

## **EXHIBIT "A"**

### **Requirements**

#### **Hidalgo County Precinct No. 3**

#### ***"Emergency Ambulance Services for Unincorporated Areas in Pct 3 (Alton-Palmview-Granjeno)"***

**RFP №: 2019-032-05-01-TDL**

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Hidalgo County is seeking to enter into a contract with a certified, and qualified provider for **Hidalgo County Precinct No. 3 - "Emergency Ambulance Services for Unincorporated Areas in Pct. 3 (Alton-Palmview-Granjeno)"**.

Hidalgo County Purchasing Department will receive sealed envelopes containing proposals for the provision of providing Emergency Ambulance Services as specified herein. Sealed proposals will be accepted until **9:30 a.m., Wednesday, May 01, 2019**. **ANY RFP RECEIVED AFTER THAT TIME WILL NOT BE ACCEPTED AND WILL BE RETURNED UNOPENED.**

**The Submittal Envelope Must Show:**

**RFP №: 2019-032-05-01-TDL**

**Hidalgo County Precinct No. 3**

***"Emergency Ambulance Services for Unincorporated Areas in Pct. 3  
(Alton-Palmview-Granjeno)"***

Deliver submittal to:

Martha L. Salazar, CPPB, Purchasing Agent

Hidalgo County Purchasing Department

New Administration Building

2802 S. Business Hwy 281

Edinburg, Texas 78539

#### **NUMBER OF COPIES TO BE SUBMITTED:**

Hidalgo County requires **one (1) original** (pages **one-sided**, clearly marked **ORIGINAL**), **three (3) copies** and **one (1) CD/USB in PDF format**. **OVERNIGHT MAIL MUST ALSO BE PROPERLY LABELED ON THE OUTSIDE OF EXPRESS ENVELOPE OR PACKAGE WITH REFERENCE TO RFP №: 2019-032-05-01-TDL "Hidalgo County Precinct No. 3 - "Emergency Ambulance Services for Unincorporated Areas in Pct. 3 (Alton-Palmview-Granjeno)".**

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## **SECTION I:**

### **GENERAL TERMS AND CONDITIONS**

#### **RFP QUESTIONS AND ANSWERS:**

Written Questions will be accepted via email to [tanya.delira@co.hidalgo.tx.us](mailto:tanya.delira@co.hidalgo.tx.us), **BY NO LATER THAN Monday, April 22, 2019, at 5:00 pm.** Responses will be sent to all proposers via email by no later than **Wednesday, April 24, 2019, at 5:00 pm.** **TELEPHONE INQUIRIES WILL NOT BE ACCEPTED.**

#### **PROPOSER'S AFFIDAVIT:**

Respondents to this RFP must submit a signed Proposer's Affidavit (attached herein in **Exhibit "J"**) certifying that the submission is **1)** not the result of Collusion as described in the Proposer's Affidavit; **2)** that the Respondent(s) does not have a Conflict of Interest as described in the Proposer's Affidavit; or **3)** that the Respondent has not and will not attempt to lobby directly or indirectly as described in the Proposer's Affidavit.

#### **REQUIREMENT FOR DISCLOSURE OF CONFLICT OF INTEREST:**

Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor, person, consultant or contractor considering doing business with Hidalgo County ("the County") to disclose in the Conflict of Interest Questionnaire (the "CIQ") attached as **Exhibit "D"**, the vendor, person consultant or contractor's affiliation or business relationship that might cause a conflict of interest with the County. By law, the CIQ must be filed with the Hidalgo County Clerk's Office no later than the seventh business day after the date the person becomes aware of facts that require the CIQ statement to be filed. **A person, vendor, consultant, or contractor who is required to file a conflict of interest must file an updated questionnaire *each* year that a contractual relationship or negotiation is pending with the County.** The disclosure requirement applies to a person or business who contract or seek to contract with Hidalgo County for the sale or purchase of property, goods and/or services. Any purchase order or contract resulting from this process shall be considered null and void if the successful respondent fails to comply with the Texas Local Government Code Chapter 176. Vendors, consultants, contractors and others who desire to conduct business with Hidalgo County are encouraged to refer to Texas Local Government Code Chapter 176 for the details of this law. An offense under Texas Local Government Code Chapter 176 is a Class C Misdemeanor.

#### **NON-COLLUSION:**

Submitters, by submitting the signed Proposer's Affidavit, certify that the accompanying submission is not the result of, or affected by, any unlawful act of collusion with any other

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person or provider engaged in the same line of business or commerce, or any other fraudulent act punishable under Texas or United States Law.

**NON-DISCRIMINATION:**

Submitters, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, national origin or disability except where religion, sex, national origin or disability is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor.

**PROCESSING TIME FOR PAYMENT:**

Submitters are advised that a minimum of thirty (30) days is required to process invoices for payment.

**ELECTRONIC TRANSMISSION OF BIDS:**

Hidalgo County's Purchasing Department will not accept telegraphic or electronically transmitted submissions.

**PROOF OF FINANCIAL AND BUSINESS CAPABILITY:**

Submitters must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these requirements. Hidalgo County will make the final determination as to the submitter's ability.

**SUBMITTER DEFAULT:**

Hidalgo County reserves the right, in case of submitter default, to procure the articles or services from other sources and hold the defaulting submitter responsible for any excess costs occasioned thereby.

**RESTRICTIVE OR AMBIGUOUS REQUIREMENTS:**

It is the responsibility of the submitter to review the Request for Proposal (RFP) packet and to notify the Purchasing Department if the requirements are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the requirements or proposal procedures must be received in the Purchasing Department not less than *seventy-two* (72) hours prior to the time set for the opening. These criteria also apply to requirements that are ambiguous.

**HAND DELIVERED PROPOSALS:**

Hidalgo County requires submitters, when hand delivering proposals, to make sure that the proposal is stamped with date and time by the County Purchasing Staff.

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#### **SIGNING OF PROPOSALS:**

In order to be considered all submittals **must** be signed. **Please sign the original in [blue ink](#).**

#### **WAIVING OF INFORMALITIES:**

Hidalgo County reserves the right to waive minor informalities or technicalities when it is in the best interest of Hidalgo County.

#### **SUBCONTRACTING:**

The successful submitter may not subcontract the award without the written consent of the Commissioner's Court of Hidalgo County.

#### **TERM of CONTRACT:**

The initial term of the contract shall be for a period of two (2) years with the option to renew for one (1) additional one (1) year term under the same rates, terms and conditions and/or scope of services. If a new Provider is not in place at the end of the normal contract term, termination/cancellation date, the current provider will continue providing services for a period, not to exceed ninety (90) days or until a new contract is approved.

## **SECTION II:**

### **RFP REQUIREMENTS**

#### **REQUEST FOR PROPOSALS:**

The required contents and limitations for the preparation of the RFP are described in this section. Failure to provide the requested information or adhere to any County limitations will result in disqualification of the submitted RFP. A total of **one (1) original** (pages **one-sided**, clearly marked **ORIGINAL**), **three (3) copy** of the RFP **and one (1) CD/USB in PDF format** shall be submitted to the address on the cover letter.

#### **CONTENTS:**

The required contents for the RFP are presented below in the order they should be incorporated into the submitted document.

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### **UNDERSTANDING OF THE PROJECT:**

This section should demonstrate the submitter's understanding of the project needs, the work required, and any local issues or concerns. This description should be concise, candid, limited to 3 pages in length.

### **OVERVIEW:**

**HIDALGO COUNTY** is seeking proposals from licensed providers of emergency medical (ambulance) services interested in contracting with **Hidalgo County Precinct No. 3-Unincorporated Areas** to provide on-call emergency services to the areas as listed in the requirements. Providers making proposals must be licensed by the Texas Department of health for the provision of emergency medical (ambulance) services in accordance with the specifications outlined in this document.

### **PROPOSER'S QUALIFICATIONS:**

Hidalgo County is seeking to contract with a competent and duly licensed provider under the Emergency Medical Services Act, Texas. Health & Safety Code ann. Ch. 773 (Vernon 1992 & Supp. 1995) V.T.C.A., Health, and Safety Code, that has experience in but not limited to, the following:

1. Maintain a state of the art communication center capable of managing EMS calls County Wide.
2. Maintain a valid emergency ambulance provider license for the highest level of care, issued by the Texas Board of Health.
3. Must have two (2) years of experience.
4. The provider must be licensed by the Texas Department of Health for the provision of the emergency medical services described in these Specifications, and must, in addition, possess all other licenses, permits, third-party reimbursement arrangements required of the provider by law, regulation, or sound business practices.

### **PERSONNEL AND STAFFING:**

The respondent shall provide an organizational chart for their organization and a summary paragraph of the project work to be performed by each proposed staff member. It should include his/her experience, training and education.

### **REQUIRED CERTIFICATIONS AND SUBMITTAL:**

This section will contain any licenses and certifications as required by the Emergency Medical Services Act, Texas Health & Safety Code ann. Ch. 773 (Vernon 1992 & Supp. 1995) V.T.C.A., Health, and Safety Code.

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### **REQUIREMENTS, SCOPE OF SERVICES AND RESPONSIBILITIES:**

- 1) Company must provide a minimum of Advanced Life Support ("ALS") and a Mobile Intensive Care Unit ("MICU") or higher services at all times and for all calls, according to the standards and conditions established by the Texas Department of Health and the Texas Emergency Medical Services Act Texas Health & Safety Code Ann. Ch. 773 (Vernon 1992 & Supp. 1995).
- 2) The company must dedicate six (6) ALS and two (2) MICU equipped ambulance units exclusively to service Hidalgo County Precinct 3 with a base station in such area. In the EMS Proposal, the following must be included;
  - a) Vehicle Identification Number (VIN)
  - b) Make
  - c) Model
  - d) License Plate Number
- 3) Company must have in place, or be able to acquire prior to the commencement date of any services provided under this Contract, mutual aid agreements with other emergency medical services providers in the neighboring areas to assist in the event of a major incident or should additional units be otherwise required on a temporary basis to adequately cover the contemplated service area. Such arrangements shall, at all times, be subject to the approval of the Hidalgo County Commissioners Court. Mutual aid arrangements may be used by Company to meet the response time and performance requirements of these Specifications, provided, however, that the services provided by other ambulance services shall be of a level at least equal to the minimum requirements of these Specifications.
- 4) Company shall be responsible for all day-to-day operations of the emergency medical services provided in the Service Area, including, but not limited to, hiring, staffing, dispatching, filed operations, billing, collections, and purchasing, and shall provide all necessary in-service and other training of all dispatchers, field personnel, drivers, technicians, and paramedics.
- 5) The company must have in place or be able to acquire prior to the commencement date of any services provided under this Contract, arrangements with "first responder organizations" such as local police and fire departments to assist Company responding to emergency calls within the Service Areas. Where first responder organizations are units of or affiliated with political subdivisions of the State of Texas (i.e...fire departments, police departments, and/or sheriff department), Company will provide such organizations with all necessary equipment and supplies, including but not limited to trauma kits and pediatric kits, at cost to such political subdivisions or the first responder organization. In addition, all first responder organizations

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will be provided with training if necessary to meet state certification requirements at cost to such organizations or political subdivisions.

- 6) The company must have in place, or be able to acquire prior to the commencement date of any services provided under this contract, arrangements with local hospitals within and near the Service Areas for telemetry and telecommunications contact with emergency department physicians, and for patient assessment techniques, standing orders, and recommend diagnoses or medical protocols.
- 7) Company shall prepare and publish professionally prepared pamphlets, brochures, circular and other documents necessary and appropriate to advise residents of the service area of the levels and types of services available, complaint procedures, and the rates charged by the Company.
- 8) To the extent available in the service area, the company will make arrangements for interface with the "911" dispatching system on or before the commencement of services provided under this Contract.
- 9) Company shall be expected to promote and maintain a good reputation in the medical community through participation in published research and industry affairs, prompt response and follow-up to inquiries and complaints from whatever source, and leadership in community education programs such as basic first aid and "CPR" training, health fairs, and school visits.
- 10) While this Contract is a "performance contract", and while Company is encouraged to employ its own methods and techniques for producing the highest levels of patient care, Company is expected, as well, to utilize management practices that ensure all field personnel working extended shifts, part-time jobs, voluntary overtime, or mandatory overtime are relieved at such times as to prevent persons with impaired judgment or motor skills from serving patients.
- 11) For at least ninety percent (90%) of all calls, as determined by the dispatcher in strict accordance with approved telephone protocols, Company shall maintain a call-to-one-scene response time of twenty (20) minutes or less. All response time in excess of twenty (20) minutes shall be documented in writing, together with Company's efforts to eliminate repetition of poor response-time performance. Company shall further document in writing every occurrence when another service provider was called to respond to a call due to Company's inability to respond to a call. Written reports shall be provided to County on a quarterly basis for review. Company acknowledges that failure to meet the standards described herein, may lead to termination of the agreement.

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Company shall submit with its response to this RFP statistical data (do not include any private patient information) of the total number of calls it responded to in the past 3 year(s) in approximately the same size service area as the one described herein. As to those calls, please: (a). indicate how many had a call-to-one-scene response time in excess of twenty (20) minutes; and (b). provide the number of times another service provider had to be called due to Company's inability to respond to a call.

- 12) The company will be allowed to provide non-emergency transport of patients within and surrounding the Service Area, provided such non-emergency transport do not in any manner impair Company's ability to meet the service and response time requirements of these Specifications.
- 13) The company must make provisions to allow for direct radio, or other telecommunication, contact between mutual aid providers, first response providers, and Company and its dispatchers to effect accurate and reliable coordination of efforts between such providers.
- 14) In order to provide the highest quality of care to patients of County, the following minimum standards of hygiene must be observed:
  - a) After transportation of a patient, the interior of the ambulance shall be straightened and cleaned. All linens shall be replaced.
  - b) If a patient with an infectious disease is transported, the ambulance interior shall be completely cleaned and disinfected. All applicable infection control standards and operating procedures shall be adhered to.
- 15) Services will be provided in rural areas situated outside the corporate boundaries of any city in Precinct 3 of Hidalgo County. The city's that are not served by the ambulance service of any fire district located in the precinct are Alton, Palmview, Granjeno, La Joya, Sullivan City, and Peñitas (Service Area).

#### **OTHER INFORMATION:**

All costs and expenses associated with the preparation and submission of (bids, proposals and/or quotes) shall be the responsibility of the proposer and no reimbursement for such charges or expenses shall be passed onto Hidalgo County.

#### **COMMUNICATION WITH COUNTY EMPLOYEES:**

The company submitting proposals shall not discuss this RFP with employees of Hidalgo County other than Hidalgo County Purchasing Agent/Staff. **If discussion is necessary, the**

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**company will notify in writing the Hidalgo County Purchasing Agent/Staff. Failure to abide by this requirement may result in automatic disqualification.**

### **PROPOSERS ARE TO PROVIDE A FEE SCHEDULE WITH THIS SUBMITTAL:**

Proposers are to provide a fee proposal based on the scope of work/services.

## **SECTION III:**

### **SELECTION AND SCHEDULES**

#### **SELECTION PROCEDURES/EVALUATION SYSTEM:**

The evaluation consists of a 100 point scoring system. Hidalgo County Commissioner's Court and/or an Evaluation Committee (selected and/or designated by County Commissioner's Court) will review, grade, score and evaluate the proposals received in response to this Hidalgo County request for proposals for the purpose of ranking.

Categories are further detailed in the Selection Criteria (Exhibit B) section of this RFP.

#### **NEGOTIATION PROCESS:**

The number one ranked participant will be contacted to submit a contract for negotiations. If negotiations prove unsuccessful, Hidalgo County will terminate negotiations with the participant and will contact the next highest ranked participant to begin negotiations. The County of Hidalgo reserves the right to reject any and all RFP's.

Any Contract awarded to a successful proposer will be in effect until (a) the contract expires, (b) delivery and acceptance of products and/or performance of services ordered, or (c) terminated by County with thirty (30) day's written notice prior to cancellation.