Sergeant Donald Ostrowski



September 8, 2006

City of Troy
Chief William Nelson
500 W. Big Beaver Road
Troy, MI 48084

Dear Chief Nelson,

Alliance Mobile Health would agree to a 3-year extension vs. the current one year extension over the next 3 years. The services are to provide emergency medical paramedic first responder services to the City of Troy. All of the terms and conditions outlined in the contract remain acceptable to our organization.

If you have any questions, please do not hesitate to contact me at 248-495-5634.

Sincerely,

Laurie Thiel, CEO
Alliance Mobile Health
1625 Star Batt Drive
Rochester Hills, MI 48309

April 22, 2003

TO: Honorable Mayor and City Council

FROM: John Szerlag, City Manager
Jeanette Bennett, Purchasing Director
Police Chief Charles Craft
Fire Chief William Nelson

RE: Standard Purchasing Resolution 8: Best Value Award –
Emergency Medical Services Contract

RECOMMENDATION

On January 31, 2003, request for proposals (RFP) were opened for a three-year contract for Emergency Medical Services with an option to extend for three additional one-year periods. It is respectfully recommended that an award be made to the highest scoring, lowest bidder, Alliance Mobile Health at an estimated cost of \$463,623 annually or \$ 1,390,869 for the three years of the contract, at unit prices contained in the attached tabulation dated 1/31/03. If approved by Council, this RFP shall be awarded to the recommended bidder contingent upon submission of proper proposal documents, including insurance certificates and all specified requirements.

Alliance Mobile Health received the highest recommendations from the committee of evaluators from the City of Troy. Not only did this company furnish the most impressive and complete proposal package; they also prepared a proposal with the lowest prices.

SELECTION PROCESS

The selection of the service provider was based upon weighted criteria including the RFP responses and price. Using a 100 point scoring process, prices were equated to the amounts budgeted for Ambulance Services (\$0 = 100 points), and a scoring formula for First Responder Service. The final score calculation was determined as follows:

$$\begin{array}{r} 40\% \times \text{Ambulance Service Price Score} \\ 40\% \times \text{Medical First Responder Price Score} \\ \underline{20\% \times \text{Average of Service Weighted Scores}} \\ 100\% \quad = \text{Final Weighted Score} \end{array}$$

NOTE: The estimated cost of \$1.4 million for the three years is based upon 21,900 hours per year used in the deployment plan acceptable for medical services.

BUDGET

The current contract expires on October 1, 2003, and the new one would commence at that time. The Police Department has budgeted funds for this service in the Uniform Patrol – 1st Responders Account #315.7802.010 for the fiscal year 2003-2004.

25 Proposals Sent
5 Firms attended Pre-bid Meeting
4 Proposal Responses Received
1 No Bid: (1) Company bidding through another ambulance service.

Prepared by: Sgt. Donald Ostrowski

EXECUTIVE SUMMARY- EMERGENCY MEDICAL SERVICES

STATISTICS:

- ◆ 25 Request for Proposal documents sent to prospective bidders
- ◆ 4 responses were received
- ◆ Alliance Mobile Health was the most qualified bidder by receiving the highest score

Final Score Calculation:

40% x Ambulance Service Price Score
 40% x Medical First Responder Price Score
 20% x Other Score

100% Final Weighted Score

* In order to equate the price and the weighted evaluation process scoring, all scores were converted into a score with the base of 100

The following bidders submitted a proposal and received the indicated final scores:

FINAL SCORING

COMPANY	SCORE
Alliance Mobile Health	89
Community EMS Inc.	88
American Medical Response (AMR)	66
Universal - Macomb Ambulance	15

Final Score Calculations: 8 MINUTES

VENDORS:	Alliance Mobile Health	Community EMS Inc.	American Medical Response (AMR)	Universal - Macomb Ambulance
Score				
Ambulance Price Score: (x .40) =	100 x .40 = 40	100 x .40 = 40	100 x .40 = 40	0 x .40 = 0
First Responder Price Score: (x .40) =	75 x .40 = 30	75 x .40 = 30	25 x .40 = 10	0 x .40 = 0
Service Weight Score: (x .20) =	94 x .20 = 19	92 x .20 = 18	79 x .20 = 16	74 x .20 = 15
FINAL SCORE:	89**	88	66	15

** HIGHEST RATED VENDOR - RECOMMENDED AWARD

ADDITIONAL SCORING SUMMARIES:

PRICE SCORE – AMBULANCE SERVICE: 8 MINUTES

Vendors:	SCORE
Alliance Mobile Health	100
Community EMS Inc.	100
American Medical Response (AMR)	100
Universal - Macomb Ambulance	0

PRICE SCORE – FIRST RESPONDERS SERVICE:

Vendors:	Score
Alliance Mobile Health	75
Community EMS Inc.	75
American Medical Response (AMR)	25
Universal - Macomb Ambulance	0

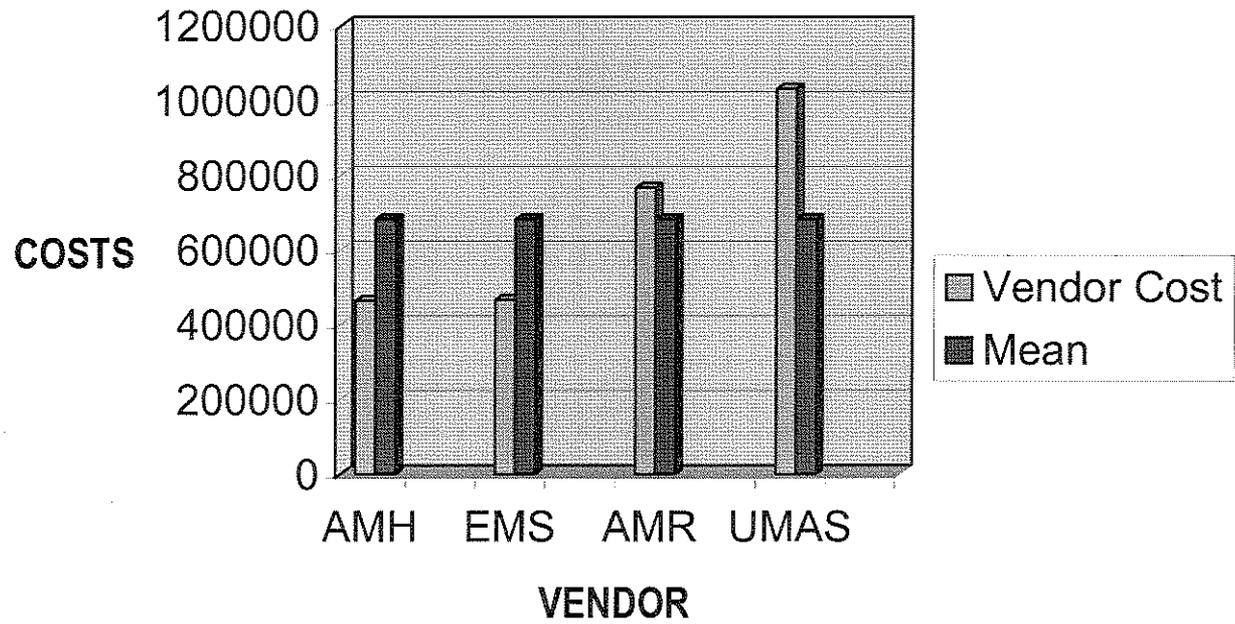
WEIGHTED SCORE:

Raters:	1	2	AVERAGE
Vendors:			
Alliance Mobile Health	96	92	94
Community EMS Inc.	94	89	92
American Medical Response (AMR)	79	79	79
Universal - Macomb Ambulance	76	72	74

**EMERGENCY MEDICAL SERVICES
ANALYSIS**

VENDOR	COST	MEAN	DIFFERENCE	D2	VARIANCE	STANDARD DEVIATION	POINTS
AMH	463623	682,038	218,415	47705112225		1	75
EMS	466470	682,038	215,568	46469562624		1	75
						0 (Mean)	
AMR	766500	682,038	(84,462)	7133829444		-1	25
UMAS	1031560.2	682,038	(349,522)	1.22166E+11		-2	0
	\$2,728,153.2			223,474,132,777	55868533194	236365.2538	

EMERGENCY MEDICAL SERVICES



Opening Date: 01/31/03
 Date Prepared: 3/12/03

BID TABULATION
 CITY OF TROY
 EMERGENCY MEDICAL SERVICES

VENDOR NAME:		COMMUNITY EMS SERVICE		ALLIANCE MOBILE HEALTH		AMERICAN MEDICAL RESPONDERS	
PROPOSAL: Emergency Medical Services							
AMBULANCE SERVICES							
COST FOR RESPONSE TIME:		8 Minutes	6 Minutes	8 Minutes	6 Minutes	8 Minutes	6 Minutes
Year 2003--2004		NO COST	NO BID	NO COST	\$30,089/MO	NO COST	\$35,000/MO
FIRST RESPONDER SERVICE							
COST FOR MEDICAL FIRST RESPONDERS:		# of Hrs	Cost	# of Hrs	Cost	# of Hrs	Cost
Year 2003--2004							
Ambulance		0	\$ -	0	\$ 21.17	0	\$ 39.00
Other Type - Vehicle		OPTION 1: 20,592	\$ 21.30	* 21900	\$ 21.17	* 21900	\$ 35.00
		* OPTION 2: 21,900	\$ 21.30				
ESTIMATED GRAND TOTAL:			\$466,470.00		\$ 463,623.00		\$766,500.00
EXTENSION OF AWARD: (Tri County Purchasing Members)		Yes or No	YES	YES	YES	YES	YES
INSURANCE:		Can meet	YES	YES	YES	XX	XX
		Cannot meet					
INSURANCE LETTER: Yes or No		NO	NO	YES	YES	NO	NO
PAYMENT TERMS:		BLANK	BLANK	NET 30	NET 30	NET 30	NET 30
EXCEPTIONS:		BLANK	BLANK	NONE	NONE	BLANK	BLANK
HOLD HARMLESS CLAUSE		Filled out	YES	YES	YES	YES	YES
		Not Filled out					

NO BIDS:
Medstar Ambulance

* NOTE: 21,900 is the number of hours used in the deployment plan acceptable for MFR Service, and is being used for award purposes.
 (2 units, 24/7; 1 unit 12hrs/7days, 365 days/year)

BOLDFACE TYPE DENOTES BEST VALUE PROPOSAL

ATTEST:
 Cheryl Morrell
 Donald Ostrowski
 Linda Bockstanz


 JEANETTE BENNETT
 PURCHASING DIRECTOR

Opening Date: 01/31/03
 Date Prepared: 3/12/03

BID TABULATION
 CITY OF TROY
 EMERGENCY MEDICAL SERVICES

VENDOR NAME:		UNIVERSAL-MACOMB			
		AMBULANCE SERVICE			
PROPOSAL: Emergency Medical Services					
AMBULANCE SERVICES					
COST FOR RESPONSE TIME:		8 Minutes	6 Minutes	8 Minutes	6 Minutes
Year 2003--2004				\$31,304.60/MO	\$82,466.65/MO
		(2) AMBULANCES		(3) AMBULANCES	
FIRST RESPONDER SERVICE					
COST FOR MEDICAL FIRST RESPONDERS:					
Year 2003--2004		# of Hrs	Cost	# of Hrs	Cost
Ambulance				0	\$ 69.98
Other Type - Vehicle				* 21900	\$ 29.95
TOTAL					\$ 655,905.00
ESTIMATED GRAND TOTAL:					\$1,031,560.20
EXTENSION OF AWARD: (Tri County Purchasing Members)					
Yes or No		YES			
INSURANCE: Can meet					
Cannot meet		XX LISTED IN BID			
INSURANCE LETTER: Yes or No					
		NO			
PAYMENT TERMS:					
		AS AGREED			
EXCEPTIONS:					
		INSURANCE			
		DIFFERENTIAL DISPATCH			
HOLD HARMLESS CLAUSE					
Filled out		YES			
Not Filled out					