

July 26, 2007

TO: Phillip L. Nelson, City Manager

FROM: Susan A. Leirstein, Purchasing Director  
Charles T. Craft, Chief of Police  
William S. Nelson, Fire Chief

RE: Standard Purchasing Resolution 3: Exercise Renewal Option –  
Emergency Medical Services –

**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}.
- On September 18, 2006, the first of three one-year options was exercised and approved by Troy City Council under the same pricing structure, terms, and conditions as the original contract. {Resolution #2006-09-369}
- In the past four 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 3.79.
- 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. 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 purchased a new office and garage space in Troy.
- 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.

**Financial Considerations**

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

July 26, 2007

To: Phillip L. Nelson, City Manager  
Re: Exercise Renewal Option – Emergency Medical Services

**Legal Considerations**

- RFQ/RFP 02-56, a three-year contract to provide emergency medical services with an option to renew for three additional one-year periods was competitively bid and opened on January 31, 2003, in accordance with Chapter 7 of the City Code.

**Policy Considerations**

- 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. (Goal I & IV)

**Options**

- City management recommends approval of the second one-year option to renew for Emergency Medical Services with Alliance Mobile Health of Troy, MI, for an estimated annual cost of \$500,000.00 under the same pricing structure, terms and conditions as the original contract to expire September 30, 2008, which allows for verifiable rate increases using the consumer price index inflation calculator.

July 26, 2007



City of Troy  
Director of Purchasing  
500 W. Big Beaver Road  
Troy, MI 48084

Dear Ms. Leirstein:

Alliance Mobile Health agrees to continue providing EMS services to the City of Troy under the current three (1) year extensions. 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  
2045 Austin Drive  
Troy, MI 48083

Copies to: Chief William Nelson  
Sgt. Don Ostrowski



*"Our single promise to you is exceptional service"*

July 2, 2007

City of Troy  
Director of Purchasing  
Ms. Susan Leirstein  
500 West Big Beaver  
Troy, MI 48084

Dear Ms. Leirstein:

Alliance Mobile Health would like to request a price increase of 3%. If this is accepted, this would change our \$21.80 per hour to \$22.45 for Emergency Medical and First Responder Service provided to the City of Troy. Our contract went into effect on October 1, 2003.

This request is based on the following factors:

- CPI for health care 4% (US Department of Labor)
- CPI average 2.8% (US Department of Labor)
- Increased fuel costs, wages, and medical benefits for employees.

Any questions can be directed to me at 248-457-0344, x225 or [lthiel@alliancemobilehealth.org](mailto:lthiel@alliancemobilehealth.org).

Thank you.

Sincerely,

  
Laurie Thiel, Executive Director  
Alliance Mobile Health

d) Standard Purchasing Resolution 3: Exercise Renewal Option – Emergency Medical Services

Resolution #2006-09-369  
Moved by Fleming  
Seconded by Beltramini



WHEREAS, On June 2, 2003, a three-year contract to provide emergency medical services with an option to renew for three additional one-year periods was awarded to the low bidder submitting the best value proposal, Alliance Mobile Health, for an estimated cost of \$463,623.00 per year at unit prices contained in the tabulation opened January 31, 2003 (Resolution #2003-06-281); and

WHEREAS, Alliance Mobile Health has agreed to exercise the option to renew the contract for one year under the same terms and conditions;

THEREFORE, BE IT RESOLVED, That the option to renew the contract for one additional year is hereby **EXERCISED** with Alliance Mobile Health of Rochester Hills to provide Emergency Medical Services for an estimated total cost of \$500,000.00 per year under the same pricing structure, terms, and conditions as the original contract to expire September 30, 2007.

Yes: All-7

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**E-8 Karagiannakis and Garrett Family Ltd. v. City of Troy et al**

Resolution #2006-09-370  
Moved by Stine  
Seconded by Howrylak

RESOLVED, That the City Attorney's Office is hereby **AUTHORIZED** and **DIRECTED** to **REPRESENT** the City of Troy in any and all claims and damages in the matter of Karagiannakis and Garrett v. City of Troy et al, and to **RETAIN** any necessary expert witnesses and **PAY** any necessary litigation costs to adequately represent the City.

Yes: All-7

**PUBLIC COMMENT: Limited to Items Not on the Agenda**

The meeting **RECESSED** at 9:24 P.M.

The meeting **RECONVENED** at 9:34 P.M.

September 22, 2006

# Alliance

## Mobile Health

City of Troy  
Director of Purchasing  
500 W. Big Beaver Road  
Troy, MI 48084

Dear Ms. Bennett:

Alliance Mobile Health agrees to continue providing EMS services to the City of Troy under the current three (1) year extensions. 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

Copies to: Chief William Nelson  
Sgt. Don Ostrowski

- A. The occurrence of the subject commercial vehicle on the residential site involved is compelled by parties other than the owner or occupant of the subject residential site (e.g. employer).
- B. Efforts by the applicant have determined that there are no reasonable or feasible alternative locations for the parking of the subject commercial vehicle.
- C. A garage or accessory building on the subject residential site cannot accommodate, or cannot reasonably be constructed or modified to accommodate, the subject commercial vehicle.
- D. The location available on the residential site for the outdoor parking of the subject commercial vehicle is adequate to provide for such parking in a manner which will not negatively impact adjacent residential properties, and will not negatively impact pedestrian and vehicular movement along the frontage street(s)."; and

WHEREAS, The City Council of the City of Troy has not found that the petitioner has demonstrated the presence of condition(s), justifying the granting of a variance:

NOW, THEREFORE, BE IT RESOLVED, That the request from Kenneth Follis – 4101 Cherrywood, for waiver of Chapter 39, Section 40.66.00, of the Code of the City of Troy, to permit outdoor parking of a Ford one-ton stake truck in a residential district is hereby **DENIED**.

#### Vote on Postponement

Resolution #2003-06-280

Moved by Pryor

Seconded by Stine

RESOLVED, That Request for Commercial Vehicle Appeal – 4101 Cherrywood – Continuation of Public Hearing be **POSTPONED** until the Regular City Council Meeting scheduled for Monday, July 21, 2003.

Yes: Broomfield, Eisenbacher, Howrylak, Lambert, Stine, Pryor

No: None

Absent: Beltramini

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#### **D-3 Standard Purchasing Resolution 8: Best Value Award – Emergency Medical Services Contract – Known and Possible Ramifications for Award to Other than the Recommended Best Value Company – Emergency Medical and First Responder Services**

Resolution #2003-06-281

Moved by Broomfield

Seconded by Stine

RESOLVED, That a three-year contract to provide for Emergency Medical Services with an option to extend for three additional one-year periods is hereby **AWARDED** to the low bidder submitting the best value proposal, Alliance Mobile Health, which the Troy City Council determines to be in the public interest at unit prices contained in the tabulation opened January

31, 2003 for an estimated cost of \$463,623.00 per year, a copy of which shall be **ATTACHED** to the original Minutes of this meeting; and

BE IT FURTHER RESOLVED, That the award is **CONTINGENT** upon contractor submission of properly executed proposal documents, including insurance certificates and all other specified requirements.

Yes: Eisenbacher, Howrylak, Lambert, Stine, Broomfield  
No: Pryor  
Absent: Beltramini

**MOTION CARRIED**

**RECESS: 9:50 PM – 10:14 PM**

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**D-4 Appointments to Boards and Committees: City Council Appointments: Ethnic Community Issues Advisory Committee**

**(b) City Council Appointments**

Resolution #2003-06-282  
Moved by Lambert  
Seconded by Beltramini

RESOLVED, That the following persons are hereby **APPOINTED** by the City Council to serve on the Boards and Committees as indicated:

**Ethnic Community Issues Advisory Committee**

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**Appointed by Council (9) – 3 years**

Flora M. Tan **Unexpired term expires 09/30/05**

Charles Yuan **Unexpired term expires 09/30/05**

Yes: Howrylak, Lambert, Stine, Pryor, Broomfield, Eisenbacher  
No: None  
Absent: Beltramini

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 – 1<sup>st</sup> 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
<b>FINAL SCORE:</b>	<b>89**</b>	<b>88</b>	<b>66</b>	<b>15</b>

\*\* HIGHEST RATED VENDOR - RECOMMENDED AWARD

**ADDITIONAL SCORING SUMMARIES:**

**PRICE SCORE – AMBULANCE SERVICE: 8 MINUTES**

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

**PRICE SCORE – FIRST RESPONDERS SERVICE:**

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

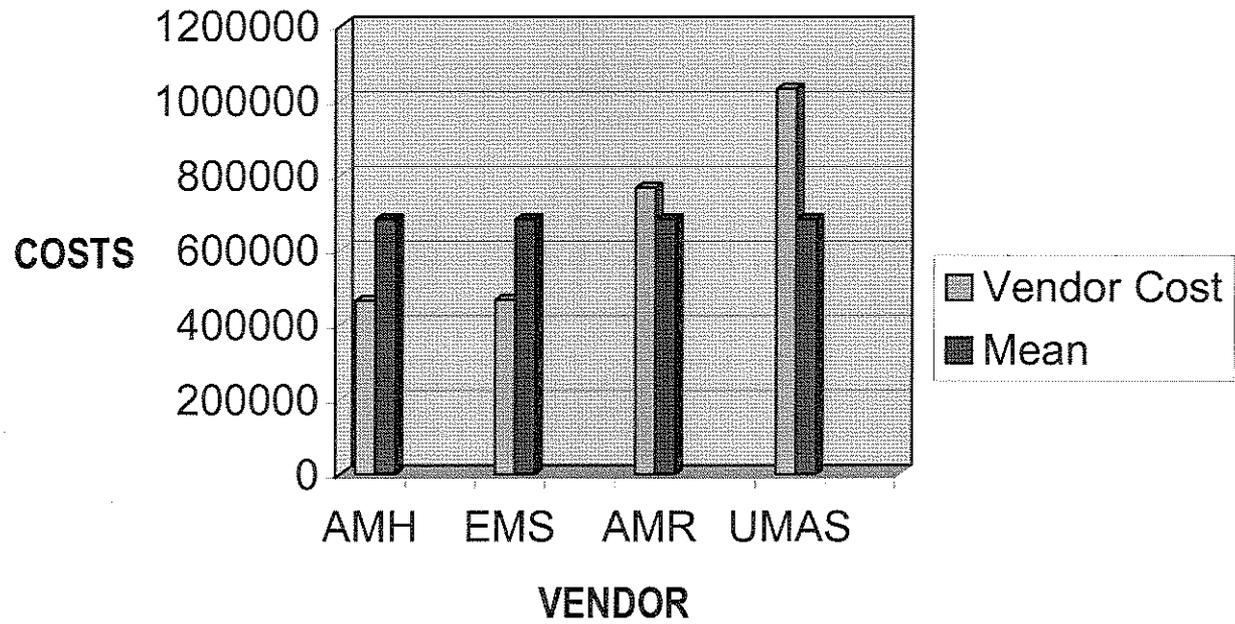
**WEIGHTED SCORE:**

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

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